

Data Visualization Lab Consultation Terms of Service

Clemson University Libraries' Data Visualization Lab (DVL) provides collaborative consultations to help Clemson students, faculty, and staff develop skills in data visualization, data analysis, research communication, and related technologies.

By scheduling or participating in a DVL consultation, you acknowledge the following terms.

1. Consultation Services

DVL consultations may include assistance with:

- Data visualization and visual storytelling
- Chart and dashboard design
- Data preparation and basic analysis
- Research posters and presentations
- Excel, Power BI, Tableau, Python, R, Qualtrics, and other supported tools
- Data accessibility and responsible data communication
- Troubleshooting technical or analytical problems
- Identifying appropriate Clemson resources or referrals

The support available during a consultation depends on the nature of the request, the consultant's expertise, the time available, and the condition of the data or project materials provided.

2. Collaborative Nature of Consultations

DVL consultations are collaborative learning and problem-solving sessions. Consultants will explain concepts, demonstrate techniques, provide feedback, and help users identify possible solutions.

DVL consultants will not:

- Complete an assignment, examination, dissertation analysis, dashboard, or entire project for a user
- Assume long-term responsibility for managing or developing a project
- Serve as the user's primary statistician, programmer, research methodologist, or data custodian

- Make decisions that are the responsibility of the user, instructor, research advisor, or project supervisor
- Guarantee a particular grade, publication outcome, research result, or error-free final product

Users remain responsible for completing, reviewing, testing, and submitting their own work.

3. Preparing for a Consultation

To make the consultation productive, users should:

- Clearly describe the project, question, and desired outcome
- Provide relevant assignment instructions, project requirements, or documentation
- Bring or securely access the necessary files, software, and accounts
- Explain what they have already attempted
- Identify important deadlines
- Maintain backup copies of all project files
- Attend the consultation prepared to participate actively

The DVL cannot guarantee that a project will be completed during one appointment. Complex requests may require additional appointments, independent work, or referral to another Clemson service.

4. Appointments and Cancellations

Users should schedule consultations through the approved DVL appointment system.

If you cannot attend, please cancel or reschedule as early as possible, preferably at least 24 hours before the appointment. Users who arrive late may receive a shortened consultation.

Repeated no-shows, late cancellations, disruptive conduct, or misuse of the service may result in limits on future appointment scheduling, consistent with Clemson University Libraries' policies.

The DVL may cancel or reschedule an appointment because of staff availability, University closures, technology problems, safety concerns, or requests that fall outside the scope of the service.

5. Data Privacy and Security

Users are responsible for determining whether their data may be accessed, displayed, shared, or discussed during a consultation.

Unless an approved secure process has been arranged, users should not provide DVL personnel with:

- Passwords, authentication codes, private keys, or login credentials
- Social Security numbers or financial account information
- Protected health information
- Confidential student or education records
- Identifiable human-subjects research data
- Confidential sponsor, proprietary, export-controlled, or restricted institutional data
- Information the user is not authorized to access or share

Whenever possible, users should bring a de-identified, redacted, synthetic, or sample version of their data.

DVL personnel may stop a consultation, decline to receive files, or refer the user to another Clemson office if privacy, security, licensing, or compliance concerns arise.

6. Research and Data Responsibilities

Users are responsible for:

- Obtaining all required permissions and approvals for their data
- Following applicable Institutional Review Board requirements
- Complying with research protocols, data-use agreements, licenses, and sponsor requirements
- Protecting confidential or restricted information
- Confirming the accuracy and appropriateness of all analyses and visualizations
- Determining whether their methods and conclusions are suitable for their discipline or project

A DVL consultation does not constitute formal statistical, legal, regulatory, medical, financial, or information-security advice.

7. Academic Integrity

DVL assistance must be used in accordance with Clemson University's academic-integrity requirements and any instructions established by the user's instructor, department, program, research advisor, sponsor, or publisher.

Users are responsible for:

- Confirming that consultation assistance is permitted
- Completing their own academic work
- Accurately representing their contributions
- Properly acknowledging or citing sources, tools, collaborators, and assistance when required
- Following applicable course and research requirements

A consultant may decline or stop assistance when a request appears to involve completing restricted academic work on the user's behalf.

8. Responsible Use of Artificial Intelligence

When generative AI or other automated tools are discussed or used during a consultation, users must follow applicable Clemson policies, course instructions, research requirements, data restrictions, and software licenses.

Users are responsible for independently reviewing and verifying AI-generated:

- Code
- Calculations
- Analyses
- Citations
- Written content
- Data visualizations
- Recommendations

Sensitive, confidential, regulated, or restricted data must not be entered into an AI platform unless Clemson University has approved the platform and the specific use of that data.

9. Accuracy and Limitations

DVL personnel make reasonable efforts to provide helpful and accurate guidance. However, consultations may involve incomplete information, software limitations, evolving technologies, or issues outside the consultant's expertise.

The DVL does not guarantee:

- The accuracy or completeness of data provided by the user
- That code, formulas, or recommendations will be free from errors
- Compatibility with every device, platform, or software version
- That a visualization or analysis will satisfy academic, publication, regulatory, or professional requirements
- Recovery of lost, corrupted, overwritten, or inaccessible files

Users must independently review and test all work before relying on, submitting, presenting, or publishing it.

10. Files, Notes, and Recordkeeping

Users should not rely on the DVL as a permanent storage location for project files. Users are responsible for saving copies of files, code, links, instructions, and consultation notes.

The DVL may retain limited appointment information, service statistics, consultation notes, or follow-up communications for purposes such as:

- Scheduling and service delivery
- Consultation continuity
- Program assessment
- Staff training
- Reporting and service improvement

Any information retained should be managed through approved Clemson systems and in accordance with applicable University policies.

11. Accessibility and Accommodations

The DVL is committed to providing an accessible and inclusive consultation experience.

Users who need an accommodation, accessible technology, or materials in an alternate format should contact the DVL or the appropriate Clemson accessibility office as early as practical. The DVL will coordinate reasonable access in accordance with University procedures and the resources available to the lab.

12. Professional Conduct

Users and DVL personnel are expected to communicate respectfully and maintain a professional environment free from harassment, discrimination, threats, and disruptive behavior.

University equipment, accounts, software, and networks must be used in accordance with Clemson policies and applicable license agreements.

The DVL may end a consultation or refer a concern to the appropriate University office when conduct, safety, privacy, security, or policy concerns arise.

13. Referrals and Requests Outside the DVL's Scope

The DVL may limit, postpone, refer, or decline a request when it:

- Falls outside the expertise of available personnel
- Requires extensive or ongoing project development
- Requires formal statistical, legal, compliance, or security review
- Presents privacy, ethical, licensing, or safety concerns
- Duplicates a service provided by another Clemson unit
- Cannot reasonably be addressed within the available consultation time

When possible, the DVL will explain the limitation and recommend an appropriate Clemson resource or next step.

14. Acceptance of These Terms

By scheduling or participating in a DVL consultation, users confirm that they understand:

- The consultation is a collaborative educational service
- They remain responsible for their data, decisions, methods, and final work
- They must protect sensitive information and comply with applicable policies
- The DVL cannot guarantee specific outcomes or error-free results
- A consultation may be limited or discontinued when necessary

15. Contact Information

Questions or concerns about DVL consultations or these terms may be directed to:

Data Visualization Lab

Clemson University Libraries

Cooper Library, Room 413/413-V

Email: cuviz@clemson.edu

Effective date: 08/14/2026