

Netiquette for online study advising and psychological counselling services

Due to the coronavirus pandemic, we are now offering many of our services online. We ask that you behave appropriately when interacting with others; you automatically agree to comply with the following rules when you participate in our offers:

- We expect everyone to remain polite and respectful during interactions. Constructive criticism is welcome – as long as it is factual, given in an appropriate manner and defined clearly.
- Content of a violence-glorifying, pornographic, sexist, racist, homophobic or otherwise discriminatory nature, or that is harmful to minors, illegal or anti-constitutional will not be tolerated. Such content will be deleted immediately and the persons involved barred from our services. Criminal offences will be reported to the responsible authorities.
- Please choose a neutral background for video calls/conferences (e.g. a blank wall, curtain, blurred or virtual background).
- Our group offers and counselling services are confidential. None of the parties involved may disclose content of a personal nature to any third parties.
- Recording meetings or counselling sessions violates personality rights and is generally prohibited at the university.

Last updated: May 2021