



## ISO Service Schedules (updated 12/6/2021)

During COVID-19, please see our website for up-to-date operations, schedules, and communications from ISO!  
[www.iso.rochester.edu/contact.html](http://www.iso.rochester.edu/contact.html)

Weekdays	ISO Office Hours Inquiries by Phone / Email	ISO Service Desk (as of 12/6/21) On-site Coordination & Support	Virtual Drop-In Hours (Students) Brief Consultation by Zoom
Monday	8:30 am - 12:00 pm 1:00 pm - 4:30 pm	Appointment blocks available between 11:00 am & 3:00 pm	1:00 pm to 4:00 pm
Tuesday	8:30 am - 12:00 pm 1:00 pm - 4:30 pm	Appointment blocks available between 11:00 am & 3:00 pm	1:00 pm to 4:00 pm
Wednesday	<i>Immigration Casework &amp; Processing Hours: ISO is not accepting phone calls, appointments, or drop-ins.</i>		
Thursday	8:30 am - 12:00 pm 1:00 pm - 4:30 pm	Appointment blocks available between 11:00 am & 3:00 pm	1:00 pm to 4:00 pm
Friday	8:30 am - 12:00 pm 1:00 pm - 4:30 pm	Appointment blocks available between 11:00 am & 3:00 pm	9:00 am to 12:00 pm
<b>Immigration Advising</b>	Individual appointments are scheduled during ISO Office Hours, as available and at least one business day in advance. ALL advising (appointments & drop-ins) will take place virtually over Zoom meetings.		



To ensure continuity of services and broad accessibility, ISO delivers resources and support through various methods.

**ISO Service Desk:** College Town – 40 Celebration Drive, Suite 1.100 (entry between Breathe Yoga & UR Dermatology)  
On-site assistance for document distribution purposes, by appointment ONLY; Remote services are also available.

When visiting ISO in person, please adhere to posted notices & staff instructions considering evolving safety protocols during COVID-19.

### AS OF 12/6/2021

HOURS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:30am	General Inquiries Phone & Email	General Inquiries Phone & Email	ADMINISTRATIVE CASEWORK  <i>ISO is not accepting appointments, drop-ins, or phone calls on Wednesdays.</i>	General Inquiries Phone & Email	General Inquiries Phone & Email
9:00am					
10:00am	ISO Service Desk College Town Suite 1.100  *BY APPT ONLY*	ISO Service Desk College Town Suite 1.100  *BY APPT ONLY*		ISO Service Desk Suite 1.100  *BY APPT ONLY*	ISO Service Desk Suite 1.100  *BY APPT ONLY*
11:00am					
12:00pm					
1:00pm	Student Virtual Drop-In Hours via Zoom	Student Virtual Drop-In Hours via Zoom	Student Virtual Drop-In Hours via Zoom	Student Virtual Drop-In Hours via Zoom	
2:00pm					
3:00pm					
4:00pm					