## STANDARD OPERATING PROCEDURE (SOP)

### IT

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<tr>
<th>Effective Date: 9/4/2020</th>
<th>Department Name: IT</th>
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### I. Overview
Classroom technology support provides assistance for instructional technology issues in classrooms and teaching labs. The Clow Technology Support area also provides walk-up assistance.

### II. Applicability:
The following procedure provides guidelines for classroom technology support levels provided to instructors requesting assistance. This procedure will also cover guidelines for all campus community members looking to utilize walk-up service in Clow C010.

### III. Procedure: Moderate Alert Protocols in Place

#### A. Procedure/Process
   i. Technology Support in Instructional Spaces:
      1. As much as possible assistance with classroom technology will be provided via phone and remote assistance.
      2. If remote assistance is not feasible given the issue, classroom technology support will be provided by trained employees of IT.
   ii. Walk-up support at Clow C010: Will be provided during open hours as long as staff are available. Technology Support in Instructional Spaces is the priority of this area.

#### B. Face Covering Requirements
   i. Face coverings will be required when working with instructors in person.

#### C. Physical Distancing Parameters
   i. Physical distancing parameters will be followed as much as possible while assisting instructors in person.

#### D. Hygiene
   i. IT Staff assisting with Classroom Technology support will sanitize their hands prior to touching classroom equipment.

#### E. Disinfection
   i. Equipment should be disinfected by the instructor after assistance from IT Staff has been completed.

### IV. Procedure Modifications: Very High Alert
A. Procedure/Process
   i. N/A as classrooms and computer labs will be closed and non-critical employees will not be allowed on campus.
B. Face Covering Requirements
   i. N/A as classrooms and computer labs will be closed.
C. Physical Distancing Parameters
   i. N/A as classrooms and computer labs will be closed.
D. Hygiene
   i. N/A as classrooms and computer labs will be closed.
E. Disinfection
   i. N/A as classrooms and computer labs will be closed.

V. Procedure Modifications: High Alert
A. Procedure/Process
   i. Technology Support in Instructional Spaces:
      1. As much as possible assistance with classroom technology will be provided via phone and remote assistance.
      2. If remote assistance is not feasible given the issue, classroom technology support will be provided by trained employees of IT.
   ii. Walk-up support at Clow C010: Will be available at IT’s discretion based on need.
B. Face Covering Requirements
   i. Face coverings will be required when working with instructors in person.
C. Physical Distancing Parameters
   i. Physical distancing parameters will be followed as much as possible while assisting instructors in person.
D. Hygiene
   i. IT Staff assisting with Classroom Technology support will sanitize their hands prior to touching classroom equipment.
E. Disinfection
   i. Equipment should be disinfected by the instructor after assistance from IT Staff has been completed.

VI. Procedure Modifications: Low Alert
A. Procedure/Process
   i. Technology Support in Instructional Spaces:
      1. As much as possible assistance with classroom technology will be provided via phone and remote assistance.
      2. If remote assistance is not feasible given the issue, classroom technology support will be provided by trained employees of IT.
   ii. Walk-up support at Clow C010: Will be provided during open hours as long as staff are available. Technology Support in Instructional Spaces is the priority of this area.
B. Face Covering Requirements
   i. Will follow Low Alert Face Covering recommendations
C. Physical Distancing Parameters
i. Physical distancing parameters will be followed as much as possible while assisting instructors in person.

D. Hygiene
   i. Will follow Low Alert Hygiene recommendations

E. Disinfection
   i. Will follow Low Alert Disinfection recommendations

VII. Guidance Documents/Policy Links:

VIII. Templates/Forms:

IX. Definitions

X. Revision History:
   Created: 8/10/2020
   Revised/Reviewed: