Welcome and thank you for attending the 2019 Online Teaching Conference!

Please help us improve your conference experience by…

• Rating and reviewing our sessions and speakers within our OTC Mobile Event App after each session you attend.

AND

• Taking our online surveys at the conclusion of the conference.

Survey links are available at:

onlineteachingconference.org/evaluations
Shaping Student Success
Innovative & Emerging
Online Student Support Services

Bonnie Peters
Chief Student Services Officer/
Director of Student Experience
(CVC-OEI)

Jessica Hurtado
Program Supervisor-
Student Experience (CVC-OEI)
WELCOME!

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Director Student Experience
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Agenda

1. Introductions
2. The CVC-OEI
3. Times Have Changed
4. Equitable Online Student Services
5. The Holistic Approach- Student Support HUB
6. 2 Examples: Online Counseling & Wellness Central
The CVC-OEI

Serving the California Community College system

- 57 California Consortium Colleges
- To increase student completion of degrees, certificates, and transfer requirements, by providing access to quality online courses and online support services.
- Helping colleges built out comprehensive Distance Education programs Ecosystem
SUPPORTING CVC EXCHANGE

Course Finder
Quattly
(Finish Faster Online)

Fully Online ADTs,
Certificates, Programs

Automated
Cross-Enrollment
N2N Services
Times Have Changed
"With the increasing number of distance education students, colleges face new challenges to provide student services and other support in the online learning environment. This challenge is not limited to distance education students. Traditional students on campus also need the option to access student services without having to come to campus."

*2017 California Community Colleges Chancellor's Office Distance Education Report.*
The Holistic Approach

How can we make student services more inclusive in the online environment?
## Equitable Online Student Services

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<td>Career and Transfer Services</td>
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<td>What else?????</td>
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Need help with something? Select a service below or Knock for Live Chat now.

- **Online Library**
  Connect to great MiraCosta library sources, wherever you are.

- **Online Tutoring**
  Get help with your classes even when you can’t go to an on-campus support center.

- **Online Writing Center**
  Work on your writing, reading, or speeches online or on campus.

- **Online Counseling**
  Counselors help you identify your educational goals, create plans, and stay on track to completion.

- **Student Help Desk**
  Get help with all your MiraCosta technology questions.
The App Experience (Online)

Online Library

OneSearch for Articles, Books, and more

LIVE CHAT!

Ask a Librarian

E-mail address

Your Question/Message

Type your question here and press Enter or Click on Send...

Send
The App Experience (Online)

Online Counseling

Counselors help you identify your educational goals, create plans, and stay on track to completion. Knock on Door to chat now.

Chat with Counseling: Online Express Chat
Express chat is designed for quick questions with a general counseling specialist. A Follow-up appointment may be needed.

Schedule an Online Counseling Appointment
For help completing or updating your Ed Plan, schedule an online appointment.

Message an Online Adviser
Knock on Door to ask us general questions about online counseling. If we are not available, send us an offline message.

Schedule an Online Counseling Appointment with a Veterans Counselor
Veterans counselors help you identify your educational goals, create plans, and
2 Examples of Key Hub Services
Practitioners’ Resources

Online Counseling & Student Services Platform

Cranium Cafe
because human connection matters

powered by
ConexED
ONLINE COUNSELING NETWORK (OCN)

Trained general counselors and mental health clinicians providing more inclusive online counseling services

Forum for community engagement

Trained in supporting CVC-OEI projects e.g. Cross Enrollment

Special Workgroup with trained counselors building out the Network
ONLINE COUNSELING PROFESSIONAL DEVELOPMENT

Developed in keeping with NBCC guidelines for distance counseling professionals
Counselors learn techniques for fostering successful online counseling sessions
Participants use the various communication tools within Cranium Café
Course offered via @One and approved for Continuing Ed Graduate Credit (CEUs)

Let’s take a look!
Online Counseling Data

54
Colleges Currently using ConexED
(50 CC & 14 NC)

375
Total General Counselors Trained

8,117
Online Counseling Sessions (Spring)
Student Online Resources

Wellness Central
Student Facing Health and Wellness Modules

Your Space @ Your Pace

The 6 Dimensions of Wellness

精神
情感
社会
财务
学术
身体
Student Online Resources

Wellness Central

- 27 Health & Wellness Topics
- Canvas Course Shell
- Free to students
- Compliments on campus services
Thank You!

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