

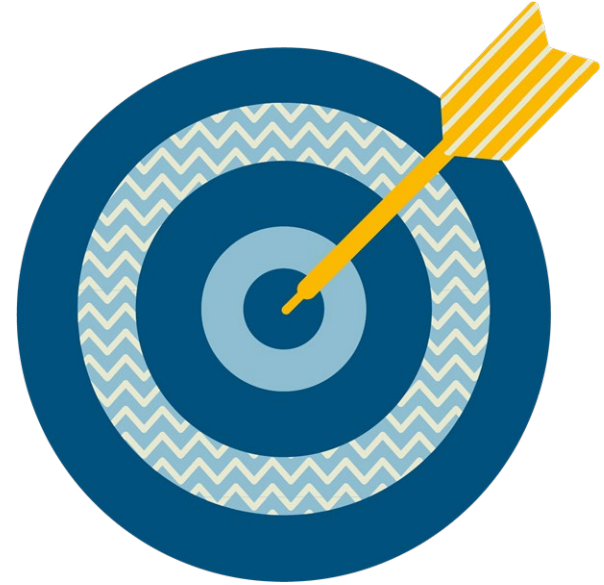
# Using Online Support Tools to Create Inclusive Online Learning Environments

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Jessica Hurtado  
Program Supervisor - Student Experience  
California Virtual Campus - Online Education Initiative

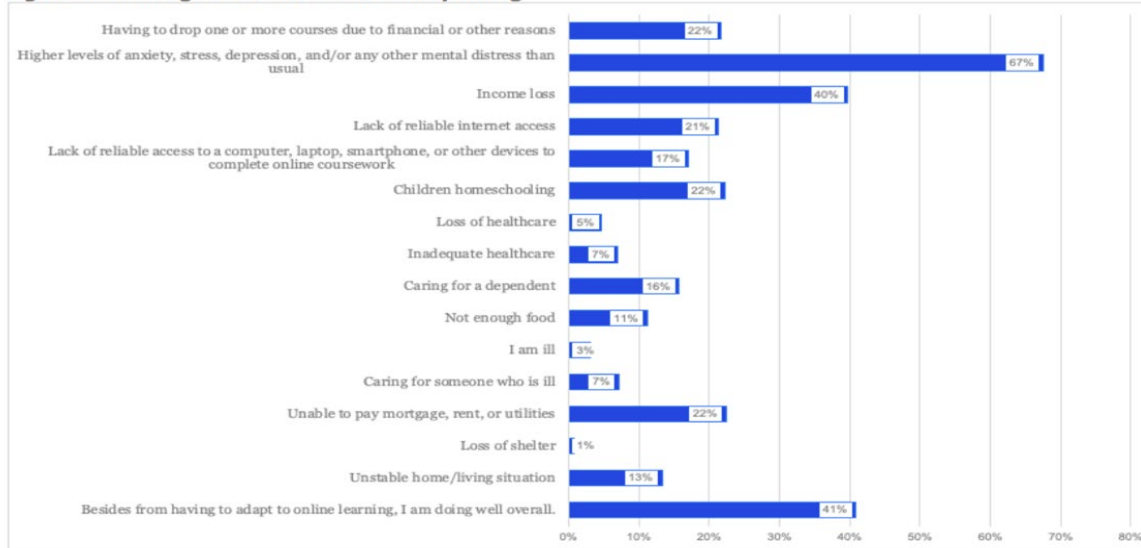
# Learning Objectives

- Discuss the impact of COVID-19 and the importance of making equity visible in online student support services.
- Discuss the CVC-OEI Ecosystem tools, and ideas on how to maintain sustainable online student services.
- Ideas on how to embed equity-minded culturally responsive principles, to enhance the student experience and increase their sense of belonging.



# What Are Students Saying?

**Figure 2. Challenges Students are Currently Facing**



[COVID-19: California Community College Student Challenges Student Senate for California Community Colleges Survey Report - May 2020](#)

# Top Challenges Reported by CCC Students During Covid-19

67%

Higher levels of  
Anxiety, depression,  
stress and other mental  
distress

- “Hard to focus.”
- “Stressed because I’m not sure I will be able to pass my classes.”
- “I can’t drop classes because of the GI bill.”
- “I cannot attend therapy anymore because of loss of healthcare.”

[COVID-19: California Community College Student Challenges Student Senate for California Community Colleges Survey Report - May 2020](#)

# Top Challenges Reported by CCC Students During Covid-19

41%

Having to adapt to  
online learning, but  
overall doing well.

- Have online counseling over Zoom or email to talk to school admin about classes, major changes, etc.
- Provide more open windows of resources such as access to electronic devices, e-books, etc.
- Make resources more applicable over the phone not waiting for email replies.
- Maybe having rent free books so I won't drop any courses.
- Make sure teachers are properly trained in using canvas.
- Available counseling for mental health.

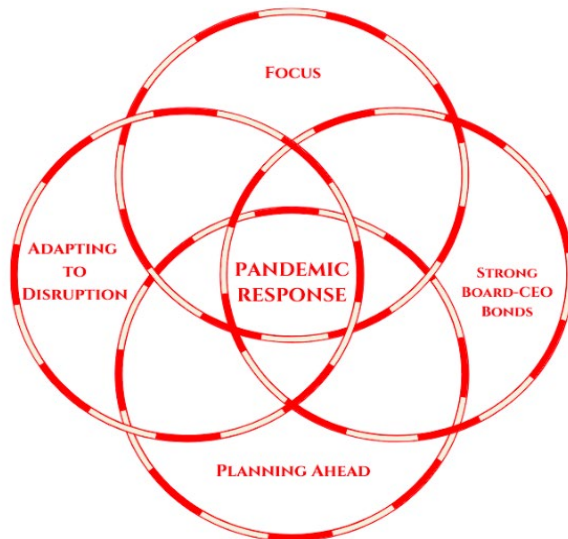
[COVID-19: California Community College Student Challenges Student Senate for California Community Colleges Survey Report - May 2020](#)

# COVID-19 Response at Community Colleges

## 4 EARLY OUTCOMES

In speaking with member community college trustees and presidents throughout the country, ACCT has identified four early outcomes of the COVID-19 pandemic response:

1. Strengthened Cohesion and Focus
2. Strengthened Bonds Between Boards-and-CEO Teams
3. Immediate Adaptation to Disruption
4. Diligent Planning



Association of Community College Trustees <http://perspectives.acct.org/stories/silver-linings-covid-19>

# The RP Group- Six Success Factors Defined

**DIRECTED:** Students have a goal and know how to achieve it

**FOCUSED:** Students stay on track—keeping their eyes on the prize

**NURTURED:** Students feel somebody wants to help and see them succeed

**ENGAGED:** Students actively participate in class and extracurricular activities

**CONNECTED:** Students feel like they are part of the college community

**VALUED:** Students' skills, talents, abilities, and experiences are recognized; they have opportunities to contribute on campus and feel their contributions are appreciated

[Using Student Support \(Re\)defined's Success Factors to Ensure Student Learning \(Guided Pathways Pillar Four\), June 2020](#)

**“ I don’t have much support  
outside the college and  
feeling like someone else  
cares whether or not I  
succeed helps keep me  
motivated. ”**

***-Focus Group Participant***



Learning Communities

Financial Aid

Associated Student Government

Student Worker Opportunities

Counseling

TRIO Program

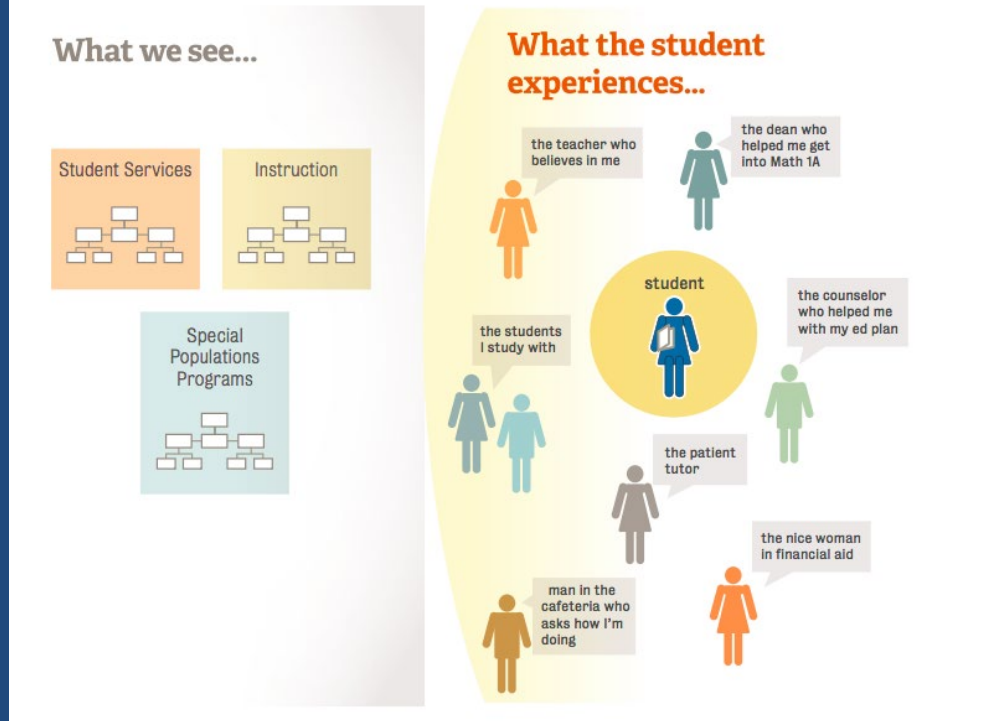
Mental Health Resources



Our students need your support...let us help you leverage the technology to keep you connected.

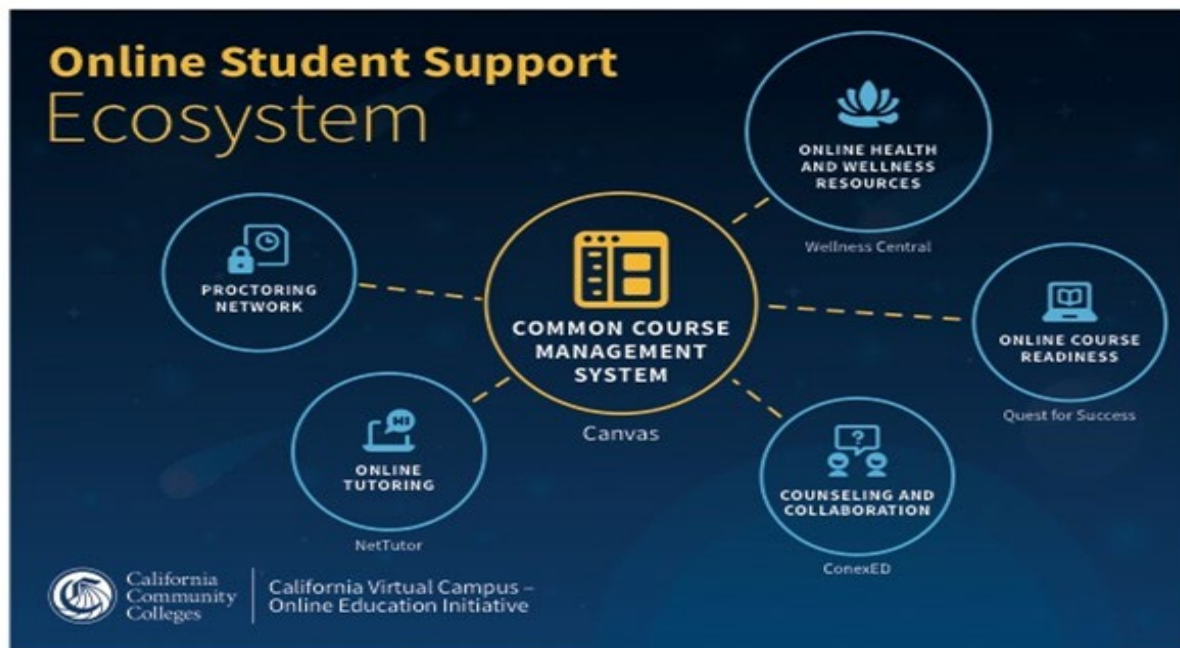
**Jessica Hurtado**  
San Diego City College Alumni

FIGURE 1. SUPPORT FROM THE STUDENT'S PERSPECTIVE



Student Support (Re)defined-10 Ways Everyone Can Help Support Student Success (The RP Group 2011-2014)

# CVC-OEI Ecosystem Tools



[CVC-OEI Ecosystem Portal](#)

# Sustainable Online Student Support Services

1. Taking inventory of existing college technology and existing online support tools/services.
2. Using the CVC-OEI Ecosystem tools to fill in the gaps.
3. Technology support (Access to Laptops, Wi-Fi, etc)
  - a. Students
  - b. Faculty
  - c. Staff
4. Professional Development Opportunities (Local level, CVC-OEI, other)
  - a. How to use the technology
  - b. Embedding equity in online support services
5. Build a long term plan for quick transition to Online Instruction and Student Services

# Online Student Support Hub

## Centralized Online Student Support

1. [Building a Student Support Hub Technical Guide for Canvas LMS](#)
2. [Recommendations for Services within the Hub](#)
3. [Student Services Readiness Checklist](#)
4. [Review the Template: Student Support Hub](#)
5. [Download the Template from Commons](#)
6. [Ecosystem Tasks](#)

[CVC-OEI Ecosystem Portal](#)



### Student Support



Need help with something? Select a service below or [Knock for Live Chat](#) now.



#### [Library Online](#)

Connect to great MiraCosta library sources, wherever you are.



#### [Tutoring Online](#)

Get help with your classes even when you can't go to an on-campus support center.



#### [Writing Center Online](#)

Work on your writing, reading, or speeches online or on campus.



#### [Counseling Online](#)

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



#### [Career Center Online](#)

Select a major, find a job, or prepare for an internship - we can help online. Find your bright future.



#### [Student Help Desk](#)

Get help with all your MiraCosta technology questions.

# Online Student Support Hub

## Centralized Online Student Support



# Welcome

## to the Student Support Portal



### Virtual Learning Tech

During these times of uncertainty, we want to make sure to continue supporting our students.

[Go to Virtual Learning Tech >>](#)



### Canvas

Going virtual doesn't mean you have to go alone! Get help with all your Canvas questions.

[Go to Canvas support >>](#)



### Tutoring

Get help with your classes even when you can't go to an on-campus support center.

[Go to Tutoring >>](#)



### Library

Connect to great campus library sources, wherever you are.

[Go to Library >>](#)



### Counseling

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

[Go to Counseling >>](#)



### Student Affairs

We are here to support you with your student affairs and activities.

[Go to Student Affairs & Activities >>](#)



### A&R and Financial Aid

We are here to help you apply, register, obtain financial aid, verify records or obtain evaluations.

[Go to A&R and Financial Aid >>](#)



### Psychological Services

Bringing hope when you need it the most.

[Go to Psychological Services >>](#)



### Health & Wellness

We are here to get you the help you need, when you need it.

[Go to Health & Wellness >>](#)



### Disability Resources

We will provide the same services and support to students through phone, email & video.

[Go to Disability Resources >>](#)



### EOPS

Support services and programs for financially and educationally disadvantaged students

[Go to EOPS >>](#)



### Veterans

We have supportive counselors and staff who understand your needs and will help you.

[Go to Veterans >>](#)

## Health and Wellness



## Health and Wellness

Your Health and Wellness are important to us. And being virtual doesn't mean you are on your own. The resources below will connect you to the help you need when you need it.



### Telemedicine

Your health is important to us! Access a health care provider via our telemedicine appointments.

1. [Schedule an appointment](#) \*
2. Complete the check-in on your phone or computer
3. Join your video visit a few minutes before your appointment



### Wellness Central

This is a free health and wellness resource created especially for California Community College students. This resource is here for you to access in your space at your pace!

[Go to Wellness Central](#)



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# Canvas Learning Management System (LMS)

## Canvas (LMS)

- All California Community Colleges
- 3 years

**July 1, 2020- June 30, 2023**



## Canvas Studio (ARC)

- All California Community Colleges
- 2 years

**July 1, 2020- June 30, 2022**



Any questions regarding tools contact: [support@cvc.edu](mailto:support@cvc.edu)

# Online Readiness

## Interactive Tutorials

1. [Introduction to Online Learning](#)
2. [Getting Tech Ready](#)
3. [Organizing for Online Success](#)
4. [Online Study Skills and Managing Time](#)
5. [Communication Skills for Online Learning](#)
6. [Online Reading Strategies](#)
7. [Career Planning](#)
8. [Educational Planning](#)
9. [Instructional Support](#)
10. [Personal Support](#)
11. [Financial Planning](#)

## Interactive Tools

- [Cost Calculator](#)
- [Computer Readiness Test](#)
- [Daily Schedule Calculator](#)
- [Study Schedule](#)



### Creative Commons License Info:

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These works are licensed under a [Creative Commons Attribution 4.0 International License](#). They are available to everyone and may be repurposed to meet the unique needs of educational institutions.

**Creative Commons license-** can be easily embedded within a course, or linked to from anywhere.

1. Course Files can be downloaded at **zero cost** via Canvas Commons *Monterey Peninsula College* provided an updated version of the [Quest For Success 2020 Template](#)
2. [Quest Multimedia Tutorials: \(Links to an external site.\)](#)

Any questions regarding tools contact: [support@cvc.edu](mailto:support@cvc.edu)



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# Online Readiness

## Instruction

- Assignments & Syllabus (Break apart the modules and embed this with your course design)
- Online Learning Tool Box

## Student Services

- Orientations
- Student Services Websites
- DE Website
- Special Programs (Learning Communities, EOPS)
- Counseling Sessions

## Online Readiness Videos

To start your journey as an online student please use these interactive learning modules to self-evaluate your readiness for studying online and to familiarize yourself with online learning environments and the amount of work required to complete a class successfully. We also offer additional readiness tools to help you develop skills and strategies to become an effective online student.



# Online Assessments

As many colleges rush to transition instruction and student support services to the Online Environment, many colleges have considered the option of Online Proctoring.

1. Provide Professional Development
2. Features are optional and faculty decide what to enable
3. Keep in mind the student experience and accommodations (Sample Test)
4. Consider authentic assessments

CVC-OEI Expanded Access: Funding for  
Proctorio **March 19- December 31, 2020**



Any questions regarding tools contact: [support@cvc.edu](mailto:support@cvc.edu)

# Online Assessments

## EQUITY Concerns Online Proctoring:

- Many students lack access to computers and wifi
- Online Proctoring can increase students' anxiety levels during an already stressful time
- Broken hardware and connectivity problems, disproportionate impact on students of color.

[Online Proctoring – Impact on Student Equity](#)

[Posted on June 1, 2020 by Francine Van Meter](#)

### Authentic Assessment

Requires students to *do* something to demonstrate knowledge and skills.

Fosters active learning.

Requires students to contextualize and apply what they have learned.

Achieves deep learning, which is more likely to transform students' views and be remembered.

Inspires students to make connections between course content and the real-world.

### Low-Impact Assessment

Requires students to respond to a question to demonstrate knowledge and skills.

Fosters passive learning.

Asks students about what they have learned out of context and tends to encourage rote memorization.

Achieves shallow learning that is less likely to be retained over long periods of time.

Generally keeps learning confined to a book or other academic context.



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# Online Tutoring

## CVC-OEI Recommendation for a sustainable implementation

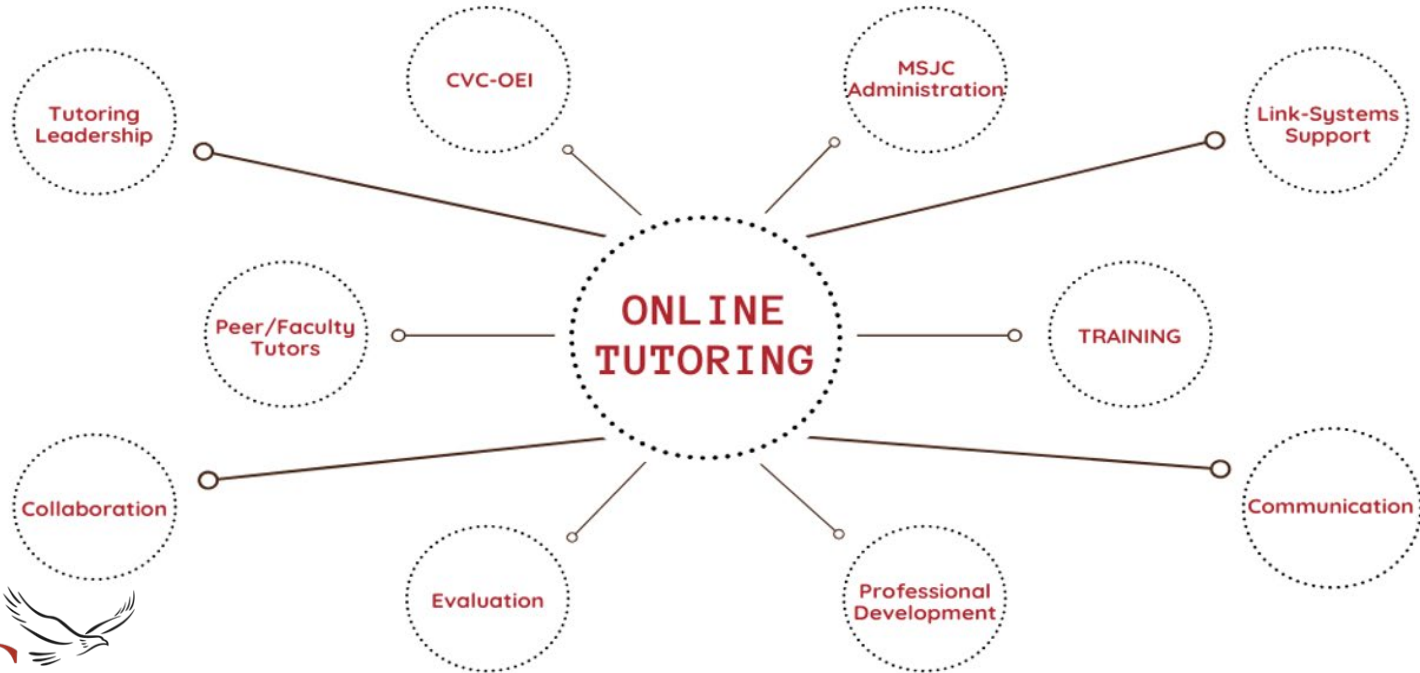
1. **The Pisces Platform**- priority, familiar faces, local college policies and procedures
2. **NetTutor**- Supplement hours and tutoring subject that are not available through your college tutoring department. Available 24/7

CVC-OEI Expanded Access: Funding for NetTutor & Pisces **March 19-December 31, 2020**



Any questions regarding tools contact: [support@cvc.edu](mailto:support@cvc.edu)

# Online Tutoring



# Online Tutoring

## LRC Peer/Faculty Tutors - Challenges - Customizing Your Tutoring Room

Hello! Welcome to tutoring. I'm Ryan and I'm glad you are here!

Sessions are 30 minutes. I can enable voice or videochat at your preference. Also the sessions will be recorded.

If we get disconnected, email me at [rsulman@msjc.edu](mailto:rsulman@msjc.edu)

My LRC hours are Mondays and Wednesdays 9:00 am to 1:30 pm

Be sure to use Chrome and allow pop-ups for this site. Also give the site access to your microphone and camera if you want voice or video chat.

administration of Justice 101-II

Statistics 101-II

Shale! Spanish 101-102

Psychology 101-103

English 101

Communication 100

Political Science

### Welcome to Tutoring

Hi, I'm Mary.

I will be your tutor for the next 30 minutes.  
*"our tutoring session will be recorded"*

I will be launching the video chat, but you will be able to mute the video prior to entering the room. This will allow for better understanding and communication.

Also, to help our session run smoothly, please use the Chrome browser and allow pop ups. Give the site permission to use your microphone and camera. Thank you :)

In case we become disconnected, my email is: [mrangel218@student.msjc.edu](mailto:mrangel218@student.msjc.edu)

**Shift Hours**

Tuesday: 9 A.M – 1 P.M.  
3 P.M – 7 P.M

Wednesday: 10 A.M – 2 P.M.  
3 P.M – 7 P.M.

*"Women are angels,  
when someone breaks  
our wings, we simply  
continue to fly...  
On a broomstick!  
We're flexible like that."*

# Online Counseling and Student Services

## One Stop Shop Platform Designed for Online Student Services:

### Calibrate

Scheduling system, integrates with SIS, MIS reason codes

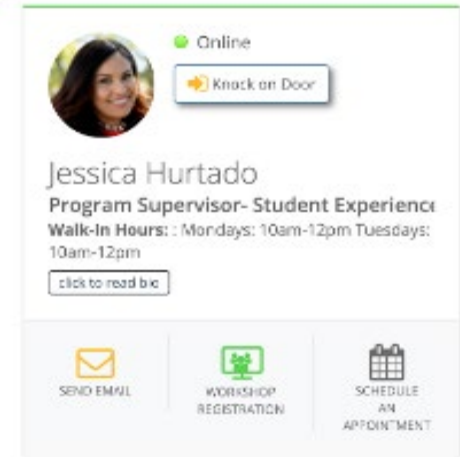
### Classrooms

Workshops & Orientations with large groups

### Cranium Cafe

1 on 1 sessions ,counseling appointments, small groups 1-10,  
virtual walk-in sessions

# ConexED



Any questions regarding tools contact: [support@cvc.edu](mailto:support@cvc.edu)



# Equity in Online Counseling and Student Services

During online sessions, Consider what your tone of voice, body language, and facial expressions convey to students. Create a positive first impression and welcoming environment by employing nonverbal immediacy behaviors such as:

- smiling
- looking at the student
- nodding affirmatively in response to students' answers to your questions
- using open gestures (instead of those that imply a disinclination to engage, like folded arms)
- eliminate distractions that may imply a desire to be otherwise engaged (like constantly glancing away)

## Professional Development Opportunities for Counselors:

- (6 weeks) Online College Counseling Course
- (2 hours) Cranium Cafe Counselor Quick Start Trainings
- (2 weeks) Online Mental Health Course for Non-Clinicians

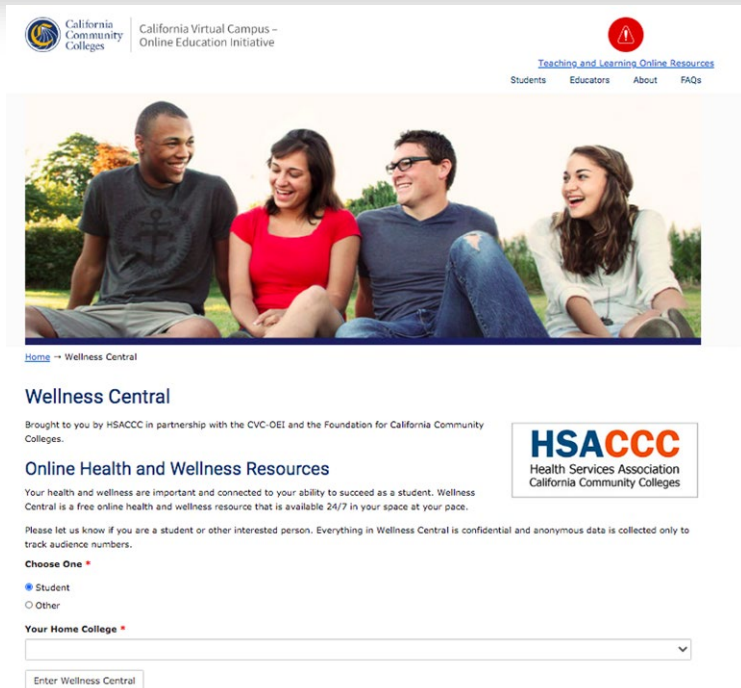
## ConexED Workshops:

- Administrators
- Student Services Staff

[The Appreciative Advising Revolution Training Workbook: Translating Theory to Practice, \(Bloom, Hutson, He, Konkle, 2014\)](#)



# Online Health and Wellness



## Step by step adoption guidelines focuses on:

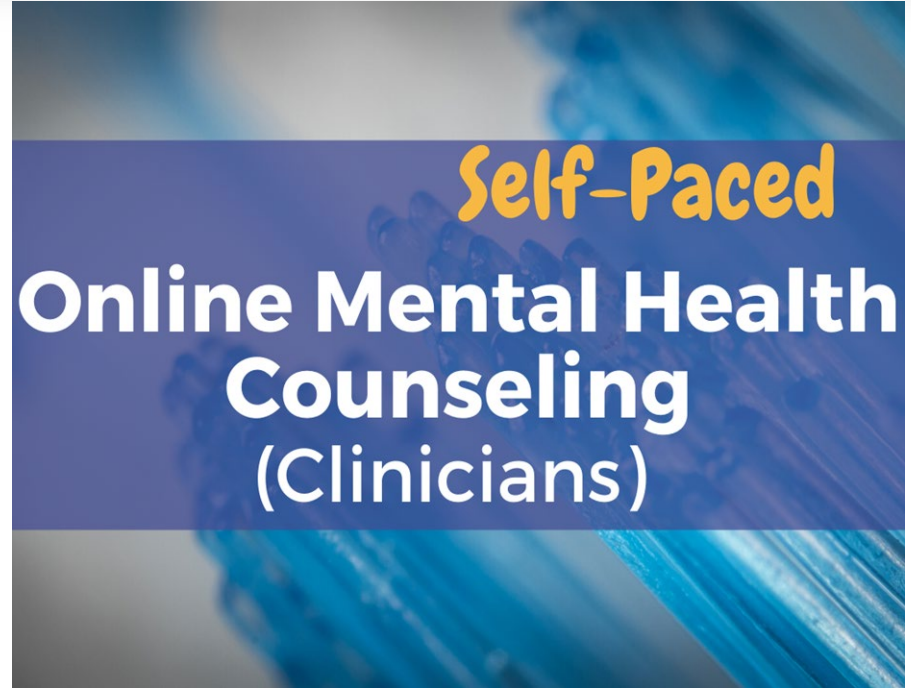
1. Maintaining the Original Content
2. Accessibility compliance
3. Customizing information to the individual college
4. New topics-keeping track of new information to share with other CCC's

Any questions regarding tools contact: [support@cvc.edu](mailto:support@cvc.edu)

## Professional Development

Mental Health Clinicians- Encourage campus health and wellness providers to seek out professional development opportunities for providing online support.


- **Free to all CCC's**



Any questions regarding tools contact: [support@cvc.edu](mailto:support@cvc.edu)


# Keep Supporting Students

## CVC-OEI Resources



California  
Community  
Colleges

California Virtual Campus –  
Online Education Initiative



Teaching and Learning Online Resources

Students Educators About FAQs

<https://cvc.edu/keepsupportingstudents/>

# Contact Information

Jessica Hurtado

CVC-OEI Program Supervisor- Student Experience

[jhurtado@cvc.edu](mailto:jhurtado@cvc.edu)

619-852-8321

For Information Regarding  
Ecosystem Tools and Implementation:

[support@cvc.edu](mailto:support@cvc.edu)

# Resources

1. Kathy Molloy and Diego Navarro, [Using Student Success \(Re\)defined's Success Factors to Ensure Student Learning \(Guided Pathways Pillar Four\)](#) April 2020.
2. Norma W. Goldstein, [Silver Linings: Early Takeaways from the COVID-19 Pandemic Response at Community College, Lessons learned](#), 2020.
3. [COVID-19: California Community College Student Challenges Student Senate for California Community Colleges Survey Report](#) May 2020
4. California State University, Fullerton Division of Academic Affairs-Online Education and Training, [Online Readiness Videos](#)
5. [Jennifer L. Bloom](#) (Author), [Bryant L. Hutson](#) (Author), [Ye He](#) (Author), [Erin Konkle](#) (Author) **The Appreciative Advising Revolution Training Workbook: Translating Theory to Practice Workbook Edition**
  - a. **Arnita Porter- Module 4: Student Equity in Online Counseling**
    - i. [Module 4: Student equity.pptx](#)
6. The RP Group Student Support (Re)defined [10 Ways Tutors Can Support Student Success](#)
7. Online Network of Educators [Guide to Online Authentic Assessments](#)
8. [Francine Van Meter](#), [Online Proctoring – Impact on Student Equity](#), June 1, 2020
9. [CVC-OEI Ecosystem Portal](#)
10. [CVC-OEI Student Services Staff- Keep Supporting Students](#)