

Top tips for getting the most out of your online meeting:

Ensure you are in a quiet and private space, where you are unlikely to be interrupted. Make sure you are ready for the session by checking you have adequate internet connection and that your device is charged, and your microphone, speakers / headphones and camera are working. Is MS Teams working on your device?;

Prepare for your appointment as if you were coming to see us on campus; be dressed appropriately, and try to have a plan of what you would like to talk about in your meeting;

At the time of your appointment, join the Teams meeting in your calendar or by clicking on the joining link emailed to you;

Try to have your camera on at start of your conversation; this makes for a friendly introduction to the appointment and seeing who you are speaking to can really make communication easier. If you prefer not to, you do not need to have the camera on for the whole appointment.

What if it doesn't quite go to plan?

In the unlikely event there is a delay in the Adviser / Tutor joining you, please allow 10 minutes and then email Disability Service (DisabilityService@bangor.ac.uk), and we will find out what the difficulty is.

Interruptions can't always be avoided;

- it is highly unlikely that someone would enter the Adviser / Tutor's room by mistake, but should this happen your identity will be protected;
- If someone enters your room, please either: let the Adviser / Tutor know & ask the person to leave before continuing, leave the online meeting, or arrange an alternative process with the Adviser / Tutor.
- If the session is closed by either person, the Adviser / Tutor will try to reconnect after a few moments.
- In the event that the session cannot be restarted, you will be emailed to make alternative arrangements.

Confidentiality

By using the university supported platforms, we have made every effort to make sure that our communications platforms are secure, but we cannot guarantee this as we can face to face in a room. Disability Services Confidentiality Policy is here:

<https://www.bangor.ac.uk/student-services/disability/confidentiality.php.en>

We hope that you feel informed and reassured by this information but if you have any questions or concerns, please contact DisabilityService@bangor.ac.uk

Adapted with thanks from the Counselling Service.