# DR/DS Virtual Front Desk Internal Plan

## Overview of the plan:

The DR/DS Office has created a virtual front desk! We have implemented this tool to create new opportunities for students, staff, and faculty to engage with us. If folks have questions, have them reach out to \_\_\_\_\_\_\_\_\_\_\_\_.

## How we will communicate to students about the virtual front desk:

* Information will be **emailed to students** on \_\_\_\_\_\_ with information about how DR/DS is still supporting students at this time. Info re: DR/DS Virtual Front Desk will be part of that. Instructions provided by OIT help *our institution’s* students and employees navigate Zoom.
* Information will live on the **DR/DS homepage, in email signatures, in voicemail messages, and emailed out to all faculty** who have accommodation needs in their current term classes

## How the virtual front desk will be staffed:

* \_\_\_ and \_\_\_\_ will be primary virtual front desk staffers. **Rotating but consistent shifts** will be ideal with one individual on the virtual front desk and one person as back-up. Others may be asked to do shifts on the virtual front desk as needed.
* We will start by holding virtual front desk **Monday-Friday 12-4pm during drop-in hours.**

## What the experience will be like for students who come to the Zoom room and how we will create this experience:

* **Students will have the zoom meeting ID and will join without password.**
  + **They will automatically be placed in a waiting room where they will see our community agreements and other standards** we need them to follow during their visit. They will also read that we will be handling one request at a time and that we will work with all visitors in the order in which they came in.
* **The waiting room message** (seen in the waiting room -400 character limit and occasionally delivered through meeting chat):

Welcome to the DR/DS Office virtual front desk! We may be serving another student right now but will be with you shortly. In the meantime, please read our virtual front desk guidelines below.

All visitors agree to:

* Refrain from the use or sharing of intentionally offensive language or content.
* Respect privacy and safety of others; no recordings allowed
* Adhere to *our institution’s* Student Code of Conduct (link here). Violators of *our institution’s* Student Code of Conduct will be reported to the Dean of Students.
* **An image of our on-campus DR/DS front desk will be the background behind the staffer** to create consistency in what students see when they visit us via Zoom. To use the front desk background, *download the image here* and add it as a virtual background in Zoom. You may have to pick a good wall to sit in front of so that the background shows up well.
* **For the most part, these visits will mirror how we interact with folks who come into the DR/DS physical space.** We will be able to schedule appointments, talk to them about documentation, get them onto the list to see someone for drop-ins, etc.
* **Moving students from the virtual front desk into drop-ins** will start with the front desk staffer signing them up for drop-ins on the spreadsheet and indicating if the student wants to be called or use Zoom for the meeting. If the student does want to use Zoom for the meeting, the front desk staffer will give the student the Zoom meeting ID for the Access Counselor & Consultant who will be talking to them. The front desk staffer will let them know if there’s anyone else ahead of them in the queue. The student can then go to that meeting room at that time and just wait to be seen or they can wait to receive an invite from the Access Counselor & Consultant to the Zoom meeting. The student should be alerted in the invitation that if the student doesn’t appear in the Zoom meeting after 5 minutes, they will need to leave and they’ll be placed back into the queue.
* DR/DS staff and students will all need a baseline of working knowledge regarding the use of Zoom. **We’ll add some instructions into the communications we send out to students and faculty and we in the DR/DS Office will spend time practicing** before we begin holding live sessions.
* Zoom bombing could become disruptive but since only one person will be meeting with us at a time, we are not concerned about this possibility. Zoombombing is usually done by folks who are nonstudents or who have logged in with a fake account. They post pornographic, profane, or offensive content in chat windows...This is not your typical “disruptive student”. The person has no business with our office. **If a Zoombomber comes in,** front desk staff will remove them from the meeting and the person will never be able to re-enter.
* **Just like in the physical space, if students begin to show signs that they are in distress or crisis during an interaction at the front desk, staff will use trauma-informed care practices in working with that person.** Many students and many of us are elevated right now so take extra care and extra patience into these interactions as you likely already are via email and on the phone with students. Of course, if an issue is escalating and front desk staff are unable, through trauma-informed practices, to get the person to calm down, they should let the person know that they will try to get the Director or an Access Counselor & Consultant to talk to them right now and that they will be placed back in the waiting room until that person is able to join (shouldn’t be long). Once the Director or Access Counselor & Consultant join, all three will come onto the screen and the DR/DS staffer will express that it sounds like there have been some concerns and that they would like to talk to them about those concerns, however, this is not a private space. And then another arrangement can be made for that person to either direct dial or Zoom the student to work through things. Regardless of behavior, **no student should be muted and no cameras turned off. No one should be removed from the meeting or put in a breakout room.** Again, please follow the guidance and the standards we have in place for how to handle difficult interactions in the physical space. Nothing really should change in terms of what behavior gets flagged or what you say to them when it does.
* Students may have accessibility concerns regarding their virtual visit with the front desk. However, since folks can still use the chat feature, and since this isn’t the only way we’re communicating with folks, **Virtual Front Desk should be a pretty accessible option** (and maybe even more accessible than a visit to our physical office). However, this isn’t the only way for students to get in touch with us. We’ll still be collecting emails and voicemails and getting back to students as well.

**Virtual Front Desk Meeting Information:**

Join URL:

Meeting ID:

**Shifts**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday |
| 12 p.m. to 1 p.m. |  |  |  |  |  |
| 1 p.m. to 2 p.m |  |  |  |  |  |
| 2 p.m. to 3 p.m |  |  |  |  |  |
| 3 p.m. to 4 p.m |  |  |  |  |  |

**Waiting Room Message for Individual Access Counselor & Consultants’ Virtual Drop-ins:**

Hello!

Thank you for visiting me for drop-ins. I am looking forward to working with you. If you haven’t already checked in with the front desk, please do so now. You can visit the front desk at\_\_\_\_\_\_\_\_\_\_\_\_ or call \_\_\_\_\_\_\_\_\_\_\_\_\_to get into my queue. Then you can come back so we can check-in! Thanks!