

**GEO Resource Center Emergency Remote Operations Procedures
These procedures effective 3/27 to TBD**

Summary: The Global Education Office is putting the following safety preventative measures in place to ensure the health of our staff and students: Due to the Coronavirus (COVID-19) GEO will be modifying our in-person advisement appointments.  Student appointments will now be conducted virtually via email, phone, Skype or Zoom.  GEO is closed to the public but continues to answer incoming phone calls remotely and answer online LiveChat questions from 8:00 a.m. to 5:00 p.m.

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| **Web Live Chat****GEO RC student/staff will contact advisors for transfers during their walk-in appointment times which are M-F from 10:00 a.m. to 3:00 p.m. using their individual UNM Skype account. For admissions questions Skype the advisor on duty and ask any questions the student is asking. At the end of the chat please email the admissions team the student’s information (name and email address) for their follow up. Please include the GEO Skype account and all other GEO RC team members on duty on the chat.**8-5:00 p.m. = GEO RC Student & Gracie |  | **Phone/Email****GEO RC will contact advisors for transfers during their walk-in appointment times which are M-F from 10:00 a.m. to 3:00 p.m. using the GEO Skype account. Please include all other GEO RC team members on duty on the chat.**8:00 – 5:00 p.m. = Phone transferred to the Passport phone and answered by Gracie/ Emails answered by GEO RC Student |
| **ISSS Advisor**Mon/Wed = Phillip Tues/Thurs = Carolyn Friday = IvetISSS advisors are available from 10:00 a.m. to 3:00 p.m. to receive appointments for personal questions in lieu of walk-in hours. The GEO RC Team will schedule appointments for the advisor providing at least a one hour notice. Send a Skype message to the advisor letting them know of the scheduled appointment and letting them know what the student is calling about. The GEO RC Team will continue to schedule appointments for ISSS for OPT and STEM, however appointments are now individual, virtual appointments via zoom. Let the student know that the advisor will provide them a zoom invitation link.Make sure you take down their full name, banner Id number, UNM email address (if they have one) and a good call back number. Schedule the appointment with the appropriate advisor (each advisor has marked their calendar as to when they are available for personal appointments, STEM/OPT appointments or walk-ins). |  | **Education Abroad****For General Inquiries Only**Monday = Mary Wednesday = MoumitaTuesday = Kimberly Thursday = SaraEducation Abroad will continue to utilize LoboAchieve to schedule appointments.  Appointments will be held over skype, phone, zoom or email.  There will be no in person appointments until further notice.If the student is calling/emailing about their specific program or questions about coming back please refer the email or phone call to the advisor of that specific region. If the call/email is from a faculty member or a student inquiring about a faculty led program please refer those to Annette. Calls from exchange students please continue to refer to Nao via the Exchange email. Any calls/emails from parents inquiring about their student’s situation or if the university is closing please refer those to Todd. |
| **CELAC**Monday = Vanessa Wednesday = Bart Tuesday = TBD Thursday = TBDFriday = Vanessa/BartFor this week Bart will continue operating out of the office from 10-3 p.m. and will be available for travel signatures and other questions regarding grades.For virtual operations: Students will email celac@unm.edu and inform the advisor to what the student’s needs are (e.g. Advising (Academic or Student Services), document signature, question about classes, grades, etc.). The CELAC email will be monitored by the CELAC team and the message will be forwarded to the appropriate person (Paul, Vanessa, Bart, etc.) who will then respond.  |  | **IA&R**Monday = Charlotte Wednesday = PabloTuesday = Janine Thursday = MelissaFriday = PabloIA&R advisors will continue to work out of the office from 10-3. For virtual walk-ins and Web Live Chat please contact the advisor of the day via skype. For phone calls you can have the caller contact the Admissions Phone number or take a message and refer the message to goglobal@unm.edu. All emails will continue to be forwarded to goglobal@unm.edu. |

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| **Live Chat Triage**All GEO RC students/staff will be monitoring the LiveChat. Once you log on to LiveChat, identify the student by asking their name, their Banner Id (if applicable) and how we can help. If it is a question we can answer we will provide an answer. If it is not something we can answer we will let them know that their question will be referred to the advisor on duty and they can expect a call back as soon as possible and no later than within 24 hours. Please be sure to take down a good call back, number, good email and the reason for their call. Verify information whenever you feel it is not clear – the customer won’t mind. When referring the message to the advisor please be sure you have captured all of the following information:1. Caller’s name (make sure the name is spelled correctly)
2. Caller’s affiliation (international student, study abroad student, scholar, faculty, etc.)
3. Banner Id # (if applicable)
4. Caller’s call back number
5. Caller’s email (please ask caller for their UNM email. If they don’t have a UNM email, they can give you another email.)
6. Detailed message regarding the caller’s question.
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| **Phone Triage**Gracie will be answering the phone remotely. In the office it will be whichever student is on duty. The RC Student will sign in to the GEO Skype Account and will communicate with advisors via skype during walk-in hours and will also include Gracie, Daniela and Gaby (when they are on duty) on the skype chat. At all other times (none walk-in hours) the RC will continue forwarding phone messages to advisors via email.1. Caller’s name (make sure the name is spelled correctly)
2. Caller’s affiliation (international student, study abroad student, scholar, faculty, etc.)
3. Banner Id # (if applicable)
4. Caller’s call back number
5. Caller’s email (please ask caller for their UNM email. If they don’t have a UNM email, they can give you another email.)
6. Detailed message regarding the caller’s question.
7. Your name

**Email Triage**Emails will continue to be routed as normal. |
| **Mail Procedures**Gracie, Gail and Daniela will be doing mail runs three times per week. They will go to GEO around 11:00 a.m. to pick up any outgoing mail, take it to the mail room and pick up any mail from the mail room. They will return to GEO and sort the mail. They will also drop off any outgoing DHL packages at the DHL located on Wyoming. All advisors are being asked to please tell students to use FedEx instead of DHL since the mailroom drops off Fed Ex but not DHL. Mail runs:* Gracie = Mondays
* Daniela = Wednesdays
* Gail = Fridays

Letters and I-20’s are now being signed electronically and emailed to students. If a student requests a travel signature advise the student that his I-20 will be signed digitally. Their latest I-20 will be reissued with a digital signature and will be emailed to them. Ask the student for a currently valid email address.**Privacy Reminders**To be FERPA compliant, we must continue to practice due diligence in confirming students’ identities before discussing information from student records (which we normally don’t do personalized information). Keep in mind that FERPA does not apply to prospective students. The FERPA starting point at UNM is when new students attend the first day of classes. Whether answering a phone call or the LiveChat you will be responsible for taking the following information from each customer:  |
| * Caller’s Name
 | * Banner Id #(if applicable)
 | * Call back number and/or email address (UNM email address preferred)
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| * Their affiliation (staff, student)
 | * Detailed message
 | * Person/department they are calling for
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**Skype for Business Instructions**

If you don't have Skype for Business already installed, you can download and install it from your UNM LoboMail home page.

1. Sign in to your Lobo Mail account at [UNM LoboMail](https://loboauth.unm.edu/adfs/ls/?wa=wsignin1.0&wtrealm=urn:federation:MicrosoftOnline&wctx=MEST%3D0%26LoginOptions%3D2%26wa%3Dwsignin1.0%26rpsnv%3D2%26ver%3D6.1.6206.0%26wp%3DMCMBI%26wreply%3Dhttps%253A%252F%252Fportal%252Eoffice%252Ecom%252FDefault%252Easpx).
2. Click the **Account Manager**  icon in the right corner of your screen.
3. Select the **My account** link.
4. Choose **App & devices**.
5. Click the **Skype for Business** link on the left-side column:
	* Select your preferred language
	* Choose the version that matches your Office programs
	* Click **Install Skype** to download Skype for Business
	* Choose **Run** to start the download
	* Click **Yes** to confirm
6. If Skype for Business is bundled with your Office 365 programs:
	* Select your preferred language
	* Choose the version that matches your Office programs
	* Click **Install** to download Skype for Business
	* Choose **Run** to start the download
	* Click **Yes** to confirm
7. Once the installation is complete, close the installer box and launch Skype for Business.

You can also follow this link: <https://products.office.com/en-us/skype-for-business/download-app#desktopAppDownloadregion>

If you are doing it on your laptop or desktop you will enter your UNM email address and you will receive a link to follow and you will enter  your UNM email and password.  Please be sure to look in your junk email folder if you don’t see it in your inbox.

If it is on your phone then it will give you a “Download now” button you download the app and sign in using your UNM email and password.

**Office Telephone Forwarding Instructions**:

All GEO employees with a desk phone are being asked to forward their desk phone to a line they can access remotely.

**Setting up Call Forwarding:** To transfer your office phone to your cell phone please dial \*2, this will cancel the forwarding to the front office. On your display you will see “Forward Cancel”. Hang up, pick-up the receiver again and dial #2 then dial 9+your 7 digit phone number (no area code). You will see “Call Forward” and your phone number. If you have a long distance phone number you will not be able to transfer to your cell phone.

**Turning Off Call Forwarding:** When you are in the office and want to cancel the call forwarding dial \*2. If anyone needs help please ask Gracie.