I. Overview

The UW Oshkosh Registrar’s Office (RO) provides multiple required services and implements mandated federal, state, UW System and campus policies for students, staff and faculty. Within the RO, we have various services each of whom provide critical campus services. Services have continued within their full capacity during COVID-19 mostly through remote measures.

Registration: Coordinates all course registration for students. Works with students, staff and faculty managing the university’s registration via TitanWeb.

Transcript/Grading: Coordinates all transcript ordering, grading, enrollment verifications, Clearinghouse submissions, etc.

Graduation/Degree Audit: Coordinates all undergraduate degree progression through graduation. Curricular modifications, substitutions and graduation reporting, degree awarding, etc.

Transfer Services: Coordinates all transfer equivalencies, TES, Transferology, etc.

Room Scheduling/PS: Coordinates all GAC scheduling, timetable of classes within PS, room reservations, course scheduling, credits, Independent Studies, course building, etc.

SIS Security/Roles, Residency: Coordinates PS security roles, new staff security and training, suspension/probation, residency determination and appeals.

Veterans Resource Center (VRC)-they have submitted an individual SOP.
II. Applicability:

The RO affects all students, staff and faculty at UW Oshkosh. We also receive visitors for registration questions and transcript issues. Outside federal, state and local agencies are in continual contact with the RO.

III. Procedure: Moderate Alert Protections in Place

Registration: Although the majority of work can be done remotely, students may want in-person services with walk-in availability. In-person traffic would be limited to registration and transcript requests.

A. Procedure/Process
   1. Students and limited staff at the front registration desk will need Plexi-glass installed (Risk & Safety will analyze the space for physical barrier needs), as the distance between the front desk and student walk-in traffic is a close proximity. Without Plexi-glass we will go to a 100% remote environment. However, since we share a space with the Veterans Resource Center, if they are approved for student traffic, we would need to block off certain areas to keep the RO front desk clear of student traffic.
   2. Most staff will be working most days remotely with a few in-office hours/days. Very few will be working full-time in the office while many will be 100% remote.

B. Face Covering Requirements
   1. Facemasks will be required by all students, staff and faculty entering. Social distancing requirements will be enforced at all times, including the breakroom.

C. Physical Distancing Parameters
   1. Work-study students at the front desk will adhere to physical social distancing parameters and limited to certain seats at the front desk. We already have Plexi-glass in the transcript area so we can have a student work in that office as well.

D. Hygiene
   1. Office has hand sanitizer available at all entrances and will have daily cleaning protocols of any tables or equipment used. We do have a few computers that are available to students if they have registration issues but due to social distancing efforts, we will close those down and request students visit a computer lab or use their personal computers.

E. Disinfection
   1. All surfaces will be routinely disinfected daily. The RO will also follow the breakroom protocols recommended

IV. Procedure Modifications: Very High Alert
   1. We will stop all in-person traffic into the RO office and handle all duties and responsibilities remotely.
   2. All staff, work-study students will work remotely.
   3. All essential operations and services would be handled online and customer service will not be reduced nor would office productivity be altered. We are well prepared to work remotely and all services can be handled remotely.
V. **Procedure Modifications: High Alert**
   1. We will follow the same protocol as those from the Very High Alert—see above.

VI. **Procedure Modifications: Low Alert**
   1. RO will be open and function as normal
   2. Hygiene and disinfection protocols remain in effect.
   3. All essential operations and services would be offered in person as well as virtually.

VII. **Guidance Documents/Policy Links:**
   - [https://uwosh.edu/titans-return/](https://uwosh.edu/titans-return/)