

Guidelines for Effective Remote Supervision, 1 March 2020

In the context of the current COVID-19 pandemic, supervisors and students should explore appropriate ways to continue research and scholarly activities. Display and act with consideration for everyone's preferences and abilities working in a virtual collaborative space. Consider how information will be shared, create clear guidelines for when responses are expected and if working in teams, find a way to ensure that information threads do not get lost.

Beyond making arrangements to ensure continuity of research, it is important to remember that these are exceptional times calling for mutual support and understanding, and may require continuous adjustment and accommodation.

Keep the following in mind as a supervisor in a Work from Home (WFH) environment

1. Designate a home space and establish a daily work schedule.
2. In consultation with your supervisor, make sure you have transferred remote access to appropriate resources from your study or research spaces on campus.
3. Ensure IT supports are in place to access data/resources.
4. Ensure any data or information related to your research is safely stored and not easily accessed by others.
5. Ensure that supervisors have an up-to-date contact list for all members of their research group.
6. Make yourself accessible to safe and secure telecommunications via TEAMS, Skype, Zoom, FaceTime or telephone. Queen's STS, however, recommends [Microsoft TEAMS](#). Ensure that the supervisor has an up to date contact list for all members of their research group.
7. Make sure your connection is safe and secure. Please visit [IT Services to learn how](#)
8. Communicate your work schedule to people staying with you at home and adhere to it.
9. Take breaks.
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research productivity perspective, but also for morale and social support. Consider more regular group meetings via TEAMS/Skype/Zoom/teleconference.

3. Be transparent. If you have limited availability due to other obligations, let your students know when you will be available and can respond to questions.
4. Schedule regular and frequent checks with each student individually.
5. Respect students' time and availability and try to stick to business hours for deadlines and meetings. Be understanding of the constraints of students caring for children, the elderly or other family members.
6. Take into consideration that remote communication is not always a perfect substitute to in-person meetings. Feedback, enquiries and answers should be formulated very clearly.
7. Time away from the university under these circumstances is not to be counted as students' vacation. Ensure that students continue to receive their regular level of funding/scholarship support.
8. Be clear about expectations and be willing to adapt as the situation changes.
9. Be understanding about decreased productivity. There is a lot of anxiety, people are caring for family, might have a lack of resources, and need time to adapt to this new way of doing things.
10. Create smaller, manageable deliverables rather than focusing on big projects that don't require regular checks, so that communication can be regularly scheduled.
11. Create opportunities for lab/team members to engage with each other virtually to help maintain social contact.
12. Do not just focus on research and productivity, ask each other about health and wellness.
13. Know what resources are available to students and faculty who are feeling anxious or stressed. The [Division of Student Affairs](#) oversees an array of resources to support students.<sup>2</sup>
14. These are tough times. However, be cognizant of your emotional leadership as negativity is infectious and can lead to increased anxiety and stress in students. Try to be positive in your interactions with students. Focus on opportunities and making "lemonade from lemons".
15. It doesn't have to be all about work. WfH can be isolating and dispiriting. Make it fun! Start and encourage activities that will lift the spirits of your group and encourage remote social interactions (e.g. custom crossword puzzles, generate memes/videos, create chat groups). Ensure that all activities are appropriate and inclusive.

## Practical Research Considerations

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