Successful Outreach to High Risk Students with Online Student Services

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College of the Desert

Who We Are

- Located in the Heart of the Coachella Valley
- Fastest Growing California Community College
- Winner of 2018 Bellwether Award for Instructional Programs and Services
- Hispanic Serving Institution

What college, university or organization are you from?

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Who Are You?

What is your position?

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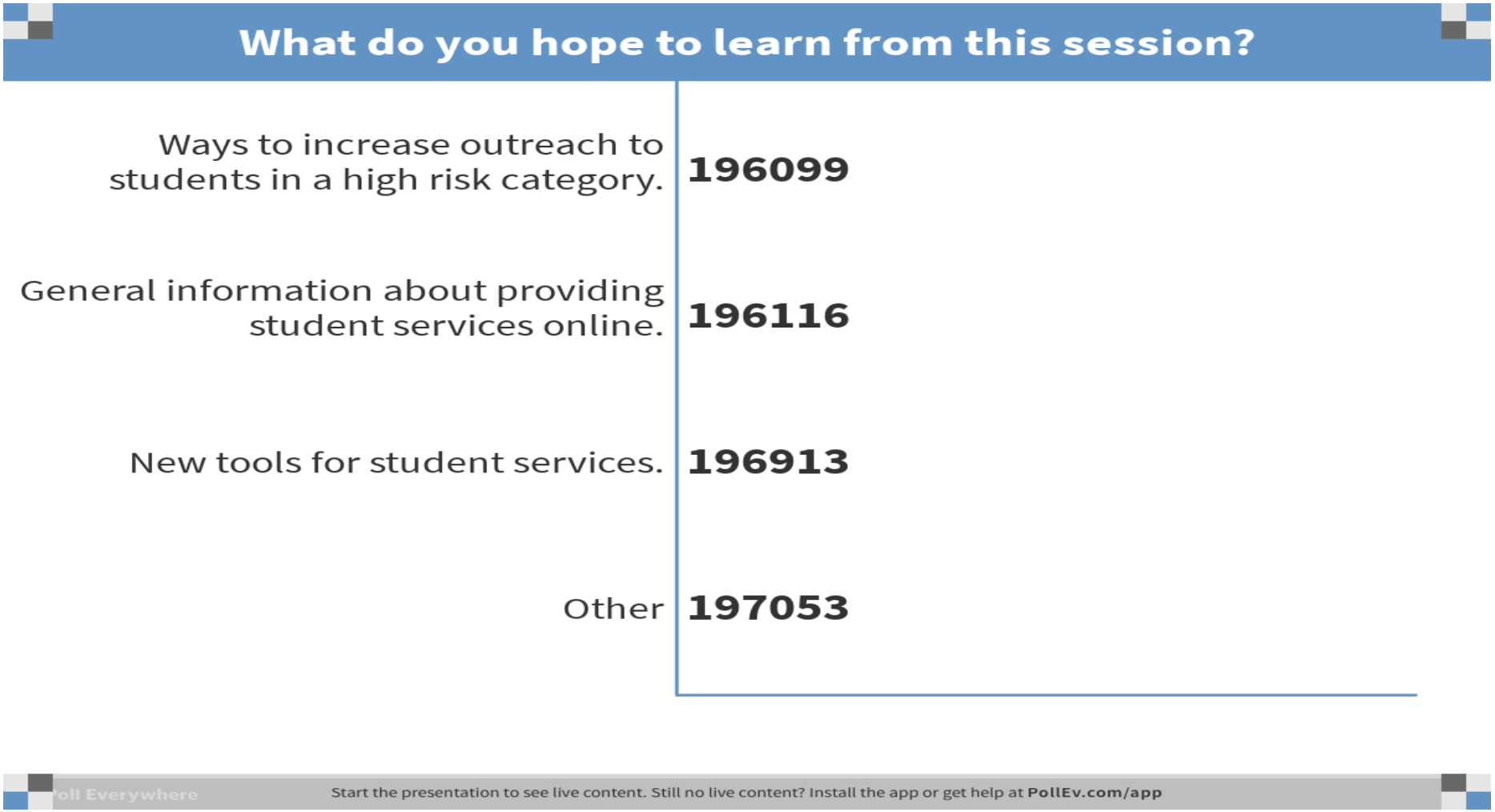
Who Are You?


What do you hope to learn from this session?
Ways to increase outreach to students in a high risk category.
196099
General information about providing student services online.
196116
New tools for student services.
196913
Other
197053
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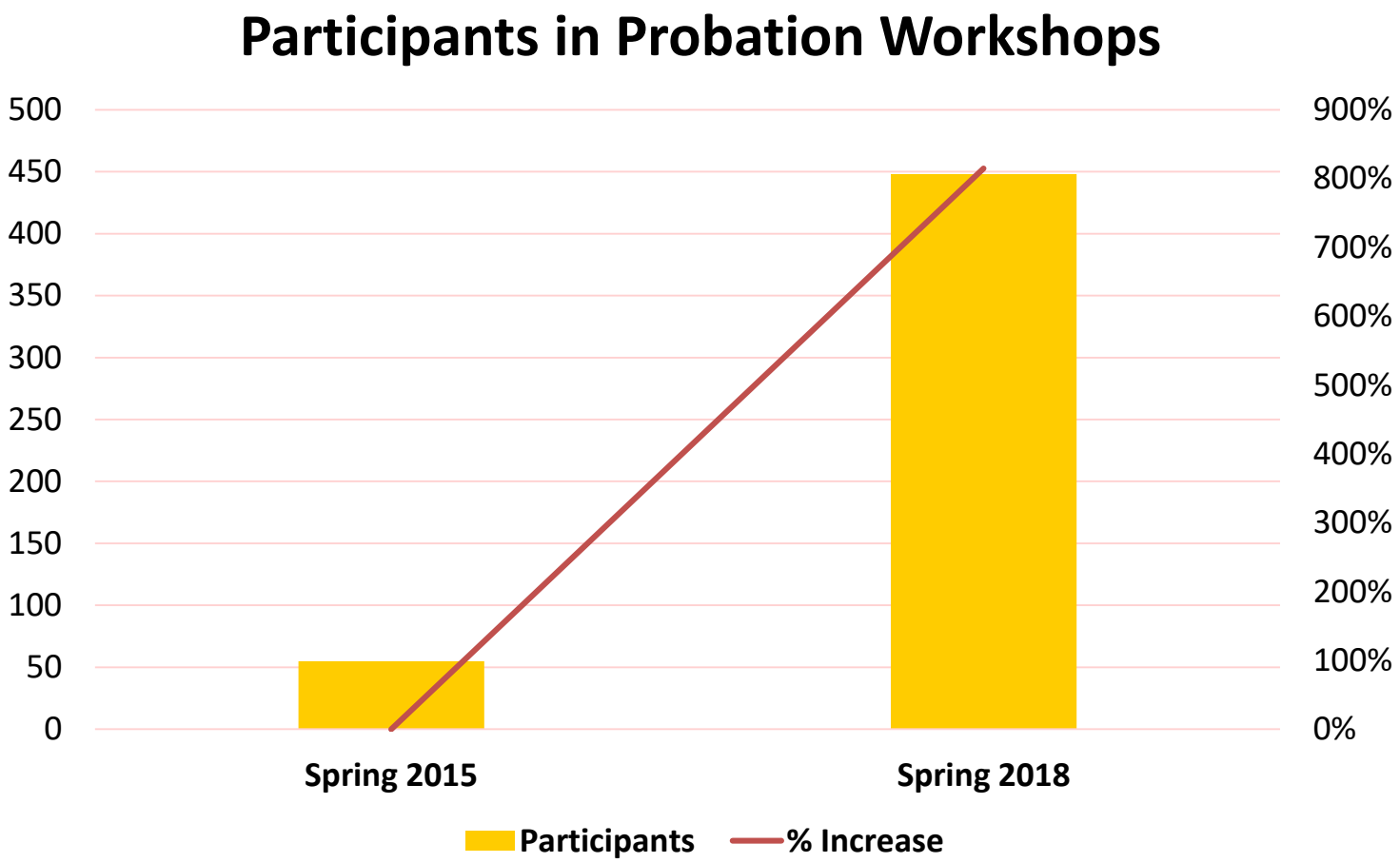
High Risk Students & Online Services

Presentation Overview

- Who
- What
- Why
- Where
- When
- How

High Risk Students & Online Services



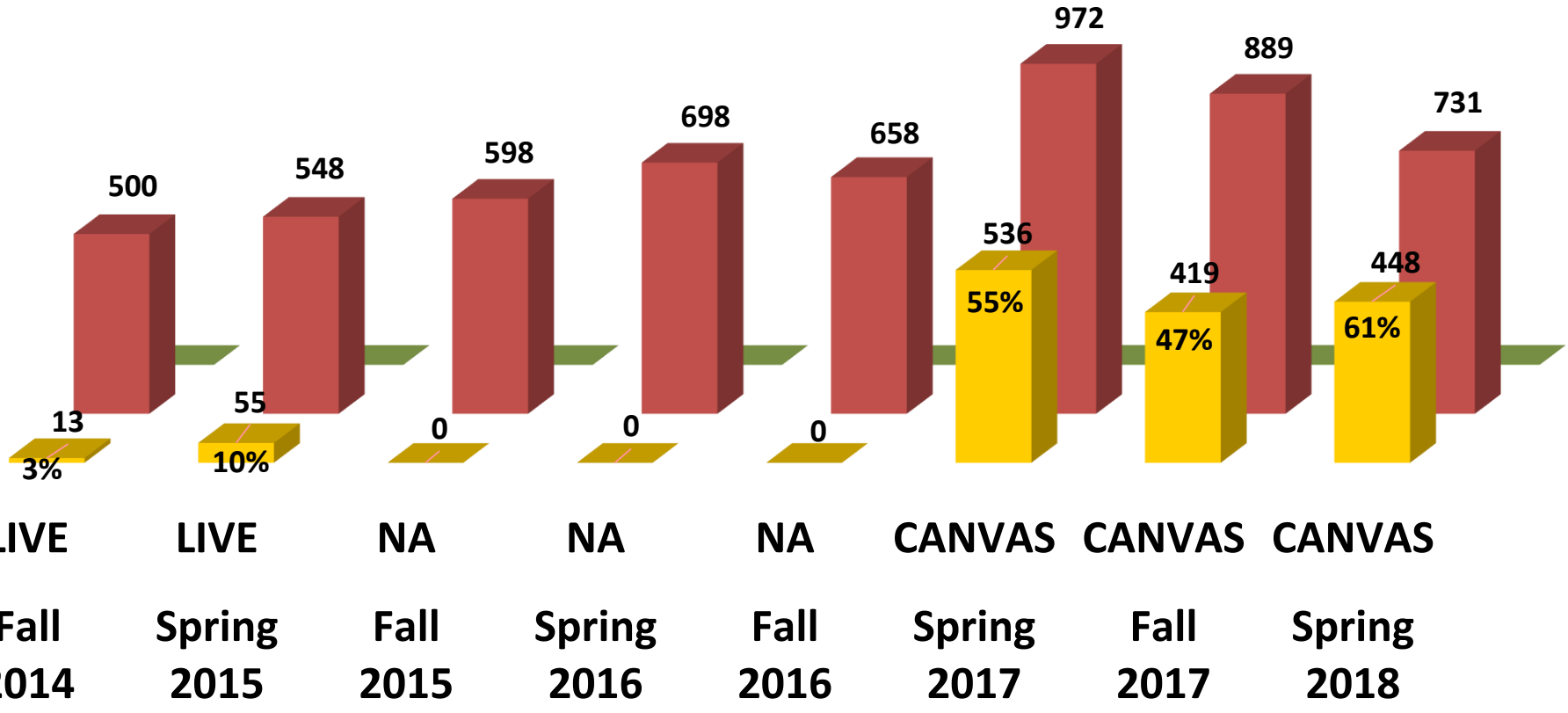
High Risk Students & Online Services

Background & History

- Info & Support to Students - Level 1 Probation
- Live Workshops Until Fall 2015
- Impact of SB 1456 Student Success Act (SSSP)
- Limited Counselor Resources
- Limited Student Participation

High Risk Students & Online Services

Probation Workshops for High Risk Students



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Moving the Probation Workshop Online

- Online Orientation Successful
- LMS Move to Canvas
- Counselor Canvas Trained/Experienced
- Leverage Counselor Outreach with Student Participation
- Hunch - Worth a Try

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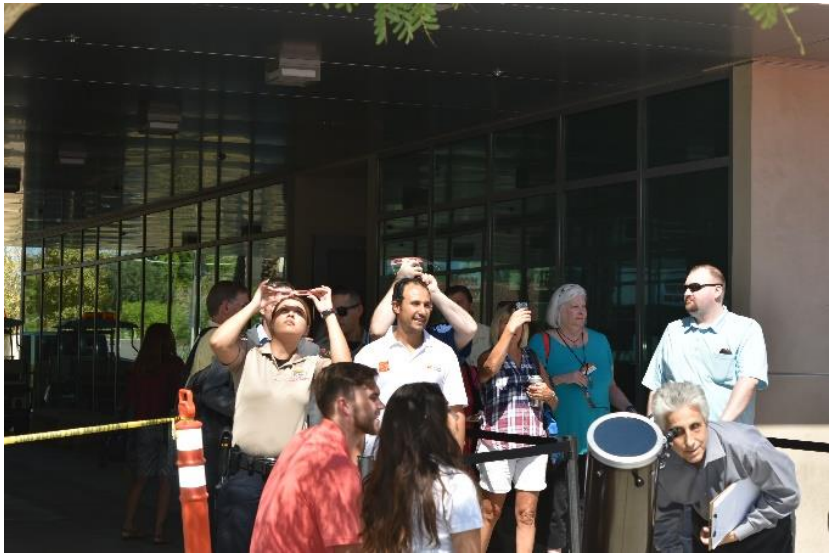
Implementation Steps

- Counselor Workgroup Updated Live Probation Workshop
- Counselor Converted Live Workshop to Voice Over PPT
- Added Graded Quiz to Assess Learning/Determine Completion
- Partnered with A&R: End of Semester Status
- Partnered with IT: Enroll A1/P1 Students
- Student Completion Monitored Daily
- Identification of High Risk Contacts



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Workshop Components

- Keep It Short: 16 Minutes
- Keep It Simple: 19 Original Slides
- Content:
  - Assessing Your Current Goals
  - Review of Probation Policies
  - Strategies to Get Off Probation
  - Academic Renewal Policies
  - Resources
  - Your Plan of Action
- Graded Quiz

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Tools Used to Create Online Workshop

- PowerPoint 2016 (Accessibility Checker)
- Camtasia
- Canvas
- College Network Server

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Notification & Communication with Students

- Initial Email Notification from Dean of Counseling
  - Optimum Period: Open/Close Workshop
- Regular Reminders from Workshop Instructor/Counselor
- Communication As Needed with Students:
  - Canvas App
  - Email
  - In Person

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Workshop Completion Incentives

- Registration Hold Removed
- Priority Restored
- Average Time to Complete

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Planned Enhancements

- Increase Use of Multi Media
  - Video
  - Multiple Presenters
  - Music

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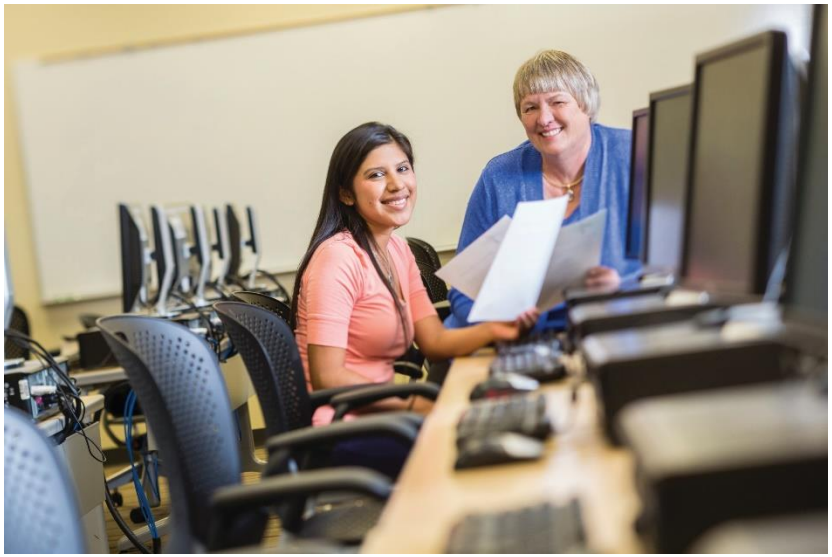
Additional Canvas Student Services

- Probation Level 2 Version
- My Transfer Plan Club
- Comprehensive Student Education Planning



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Resource Sharing

- Creative Commons
- Provide Email Address

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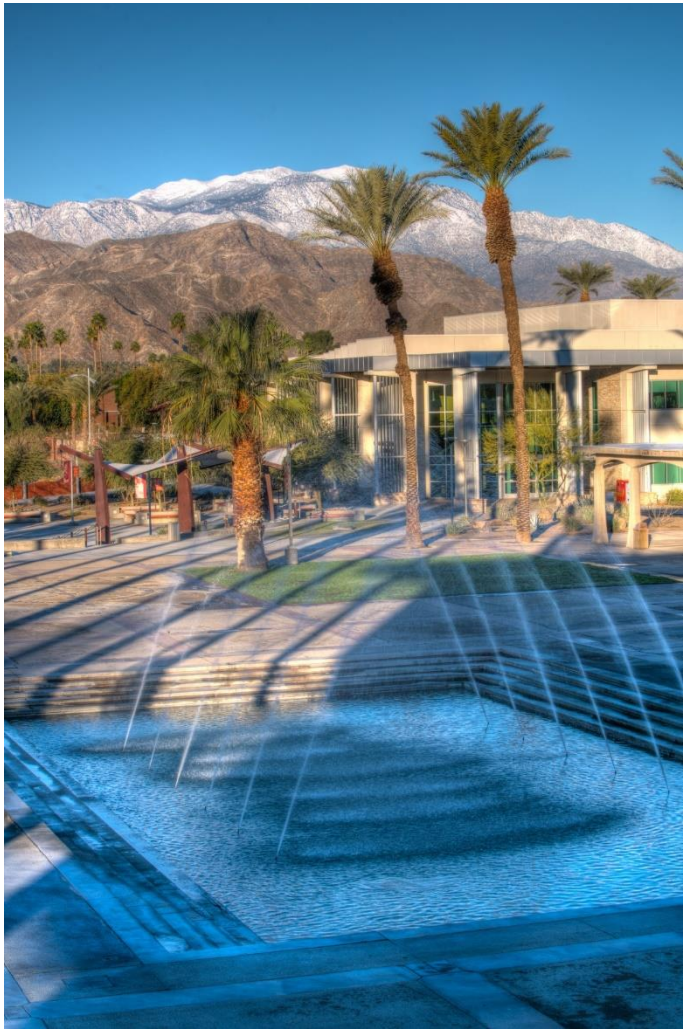
Contact Us

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