Electronic Communication Guidelines for TRIO Program Remote Services

Background

UC San Diego and schools across the county have moved to mandatory telecommute agreements. As a result, UC San Diego TRIO Outreach Programs will offer remote services to program participants for Upward Bound, Upward Bound Math Science, Talent Search and Build Up. TRIO Staff will continue to serve students with timely college ready information and support their academic, career and college goals as outlined in our TRIO grant program objectives. All UCSD TRIO Outreach staff and volunteers must adhere to these electronic communication guidelines.

Electronic Communication Guidelines

Electronic communication includes but is not limited to: email, websites, social media, chat rooms, video conferencing, instant messaging, phone and fax. Any private electronic communication between staff and youths, including the use of social networking websites like - Facebook, Instagram, Snapchat, instant messaging, texting, etc. - is prohibited. Use electronic communication strategically to communicate with youth by keeping conversations focused on mandatory and/or allowed services projects, topics, or curriculum, and safety tips, rather than personal details of one's life. All communication between staff and youths must be transparent.

Protocol Guiding Appropriate Interactions with Youth

- Principals of Community
- Staff Employment Guidelines
- Conduct with Minors

The following are examples of inappropriate and prohibited electronic communication:

- Harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating comments
- Sexually oriented conversations
- Private messages between staff and volunteers with youths
- Having pictures of youth on staff and volunteer personal phone or social media
- Wearing inappropriate clothing when online with youth
- Having something visible in the background that is inappropriate (i.e. drugs, alcohol, weapons)
- “Friending” participants on social networking sites
- Posting inappropriate comments on pictures
- Allowing someone in your space to say something inappropriate or otherwise disrupt the learning environment.

Reminder on FERPA

All FERPA requirements remain intact, which includes protecting the privacy of student records in all forms and on all devices. (Previously assigned FERPA Training includes Academic Year review and handouts and UC Learning FERPA Course)
Parameters All Part-time Staff (Tutors, College Advisors and Office Staff) Must Follow

- Employees and volunteers are prohibited from communicating with youths using their personal social network application profiles. Personal social networking profiles and blogs of employees and volunteers must be private and inaccessible to youths. Employees and volunteers with profiles on social networking sites may not request to be friends with youths or approve friend requests from youths.

- Part-time employees and volunteers will follow all proper TRIO and University protocols whenever they are providing remote services to students and will be expected to use appropriate communication. If a part-time employee or volunteer witnesses any inappropriate communication a supervisor must be notified immediately.

- Part-time employees and volunteers will only communicate electronically with youth during their regularly scheduled work hours. All other communication outside a normal work schedule is prohibited.

- All e-mail communications with youths must originate from a TRIO work email (example: buildup@ucsd.edu) All e-mail communication with youth must include a copy to the Program Coordinator or your supervisor. Part-time employees and volunteers are prohibited from all other forms of electronic communications and instant messaging with youths.

- Part-time employees and volunteers are only allowed to join a ZOOM meeting, remote workshop, tutoring, office hours or other scheduled program activity with minors using their TRIO work email and are prohibited from using their personal cell phone numbers, personal email, or other personal (i.e., non-UCSD) accounts. Only Career Staff can initiate or host a Zoom call. Part time staff cannot host or initiate a Zoom activity with minors.

- TRIO recommends using the “out of the office reply” on your TRIO work assigned email, which delineates your work hours and when a reply can be expected. Turn the “out of office reply” on when you are not working.

Parameters All College Advisors Must Follow

- Part-time College Advisors who are issued TRIO program cell phones will only use these devices during their regularly scheduled hours and for official TRIO work. Personal use of TRIO program issued electronic equipment is prohibited.

- Only TRIO program employees and volunteers may use TRIO program cell phones; employees and volunteers may not allow their family or friends to use their cell phones.

- Part-time College Advisors are prohibited from sending text messages to youths and/or replying to text messages from a youth. If a youth attempts to communicate with an employee or volunteer via text, a supervisor must be notified immediately.

- Part-time College Advisors must turn off any TRIO program issued cellular phone when not in use. TRIO recommends recording and activating a voicemail message on your phone that clearly lists your regularly scheduled working hours (appropriate times to contact / when youth can expect a reply).

- Part-time College Advisors must be trained by their supervisor on the proper protocol for submitting the Remote Services Form and documentation. All staff must review this form with their supervisor before submitting. Questions can also be directed to s3perez@ucsd.edu
• Part-time College Advisors must only use a TRIO-issued lap top to prepare and send the Remote Services Form. The Remote Services must be submitted to the Career Staff on a weekly basis. Once submitted, the College Advisor must delete all records and remove theses records from all downloads and recycle bins on the computer after they have been submitted.

• TRIO program cell phones and lap top devices must be kept up-to-date with security updates and patches. Phones must be password protected. Employees may only download TRIO approved applications on cell phones; all other application downloads are prohibited.

**Parameters All TRIO Career Staff Must Follow**

In addition to taking all precautions as outlined above, TRIO Career Staff members are given greater responsibility as the professional staff member. Career Staff will adhere to appropriate group communication guidelines and enforce all policies amongst the group. TRIO Career Staff are responsible for ensuring all part-time staff are following the parameters as outlined above. As professional staff, TRIO career staff will have access to FERPA protected student academic records, database records, and personal student contact information. Career Staff will use their UCSD TRIO issued email, phone and laptop computer when handling student information and contacting students. Career Staff will use the UCSD VPN to further protect student data.

Career Staff will monitor and provide feedback to the Director on important factors that affect remote service delivery to students (such as a particular community or student need, or additional school or district requirements). Career Staff will report all inappropriate online communication immediately to the Director. Career Staff will monitor provided program services and be responsible for direct communication to students.

Career Staff are not allowed to share lists that contain (program participant) student’s personal information with part-time staff or volunteers. Career Staff may release the part-time staff TRIO issued work email (or TRIO-issued cell phone number) to students and parents. Students and parents are allowed to contact part-time staff directly, but in every email response the part-time staff must cc the supervisor.

Career Staff are responsible for hosting all ZOOM calls and program activities. Career Staff can only use ZOOM platform to engage students if they are following the parameters as outlined to protect minors (see ZOOM Bombing flyers). Career Staff will ensure the Electronic Communications with Youth (Praesidium handout) is being followed. Career Staff will train all part-time employees on how to fill out Remote Services Form (i.e. review how to create a data record). Career Staff will review Remote Services Forms submitted by part-time staff for accuracy and completeness and will resolve discrepancies. Career Staff will collect and submit data reports every week. Career Staff, not part-time staff, are responsible for assistance with FAFSA completion and Personal Counseling services to youth. Career Staff are responsible for completing all Multi-Student Event Forms.

Career Staff are the only authorized representatives to post to TRIO social media, unless training is provided to a part-time staff member and this is included in the employee’s job description.
**Additional Requirements: All staff and volunteers agree to the adhere to the following.**

**Read and Follow Steps outlined in Praesidium Electronic Communications with Youth handout** for additional communication guidelines. We suggest you print this document and have near your workstation. Please note, the first two bullets do not apply to TRIO as we are not allowing for text messages to youth.

**Read and Follow Steps outlined in ZOOM Bombing** handouts for additional communication guidelines. We suggest you print this document and have near your workstation.

**What Counts as a Remote Service (for College Advisors and Career Staff)**

- significant discussion on a topic related to a mandatory or permissible service (see attached)
- clarify information and assist students to complete a task or access a mandatory or permissible service as outlined in our federal grant (examples: needs assessment, reviewing college applications and acceptance letters; answering university housing questions; discussing course selection for first year of college; providing assistance with navigating requests for additional information from the colleges and universities; reviewing financial aid award letters; etc.)
- provide a mandatory or permissible service using a program based lesson plan, such as providing a workshop on a particular college or career related topic, advancing students’ academic learning in core subjects including math, science, writing and test preparation; discussing course selection for Spring; reviewing academic progress and setting academic goals; and reviewing financial literacy tools online.

**How to Record a Remote Service Contact (for College Advisors and Career Staff)**

**For Specific Instructions See: How to Create a Remote Data Record**

Please use the **Remote Services Form** to record individual services provided to TRIO students (Career staff and college advisors only).

Please use the **Multi Student Event Cover Form** to record all group Remote Services with students (career staff only).

Please collect information to document student attendance in videoconferencing or contact interaction via email (Career staff and college advisors only).

**Remote Services: Mandatory and Permissible Services: Definition**

§643.4 What services does a project provide?

(a) A Talent Search project must provide the following services:

(1) Connections for participants to high quality academic tutoring services to enable the participants to complete secondary or postsecondary courses.

(2) Advice and assistance in secondary school course selection and, if applicable, initial postsecondary course selection.

(3) Assistance in preparing for college entrance examinations and completing college admission applications.
(4)(i) Information on the full range of Federal student financial aid programs and benefits (including Federal Pell Grant awards and loan forgiveness) and on resources for locating public and private scholarships; and

(ii) Assistance in completing financial aid applications, including the Free Application for Federal Student Aid (FAFSA).

(5) Guidance on and assistance in—

(i) Secondary school reentry;

(ii) Alternative education programs for secondary school dropouts that lead to the receipt of a regular secondary school diploma;

(iii) Entry into general educational development (GED) programs; or

(iv) Entry into postsecondary education.

(6) Connections for participants to education or counseling services designed to improve the financial and economic literacy of the participants or the participants' parents, including financial planning for postsecondary education.

(b) A Talent Search project may provide services such as the following:

(1) Academic tutoring, which may include instruction in reading, writing, study skills, mathematics, science, and other subjects.

(2) Personal and career counseling or activities.

(3) Information and activities designed to acquaint youth with the range of career options available to the youth.

(4) Exposure to the campuses of institutions of higher education, as well as to cultural events, academic programs, and other sites or activities not usually available to disadvantaged youth.

(5) Workshops and counseling for families of participants served.

(6) Mentoring programs involving elementary or secondary school teachers or counselors, faculty members at institutions of higher education, students, or any combination of these persons.

(7) Programs and activities as described in this section that are specially designed for participants who are limited English proficient, from groups that are traditionally underrepresented in postsecondary education, individuals with disabilities, homeless children and youths, foster care youth, or other disconnected participants.

(8) Other activities designed to meet the purposes of the Talent Search Program in §643.1.

§645.11 What services do all Upward Bound projects provide?

(a) Any project assisted under this part must provide—

(1) Academic tutoring to enable students to complete secondary or postsecondary courses, which may include instruction in reading, writing, study skills, mathematics, science, and other subjects;
(2) Advice and assistance in secondary and postsecondary course selection;

(3) Assistance in preparing for college entrance examinations and completing college admission applications;

(4)(i) Information on the full range of Federal student financial aid programs and benefits (including Federal Pell Grant awards and loan forgiveness) and resources for locating public and private scholarships; and

(ii) Assistance in completing financial aid applications, including the Free Application for Federal Student Aid;

(5) Guidance on and assistance in—

(i) Secondary school reentry;

(ii) Alternative education programs for secondary school dropouts that lead to the receipt of a regular secondary school diploma;

(iii) Entry into general educational development (GED) programs; or

(iv) Entry into postsecondary education; and

(6) Education or counseling services designed to improve the financial and economic literacy of students or the students' parents, including financial planning for postsecondary education.

(b) Any project that has received funds under this part for at least two years must include as part of its core curriculum in the next and succeeding years, instruction in—

(1) Mathematics through pre-calculus;

(2) Laboratory science;

(3) Foreign language;

(4) Composition; and

(5) Literature.

§645.12 What services may regular Upward Bound and Upward Bound Math-Science projects provide?

Any project assisted under this part may provide such services as—

(a) Exposure to cultural events, academic programs, and other activities not usually available to disadvantaged youth;

(b) Information, activities, and instruction designed to acquaint youth participating in the project with the range of career options available to the youth;

(c) On-campus residential programs;

(d) Mentoring programs involving elementary school or secondary school teachers or counselors, faculty members at institutions of higher education, students, or any combination of these persons;
(e) Work-study positions where youth participating in the project are exposed to careers requiring a postsecondary degree;

(f) Programs and activities as described in §645.11 that are specially designed for participants who are limited English proficient, participants from groups that are traditionally underrepresented in postsecondary education, participants who are individuals with disabilities, participants who are homeless children and youths, participants in or who are aging out of foster care, or other disconnected participants; and

(g) Other activities designed to meet the purposes of the Upward Bound program in §645.1.