Roles and the Role Request Process

When a new professional staff member, student worker, or faculty mentor needs a role in BoilerConnect, that role must be requested through the [Student System Role Request site](#). If your area does not already have someone who can request BoilerConnect roles, please email boilerconnect@purdue.edu so we can set you up as a role requestor.

If a staff member leaves your area, please log back into the Student System Role Request site and request that the BoilerConnect role be removed from that staff member. If the individual needs the role for a new position at the university, that role should be requested by the new department.

Staff Roles in BoilerConnect that you can request:
- **Advisor/Coach** – Professional staff member who works with students. People with this role can search for students, view personal information about students, as well as create and view documentation on students. This role also provides access to some reporting and analytics.
- **Data Analyst** – Professional staff member who has additional data reporting or analytics responsibilities beyond that of an advisor or coach. Includes all Advisor/Coach access with some additional capabilities in reporting, appointments, and campaigns.
- **Director/Senior Administrator** – Professional staff member who has additional administrative responsibilities beyond that of an advisor or coach. Includes all Advisor/Coach access with some additional capabilities in reporting, appointments, and campaigns. Only one person per unit should have this role and it is preferred that it is someone who uses the platform very regularly since there are capabilities to delete items.
- **Faculty Mentor** – Faculty member who serve in a faculty mentor role for students. People with this role can search for students, view limited personal information about students (no grade or course history), as well as create and view documentation on students. This role also provides access to some reporting capabilities.
- **Front Desk** – Professional staff member who runs the front desk appointment center, can create or modify appointments for advisors, check students into appointments, run the kiosk (if applicable), send messages to students, and create student lists. Note: No undergraduate student should be given the Front Desk role.

Student Roles in BoilerConnect that you can request:
- **Graduate Assistant** – Graduate student who serves in a role similar to that of an Advisor/Coach. Has nearly all the same access as Advisor/Coach but used for graduate students rather than professional staff members.
- **Peer Advisor/Coach** – Undergraduate student who meets with students in a peer advisor/coach capacity. This role provides the ability to set up and organize their own appointment availability so that students can schedule appointments with them. Students with this role can create documentation for their appointments only. These individuals can see minimal student information - including their programs of study, PUID, classification and catalog term. They do not see any course history, grades or documentation submitted by anyone other than themselves.
- **Peer Tutor** – This role is similar to the Peer Advisor/Coach role, however they do not see any student personal information.
- **Undergraduate Student Worker** – Undergraduate student who works at the front desk. This role provides access to the Appointment Center and allows users to check students in for appointments, but does not provide access to any student information.