I. **Overview**  
These SOPs were developed in response to the COVID-19 Pandemic in order to comply with federal, state and/or campus guidelines. These SOPs are designed to ensure the safety of the staff and students, while still providing students access to services given the following considerations:

- 7,780 students, staff, faculty, employers, and visitors utilize the office annually.
- Staff offices do not allow for appropriate social distancing.
- Essential need for masks by both students and advisors and the impairment to the advising process with use of masks.
- The significant level of cleaning that will need to occur due service levels. The need to clean between each contact which would include front desk, waiting/lab area, and office spaces numerous times throughout the day.
- Need for office modifications. (plexi-glass for front desk and offices)
- The expense, for campus, of face shields/masks, cleaning supplies, and office modifications.
- Vulnerable staff that have underlying health concerns. (currently there are a couple staff with underlying health concerns and additional staff members who have family members they cohabitate with who are considered high risk)
- Staff with significant childcare concerns. (currently there are 4 staff that may not have reliable childcare and/or school schedules for their young children – this is 40% of the staff)
- Virtual/phone advising provides greater opportunity/access for scheduling appointments. Face to face service reduces overall service because of the need to reduce appointments for distancing and cleaning requirements.
- Student support needs will be greater. If staff are fully in office and someone is exposed to the virus, it could potentially shut down the office for a minimum of 14 days.
- Career & Professional Development has been providing virtual/phone advising, since 2008. This has worked effectively, but do realize that in-person is preferred.
- Screen sharing during appointments is a critical teaching tool that is not possible with social distancing, behind a plexiglass barrier. Screen sharing works effectively in virtual appointments.
II. **Applicability:**
This SOP applies to Career & Professional Development staff, including student staff, students, faculty/staff and employers/visitors.

III. **Procedure: Moderate Alert Protections in Place**
A. Procedure/Process
   1. Career & Professional Development office is open with limited on-site staff
   2. Staff working onsite would typically include the office manager, up to 3 student employees (interns and front desk staff) and up to 3 advisors. Number of staff on site will vary and be on a rotating basis. Staff will maintain physical distancing from one another.
   3. The Career & Professional Development front door will remain closed but open during office hours.
   4. Office hours will be Monday – Thursday 8 am – 5 pm and virtual only on Fridays.
   5. All other staff continue to work remotely. Proper technology/access is already set up to support virtual/phone advising.
   6. Campus is notified about how to access Career & Professional Development services; all phone and email messages provide instruction for how to contact the office, schedule appointments, etc. Banner added to Career & Professional Development website providing information on how to access services/events.
   7. Limited in-person industry advising appointments will be available for students weekly, otherwise all other appointments and services are delivered virtually. Students, staff, faculty and employers may initiate contact by email directly to the staff member or to career@uwosh.edu. Students can schedule in-person/virtual/phone appointments with advisors via Handshake. Students can request an in-person/virtual/phone appointment by coming into or calling the Career & Professional Development front desk.
   8. Career Resource Specialists are available in-person and by virtual/phone/email to answer questions and provide resources/referral.
   9. Students who do not have the proper technology for virtual advising can request to use an office space in Career & Professional Development dedicated for this purpose that is cleaned before and after each use.
   10. All mock interview, dining with professionals, career fairs will be held virtually. The event will use a digital platform that allows video chat so students can connect with employers and obtain feedback.
   11. Professional skills course delivery will be determined by the instructor and/or college designee depending on enrollment.
   12. Employers will only be able to reserve outdoor spaces on-campus to connect with students if approved by Career & Professional Development and agree to abide by social distancing guidelines.
B. **Face Covering Requirements**
   1. All staff, including student staff, and students/visitors are required to wear a face shield/mask in Career & Professional Development. Only staff, alone, in their individual offices may remove their face shield/mask. Students meeting with staff must wear a face mask during their meeting.
C. **Physical Distancing Parameters**
1. All staff, including student staff, and students/visitors will maintain 6 feet of distance while in Career & Professional Development, including during face to face interactions. Designated areas will be created since offices are not big enough without plexiglass barrier. Spacing of chairs and tape on the floor will be used to enforce physical distancing.
2. All front desk stations and staff offices will be fitted with plexiglass barriers.
3. Students, faculty, staff, and employers that visit the office will enter through the main office doors and exit office side doors to maintain social distancing.
4. Student work stations will be physically distanced from one another.

D. Hygiene
1. Hand sanitizer will be located throughout Career & Professional Development, including at the front desk, in the waiting/lab area, and in individual offices.
2. All staff, including student staff, and students/visitors will either wash hands or use hand sanitizer before and after each student interaction.

E. Disinfection
1. Cleaning supplies will be available throughout Career & Professional Development, including at the front desk, in the waiting/lab area, and in individual offices.
2. Cleaning will be completed following any student engagement at the front desk, in the waiting/lab area, in staff offices, etc.
3. All staff will clean their work space between each interaction with others and before and after their shift.

IV. Procedure Modifications: Very High Alert
1. Career & Professional Development is closed to all staff and students.
2. Staff relocate to remote (home) work space. Proper technology/access is set up to support virtual advising.
3. Campus is notified about how to access Career & Professional Development services; all phone and email messages provide instruction for how to contact the office, schedule appointments, etc. Banner added to the Career & Professional Development website providing information on how to access services. Individual staff contact upcoming appointments to explain change from in-person to virtual advising appointments.
4. All advising services are delivered virtually. Students initiate contact by email to a staff member or to career@uwosh.edu. Students can schedule appointments via Handshake, students can request an appointment through a phone call or email.
5. Student staff employment is suspended.
6. Professional skills course delivery will be online.
7. Employers will not be able to reserve spaces on-campus to connect with students but virtual options will be made available.

V. Procedure Modifications: High Alert
1. Career & Professional Development is closed to all students/visitors. Limited staff working on site in locked office space.
2. Staff working onsite would typically include the office manager, up to 2 student employees and up to 2 advisors. Number of staff on site will vary and be on a rotating basis.
3. Most staff are working remotely. Proper technology/access is set up to support virtual/phone advising.
4. Campus is notified about how to access Career & Professional Development services; all phone and email messages provide instruction for how to contact the office, schedule appointments, etc. Banner added to the Career & Professional Development website providing information on how to access services. Student staff contact upcoming appointments to explain change from in-person to virtual/phone appointments.

5. All services are delivered virtually or by phone. Students initiate contact by email to a staff or to career@uwosh.edu. Students can schedule appointments via Handshake. Students can request an appointment by calling the Career & Professional Development front desk.

6. Career Resource Specialists are available by virtual/phone/email to answer questions and provide resources/referrals.

7. Professional skills course delivery will be online.

8. Employers will not be able to reserve spaces on-campus to connect with students but virtual options will be made available.

VI. Procedure Modifications: Low Alert

1. Career Resource Specialists is open to all staff, students, and visitors.
2. Staff, including student staff, are working onsite.
3. Services take place primarily in face to face. Virtual services would still be provided at students’ request or as appropriate.
4. Drop-in services are delivered primarily in person, although virtual delivery remains an option as appropriate.
5. Professional skills course delivery will be determined by the instructor and/or college designee depending on enrollment.
6. All mock interview and dining with professional events will be held face to face or digitally depending on student audience.
7. Career Fairs will be held face to face so students can connect with employers.
8. Employers will only be able to reserve spaces on-campus to connect with students if approved by Career & Professional Development.
9. Safety precautions will remain in place as follows;
   a. Face coverings are optional for staff/students
   b. Physical distancing is still encouraged
   c. Personal hygiene and disinfection practices continue

VII. Guidance Documents/Policy Links:

- [Include hyperlinks to guidance documents (Example: University-wide Guidance, CDC, WHO, WI DHS, and others)]
- [Include references to UW System, Regent, UWO Policy or other external best practices]

VIII. Templates/Forms:

- [Include reference to any forms, checklists, templates that apply to this SOP or that would be used in conjunction with this procedure.]
IX. Definitions
[Provide definition for any terms or language included in the body of text above that may not already be general knowledge.]

Career & Professional Development services include:
- Individual advising by appointment
- Email advising
- Resume/LinkedIn advising (open/drop-in)
- Presentations
- Career Closet appointment (open/drop-in)
- Career fairs
- Dining with Professionals
- Mock Interviews
- Table of Titans
- Major Connections
- Industry Days
- Handshake
- First Destination Outcome Survey
- Professional Skills Program
- Hire-A-Titan (interviews with employers on-campus)

Career Resource Specialists; student staff/employees that work directly with students at the front desk who come to or contact the office.

Career & Professional Development Interns; students that work in specialty areas in the office that include Career Closet, Graphics/Marketing, Social Media, Handshake, First Destination/Data Analytics, and Professional Skills.

X. Revision History:
Created: July 2, 2020
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