

Leading the Way: Improving online support for all students			
#	Question	Answer(s)	
1	what does cvc - oei stands for ?	California Virtual Campus-Online Education Initiative	California Virtual Campus - Online Education Initiative. https://cvc.edu/
2	FTES=?	full-time equivalent students	Full Time Equivalent Students -- it's a unit of measurement that most colleges use for apportionment models. 1 FTES is typically 15 units, taken for 2 semesters each by a student during a typical year.
3	Are any of your student supports available in Spanish?	There is some tutoring in Spanish through NetTutor, but we'd love to make more opportunities for Spanish-speakers.	
4	Is there someone you recommend reaching out to if we have tech questions? We're trying to implement this at our college, and I could use some help. :)	Bonnie Peters from the OEI was very helpful for our college. I would recommend checking in with her. Jessica Hurtado from OEI is another person.	
5	Would you be able to explain how NetTutor works? Or is that a separate deal?	NetTutor uses external vendor-hired tutors for tutoring online 24/7. They plug into Canvas through an LTI. The CVC-OEI has a relationships with NetTutor.	
6	For Jim Julius, how can I create an inviting Student Support Hub like yours? I mean, the icons next to each link, etc, look very inviting. :-)	Go to http://cvc.edu/ecosystem - there you will find a link to a resource that includes the Student Support Hub implementation guide. You can download the Hub from Canvas Commons to customize, but it includes those icons!	
7	With CA CCs reorganizing themselves around Guided Pathways metamajors, I'm wondering how that will impact the redesign of the Student Support Hub, i.e., tutoring embedded in the metamajor online space, rather than in a general student support link.	Yes, Rose Ann—I think that's the future!	
8	What happened at the highest peak?	That was two weeks into the spring restart. I'm honestly not sure why that day peaked so high!	
9	How do we link the Support Hub to Canvas?	Go to http://cvc.edu/ecosystem - there you will find a link to a resource that includes the Student Support Hub implementation guide. It includes details on how to actually link it within Canvas, for your college's system admin.	We were able to get a code from Miracosta to connect in the global navigation.
10	The Mira Costa Hub looks like a great tool. Could we access to it and use it as a reference tool?	Go to http://cvc.edu/ecosystem - there you will find a link to a resource that includes the Student Support Hub implementation guide. It will tell you how you can download the Hub from Canvas Commons to customize!	

11	Why don't any of you have Disability Svs under the Student Support Hub?	Julia, it's a good question. I'm not sure what the immediate actionable items for students that would be under DSPS. Most students who are working with DSPS already know how to connect with them. But if DSPS felt it was beneficial to have a presence within the Hub, we'd definitely work with them to do that.	
12	What did you say that the colors of this template was called? You used a special name..	She said Saddleback red because it is the same color as Saddleback College colors	
13	what is CVC-OEI Innovation Grant? Is that still available to apply for and what could it cover?	These were grants given out during 2019-2020 for projects related to CTE/Online, up to \$500K.	These are no longer available for new applications.
14	could we see a list of actionable things that students can do in the Hubs? Just for examples?	Live chat with a librarian Schedule an appt Check out ebooks Take a career assessment Browse self-help tutorials	Maybe we can look at the end if we have time. But things like: jumping into a live chat with a tutor, counselor, librarian, peer career coach, tech support person setting an appointment submitting a question to receive feedback on access library resources f
15	QLESS?	This is a vendor that helps with lines for services (think DMV cue system, but more friendly).	
16	Thanks for the list—maybe a longer google doc would be helpful to brainstorm. (?) That'd be helpful for me to take to student services and gain buy-in.	Kandace, check out this page of the CVC-OEI Student Support Hub implementation guide ... maybe more helpful: https://ccconlineed.instructure.com/courses/3487/pages/online-student-support-hub-recommendations-for-services-within-the-hub?module_item_id=225973	
17	What was OCELOT (sp?)? Do you have a link to the product page?	https://www.ocelotbot.com/	
18	The question above about disability support services really caught my attention. Many students who would qualify and benefit from that department have not yet made that connection. Being in the hub would be very important to break that barrier.	Great point, Wendy. Our DSPS office has digitized their intake process, which has been a great "actionable" item to add to the hub.	

19	'@ Pasadena City College we are fully operating FYE/PATHWAYS as all incoming students will be part of FYE/PATHWAYS, and soon all will be assigned a Career Pathways! How can these HUBS work given these realities, while not replicating what happens in our on the ground Pathways office?	It's a good question, James. I don't think anyone has figured that out, exactly, but lots of folks are thinking about that. To the extent that we localize/contextualize support opportunities for students within Pathways, it will be especially important to rethink this. It could be that students in different Career Pathways have different, contextualized hubs, for example.	
20	Also all counselor are on CRANEIUM CAFECITO b4 the Pandemic! Which is working extremely well! What would be the incentive to go back to on the ground counseling	I don't think it's about one or the other - it's finding the right mix of both to effectively serve all students.	
21	How did you teach students how to use Cranium Cafe?	I honestly don't think it has required much training - it's pretty straightforward.	
22	& connect the use of HUBS giving our realities, decisions and department operations?	It takes a ton of meetings and collaboration. We tried to put people in touch with their counterparts already doing this work at other colleges. For example, we set up meetings for our counselors to talk through some of this with counselors from Miracosta.	
23	Jim are you sharing this template? I don't know if I missed that when you spoke.	Carol, go to http://cvc.edu/ecosystem - there you will find a link to a resource that includes the Student Support Hub implementation guide. It will tell you how you can download the Hub from Canvas Commons to customize.	