



CONTINUITY OF OPERATIONS PLAN (COOP): ENROLLMENT MANAGEMENT AND STUDENT SUCCESS DIVISION

(Updated April 17, 2020)

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PHONE ROSTER / POINTS OF CONTACT

Dr. Lawrence F. Camacho, Dean	735-2290
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Rowena Andrade, Upward Bound	735-1992
Georgette Apuron, Student Health Nurse	735-2225
Mark Duarte, Financial Aid	735-2266
Lorenzo Eduvala, Academic Advising	735-2271
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Charlene B. Masiwemai, AmeriCorps	735-2231
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Planning and Preparation for an Emergency Situation

The following document serves as procedures for student services provided by Enrollment Management and Student Success Division.

Student services will continue in the event of a partial or full campus closure. In preparation, EMSS staff will develop plans to ensure the continuity of student support. Faculty should assess students in their courses to determine the best delivery method for courses during a partial or full campus closure. The EMSS Dean's Office will serve as the central operations center for all student services. The dean's office will validate all unit-level COOPs and provide for guidance and directives for refinement throughout the planning, preparation, execution, and recovery phases of the operation. The following appendices are enclosed for a more detailed description of the services provided across the EMSS division:

Appendix A: Admissions and Records

Appendix B: Financial Aid
Appendix C: Academic Advisement for Undeclared Students
Appendix D: Student Support Services (TRIO)
Appendix E: ADA Accommodations
Appendix F: Behavioral Health Counseling
Appendix G: Student Health Services
Appendix H: Residence Halls
Appendix I: Student Life Office
Appendix J: Career Development
Appendix K: Athletics and Recreation
Appendix L: Upward Bound
Appendix M: Educational Talent Search
Appendix N: UOG AmeriCorps Volunteer Center
Appendix O: Thesis Submission Guidelines
Appendix P: Coursework Grading Options (Added April 17)

Continuity of student services

If local or campus officials determine that additional steps need to be taken in response to a community outbreak and to prevent further spread of the disease, the following guidance is provided for the continuity of student services:

Alternative Delivery Options: During a partial or full campus closure, the following platforms have been identified and are supported through existing technology at the university:

- Synchronous options—
 - a. Conference phone lines for up to 25 people with 24 available conference lines available.
 - b. Skype for Business - All Office 365 accounts can message and call each other using Skype.
 - c. Big Blue Button - A Moodle activity can be created to use Big Blue Button for a scheduled session. (Five maximum concurrent sessions.)
 - d. Zoom meetings for courses can be scheduled with 20 rooms available for use simultaneously. Meetings can be recorded for upload on Moodle.

Admissions and Records:

Students can register via web-advisor—Should a student encounter an issue when attempting to register for a course(s), the student may send a request for assistance via email to admitme@triton.uog.edu using their @gotritons account. A representative from the Admissions and Records Office will contact the student and provide assistance.

Change in Fanuchanan Registration date: The Fanuchanan registration period will begin on April 15, 2020 instead of the previously scheduled date of April 1, 2020.

Flags due to intrusive advisement: Faculty who have students with registration flags due to intrusive advisement will email admissions and records office at: admitme@triton.uog.edu in order to lift flags. Admissions and records representative will lift the flag to enable student to register for classes.

Withdrawals—Student will have to download the withdrawal form at: <https://www.uog.edu/student-services/forms>; complete it, sign it, and attach a photo ID,

and then using a @gotritons address email it to transcripts@triton.uog.edu. *Note1:* It requires both the instructor and advisor's approval. We will accept the Approval from Instructor and advisor via email to transcripts@triton.uog.edu. Upon receipt of the document, including approvals from both instructor and advisor, Admissions & Records will process it and inform the student via email that withdrawal has been processed. *Note2:* In the event the student does not have the capability to scan take a picture of the required document, the student must send an email to: admitme@triton.uog.edu in order for Admissions and Records to process the withdrawal request.

Grade reports and graduation

- Via WebAdvisor—Ensures that graduates have fulfilled all requirements
- Accept application for degree via email: transcripts@triton.uog.edu
- Students can view their academic evaluation via WebAdvisor.

Financial Aid: Submission of Required Documents—Students may submit most required forms over e-mail, using their Go Triton e-mail accounts.

In the case where a student is selected for verification purposes: The option for the form “Statement of Education Purpose” which must be signed in front of a financial aid officer would be to zoom in so that the Financial Officer can witness the signing of the document or be notarized prior to submitting via e-mail.

Withdrawals from courses. Financial Aid Office will review and authorize course withdrawals over e-mail, using the Go-Triton e-mail account

Financial Aid Services

- Telephone and e-mail support will be available throughout any closure/shutdown period, unless specified by UOG.
- Zoom or Skype may be used in cases where face to face communications is required.
- All other student FA inquiries can be answered by student logging on to their Self-Service account.
- Primary e-mail address is finaid@triton.uog.edu

Academic Advisement for Undeclared Students: EMSS Triton Advisement Center: Advisors will be available for undeclared students via email, phone, or Zoom. Utilizing Microsoft Teams (Office 365 account), students can ‘live chat’ with an advisor Monday–Friday between 9:00 AM – 12:00 PM and 1:00 PM – 4:00 PM. **Note:** *Students can send their chat message to tac@gotritons.uog.edu.* We are committed to the success of each student by providing effective academic advising services and resources to support their academic career at the University of Guam. Feel free to contact any of the EMSS academic advisors:

Ms. Sallie Sablan – sssablan@triton.uog.edu (671)735-2460

Mr. Lorenzo Eduvala – eduvalal@triton.uog.edu (671)735-2271

Ms. Arline Leon Guerrero – arlinelg@triton.uog.edu (671)735-3342

Ms. Joann Sudo – sudoj@triton.uog.edu (671)735-0227

TRIO Student Support Services:

TRIO Program's Student Support Services (SSS) will continue to provide the following: Academic Tutoring (English and Math), Advice & Assistance in course selection, Assistance in completing the FAFSA, Cultural Activities, Information on Financial Aid Programs & Benefits, Information of Financial & Economic Literacy/Financial Planning, Study Skills Workshops and Information. SSS will ensure students continue to gain access through the following deliver options: online through Moodle, phone conferencing, online video conferencing (Skype for Business, Big Blue Button, or Zoom), recorded lectures (via Big Blue Button, Zoom, or Voice Thread), or through a third-party content provider (Coursera, Khan Academy, or LinkedIn learning). Moodle is the primary virtual platform and is in-synch with the university's transition plan for using such platform to conduct classes. Moodle shell has been established for all TRIO registered and active participants. See Appendix D of EMSS COOP for more detailed instruction.

ADA Accommodations:

The EMSS ADA Accommodations office will identify, coordinate, and communicate approved and/or modify accommodations within alternative delivery methods accessible for students who are registered for accommodations.

The ADA counselor will:

- contact and coordinate with professors to identify accommodations that need to be added or modified to currently approved accommodations; coordinate with professors to identify assessments and evaluations;
- draft Faculty Notification Letters (FNL) specifying approved accommodations and email updated FNL to the student and professor(s); also send FNLs to student and faculty when no additions or modifications are being requested;
- monitor receipt of updated FNLs; monitor students on a weekly basis to ensure student access to accommodations;
- contact professors on a weekly basis to ensure delivery of accommodations;
- accept New Intake student request for accommodations via phone, email, Zoom and/or other accessible platform;
- accept via email Documentation of Disability; ensure accommodations request forms are available on the EMSS webpage.

Behavioral Health Counseling: Isa Psychological Services Center will be the primary provider of services for students. The center's licensed Clinical Psychologist will be available for emergency response on campus or in the community as needed. Intakes with will be conducted by phone and/or Zoom. Students will be evaluated to determine the level of need for services and assigned to one of the three options listed below:

1. **Temporary suspension of services** for clients who are not in crisis and able to go without therapy sessions for a few weeks;
2. **Telehealth** (phone) and/or **Zoom** (video) therapy sessions for clients requiring consistent mental health services;
3. **In-person** services for clients who are suicidal or in crisis refer them to other emergency services (call 911).

Student Health Services: The student healthcare office will review and update emergency evacuation plan and establish listing of community healthcare clinics (i.e. Department of Public Health, Social Services, Guam Memorial Hospital/Guam Regional

Medical City Emergency Department, Private clinics, etc.). The office will also stockpile necessary supplies (i.e. face mask, tissues, alcohol-based hand sanitizers, etc.) and other Personal Protective Equipment (PPE) and designate isolation room to isolate Students with symptoms of COVID-19.

During an outbreak, the university's Community Health Nurse will be available primarily for providing care to students at the residence halls. The nurse will administer temperature checks to every student residing in the dorms each morning (Monday-Friday; RAs will administer the temp check on weekends) until the end of the outbreak. The nurse will also assess and advise the dorm director on continuous enforcement of sanitation practices. Hourly check-in/assessment of dormitory students for any signs and symptoms of COVID-19 will be conducted Monday-Friday between 9:00 to 12:pm.

Residence Halls: Dorm residence will be advised of changing conditions throughout the outbreak. Residence Halls director will be the designated Area Team Leader with RA administrator as the deputy Area Team Leader. Every floor in each hall will have sub-area team leaders who will be in constant communication with residents.

Students who desire to check out from the dorms will be permitted and pro-rated with room and meal plans fees.

Vendors will be instructed on new protocols:

- Food vendor will be instructed to deliver meals in packaged containers for distribution (lunch and dinner).
- Gas vendor will be allowed to refuel gas tanks for heating, etc.
- Student Store will be closed until "all clear" is announced.
- Vendors will be allowed to restock drink vending machines.
- Janitorial services will continue until suspended by vendor.
- Trash will be dispensed in dumpsters vicinity the dorms.

Student Life Office: Processing of Student Organization (SO) packets will be suspended until the "all clear" is announced. Contact the EMSS office Monday-Friday, 8:00-3:00pm for any inquires related to Student Life Office. With consultation between EMSS and schools and colleges, all student organization events will be suspended until further notice.

Career Development: Activities Planned: Virtual Career advisement will be provided to students through phone conferencing, online video conferencing (Skype for Business or Zoom).

Career Advisory Training - In-Person training scheduled for end of March will suspended until further notice for. Handouts may be available for distribution on the Career Development Office webpage. Career Workshops - scheduled for the week of April 13-16, 2020 will be postponed until further notice. Handouts may be available for distribution on the Career Development Office webpage. Annual Spring 2020 Job Fair - scheduled for April 22, 2020 is subject to being cancelled (CDO will contact all employer partners who have made payment & schedule a refund).

Athletics and Recreation: All UOG varsity sports are suspended for the rest of the spring semester. No games, practices or face to face meetings should take place at the current moment. We will resume in the summer when “all clear” is announced. Athletics Director, Doug Palmer is the primary point of contact – Contact Numbers are: Office – 735-2862; Cell - 864-4021.

TRIO Upward Bound: The TRIO Upward Bound office will follow the policies and procedures set by UOG and the Guam Department of Education (GDOE) regarding contact with students and providing services, including GDOE travel policies. Students, parents, GDOE contacts, and other stakeholders informed of changes to work schedules, activity/ event cancellations, rescheduling of program services, and other updates using the communication method outlined. Trio Upward Bound office will:

- contact U.S. ED TRIO Program Officer regarding the current situation and the impact it will have on providing delivery of services given school closures by GDOE and UOG
- close office for service to the public as per UOG policies and procedures during the given timeline
- Provide alternate form of delivery for program services using available resources and technology. For example, email handouts or website links that students may use to practice for the ACT testing. Assistance may also be provided using video chat, Google Classroom, or other academic/ instructional resources available online.

TRIO Educational Talent Search: Upon official notice of pandemic outbreak all TRIO ETS participants will be notified to follow GDOE protocol from their school principals and teachers. All services will then be continued via phone call, email, WhatsApp Messenger, and/or social media. TRIO ETS will coordinate with GDOE schools and begin virtual sessions as required.

UOG AmeriCorps Volunteer Center: AmeriCorps coordinators will work with ServeGuam Commission on any guidance for creative transitioning of any student efforts to virtual platform. UOG AmeriCorps Volunteer Center will also coordinate with ServeGuam Commission on any request for changes to all focus areas, to include capacity building and service contribution dealing with the outbreak.

EMSS Office Hours: During a partial or full campus closure, office hours must be maintained at current levels (6 hours with reasonable access every week) and can also be held using email, Zoom, Skype (available using Office 365 account) or other platforms.

Recovery after Classes and Other Academic Activity Resumes

Recovery plans for all EMSS departments/Units are specified in their respective appendices.

APPENDIX A: ADMISSIONS AND RECORDS

UNIVERSITY OF GUAM- ADMISSION AND RECORDS CONTINUITY OF OPERATIONS PLAN (COOP)

PERSONEL:

REMY CRISTOBAL	ASSOCIATE DEAN/REGISTRAR	735-2218	remybc@triton.uog.edu
BETTY BAILEY	PC III/RECORDS SUPERVISOR	735-2213	bjflores@triton.uog.edu
EDEN GALVEZ	PCII/ADMISSIONS SUPERVISOR	735-2208	galveze@triton.uog.edu
JANET SAN NICOLAS	PCIII/CURRICULUM MANAGEMENT- OPERATIONS	735-2970	janetsn@triton.uog.edu
JENNIFER CHONG	PC I/EVALUATOR	735-2210	jenmcruz@triton.uog.edu
*MARISSA BARCINAS	PC I/EVALUATOR		marissab@triton.uog.edu
MARLENE LEON GUERRERO	PC I/NSE, INTERNATIONAL	735-2201	mshg@triton.uog.edu
CYNTHIA BORJA	REGISTRATION TECH/ADMISSIONS	735-2214	cynborja@triton.uog.edu
*WENDY MONGAMI	REGISTRATION TECH/ADMISSION	735-2214	mongamiw@triton.uog.edu
KELLIE MENO	REGISTRATION TECH/RECORDS- TRANSCRIPTS	735-2206	kmemo@triton.uog.edu
*PACITA AGUON	REGISTRATION TECH/ADMIN AIDE	735-2207	pcaguon@triton.uog.edu
MARIA CARRINGAL	PC I/GRADUATE STUDIES	735-2205	caringalm@triton.uog.edu

*No computer access at home

Services

- Facilitates registration
- Handles all corrections to student data
- Processes grades and subsequent grade changes
- Supports faculty advising through the production of degree audit reports

- Verifies enrollment and degrees
- Processes transcript requests
- Disseminates grade reports
- Ensures that graduates have fulfilled all requirements
- Implements applicable academic policies and procedures
- Prepares and mails diplomas

Student forms <https://www.uog.edu/student-services/forms> that apply to the Admissions and Records office.

Steps will apply to Admissions and Records Forms

1. Students download the form
2. Student's signature and photo id is required to identify the student.
3. Completed forms must be emailed to transcripts@triton.uog.edu.
4. Transcript Payments – Please call the cashier 735-2945
5. Additional signatures required for other forms (approval via email will suffice) email to transcripts@triton.uog.edu
6. Any inquiries please email regarding Admissions (admitme@triton.uog.edu) or Records (transcripts@triton.uog.edu)

FORMS AVAILABLE ON-LINE:

1. ADMISSION REQUIREMENTS
2. ADVANCE HIGH SCHOOL CONSENT FORM
3. AMERICORP INST MAP
4. APPLICATION FOR ACADEMIC RENEWAL
5. APPLICATION FOR CERTIFICATION PROGRAM
6. APPLICATION ENROLLMENT AS AN AUDITOR
7. APPLICATION FOR GRADUATE DEGREE (GR)
8. APPLICATION FOR UNDERGRADUATE DEGREE (UG)
9. CERTIFICATION REQUEST FORM
10. CHANGE IN PROGRAM REQUIREMENTS
11. CHANGE IN ADDRESS REQUEST FORM
12. CHANGE OF MAJOR REQUEST FORM
13. CHANGE OF NAME REQUEST FORM
14. COURSE REGISTRATION FORM
15. COURSE SUBSTITUTION REQUEST FORM
16. CREDIT BY EXAM REQUEST FORM
17. DUAL ENROLLMENT CHECKLIST
18. EVALUATION OF RECORDS REQUEST FORM
19. FREQUENTLY ASKED QUESTIONS
20. INSTRUCTIONS FOR GRADUATE DEGREE SEEKING APPLICANTS
21. INSTRUCTIONS FOR INTERNATIONAL DEGREE SEEKING ONLINE APPLICATION
22. INSTRUCTIONS FOR NON-DEGREE ONLINE APPLICATION
23. INSTRUCTION OF UNDERGRADUATE DEGREE SEEKING ONLINE APPLICATION
24. INSTRUCTOR CONSENT REQUEST FORM
25. MATH COURSE SCHEDULE FOR 2019 FANCHANANAN SEMESTER
26. PETITION FOR COURSE WITHDRAW FORM
27. PREVENT DISCLOSURE OF INFORMATION REQUEST FORM
28. PROFESSIONAL/TECHNICAL AWARD PROGRAM APPLICATION

29. RE-ENTRY REQUEST FORM
30. RELEASE OF INFORMATION AND SIGNATURE
31. REQUEST BY A SENIOR TO TAKE A GRADUATE COURSE
32. REQUEST FOR 2ND BA FORM
33. REQUEST FOR COURSE OVERLOAD
34. REQUEST FOR COURSE OVERLOAD – GRADUATE
35. REQUEST FOR ENTRY TO A CLOSED CLASS
36. REQUEST TO RETAKE A COURSE
37. REQUEST FOR RECOMMENDATION AUTHORIZATION AND WAIVER FORM
38. REQUEST TO PREVENT DISCLOSURE OF DIRECTORY INFORMATION
39. REQUEST TO RELEASE NON-DIRECTORY INFORMATION FORM
40. SENIOR CITIZEN PROGRAM INFO SHEET
41. STUDENT APPEAL REQUEST FORM
42. STUDENT HEALTH CLEARANCE REQUIREMENT FORM
43. SVP LETTER TO THE STUDENTS
44. TRANSCRIPT REQUEST FOR ADMISSION
45. TRANSCRIPT REQUEST FORM
46. VOLUNTARY COURSE WITHDRAWAL REQUEST FORM
47. WAIVER REQUEST FORM
48. WEB ADVISOR INSTRUCTIONS
49. ADA INTAKE FORM (NEW STUDENT PACKET)
50. ADA ACCOMMODATION SURVEY FORM
51. EEO POLICY

- **Facilitates registration –**
 - **Students can register via web-advisor:** Should a student encounter an issue registering, they can send a request via email to admitme@triton.uog.edu. Give our office 24hrs to respond.
 - **Withdrawals:** Student will have to download the withdrawal form <https://www.uog.edu/student-services/forms> complete it, sign it and attached a photo id then email it to transcripts@triton.uog.edu. Note: It requires both the instructor and advisor's approval. We will accept the Approval from Instructor and advisor via email to transcripts@triton.uog.edu. Once we receive the document including approvals from both instructor and advisor the Admissions and records will process it and inform the student via email that the withdrawal was processed.
- **Disseminates grade reports**
 - Via web advisor
- **Ensures that graduates have fulfilled all requirements**
 - Accept application for degree via email: transcripts@triton.uog.edu
 - Students can view their academic evaluation via webadvisor
 - Payment – need Business Office Hours and contact number
- **Implements applicable academic policies and procedures**
 - Manuals, catalogs and course schedules are available on UOG website
- **Prepares and mails diplomas**
 - Diploma mail – local and off-island
 - Payment – Need Business Office hours & contact number
 - Mail – Need Post Office hours & contact number

OTHER REGISTRATION DATES AND DEADLINES*

March 18 Last day for Voluntary Withdrawal from Fañomnåkan 2020 classes with a grade of "W." **Extended to April 24th.** Students may email admitme@uog.edu using the go-triton account. A&R will do the contacts for the required campus signatures for the students.

March 18 Deadline for Special Project and Credit by Exam Fañomnåkan 2020. Forms available at the Professional & International Programs (PIP) office. Carlos extended to April 17th

March 20 Last day of Part A eight-week classes March 23–28 Spring Break

March 30 First Day of Part B eight-week classes

May 15 Deadline to submit "Petition to Withdraw" from Fañomnåkan 2020 classes. Submit form at the Admissions & Records Office by 5 p.m. (One form per class; each form requires individual instructor's and advisor's signature/approval.) no need to extend; email withdrawal through go-triton is fine. A&R will do the contacts for the required campus signatures for the students should there be a need.

May 15 Last day of Part B eight-week classes

May 15 Last day of instruction

May 11–26 Faculty – Online Grade Posting

May 18 Final exams - Fañomnåkan 2020 Saturday classes

May 18–20 Final exams - Fañomnåkan 2020 Weekday classes

May 22 Semester ends

Grades for prospective graduating students due by 5 p.m.

May 24 Fañomnåkan 2020 Commencement Ceremony May 25 Holiday: Memorial Day

May 26 Grades for all remaining students due by 5 p.m.

APPENDIX B: FINANCIAL AID OFFICE

PERSONNEL/ROLES

Area Commander for Office: Mark A. Duarte
Deputy Area Commanders: Christina "Teena" Manglona
Stephanie Francisco

1. Any information regarding closure or shutdown of operations will be verified by the Office AC with the overall IC and transmitted to FAO Staff
2. Only the Office AC and AICs are allowed to communicate official information to rest of FA Staff

NOTIFICATION OF SHUTDOWN/CLOSURE

1. The office AC and the AICs will meet to assess state of processing of FA paperwork and determine critical tasks that still need to be completed
2. The Office AC and the AICs will conduct inventory of required equipment and assets needed by office staff to continue operations from locations other than the office
3. Notification to OIT for remote access by FA Personnel of online services (Colleague, Doc E Scan, etc.)
4. Office AIC will ensure that essential non-disclosure forms (relating to access of student files from off-campus locations) are signed by all personnel accessing students records and are up to date.

PROCEDURES AND WORKFLOWS – FINANCIAL AID SERVICES

During a University shutdown/closure due to an emergency, the following procedures/workflows will be in effect.

Submission of Required Documents

- Students may submit most required forms over e-mail, using their Go Triton e-mail accounts. With the exception of the form "Statement of Education Purpose" which must be signed in front of a financial aid officer or be notarized prior to submitting via e-mail.
- Withdrawals from courses. We are able to review and authorize course withdrawals over e-mail, granted that the students requesting the withdrawal submit their request using the Go-Triton e-mail account

Financial Aid Services

- Telephone and e-mail support will be available throughout any closure/shutdown period, unless specified by UOG.
- Zoom or Skype may be used in cases where face to face communications is required.
- All other student FA inquiries can be answered by student logging on to their Self-Service account.
- Primary e-mail address is finaid@triton.uog.edu

POST SHUTDOWN/CLOSURE

1. Office AC and AIC will communicate with FA Personnel on a daily basis for updates on files accessed and types of processes done for that day.
2. Office AC will continue to monitor situation from FA Office as permitted by overall IC or President.

EMERGENCY CONTACT INFORMATION – FA Personnel

Mark A. Duarte, Office Area Commander: Mobile: 671-929-6438 | Email: mduarte@triton

Christina Manglona: Office: 735-2570 Mobile: 685-8336; E-mail: teenapm@triton

Stephanie Francisco: Office: 735-2268 Mobile: 686-3346; E-mail: nsorak@triton

Velma Camacho
Frances Guerrero
Norma Guevarra
Jordan Megofna
Therese Quintanilla
Cheri Mar Sumalpong

APPENDIX C: ACADEMIC ADVISEMENT FOR UNDECLARED STUDENTS

Student Advising Continuity of Operation Plan: The Student Counseling and Advising Services will remain open and available for undeclared students via email, phone, or Zoom. We are committed to the success of each students by providing effective academic advising services and resources to support their academic career at the University of Guam. Feel free to contact any of the academic advisors listed below.

Staff: Ms. Sallie Sablan – sssablan@triton.uog.edu; (671)735-2460 Mr. Lorenzo Eduvala – eduvalal@triton.uog.edu; (671)735-2271 Ms. Arline Leon Guerrero – arlineg@triton.uog.edu; (671)735-3342

Roles: Academic Advising; Academic Probation, Accommodative Services, Student Veteran advising, General Inquiries

Outbreak Period

Advising

1. Staff will rotate presence in advising center (so at least one advisor available)
2. Online advising using asynchronous (email) or synchronize (phone, Zoom, Skype, WhatsApp, etc.)
 - a. Students can email the advisors aforementioned. Based on the situation, issue can be handled via email.
 - b. Inquiry can also be handled via Zoom, WhatsApp, or Skype.
3. Create an internal advising group calendar on Office 365

FY101

1. Contact students about migrating to online instruction
2. Online instruction using Moodle
3. Course calendar and student learning outcomes remain the same
4. Online instruction strategies facilitated by John Sanchez
5. Sallie to contact faculty with students receiving accommodating; and contact students

Recovery Period

1. Face to face and/or online advising

2. Return to regular work hour schedules

APPENDIX D: STUDENT SUPPORT SERVICES (TRIO)

Trio Programs Student Support Services Continuity of Operation Plan

Student Support Services Team

<p>Chrislynn R. Takawo <i>Director, SSS</i></p>	<p>takawoc@triton.uog.edu (671) 735-2258 Cell: 777-2257 UOG Calvo Fieldhouse, 2nd Floor, Room 208</p>
<p>Emmanuel John C. Aguon <i>Educational Specialist</i></p>	<p>ejaguon@triton.uog.edu (671) 735-2248 Cell: 777-4771 UOG Calvo Fieldhouse, 2nd Floor, Room 207</p>
<p>Roy Marasigan <i>Educational Specialist</i></p>	<p>marasiganr@triton.uog.edu (671) 735-2248 UOG Calvo Fieldhouse, 2nd Floor, Room 207</p>
<p>Jolene Pocaigue <i>Office Clerk, SSS</i></p>	<p>dagamej@triton.uog.edu (671) 735-2248 Cell: 483-2819 UOG Calvo Fieldhouse, 2nd Floor, Lobby Area</p>
<p>Jacklyn Garote <i>Academic Assistant, SSS</i></p>	<p>garotej@triton.uog.edu (671) 735-2248 UOG Calvo Field house, 2nd Floor Computer Lab</p>
<p>Lawrence Tiwelital <i>Academic Assistant, SSS</i></p>	<p>tiwelital@triton.uog.edu (671) 735-2248 UOG Calvo Field house,</p>

Out-Break Period:

- Upon official notice of pandemic outbreak all SSS participants will be notified to follow UOG protocol and directives from their Division Leader. All services will then be coordinated as virtual services continued via internet platforms, mainly moodle and triton e-mail, telephone calls, private email, WhatsApp Messenger, and/or other social media.
- Although the University is closed to the public, TRIO SSS Office will remain open for business until further notice. Staff scheduling coverage with at least 2 physically present in the office to answer phones and e-mails and to provide virtual services. See Coverage (Figure 1.)
- Any staff who have been affected by the COVID-19 will be advised to stay home and follow their medical doctor's orders.
- ONLY OFFICIAL validated information from the command center will be released to the staff from the Director that will be followed accordingly.

Figure 1. Schedule for remaining period of

Monday (3/23)

08am-12pm John, Jacky

01pm-05pm Roy, Jolene

Tuesday (3/24)

08am-12pm John, Jacky

01pm-05pm Roy, Jolene

Wednesday (3/25)

08am-12pm John, Jacky

01pm-05pm Roy, Lawrence

Thursday (3/26)

08am-12pm John, Jacky

01pm-05pm Roy, Lawrence

Friday (3/27)

08am-12pm John, Jolene

01pm-05pm Roy, Lawrence

Recovery Period:

- Once the ALL CLEAR is given by the command center the Director will officially advise staff of clearance.
- Director will continue to work with the EMSS Dean for further instructions and guidance.

Steps taken to date:

Sent mass e-mails to SSS participants to notify them of the cancellation of our events during the 14-day period and to offer virtual services via internet platforms, e-mail messages, and telephone calls.

Send out separate messages to gathering data/feedback from each student in order to assist the with the transition from face to face courses and supplemental TRIO SSS services to online learning courses and our virtual services.

Reassurance of the continuation of Trio SSS services was relayed in our messages.

Identification of resources

March 30 classes will continue online.

Reference SVP message (attached)

Notes:

TADEO/Moodle POC Manny H.
Manuel "Manny" B. Hechanova Jr.
Interim Chief Information Officer
Office of Information Technology
Office Location: Dean Circle, House #6
Tel: (671) 735-2620/1
Email: mannyh@triton.uog.edu
and Camille Diego cdiego@triton.uog.edu

Moodle Course Cell/Primary Virtual Platform (created 3/17/2020)

Student Support Services (SSS)

The University of Guam TRiO Student Support Services is a federally funded program that provides opportunities for academic development, assists students with basic college requirements, and serves to motivate students towards the successful completion of their post secondary education.

Goals

- Foster a supportive academic environment
- Help students accomplish their academic and personal goals.
- Increase graduation rates.
- Transition students to attend Graduate/Professional school.\
- Applicant must be enrolled at the University of Guam and meet the following eligibility criteria:
 - US. citizen or meets the residency requirements for Federal student financial aid.
 - Demonstrate academic need and (any of the following):
 - Low-Income: determined by federal income guidelines
 - First Generation College Student: Neither parent or legal guardian received a baccalaureate degree.
 - Disability: student has a physical and/or learning disability.

*As of Mon. March 16, 2020, SSS current number is 135

APPENDIX E: ADA ACCOMMODATIONS

The EMSS ADA Accommodations office will identify, coordinate, and communicate approved and/or modify accommodations within alternative delivery methods accessible for students who are registered for accommodations.

The ADA counselor will:

- contact and coordinate with professors to identify accommodations that need to be added or modified to currently approved accommodations; coordinate with professors to identify assessments and evaluations;
- draft Faculty Notification Letters (FNL) specifying approved accommodations and email updated FNL to the student and professor(s); also send FNLs to student and faculty when no additions or modifications are being requested;
- monitor receipt of updated FNLs; monitor students on a weekly basis to ensure student access to accommodations;
- contact professors on a weekly basis to ensure delivery of accommodations;
- accept New Intake student request for accommodations via phone, email, Zoom and/or other accessible platform;
- accept via email Documentation of Disability; ensure accommodations request forms are available on the EMSS webpage.

Primary Point of Contact: Ms. Sallie Sablan, Phone: 735-2460– sssablan@triton.uog.edu

APPENDIX F: BEHAVIORAL HEALTH COUNSELING

Isa Psychological Services Center will be the primary provider of services for students. The center's licensed Clinical Psychologist will be available for emergency response on campus or in the community as needed.

Intakes with will be conducted by phone and/or Zoom. Students will be evaluated to determine the level of need for services and assigned to one of the three options listed below:

4. **Temporary suspension of services** for clients who are not in crisis and able to go without therapy sessions for a few weeks;
5. **Telehealth** (phone) and/or **Zoom** (video) therapy sessions for clients requiring consistent mental health services;
6. **In-person** services for clients who are suicidal or in crisis refer them to other emergency services (call 911).

APPENDIX G: STUDENT HEALTH SERVICES

STUDENT HEALTH SERVICES CONTINUITY OF OPERATION PLAN

Student Health Services

Mission Statement:

Student Health Services is committed to providing high-quality, accessible health care that adequately meets the needs of the University of Guam's diverse student population. These healthcare services are confidential and responsive to promoting optimal wellness, thereby empowering students to make informed and self-directed decisions about their healthy life choices.

Area Team Leader:

Community Health Nurse Supervisor II, Georgette M. Apuron, BSN/RNC at (671) 727-4436 or (671) 735-2225/2226

Deputy Team Leader:

Valerie Gamboa, (671) 797-5548

Administrative Assistant EMSS/Student Health Services

Federal Work-Studies (5)

Building/Facility:

Student Health Services Office

Action:

Pre-Outbreak period of Coronavirus Disease 2019 (COVID-19):

- Establish recall list to include WhatsApp Messenger group and/or email points of contact.
- Review and update emergency evacuation plan.
- Establish listing of community healthcare clinics (i.e. Department of Public Health, Social Services, Guam Memorial Hospital/Guam Regional Medical City Emergency Department, Private clinics, etc.)
- Display visual alerts on COVID-19 and on Universal Precautions (proper hand hygiene, cough etiquette) through bulletin boards & pamphlets and UOG website.
- Establish baseline Fit-testing through the School of Health for N95 respirator mask use by clinical staff.
- Prepare Student Health Services Office with necessary supplies (i.e. face mask, tissues, alcohol-based hand sanitizers, etc.) and other Personal Protective Equipment (PPE).
- Designate isolation room to isolate Students with symptoms of COVID-19.
- Ongoing assessment of students with suspected exposure to COVID-19.
- Continuous enforcement of sanitation practices and upkeep of Student Health Service Office.

Outbreak period of Coronavirus Disease 2019 (COVID-19)

- Prior to arrival of the student to the Student Health Services, a phone call should be placed to triage the student's condition. Please call (671) 735-2225/2226 or (671) 727-4436.
- Assess student's health condition utilizing the guidance of Appendix 1 Flowchart.
- Distribute pamphlet/fact sheet (Appendix 2) to students with suspected exposure to COVID-19
- Educate and advise on universal precautions and proper hand hygiene practices.
- Make appropriate Recommendations/Referrals to Student's Primary Healthcare Provider or the Department of Public Health and Social Services (DPHSS).
- Notify and report to the Department of Public Health and Social Services on the suspected at-risk student and their clinical status
- Maintain and stock PPE equipment (Mask/N95 respirator, gloves, disposable goggles, etc.), and to maintain and implement environmental infection control of equipment.
- Continuous enforcement of sanitation practices and upkeep of the Student Health Service Office.
- Hourly check-in/assessment of dormitory students for any signs and symptoms of COVID-19.
- Implementation of daily temperature checks and logs of dormitory students.

Post-Outbreak period of Coronavirus Disease 2019 (COVID-19)

- Upon announcement of an ALL CLEAR, inform Student Health Services staff via WhatsApp Messenger and/or email.
- Continue to maintain and assess student's health condition, utilizing the guidance of Appendix 1 Flowchart.
- Conduct inspection and maintain sanitary conditions of Student Health Services facility and supplies
- Area team leader will continue and maintain contact with Incident Command Center for further instructions.
- Formulate reports on any incidents that occurred during Pre-outbreak, Outbreak, and Post-outbreak Periods of COVID-19.

APPENDIX H: RESIDENCE HALLS

RESIDENCE HALLS
CONTINUITY OF OPERATION PLAN
Updated As of 3/02/2020
OPERATIONAL DATE 3/16/2020

Mission Statement: To support the academic mission of the University of Guam by providing a safe, clean, high-quality residential facilities and excellent Residence Life programming to students of the University. Residence Life programs supplement the University's academic programs with a broad range of social, cultural, educational, recreational, and athletic programs and activities designed to develop friendships and build community, while providing residents with a variety of opportunities for self-fulfillment and good clean fun.

Area Team Leader: Mark B. Mendiola, Interim Residence Hall Director 671-727-3863
Deputy Team Leader: Stephanie Lodge, Residence Life Assistant 671-988-4632

Area Team Sub-Leaders

Resident Halls 1 (ROTC Bldg. Ground Floor)

Male Side: Ryan Eliwise, Resident Assistant: 671-489-7115

Female Side: Beverlie Pretrick, Resident Assistant 671-683-6368

Resident Halls 2 (Iya-Hami)

Male Side 1st Floor: DJmarch Ong, Resident Assistant: 671-747-6792

Male Side 2nd Floor: Artray Irons, Resident Assistant: 671-678-4665

Female Side 1st Floor: Casan Joab, Resident Assistant: 671-487-3922

Female Side 2nd Floor: Leedia Ngirawles, Resident Assistant: 671-688-2625

Resident Halls 3 (Guma-Ta)

Male Side 1st Floor: Darnel Taman, Resident Assistant: 671-707-3196

Male Side 2nd Floor: Tabesul Ngirailemesang, Resident Assistant: 671-683-6783

Female Side 1st Floor: KDee Takawo, Resident Assistant: 671-683-6981

Female Side 2nd Floor: Risenta Cholomay, Resident Assistant: 671-797-0691

As of 3/3/20 Dorm Occupancy 204

Males:93

Females:111

Resident by Ethnicity:

1. Pohnpei 51
2. Palau 41
3. CNMI 37
4. Yap 29
5. Chuuk 20
6. Kosrae 7
7. Japan 5
8. Korea 5
9. U.S.A 4

10. Marshall 4
11. Guam 1
12. Tonga 1
13. Hong Kong 1

Number of Residents per Halls:

Dorm 1 – 43; Dorm 2 Iya Hami- 75; Dorm 3 Guma-Ta- 86

Pre-Out Break:

- Residents will be reminded and advise to practice proper hygiene and proper sanitation of their living quarters per public health guidelines.
- Residents will be informed to report to their respective Resident Assistant (RA) if they are feeling ill. Upon notice the RA will report to the Resident Hall Director. Resident Hall Director will advise student to seek professional medical attention at the UOG Student Health Center, Public Health Clinic, Private Clinics, or Guam Memorial Hospital.
- RA's will update health cards as well as emergency contact numbers of all residents.
- RA's will review and update emergency evacuation plan.
- RA's will inspect and ensure First Aid Kits are properly stocked and up-to-date.
- RA's will have an established SOP of monitoring and ensuring safety and cleanliness.

Out-Break Period:

- Upon official notice of pandemic outbreak all students will be advised to stay in their respective residence halls via WhatsApp Messenger and/or email and to wait for further official instructions from the command center. (every resident is on WhatsApp chat groups maintained by respective Resident Assistants.)
- Body Temperature readings will be conducted every morning at 9am. A log will be maintained and residents with above normal readings will be advised to take precaution and seek medical clearance.
- Residence Halls Office will be closed for business until further notice. NO OUTSIDE VISITORS will be allowed on premises.
- Common Areas such TV Lounge, Study Halls and Computer Labs will be closed until the all clear is given by proper authorities. Laundry facility will remain open.
- ONLY OFFICIAL validated communication from Command Center will be released to residents. Residents will be instructed to NOT disseminate unvalidated information. Resident Assistants will monitor and delete from group chats if it does not come from the Command center via the Residence Halls Director.
- Vendors will be notified and instructed on new protocols.
 - Food Vendor will be instructed to deliver food in packaged containers for distribution.
 - Gas: Vendor will still be allowed to refuel gas tanks.
 - Student Store will be Closed.
 - Drink Vending Machine vendors will be allowed to restock as needed.
 - Janitorial Services will continue unless vendor decides to suspend services.
 - Trash Service will continue if vendor is willing to provide services.

Recovery Period

- Once All Clear is given RA's will officially advise residence of clearance.
- RA's will conduct room inspections and ensure that each room is in good sanitary condition.
- RA's will notify director if they suspect any health issues with residents.
- Director will continue to work with incident command center for further instructions and guidance.

- After-Action report will be provided of any incident reported to command leadership

VENDOR CONTACT INFORMATION

FOOD VENDOR AND STUDENT STORE:LSG SKY CHEFS POC: Aileen Costelo Cell: 671-482-1558

JANITORIAL SERVICES:TOMBA JANTORIAL POC: Harold Mantanona: Cell: 671-487-8759

DRINK VENDORS:COCA-COLA POC: Manny Alvarez: Cell: 671-898-9746

PEPSI:POC: Chris Sgro: Cell: 671-788-2476

LP GASPACIFIC LP GAS:POC: Norman Num: 671-646-9067

TRASH LAGU: POC: Open Num: 671-649-5681

Food Distribution:

Pre-Packed Food will be delivered to Dorm 2 Iya Hami Hall. Shopping Carts will be filled and RA's will deliver to the floors for service.

Cleanliness of Floors:

RA's will assist in monitoring and ensuring restrooms and laundry rooms are clean and sanitary.

- Floors Mopped
- Toilets flushed
- Trash Disposed properly

Curfew

- 10pm curfew NO VISITORS ALLOWED in the rooms. Only residents
- NO OUTSIDE VISITORS IN THE HALLS. PARKING LOTS ONLY

ALL COMMON AREAS SHUT DOWN TILL FURTHER NOTICE.

REPORT ALL AND ANY COMPLAINTS OF SICKNESS.

INCIDENT REPORTS MUST BE FILLED OUT AND SUBMITTED TO DIRECTOR.

STUDENT LEAVING OFF CAMPUS MUST INFORM RA's is they are returning.

TRAVEL NOTICES: ALL RA's are to report on who is traveling, location and date and time expected return.

Incident Report Template

REPORTED BY: _____ DATE OF REPORT: _____
TITLE / ROLE: _____ INCIDENT NO.: _____

INCIDENT INFORMATION

INCIDENT TYPE: _____ DATE OF INCIDENT: _____
LOCATION: _____
CITY: _____ STATE: _____ ZIP CODE: _____
SPECIFIC AREA OF LOCATION (if applicable): _____

INCIDENT DESCRIPTION

NAME / ROLE / CONTACT OF PARTIES INVOLVED

1. _____
2. _____
3. _____

NAME / ROLE / CONTACT OF WITNESSES

1. _____
2. _____
3. _____

POLICE REPORT FILED?: _____ PRECINCT: _____
REPORTING OFFICER: _____ PHONE: _____

FOLLOW UP ACTION

SUPERVISOR NAME: _____ SUPERVISOR SIGNATURE: _____ DATE: _____

APPENDIX I: STUDENT LIFE OFFICE

Processing of SO packets will be suspended until the “all clear” is announced. Contact the EMSS office Monday-Friday, 8:00-3:00pm for any inquires related to student life office. With consultation between EMSS and schools and colleges, all student organization events will be suspended until further notice.

WebPage: <https://www.uog.edu/life-at-uog/>

Bert Flores is primary contact at 735-0246; *Email:* bflores@triton.uog.edu

APPENDIX J: CAREER DEVELOPMENT OFFICE

Virtual Career advisement will be provided to students through phone conferencing, online video conferencing (Skype for Business or Zoom).

Career Advisory Training - In-Person training scheduled for end of March will suspended until further notice for. Handouts may be available for distribution on the Career Development Office webpage. Career Workshops - scheduled for the week of April 13-16, 2020 will be postponed until further notice. Handouts may be available for distribution on the Career Development Office webpage. Annual Spring 2020 Job Fair - scheduled for April 22, 2020 is subject to being cancelled (CDO will contact all employer partners who have made payment & schedule a refund).

Sallie L.T. McDonald, Program Coordinator IV
Certified Job & Career Development & Transition Coach
T. 671-735-2233
F. 671-734-2442
Email: salliemcd@triton.uog.edu

APPENDIX K: ATHLETICS AND RECREATION

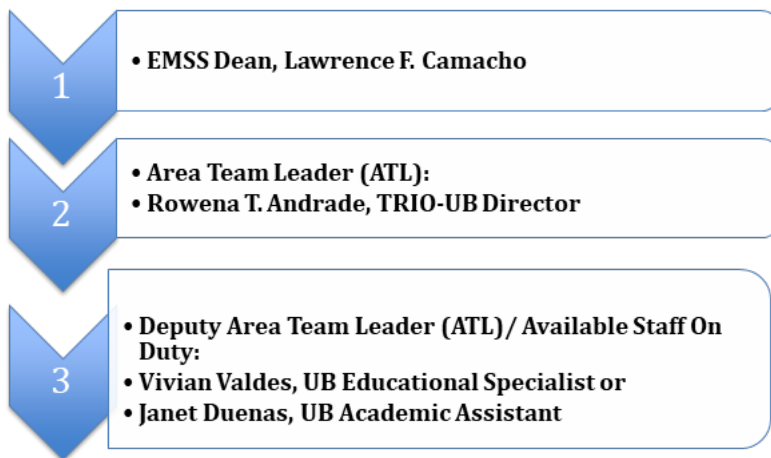
All UOG varsity sports are suspended for the rest of the spring semester. No games, practices or face to face meetings should take place at the current moment. We will resume in the summer when “all clear” is announced.

Athletics Director, Doug Palmer is the primary pint of contact – Contact Numbers are: Office – 735-2862; Cell - 864-4021.

APPENDIX L: UPWARD BOUND (TRIO)

UNIT LEADERSHIP SUCCESSION (CHAIN OF COMMAND OR INCIDENT COMMAND STRUCTURE)

TRIO-Upward Bound (UB) will follow UOG's general Incident Command Structure (ICS) to execute UOG's Pandemic Management Plan and UB'S Continuity of Operations Plan (COOP) during this crisis. The flow of information and actions to be taken will be delivered as shown in the flow chart:



Unit Operational Function

Upward Bound (UB)'s primary function is to provide **academic support services** to high school students enrolled in the college prep program. Services are provided at GDOE schools and UOG campus. **In the event of school closures or UOG campus closures, UB staff will:**

1. Cancel school sessions, workshops, and other events.
2. Reschedule activities that may be completed at a later date in the program year. Or,
3. Provide alternate activities using available resources such as online activities, email handouts, and social media.

Unit Objectives

The objectives to achieve with the COOP:

1. Provide student services using available resources and technology;
2. Provide a safe and healthy environment for the program staff, students, and other stakeholders by following recommended guidelines from credible sources;
3. Continue routine program operations such as procurement, processing of vendor payments, and manning of office as much as possible. However, the COOP may be impacted due to staff absences as a result of quarantine, illnesses, leave, and current vacancies.

Communication Methods and Staff Contact Info

- Phone (Call Tree using the listed phone numbers, if needed)
- Email
- Text Message

- Social Media (UB Facebook page, WhatsApp, Instagram) and/ or
- In-person communication with the acceptable social distances recommended (10 feet).

UB STAFF CONTACT INFORMATION

UB Staff Name and Position Title	Work Phone	Alternate Phone#	Email Address
Rowena T. Andrade, Director	735-1992	929-7952	rowenat@triton.uog.edu
Vivian Valdes, Educational Specialist	735-1991	777-7761	valdesv@triton.uog.edu
Janet Duenas, Academic Assistant	735-1991	488-5978	duenasja@triton.uog.edu
Office Manager (vacant)	N/A	N/A	N/A
Academic Assistants (vacant)	N/A	N/A	N/A

ACTIONS TO TAKE DURING SPECIFIC PERIODS

Pre-Out Break Period:

- Monitor and keep updated regarding developments on COVID-19 using UOG website link and other credible sources.
- Inform staff, students, parents, and other stakeholders to follow preventive measures outlined by the Center for Disease Control (CDC), Department of Public Health and Social Services (DPHSS), as well as UOG’s procedures.
- Inform staff, students, parents, and other stakeholders of the possibility for changes in program activities using the communication methods outlined.
- Purchase disinfectant wipes, hand sanitizers, and cleaning materials to maintain a sanitary and hygienic work environment.
- Follow staff work schedules and scheduled activities as usual, unless told otherwise.

Out-Break Period:

- Take action based on directions given by UOG Administration and EMSS Dean.
- Follow the policies and procedures set by UOG and the Guam Department of Education (GDOE) regarding contact with students and providing services, including GDOE travel policies.
- Inform staff, students, parents, GDOE contacts, and other stakeholders of changes to work schedules, activity/ event cancellations, rescheduling of program services, and other updates using the communication method outlined.
- Contact U.S. ED TRIO Program Officer regarding the current situation and the impact it will have on providing delivery of services given school closures by GDOE and UOG. Share documents, if needed regarding the closures due to directives given by

UOG, Governor of Guam, and/ or EMSS Dean. Also explain the budgetary impact the current situation will have on the program's ability to expend funds such as the suspension on travel.

- Use only credible or official sources to share information or updates with staff, students, and other stakeholders such as Joint Information Center, Governor's Office, and UOG Announcements.
- Close office for service to the public as per UOG policies and procedures during the given timeline.
- Provide alternate form of delivery for program services using available resources and technology. For example, email handouts or website links that students may use to practice for the ACT testing. Assistance may also be provided using video chat, Google Classroom, or other academic/ instructional resources available online.
- Continue office operations with staff working scheduled shifts. At least one person, if available, should man the office if operations are critical. Inform EMSS Dean if no staff is available.
- Staff considered as essential employees will report to work according to agreed upon schedule with immediate supervisor.
- Non-essential employees may work remotely from home on Administrative Leave. Time-in/ out for work using phone text, email, or an online form created such as Google Form for time sheet.
- Send any staff home that has symptoms of COVID-19 or are not feeling well. Staff is to follow procedures in contacting their health provider to determine whether they have COVID-19 or not.
- Continue to clean, disinfect, and practice sanitary practices in the office to prevent the spread of germs. Also staff will continue to follow preventive measures established such as washing hands and using hand sanitizers.

Recovery Period:

- Take action based on directions given by UOG President, Incident Commander, and/ or EMSS Dean.
- Inform staff, students, parents, counselors, and other stakeholders of return to regular office hours and operations using the communication method outlined.
- Provide program services at the school sites when GDOE schools re-open and when UOG administration announces regular operations.
- Submit summary report by staff regarding work/ tasks completed during the outbreak period or when on administrative leave.
- Collect documentation on services provided to students using available resources and technology.

APPENDIX M: EDUCATIONAL TALENT SEARCH (TRIO)

Location: UOG CALVO FH 2nd Floor Area Team Leader & RM 211

Director, Loveylynn L. Mongami: 671-735-2250; Email: lmongami@triton.uog.edu

Deputy Team Leader: Diana G. Cruz, Office Clerk 671-735-2246; Email: dcruz@triton.uog.edu

Area Team Sub-Leaders:

- Edriana Marie Tedtaotao Buendicho, Academic Assistant: 671-735-2252; Email: buendichoe@triton.uog.edu
- Jacqualine B. Fathal, Academic Assistant: 671-735-2251; Email: fathalj@triton.uog.edu
- Sophia Ann D. Madlambayan, Academic Assistant 671-735-2252; Email: madlambayans@triton.uog.edu
- Erickson Mae A. Aquino, Senior Academic Assistant: 671-735-1990; Email: aquinoe8313@triton.uog.edu

Pre-Out Break:

- Staff will be reminded and advised to practice proper hygiene and proper sanitation both in and out of the office.
- Staff will be informed to report to the Director if they are feeling ill. Upon notice the Director will then advise the staff to see their health care provider.
- All staff personal information and emergency contact numbers will be updated and be on file.
- Staff will inspect and ensure First Aid Kits are properly stocked and up-to-date.

Out-Break Period:

- Upon official notice of pandemic outbreak all ETS participants will be notified to follow GDOE protocol from their school principals and teachers. All services will then be continued via phone call, email, WhatsApp Messenger, and/or social media. • TRIO ETS Office will remain open for business until further notice.
- Any staff who have been affected by the COVID-19 will be advised to stay home and follow their Doctor's orders.
- ONLY OFFICIAL validated information from the command center will be released to the staff from the Director that will be followed accordingly.

Recovery Period:

- Once the ALL CLEAR is given by the command center the Director will officially advise staff of clearance.
- Director will continue to work with the EMSS Dean for further instructions and guidance.

DUTIES AND RESPONSIBILITIES OF EACH ETS EMPLOYEE:

Erickson Mae A. Aquino, Senior Academic Assistant

* Oversee 12th grade students and provide academic support and services as stated in the grant application such as information and assistance in post-secondary, FAFSA information, Scholarship information, College admission, and Placement exam. Other duties: Recruitment, maintain/update records of student services, and plan/coordinate program activities.

Jacqueline B. Fathal, Academic Assistant

* Oversee that the 8th - 11th grade students and provide academic support and services as stated in the grant application such as post-secondary information, financial literacy, high school credit, rigorous curriculum and graduation information, FAFSA information, and assistance with high school course selection. Other duties: Recruitment, maintain/update records of student services, and plan/coordinate program activities.

Edriana Marie Tedtaotao Buendicho, Academic Assistant (New staff)

* Still in training: Will assist/coordinate program activities and provide academic support and services. Will assign student group on a later date.

Sophia Ann D. Madlambayan, Academic Assistant (New staff)

* Still in training: Will assist/coordinate program activities and provide academic support and services. Will assign student group on a later date.

Diana Cruz, Office Clerk: Perform necessary clerical and/or secretarial duties as described in the grant proposal and in accordance with the project/office procedures.

APPENDIX N: UOG AMERICORPS VOLUNTEER CENTER

AmeriCorps coordinators will work with ServeGuam Commission on any guidance for creative transitioning of any student efforts to virtual platform. UOG AmeriCorps Volunteer Center will also coordinate with ServeGuam Commission on any request for changes to all focus areas, to include capacity building and service contribution dealing with the outbreak.

Points of Contact:

Charlene B. Masiwemai, MPA
AmeriCorps Program Director

AmeriCorps UOG Volunteer Center
Office: +1 (671) 735-2231

bitlaolc3473@triton.uog.edu

Marie Janine M. Bermudez, BBA
AmeriCorps Program Coordinator

AmeriCorps UOG Volunteer Center
Office: +1 (671) 735-2231

bermudezm@triton.uog.edu

APPENDIX O: THESIS SUBMISSION PROCEDURES

This semester, all thesis defense meetings will happen on Zoom according to the procedures below. The last date to submit a final, approved thesis is on the last day of classes (May 15), and the last day for a thesis defense is one week before that (May 8).

1. One week before the thesis defense, the student must email tmcvey@triton.uog.edu and the thesis chair a PDF reading copy of the thesis manuscript. At this time, a Zoom link will be provided to the student and chair.
2. After receiving the Zoom link, the student will then forward the link and meeting time to the program chair, academic dean, and all members of the thesis committee. It is up to each graduate program who else should be invited. Check with the program chair.
3. During the defense meeting, the student and all members of the committee must be on the call. Other members of the university community may be invited, at the discretion of the program chair. Dr. McVey will try to serve as external reviewer for all meetings.
4. When the final document is revised and ready for submission, students will email the following to tmcvey@triton.uog.edu.
 - ● PDF copy of the thesis manuscript
 - ● Receipt of payment for the \$50 binding fee (Use Cashnet on WebAdvisor)
 - ● Intellectual Property Authorization (in Thesis Style Guide)
 - ● Completion of Thesis Form (online at www.uog.edu)
 - ● IRB or IACUC approval letters, as appropriate

Points of Contact:

Dr. Troy McVey, tmcvey@triton.uog.edu

Maria Caringal, 735 – 2205, caringalm@triton.uog.edu

APPENDIX P: COURSEWORK GRADING OPTIONS

Background

Recognizing that our lives have been significantly impacted by COVID-19, the university has developed a plan that provides options to students regarding how their coursework will be graded this semester.

This plan was developed with input from the Faculty Senate, Faculty Union, Student Government Association, Dean's Council, and a survey distributed to all faculty. Models from the University of Hawai'i system, the Pennsylvania State University system, and the University of Wisconsin – Madison were also consulted.

The plan reflects the possibility that some students, through no fault of their own, may not achieve the grades they could have if they had attended on-campus classes for the entire semester. The plan also is designed to minimize impacts to GPAs and academic transcripts.

Students have three options available to them this semester. To ensure that students have considered their alternatives and the potential impacts carefully, advisement is required to exercise any of these options.

1. Extension of Voluntary Withdrawal
2. Extension of Incomplete Grade Timeline
3. Alternative Grading Option

Extension of Voluntary Withdrawal

The Voluntary Withdrawal deadline has changed to April 24, 2020. Students should be encouraged to seek advisement prior to officially withdrawing from courses.

Students have the option to withdraw from any course for reasons related to COVID-19 and/or to address special accommodation that cannot be addressed using online learning. Students will receive a pro-rated tuition credit of 40% to be applied to the 2020-2021 academic year, for the purpose of registering in the next available section of the withdrawn course(s). If students are enrolled in a course that is only offered every two years, they should work with advisors to identify a substitute course or request an extension.

1. Students can download the form at: <https://www.uog.edu/student-services/forms>; complete it, sign it, and attach a photo ID, and then email it to transcripts@triton.uog.edu.
2. Upon receipt of the document, Admissions & Records will process it and inform the student via email that withdrawal has been processed.
3. In the event the student does not have the capability to scan the required document, the student must send an email to: admitme@triton.uog.edu in order for Admissions and Records to process the withdrawal request.

Extension of Incomplete Grade Timeline

Issuing incomplete (I) grades should be used as a last option for students who are unable to access courses and course content due to connectivity or other technical issues. Extending the time for completion of incomplete grades for undergraduate students may be extended from one semester to one year. The existing timeline for graduate students remains the same. Other options can be used after appropriate consideration is given to the conditions of student financial aid awards.

Alternative Grading Option

For each undergraduate course completed during the Fañomnåkan 2020 semester, students will have the option of replacing the letter grade earned with an alternative grade that will not affect GPA calculations. This approach is similar to those taken by several of our peer institutions.

The alternate grades available to undergraduates are as follows:

- **Pass (P)**. Grades of C or better will be converted to a P, allowing the course to count as a prerequisite, any program requirement, or any other university requirement, and will allow progression to higher courses.
- **Credit (CR)**. Grades of D will be converted to a CR, allowing the course to count for certain general education courses or as pre-requisites in certain (but not many) majors.
- **No Credit (NC)**. Grades of F will be converted to NC, which means the student must retake the course for credit, but the GPA will not be negatively impacted.

By Graduate Studies policy, a grade of C or better is required for students to receive credit, so these alternative grades are not appropriate for graduate coursework.

For courses in which students earn a P (Pass) or CR (Credit) grade, the credits will count toward total credits earned and completed courses for financial aid purposes. Students will be “held harmless” by the choice to select P/CR/NC in Fañomnåkan 2020. Choosing the alternate grading option will not negatively impact their academic journey at UOG, nor will it be a barrier to entry into subsequent courses

Procedures

1. The list of advisors will be posted by May 18 announcing that **Request for Alternative Grading Option** forms will be available on May 21 from the designated academic advisors.
2. Faculty will enter letter grades as per their syllabus grading policies at the end of the Fañomnåkan 2020 semester.
3. Students will then have until June 1 to review their grades and seek advisement to exercise the alternate grading option. The completed form must be submitted to transcripts@triton.uog.edu for processing. Advisor’s verification and comments may be emailed to this address if a scanned or electronic signature is not available.



REQUEST FOR ALTERNATIVE GRADE
COVID-19 FANOMNAKAN 2020 SEMESTER ONLY

**** DEADLINE TO SUBMIT: JUNE 1st ****		
The completed form must be submitted to the Admissions & Records Office: bjflores@triton.uog.edu for processing. If you cannot get your advisor's signature on the form, we will accept verification via email to bjflores@triton.uog.edu .		
STUDENT INFORMATION		
STUDENT ID NO:	DATE:	
STUDENT FULL NAME:		
MAJOR/ PROGRAM	CONTACT #	EMAIL:
REQUESTING STUDENT'S SIGNATURE:		
COURSE INFORMATION: (Use One Form Per Course)		
COURSE CODE	COURSE TITLE	GRADE EARNED:
ADVISOR'S CERTIFICATION FOR ALTERNATIVE GRADING OPTION:		
PRINT NAME	SIGNATURE	DATE
COMMENTS: 		
<p>For each undergraduate course completed during the Fañomnåkan 2020 semester, students will have the <u>option</u> of replacing the letter grade earned with an alternative grade that will not affect GPA calculations. The alternate grades available to undergraduates are as follows:</p> <ul style="list-style-type: none"> • Pass (P). All grades of C or better will be converted to a P, allowing the course to count as a prerequisite, any program requirement, or any other university requirement, and will allow progression to higher courses. • Credit (CR). Grades of D will be converted to a CR, allowing the course to count for certain general education courses or as pre-requisites in certain (but not many) majors. • No Credit (NC). Grades of F will be converted to NC, which means the student must retake the course for credit, but the GPA will not be negatively impacted. 		
IMPORTANT NOTE:		
For courses in which students earn a P (Pass) or CR (Credit) grade, the credits will count toward total credits earned and completed courses for financial aid purposes. Students will be "held harmless" by the choice to select P/CR/NC in Fañomnåkan 2020. Choosing the alternate grading option will not negatively impact their academic journey at UOG, nor will it be a barrier to entry into subsequent courses.		