I. **Overview:**
This SOP was developed in response to the COVID-19 pandemic in order to comply with federal, state, and/or campus guidelines. The Center for Academic Resources has designed this SOP to ensure the health and safety of our staff and students to the greatest extent possible. The procedures outlined below describe how the Center will continue to provide academic support services to the campus community.

II. **Applicability:**
This procedure applies to all CAR professional staff, all student employees (office assistants, tutors, Supplemental Instruction (SI) Leaders, and content mentors), all students receiving academic assistance (tutoring clients/SI attendees), and all visitors to the Center.

III. **Procedure: Moderate Alert Protections in Place**

A. **Procedure/Process**

*Online and in-person tutoring* will be delineated on our website for students to choose from. *Tutors will be given the option to facilitate in-person sessions, online sessions, or both.* In-person tutoring will be primarily one-to-one tutoring in the Student Success Center, suite 102. Small group tutoring sessions will be offered both online and in-person. In-person sessions will be scheduled in SSC 100 to provide enough space for group members and the tutor to be 6 feet apart. There will be no drop-in tutoring available in the Center. Maximum capacities and spacing guidelines will be measured, marked, closely monitored and strictly adhered to. For example, all tables will be 6 feet apart (measured and marked on the floor) in order to maintain social distance guidelines. The need for physical barriers will be assessed by Risk & Safety to comply with university policies.
Supplemental Instruction:

Supplemental Instruction (SI) sessions will be offered on the Oshkosh campus in the fall to support fifteen course sections. Sessions will be facilitated online via Blackboard Collaborate Ultra.

Student SI Leaders will be able to opt into holding periodic in-person Q&A content review sessions. These sessions will be held before an exam, and they will be coordinated and attended by CAR staff. An online sign-up sheet will be sent to the class, and a limited number of students will be allowed to sign up on a first-come basis. The CAR staff will ensure that only the students who signed up attend the session. After the session has taken place, the CAR staff will manually enter attendance for that session from the online sign-in sheet so that students are not sharing a card reader to sign in to Navigate. The session will be held in a large capacity classroom (such as Clow L101/L104), and the CAR staff present will ensure that students are physically distanced and wearing masks throughout the entire session. These sessions are in addition to the regular exam reviews provided to all students online.

Student Employee Training and Agreements:

Prior to the semester, office assistants will complete an online training that outlines the new cleaning procedures, and they will have an extensive checklist that will reinforce the precautions we are taking in the Center. There will also be an in-person training to demonstrate proper cleaning techniques and space considerations within the Center. Training for new tutors will also include a discussion about these changes in the Center to protect the health of students and staff.

B. Face Covering Requirements

Any tutor who has decided to facilitate in-person sessions will need to sign an agreement about wearing masks, maintaining physical distance, and adhering to the additional cleaning procedures. All tutors, clients, office assistants, and professional staff will be required to wear a mask at all times. Professional staff may remove their mask only in the privacy of their own office.

C. Physical Distancing Parameters (Physical barrier needs will be assessed by Risk & Safety)

Front desk for tutor/client check-in: A plexiglass barrier is purchased and in place. Social distancing floor markers will be in place at the front desk for students waiting to check in.

Tables for tutoring: Spaced 6 feet apart, physical barriers on each tabletop, larger tables removed and replaced with smaller tables (for one-to-one tutoring only).

Waiting area: Furniture in waiting area will be spaced 6 feet apart and cleaned by office assistants regularly.
Our classroom (SSC 100) will be utilized for small group tutoring sessions. All students will be 6 feet apart from each other and from the tutor.

D. Hygiene

Hand sanitizer will be provided throughout the Center and students will be encouraged to use it before and after tutoring appointments. Signs will be posted to remind students to use it consistently.

E. Disinfection

Cleaning Procedures:

Students will not share materials of any kind during tutoring sessions, and anything used by a tutor or client will be cleaned by the office assistants. In order to put the new cleaning precautions into place, office assistants will be provided with disposable gloves and cleaning supplies. All pens, whiteboards, dry erase markers, tables, and anatomy models will be sanitized by office assistants between each use. Tutors will bring used whiteboard markers to the office assistant after each tutoring session. Bins for used markers and pens will be clearly marked and those will be cleaned before their next use.

Each office assistant will also sanitize their desk space, the tutor/client check-in counter space, keyboard, phone, mouse, chair arms, and card reader at the end of their shift. A plastic keyboard cover will be purchased for each computer in the office so that the keyboards can be wiped down after each use. The number of computers available for students to use in the Center has been reduced to two, and both are in view of the office assistants. They will be instructed to clean the keyboard cover and mouse after each use. The office assistants will be given a checklist to follow so that all sanitization steps are completed. Professional staff will be supervising the work of the office assistants to ensure procedures are followed properly and consistently. Signs will be visible throughout the Center to remind students of the need for physical distancing and the wearing of masks at all times.

Items needed for moderate alert protections:

- Plexiglass barriers for tables and reception desk (supplied by University or department)
- Social distance floor markers (supplied by department)
- Protective masks to provide to students or staff if necessary (supplied by University)
- Gloves for cleaning tables and other surfaces (supplied by department)
- Cleaning supplies e.g. disinfectant wipes, paper towel, cleaning spray, etc. (supplied by department)
- Signs – physical distance and mask requirement reminders (supplied by department)
- Hand sanitizer (supplied by department)
IV. **Procedure Modifications: Very High Alert**

All tutoring (one-to-one and small group) and Supplemental Instruction sessions will be held online utilizing both the GoBoard software platform and Blackboard Collaborate Ultra. Tutors and SI Leaders will be able to continue employment online during high and very high alert.

No in-person tutoring in the Center will be allowed. There will be no student office assistants working in the Center, but they will remain employed in the event we go back to moderate or low alert protections and their services are again needed. All staff that can efficiently perform their jobs from home will do so. All student and staff meetings will be held virtually.

V. **Procedure Modifications: High Alert**

All tutoring (one-to-one and small group) and Supplemental Instruction sessions will be held online utilizing both the GoBoard software platform and Blackboard Collaborate Ultra. Tutors and SI Leaders will be able to continue employment online during high and very high alert.

No in-person tutoring in the Center will be allowed. There will be no student office assistants working in the Center, but they will remain employed in the event we go back to moderate or low alert protections and their services are again needed. All staff that can efficiently perform their jobs from home will do so. All student and staff meetings will be held virtually.

VI. **Procedure Modifications: Low Alert**

Tutoring and Supplemental Instruction (SI) will be provided to students in the same in-person format as it had prior to the pandemic. Drop-in tutoring will resume in low alert protections. However, cleaning and hygiene practices will remain the same as in moderate alert protections. The use of plastic barriers and masks will be followed in accordance with University policies. Center capacity may be limited based on University policy as well.

VII. **Guidance Documents/Policy Links:**

University-wide Guidance – Titans Return: [https://uwosh.edu/titans-return/](https://uwosh.edu/titans-return/)

VIII. **Templates/Forms:**

- In-Person Tutoring Session Agreement ([https://tinyurl.com/y7jzypy9](https://tinyurl.com/y7jzypy9))
- Office Assistant Cleaning Checklist ([https://tinyurl.com/yd869u2c](https://tinyurl.com/yd869u2c))
IX. Revision History:
Created: 7/14/20
Revised/Reviewed: [Date]