I. Overview
This SOP was developed to address student services that have been impacted by the Covid-19 Pandemic. The plan follows federal, state, and institutional guidelines. The SOP's were created to ensure the safety of students and staff while still allowing access to essential services for students. The OCE serves online students who receive the majority of their support through remote options.

Considerations
- Prior to Covid-19, the OCE served the majority of its students in a remote capacity. OCE Students are spread throughout the state and country. It is rare that OCE students visit campus.
- OCE courses were not academically disrupted by Covid-19.
- Lincoln Hall advisor offices do not allow for required social distancing.
- Staff in high-risk categories – there are currently OCE staff who are categorized as high risk due to personal health conditions or family members with high-risk concerns.
- Advising services can be provided effectively through non-contact methods. All OCE advising has been provided remotely since March 2020 without any significant issues.
- Student support needs will be greater. If staff are fully in office and someone is exposed to the virus, it could potentially shut down all OCE advising services for a minimum of 14 days.
- Not all OCE advisors have mobile workstations/laptops. More working between working from home and working from Lincoln Hall cannot be done on a frequent basis.

II. Applicability:
This SOP applies to OCE advising staff, students who utilize OCE services, and any visitors.

III. Procedure: Moderate Alert Protections in Place
A. Procedure/Process
   1. OCE Advising Office is closed to staff and students
      i. Advising processes will be completed through email, phone, and teleconferencing options.
ii. Proper technology/access is set up to support remote advising.
iii. Students/advisors will schedule virtual/phone appointments through email
iv. New student orientation/on-boarding will be conducted through remote options: virtual or phone appointments.

2. OCE students are notified of Lincoln Hall advising closure and instructions for how to schedule appointments and the options available for advising services are provided through email communication. Additionally, voicemail greetings will include information about office closure and appointment options. Information will also be added to OCE advising website.
3. OCE advising service options and processes will be communicated to relevant UWO departments/offices: Admissions, Registrar, UARC, Veterans Resource Center

B. Face Covering Requirements – n/a
C. Physical Distancing Parameters – n/a
D. Hygiene – n/a
E. Disinfection – n/a

IV. Procedure Modifications: Very High Alert
A. Procedure/Process
1. OCE Advising Office is closed to staff and students
   i. Advising processes will be completed through email, phone, and teleconferencing options.
   ii. Proper technology/access is set up to support remote advising.
   iii. Students/advisors will schedule virtual/phone appointments through email
   iv. New student orientation/on-boarding will be conducted through remote options: virtual or phone appointments.

   2. OCE students are notified of Lincoln Hall advising closure and instructions for how to schedule appointments and the options available for advising services are provided through email communication. Additionally, voicemail greetings will include information about office closure and appointment options. Information will also be added to OCE advising website.

   3. OCE advising service options and processes will be communicated to relevant UWO departments/offices: Admissions, Registrar, UARC, Veterans Resource Center

B. Face Covering Requirements – n/a
C. Physical Distancing Parameters – n/a
D. Hygiene – n/a
E. Disinfection – n/a

V. Procedure Modifications: High Alert
A. Procedure/Process
1. OCE Advising Office is closed to staff and students
   i. Advising processes will be completed through email, phone, and teleconferencing options.
   ii. Proper technology/access is set up to support remote advising.
   iii. Students/advisors will schedule virtual/phone appointments through email
   iv. New student orientation/on-boarding will be conducted through remote options: virtual or phone appointments.
2. OCE students are notified of Lincoln Hall advising closure and instructions for how to schedule appointments and the options available for advising services are provided through email communication. Additionally, voicemail greetings will include information about office closure and appointment options. Information will also be added to OCE advising website.

3. OCE advising service options and processes will be communicated to relevant UWO departments/offices: Admissions, Registrar, UARC, Veterans Resource Center

B. Face Covering Requirements – n/a
C. Physical Distancing Parameters – n/a
D. Hygiene – n/a
E. Disinfection – n/a

VI. Procedure Modifications: Low Alert
A. Process & Procedure
   1. OCE Advising offices are open to staff and students
      i. In-person advising/orientation appointments are available by appointment only
      ii. Remote/Virtual appointments are encouraged
   2. Campus and students are notified of OCE re-opening through email communication. Moderate/High alert messaging is removed from voicemail greetings and webpages.
B. Face Covering Requirements
   1. All staff, students, and visitors will be required to wear a mask while in Lincoln Hall. Only staff who are alone in their individual offices may remove masks.
C. Physical Distancing Parameters
   1. Students and staff must maintain the recommended 6 feet of distance between each other. For in-person appointments, the conference rooms will be utilized as individual offices do not allow for 6ft of distance while meeting.
D. Hygiene
   1. Hand sanitizer will be available for staff, students, and visitors throughout Lincoln Hall. Hand sanitizer will be placed at entrance (front desk), waiting area, and conference rooms.
   2. Staff will sanitize or wash their hands prior to student engagement and after in-person meetings
E. Disinfection
   1. Disinfectant cleaning supplies will be provided for staff and available throughout Lincoln Hall.
   2. Conference rooms, entrances, and waiting areas will be disinfected before and after any students or visitors come to Lincoln Hall.

VII. Guidance Documents/Policy Links:
- UWO Institutional Hygiene SOP
- UWO Institutional Face Mask SOP
- UWO Institutional Disinfectant/Cleaning SOP
- UWO Institutional Distancing SOP
VIII. Templates/Forms:
  • UWO Employee Return Guide
  • UWO Employee Return Checklist

IX. Definitions

OCE offices are located in Lincoln Hall on the UW Oshkosh campus:
608 Algoma blvd. Oshkosh, WI 54901

OCE Student Services:
- Advising for Bachelor of Applied Studies (Leadership & Organizational Studies, Aviation Management, Fire & Emergency Response Management, Criminal Justice), Bachelor of Liberal Studies (Liberal Studies, Organizational Administration, Leadership Development), Bachelor of Science-Applied Computing, Collaborative Online Associate of Arts and Sciences
- Pre-advising/Transcript Evaluations for prospective students
- Orientation/On-boarding of new OCE transfer students
- Facilitating of UWO processes for OCE students (Academic Amnesty, Curriculum Modifications, Transfer re-evaluations, graduation applications, degree audits, etc.

X. Revision History:
Created: 7/10/2020
Revised/Reviewed: [Date]