I. Overview
Given the unrestricted nature of residence hall rooms, with the need for IT support in those spaces as it relates to residents' personal devices and their connectivity to the campus internet, these procedures are created to protect the IT Staff and residents from contracting COVID-19.

II. Applicability:
Students and staff living in residence halls on the UW Oshkosh - Oshkosh Campus

III. Procedure: Moderate Alert Protections in Place
A. Procedure/Process
   i. Most support will be provided via phone, email, and remote assistance.
   ii. Only when necessary (at the discretion of IT) will IT Staff be deployed to residence hall rooms.
B. Face Covering Requirements
   i. Required for IT Staff and residents being assisted when IT Staff is present
C. Physical Distancing Parameters
   i. Required for IT Staff and residents being assisted when IT Staff is present, as much as possible.
D. Hygiene
   i. IT Staff will utilize personal hand sanitizer prior to entrance and after departure from residence hall rooms
E. Disinfection
   i. Residents will be responsible for the disinfection of their space and any equipment in their rooms.

IV. Procedure Modifications: Very High Alert
A. Procedure/Process
   i. IT Staff will not enter residence hall rooms.
B. Face Covering Requirements
   i. n/a
C. Physical Distancing Parameters
   i. n/a
D. Hygiene
   i. n/a
E. Disinfection
   i. n/a

V. Procedure Modifications: High Alert
   A. Procedure/Process
      i. Most support will be provided via phone, email, and remote assistance.
      ii. Only when necessary (at the discretion of IT) will IT Staff be deployed to residence hall rooms.
      iii. Residents should not be present in the room at the time of assistance unless requested by IT Staff and at the discretion of IT.
   B. Face Covering Requirements
      i. Required for IT Staff and residents being assisted when IT Staff is present
   C. Physical Distancing Parameters
      i. Required for IT Staff and residents being assisted when IT Staff is present, as much as possible.
   D. Hygiene
      i. IT Staff will utilize personal hand sanitizer prior to entrance and after departure from residence hall rooms
   E. Disinfection
      i. Residents will be responsible for the disinfection of their space and any equipment in their rooms.

VI. Procedure Modifications: Low Alert
   A. Procedure/Process
      i. Most support will be provided via phone, email, and remote assistance.
      ii. Only when necessary (at the discretion of IT) will IT Staff be deployed to residence hall rooms.
   B. Face Covering Requirements
      i. Required for IT Staff and residents being assisted when IT Staff is present
   C. Physical Distancing Parameters
      i. Required for IT Staff and residents being assisted when IT Staff is present, as much as possible.
   D. Hygiene
      i. IT Staff will utilize personal hand sanitizer prior to entrance and after departure from residence hall rooms
   E. Disinfection
      i. Residents will be responsible for the disinfection of their space and any equipment in their rooms.
VII. Guidance Documents/Policy Links:

VIII. Templates/Forms:

IX. Definitions
   A. IT Staff: any full time, part time, limited time or student employee of the IT Department acting on behalf of the IT Department during their work hours.

X. Revision History:
   Created July 20, 2020
   Revised/Reviewed: