STANDARD OPERATING PROCEDURE (SOP)
Student Support Services

Effective Date: 9/1/2020
Approval Date: 9/1/2020
Title: Reading and Study Skills Center “Titans Return” Campus Plan

Department Name: Reading and Study Skills Center
Phone: 920-424-1031
E-mail: readingstudy@uwosh.edu
Website: uwosh.edu/readingstudycenter

I. Overview
This SOP was developed in response to the Covid-19 pandemic in compliance with federal, state, UW System, Winnebago Health Department and campus guidelines. The SOP is designed to ensure the safety of staff, student employees, students and visitors to the center given the following considerations:

- The volume of students that enter the Reading and Study Skills Center on a daily basis. The daily average of students visiting the center per day is 50.
- Staff offices do not allow for social distancing.
- Staff with significant childcare concerns, depending on the K-12 plan in their district.

II. Applicability:
This procedure is for all staff, student employees, students, and visitors to the center.

III. Procedure: Moderate Alert Protections in Place
A. Procedure/Process
1. Instructor Meetings with students, both individual and group
   - Instructors will meet with individual students using a virtual format. Exceptions will be made if a student requests an in-person meeting, and a conference room is available.
   - If needed, web cams will be installed on each instructor’s computer to allow for virtual visits.
   - Workshops and presentations will be conducted remotely, or as webinars. Exceptions will be made for instructor-requested in-class presentations if proper distancing can be maintained.

2. ACAD 125 mentor meetings
   - Both students and mentors will be given the choice to meet in-person or virtually for their weekly sessions.
   - In-person meetings will be conducted in one of the two group rooms. Mentors and mentees will sit in designated tables only. The tables will be disinfected in between meetings.
   - Both group rooms will be sectioned off so that no more than two mentor meetings may take place simultaneously.
Portable plexi-glass shields and hand sanitizer will be placed on each of the four tables.

3. Mentor training and supervision
   - Training will consist of both in-person and virtual activities. When required, in-person training will take place in large classrooms with a minimum of 6 feet between participants.
   - Mentors will be observed once each semester from a distance of 6 feet or more; virtual meetings will be observed live within the platform.
   - The supervisor will meet with individual mentors virtually, as needed. Exceptions will be made only if six feet of distancing can be maintained.

4. Front desk and center operations
   - Masks will be required for all who enter the suite (signage will be in place).
   - USPA will manually record individual visits rather than having students sign with their Titan card.
   - To keep personnel safe, a plexi-glass shield will be requested for the front desk, in addition to keyboard covers for the front desk computer and two other unassigned computers.
   - Only one staff member at a time will be allowed behind the front desk at a time. The work-study student will move to alternative space when USPA is present.
   - Hand sanitizer, cleaning spray and toweling will be available; area will be cleaned after each student encounter.
   - 6 ft. distance will be marked off on both sides of the reception desk to keep employees apart.
   - Only one student at a time will be allowed to approach the front desk; additional students will be asked to wait in the hall.
   - The copier will be disinfected after each use.
   - Students with weekly mentor appointments will be asked to arrive close to their scheduled time. For those who don’t, waiting space will be available in the outside hallway and the reception area. The reception area will be limited to three students at a time; overflow will be directed to the outside hallway where widely-spaced chairs will line the corridor. Chairs in the reception areas will be removed and the space reconfigured so as to create 6 feet of separation.
   - Hand sanitizer will be available. Area will be sanitized after each student interaction.

5. Staff management and supervision
   - Staff will be trained to use the assessment tree from UWO mobile app to assess health daily, and to report symptoms.
   - To minimize physical contact among staff, non-traditional inter-office communication will be encouraged, such as instant and/or video chats.
   - Staff meetings will be held virtually, or in a large classroom, if needed.
   - Staff may be given the option to reduce on-site hours when not in class, provided their non-credit services can be delivered remotely, and that they remain in contact during established hours via email, phone, text, or instant message.
   - To ensure continuity of services, staff will help develop a contingency plan detailing how essential services will be delivered should any member of the unit be unable to fulfill their duties.
To keep personnel safe, staff will be encouraged to use the kitchen sparingly, and to clean immediately after use. Occupancy will be limited to one person at a time.

B. Face Covering Requirements
   1. All staff, student employees, students and visitors will be required to wear a face mask or shield while in the center. Staff may remove their face covering while in their private offices.

C. Physical Distancing Parameters
   1. Plexi-glass barriers will be installed at the front desk and student mentor meeting tables.
   2. Socially distancing is required while in the Reading and Study Skills Center. Tape and signage will be used to mark 6 feet apart.

B. Hygiene
   1. Hand sanitizer will be available at the front desk, all mentor tables, staff offices and the kitchen.
   2. All staff including student employees will wash their hands or use hand sanitizer after an interaction with anyone.

C. Disinfection
   1. Disinfection supplies will be available throughout the center.
   2. Cleaning will be completed after each student interaction.

IV. Procedure Modifications: Very High Alert
   1. The Reading and Study Skills Center will be closed to all staff, student employees and students.
   2. Staff and student employees will work remotely to ensure services.

V. Procedure Modifications: High Alert
   1. The Reading and Study Skills Center will be closed to students and visitors. Limited staff may be working on site on a rotational basis.

VI. Procedure Modifications: Low Alert
   1. The Reading and Study Skills Center is open to all staff and students.
   2. All staff and student employees will be working on site.
   3. Personal hygiene and disinfection practices continue.
   4. Face coverings will continue to be required.
   5. Virtual delivery of mentor meetings remains an option for students and mentors.

VII. Guidance Documents/Policy Links:
    https://uwosh.edu/titans-return/

VIII. Templates/Forms:
   • Definitions
     Services provided by the Reading and Study Skills Center:
     • Teach the ACAD 100, 115, 135, and 169 courses
     • Individual academic skills coaching
     • Classroom presentations for faculty and instructional staff
     • Academic Skills Workshops
     • Test Preparation Workshops (TEAS, FoRT)
IX. Revision History:
Created: 7/10/2020
Revised/Reviewed: