Remote Advising Through Skype for Business and Zoom Video Conferencing

This one-page reference guide will provide tips on using advising technology, helpful tutorials and walkthroughs, and contact information for the professional advising offices on the UMass Lowell campus.

Setting Up Skype for Business or Zoom

Skype for Business for Windows (included with Office 2016). If you do not have Office 2016 installed, it can be downloaded here: www.uml.edu/IT/Services/Software/Office-For-Faculty-Staff.aspx

➢ Watch the Skype for Business Introductory video tutorial: https://www.uml.edu/it/services/skype-for-business/

To receive a Zoom account, please enter a request to UMass Lowell IT Web Help Desk Ticket System (https://helpdesk.uml.edu/helpdesk/WebObjects/Helpdesk.woa). Once you receive an email invitation and link to activate the account, the software will be downloaded and installed onto your computer device.

➢ Watch the Zoom video tutorial: https://support.zoom.us/hc/en-us

Phone Calls to Advisees

• Did you know you can make phone calls through Skype for Business using your UMass Lowell office phone number? When logged into Skype for Business using your UML credentials, put advisee phone numbers into the search box, and press Enter. See Skype for Business “Phone Call” section (see attached)
• To transfer calls to other offices or directly voicemail Through Skype, see “Transferring Calls”(see attached)
• You can also call-in to a Zoom meeting. You can create a Zoom meeting room, and send the invite link to your advisee. Both parties call in as if it were a conference call. When you “Copy this Invitation” and paste it, the phone number shared will link directly to the phone conference room. See Zoom video tutorial: https://bit.ly/2Usr3Yj

Video Calls to Advisees

• You can also have video calls for more of a ‘face to face’ advising session through Skype for Business or Zoom.
• The video chat tool in Zoom allows you to share your screen for things such as discussing a degree pathway or Advisement Report. You could record any instructions while sharing the screen. See “Recording a Video Meeting” in Zoom here: https://bit.ly/2UOLzRW
• You could host multiple advisees and do ‘group advising’ if you’d like to go over requirements in a large group, or have breakout rooms for different concentrations. See “Breakout rooms” here: https://bit.ly/2xxj5Ee

Additional Advising Tools

• Advising Website: https://www.uml.edu/advising/
• Class Search: https://www.uml.edu/student-dashboard/#class-search/filters
• Schedule Builder Brainshark video tutorial: https://bit.ly/3bHgJRN

For additional academic advising support, contact:

Email: Advisement@uml.edu
Sheila Riley-Callahan; Executive Director of Academic Services & Special Projects, Centers for Learning: 978-934-2936
Justin Gerstenfield; Director, College-Based Professional Advising: 978-934-5925

Need technical assistance? The IT Service Desk is available!

Web: http://helpdesk.uml.edu Email: help@uml.edu Phone: 978-934-4357