

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



JUNE 17-19, 2019 • ANAHEIM



California
Community
Colleges

California Virtual Campus –
Online Education Initiative

Shaping Student Success Innovative & Emerging Online Student Support Services



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(CVC-OEI)

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Program Supervisor-
Student Experience (CVC-OEI)



California
Community
Colleges

California Virtual Campus –
Online Education Initiative

WELCOME!



Bonnie Peters

Director Student Experience

CVC-OEI



Jessica Hurtado

Program Supervisor Student

Experience CVC-OEI

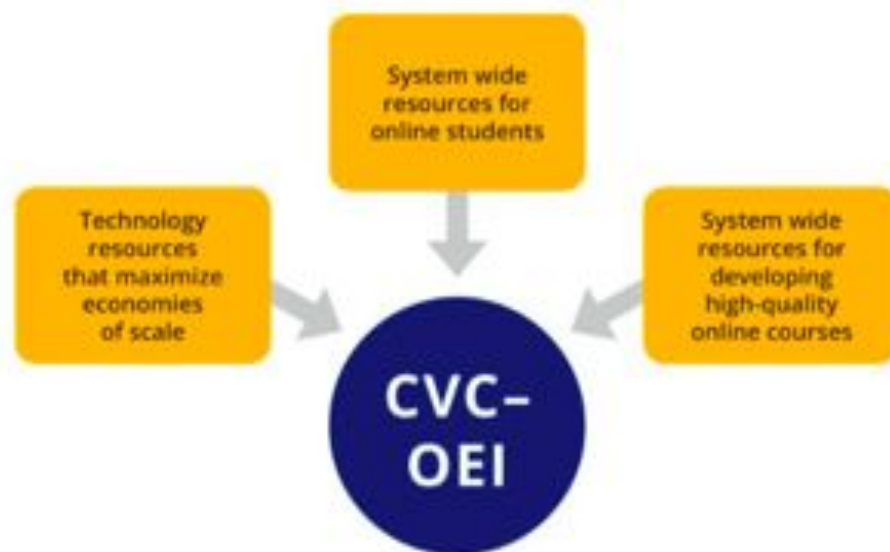
Agenda

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

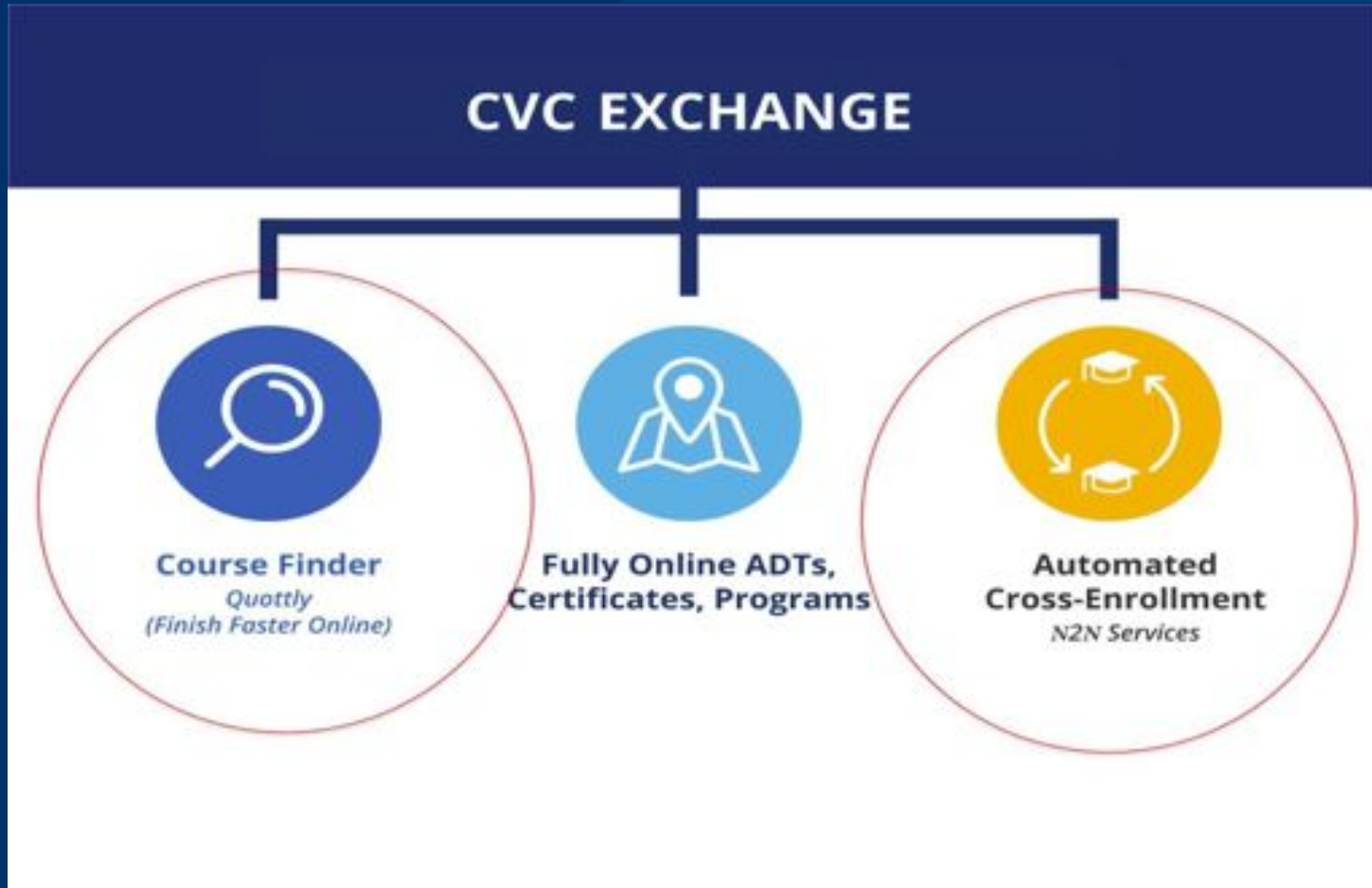
The CVC-OEI

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 build out comprehensive Distance Education programs Ecosystem



SUPPORTING CVC EXCHANGE



Times Have Changed



Equitable Online Student Services

"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

Access Support Services	Ongoing Support Services
Admissions & Records Financial Aid New Student Orientation Services What else????	Counseling Tutoring Library Services Writing Centers Student support Help Desk Career and Transfer Services What else????

The Online Student Services Hub



Account



Dashboard



Courses



Calendar



Inbox



Arc



Student Support



Tech Help



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](#)

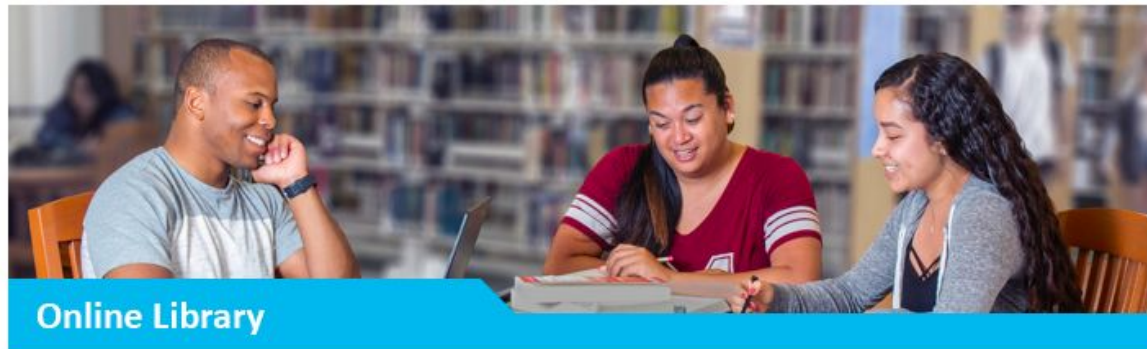
Get help with all your MiraCosta technology questions.

The App Experience (Online)



Modules

Online Library



OneSearch for Articles, Books, and more



LIVE CHAT!



E-mail address

Your Question/Message

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

Send



[Ask a Librarian](#)

The App Experience (Online)



Modules

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.

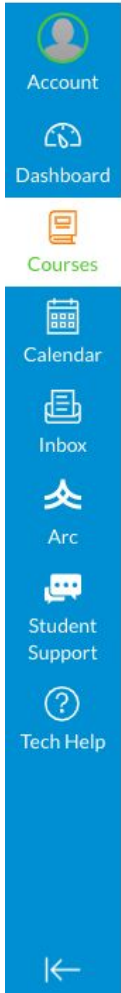


[Schedule an Online Counseling Appointment with a Veterans Counselor](#)



Veterans counselors help you identify your educational goals, create plans, and

via Virtual Campus –
Education Initiative



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



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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