I. **Overview:** This SOP was developed in response to the COVID-19 pandemic in order to comply with federal, state and/or campus guidelines. This SOP is designed to ensure the safety of Writing Center staff, students, and visitors while still providing students access to writing support, given the following considerations:

A. The Writing Center works with UW Oshkosh campus student writers in any class in any discipline of any ability level on any writing or presentation. Our goal is to provide writing support that will make not just a better assignment or project but will help students become better writers. The Writing Center has approximately 6,500 one-to-one interactions with students each academic year; over 150 students and staff entering our physical space each week, pre-pandemic. Over the past 10 years, a growing number of our interactions with students have been online—with both synchronous and asynchronous options available. Therefore, we have ample experience working with writers in an online setting with a record of excellent student satisfaction. This allowed us to continue offering full service to students throughout the remote learning period that occurred during Spring 2020 as well as throughout Summer 2020 classes and programs (e.g., Titan Advantage Program).

B. The developmental writing course offered through the Writing Center (WRT 99 • Writing Center) had its 132 one-to-one weekly meetings moved 100% online synchronously for Fall 2020.

C. At this time, the United States remains the global epicenter for COVID-19. Although the recovery rate is 95 percent, the relatively low number of deaths we have experienced with COVID-19 is due to the limited exposure through this time. As the nation “reopens,” we are experiencing spikes that are causing many states to close sectors with high exposure. Therefore, the Writing Center is operating from a place of cautious optimism. Although we want to engage under a “new normal,” we recognize that based on science and data available at this time it might be wise to start from a place of caution, informed by the CDC guidelines to reopening universities, published in late May 2020.

D. One relevant factor in our SOP is the high number of our 25 staff with personal or familial risk factors that make them or immediate family more susceptible to complications from COVID-19; half of the staff fall into this category. Without these staff, the Writing Center would be unable to provide an adequate
level of support for students needing writing support or to offer the one-credit one-on-one tutorial course (WRT 99 • Writing Studio), a crucial component of the Developmental Writing Program.

E. In addition, our one-to-one praxis places us in close proximity to the students we serve, sitting at 30"-diameter round tables, usually hovering over a student’s draft. Clearly, this arrangement will not work during a period of moderate risk. An analysis of the Writing Center space will be conducted by Risk and Safety for possible physical barrier placement to accommodate closer in-person interactions. Regardless of any space changes, all of our staff and students will be wearing masks and working on their own electronic copies of a shared document (in our scheduling system, in Google docs, or similar).

F. It is worth noting the significant costs—at a time of budget cuts—of a return to face-to-face services, including cleaning/disinfection supplies, office modifications (e.g., physical barriers and plastic coverings for surfaces that are difficult to disinfect). In addition, the time spent cleaning and disinfecting will decrease the amount of time we can be available to work with students.

II. Applicability:
This procedure applies to our professional staff (director and USA 2), student staff (graduate assistants and undergraduate student assistants), students who visit us either for class or to work on writing for a class or other project, and any visitors who might come to the Writing Center.

III. Procedure: Moderate Alert Protections in Place

A. Procedure/Process
1. The default protocol for all appointments and meetings in the Writing Center will continue to be synchronous and asynchronous online meetings with writers. The pedagogical scenario outlined in Section I.D (above) makes electronic meetings as interactive (or more interactive) and pedagogically beneficial as face-to-face meetings.
2. Each individual student staff member will determine whether they are able and willing to work face-to-face with writers with physical distancing and PPE. The professional staff (director and USA 2) will determine a schedule of times when staff will be available to meet face-to-face with student writers. Face-to-face meetings will be offered on an as-needed basis by special arrangement, should a student have a learning difference, technology barrier, or other reason that makes working remotely unfeasible.
3. Student staff might also work online with writers in the Writing Center if they are already on campus for face-to-face class or if technology or internet access issues prevent them from working remotely. These staff will maintain the same face covering, physical distancing, hygiene, and disinfection protocols.

B. Face Covering Requirements
1. Anyone entering University buildings will wear a mask upon entering the building and when engaging with others. All professional staff, student staff, students we serve, or visitors must wear face coverings or a mask that fully covers their nose and mouth at all times.
2. Only professional staff may remove their masks when alone in their offices.
C. Physical Distancing Parameters

1. Because of the high level of success the Writing Center has experienced with our online services for more than a decade, the bulk of our work with writers will continue to be online, both synchronously and asynchronously.

2. We will allow writers to request face-to-face appointments by special arrangement. Special arrangement options will be limited based on times staff can be available to meet face-to-face. A communications protocol will be established, similar to what we already have in place for assisting students outside of the times classes are in session. The following additional parameters apply to special arrangements:
   a. All staff will maintain 6-foot distance from co-workers and from neighboring writer/staff pairings as well as from professional staff. Zero-contact conditions will apply, working at laptops/tablets in shared whiteboard/computer files rather than passing papers between staff and writers. Laptops will be provided for checkout if students do not have their own (disinfected before and after each use). Physical barrier needs will be assessed by Risk and Safety to accommodate in-person appointments. Our USA 2 or a designee from our staff will be present to help support hygiene, distancing, and disinfection protocols.
   b. During all operations, professional staff and student staff will communicate using the Teams app (for time-sensitive, in-office matters) or email, even when both parties are present in the physical Writing Center. This also will allow us to communicate simultaneously with staff working on-site as well as remotely.
   c. A waiting area with chairs 6’ apart will be provided for writers to maintain physical distancing before their face-to-face appointment begins.
   d. Staff may work individually in the closed side office area without a face covering.

D. Hygiene

1. All staff, students, and visitors will be reminded to regularly wash their hands and to avoid touching their face or shared surfaces, except as necessary.
2. Zero-contact service will be provided by utilizing technology during sessions.
3. Phones will remain forwarded to the USA 2’s phone when she is working remotely.
4. Hours and arrangements will be communicated on our website, office doors, and social media channels.

E. Disinfection

1. All staff, students, and visitors will be asked to use hand sanitizer available in the space both before and after sessions.
2. All staff and students will be asked to disinfect Writing Center laptops/tablets, tabletops, and chair back.

IV. Procedure Modifications: Very High Alert

All services will move fully online. All staff will work remotely utilizing available technology to continue our service to students.

V. Procedure Modifications: High Alert
All services will move fully online. All staff will work remotely utilizing available technology to continue our service to students.

VI. Procedure Modifications: Low Alert
   A. All services will return to the blend of online and face-to-face options we offered pre-pandemic, once safety and logistics allow.
   B. Face coverings will be worn by all staff, students, and visitors in the Writing Center.
   C. Hygiene and disinfection measures will remain in place to help prevent future outbreaks of disease.

VII. Guidance Documents/Policy Links:

VIII. Revision History:
      Created: 7/03/2020
      Revised/Reviewed: