



University of Pittsburgh COVID-19 Standards and Guidelines: Academic Student Support

I. Purpose

This document details the University of Pittsburgh's (University) Standards and Guidelines on Academic Student Support. These Standards and Guidelines are applied to each of the University's COVID-19 operational postures (High Risk, Elevated Risk and Guarded Risk). More information on these operational postures and their gating criteria can be accessed at the following website: <https://www.coronavirus.pitt.edu/operational-postures>.

The Standards and Guidelines outlined below are subject to change as deemed necessary by the Provost and Senior Vice Chancellor's recommendation to the Senior Leadership Team and approval of the chancellor. Communication about the University's current Standards and Guidelines will be announced and posted on the following website: <https://www.coronavirus.pitt.edu/>.

The University will always operate in compliance with federal, state and local health standards and restrictions, including [Pennsylvania Department of Health guidance](#). The University reserves the right to implement additional health standards and restrictions that reflect the needs of the University and the health, safety and well-being of its community.

As conditions and circumstances change, this set of Standards and Guidelines may need to be revised.

II. Scope

The Standards and Guidelines below apply to the entire University, including all University members and campuses.

III. Definitions

- A. **University member:** Refers to all full- and part-time faculty, staff, students, visitors, volunteers, fellows, trainees and interns on all campuses.

IV. Academic Student Support

Academic student support offerings such as advising and subject-specific tutoring programs should provide assistance to students throughout the semester and follow the [University's Shared Spaces Standards and Guidelines](#).

A. High Risk Posture

- Services will be provided remotely.

B. Elevated Risk Posture

- Faculty serving as advisors should determine whether they will provide advising in person or remotely in the Elevated Risk Posture.
- Supervisors of academic support services units with multiple staff members should determine if the unit will provide services in person or remotely in the Elevated Risk Posture.
 - If services will be provided in person, staff members will have the option of requesting that their supervisor allow them to provide services remotely. Supervisors should grant such requests if it is possible for the staff member to provide services remotely. See the [University Standards and Guidelines for Accommodations for Faculty and Staff Returning to Campus](#) for additional information on available accommodations.
- If advising or other services will be provided in person, they can be scheduled one-on-one, or in small groups of less than 25 students.
 - If applicable, supervisors should stagger work days and schedules for staff members working on-site, as much as possible. See the [University Standards and Guidelines for On Campus and Remote](#) work for additional guidance.
- If meeting in person, enhanced physical distancing and limited contact time will be utilized as directed in the [University's Shared Spaces Standards and Guidelines](#).
- Students will be able to receive advising or other services in person (if the advisor or unit is offering in-person services) or they can choose to receive advising and other services remotely.

C. Guarded Risk Posture

- Faculty serving as advisors should determine whether they will provide advising in person or remotely in the Guarded Risk Posture.
- Supervisors of academic support services units with multiple staff members should determine if the unit will provide services in person or remotely in the Guarded Risk Posture.
 - If services will be provided in person, staff members will have the option of requesting that their supervisor allow them to provide services remotely. Supervisors should grant such requests if it is possible for the staff member to provide services remotely. See the [University Standards and Guidelines for Accommodations for Faculty and Staff Returning to Campus](#) for additional information on available accommodations.
- If advising or other services will be provided in person, they can be scheduled one-on-one, or in small groups.
 - If applicable, supervisors should stagger work days and schedules for staff members working on-site, as much as possible. See the [University Standards and Guidelines for On Campus and Remote](#) work for additional guidance.

- If meeting in person, enhanced physical distancing and limited contact time will be utilized as directed in the [University's Shared Spaces Standards and Guidelines](#).
- Students will be able to receive advising or other services in person (if the advisor or unit is offering in-person services) or they can choose to receive advising and other services remotely.

V. Office Hours

Information about office hours will be communicated to students by faculty at the beginning of the semester.

A. High Risk Posture

- Faculty and/or Teaching Assistants (TA) will hold scheduled office hours remotely.
- Office hours should be scheduled at various times during the day so students in different time zones have the ability to communicate with faculty and/or TAs. For this purpose, "the day" is defined as Monday – Friday, between 8:00 a.m. and 5:00 p.m. (or before/after class for an evening or weekend class.) Flexibility may be required if a student is participating in a class from a time zone that is drastically different than Eastern Standard Time (EST).

B. Elevated Risk Posture

- Faculty and Teaching Assistants (TA) will hold scheduled office hours that can be held face-to-face or remotely.
- If meeting in person, enhanced physical distancing, reduced group sizes and limitations on contact time will be utilized as directed in the [University's Shared Spaces Standards and Guidelines](#).
- An option for remote meetings will always be provided as a substitute for in-person meetings.
- Office hours should be scheduled at various times during the day so students in different time zones have the ability to communicate with faculty and/or TAs. For this purpose, "the day" is defined as Monday – Friday, between 8:00 a.m. and 5:00 p.m. (or before/after class for an evening or weekend class.) Flexibility may be required if a student is participating in a class from a time zone that is drastically different than Eastern Standard Time (EST).

C. Guarded Risk Posture

- Faculty and Teaching Assistants (TA) will have office hours that can be held face-to-face or remotely.
- If meeting in person, enhanced physical distancing, reduced group sizes and limitations on contact time will be utilized as directed in the [University's Shared Spaces Standards and Guidelines](#).
- An option for remote meetings will always be provided as a substitute for in-person meetings.

- Office hours should be scheduled at various times during the day so students in different time zones have the ability to communicate with faculty and/or TAs. For this purpose, “the day” is defined as Monday – Friday, between 8:00 a.m. and 5:00 p.m. (or before/after class for an evening or weekend class.) Flexibility may be required if a student is participating in a class from a time zone that is drastically different than Eastern Standard Time (EST).

VI. Related Authorities, Guidance and Resources

[Schools and Regional Campuses](#)

[University’s COVID-19 Operational Postures and Gating Criteria](#)

[University’s COVID-19 Standards and Guidelines](#)

VII. Contact Information and Public Accessibility

This document is posted on the University of Pittsburgh COVID-19 Standards and Guidelines website and can be found at: <https://www.policy.pitt.edu/university-policies-and-procedures/covid-19-standards-and-guidelines>. For questions related to this document, please contact: Resilience Steering Committee at ResilienceSteeringCommittee@pitt.edu.