CSS COVID-19 Response

Agent and Customer Expectations and Procedures

Background

In response to the COVID-19 global pandemic, the Customer Support Services (CSS) group in ITS has taken the following steps to promote healthy practices and reduce likelihood of virus transmission.

All practices here are in alignment with the University of San Diego's COVID-19 Response Team expectations and the Center for Disease Control's higher education recommendations.

Practices for Client Support Services are in alignment with the [Employee Guide to Return to Work On Campus](). All practices in University Center are in alignment with the [University Center/Student Life Pavilion standards and expectations]() for on-site support, distributed by Sean Horrigan.

Work Attendance Practices and Procedures

Remote Services

To reduce the likelihood of virus infection or transmission, all possible CSS services have moved to remote support. This includes **all phone support, email support, web support, virtual office hours, and some Tier II support**

CSS services or responsibilities that require on-site support (appointments, walk-in support, labs, etc) will have specific guidelines to accommodate for social distancing and safety protocol.

On-Site Attendance

- All CSS employees will abide by the University guidelines for on-site work attendance
- Employees will not come to work if they are exhibiting any sign of fever or respiratory symptoms.

On-Site Practices and Procedures

Walk-ins and Appointments - Help Desk UC-117

- No more than 2 customers can be helped in the Help Desk front desk area
- Customers and agents inside UC-117 must be 6ft apart (either corner of the front desk)
- Customers must wear masks at all times
- Agents will be wearing both a mask *and* gloves at all times
- Customer appointments will take precedence over walk-ins; walk-ins may be required to wait outside until an agent is available
- After a customer has been assisted, the front table area will be wiped down and sanitized

"House Call" Appointments

House Call appointments refer to appointments where an ITS employee meets a customer in their working or living area to provide support.
- Customers and agents will wear a mask at all times
- Agents will maintain a 6 ft distance at all times, except during very brief exchanges
- Agents will ensure any devices returned to customers are properly sanitized before delivery
- Agents will ensure any devices touched during appointment are sanitized
- Agents will carry a personal hand sanitizer bottle and sanitizing wipes at all times

Academic Labs

- Customers are required to wear a mask at all times
- Agents will wear masks at all times
- Hand sanitizer will be available at the entrance of all computer labs
- All computers and accessible surfaces will be wiped clean and sanitized after each use
- Hand washing stations will be advertised clearly with signage
- Untouched surfaces will be sanitized on a daily basis at minimum
- Computer stations will be 6 feet apart
- Computer lab maximum capacity will be determined based on number of workstations that adhere to physical distancing