

Moving Student Supports Online: *Outreach, Onboarding, and Technology Tools to Support Student Success in a Virtual Environment* *Webinar Series*

Wednesday, May 13th
3:30 p.m. - 4:30 p.m.



Asking questions & sharing ideas

Use the [chat function](#) on zoom to type your question.

- If you have a **question for a panelist** indicate the program before your question. ex: *COLLEGE NAME How do you....?*
- If you have an **approach** you'd like to share, let us know in the chat. ex: *"IDEA I (Your name) have an approach to the question regarding...."*
- If you have a **tech issue** use the following notation: *"TECH I can't hear."*

Student Supports Webinar Series team



[Luis Chavez](#)
Senior Director



[Julian West](#)
Director



[Cristina Sandoval](#)
Program Associate



[Sherry Shojaei](#)
Program Manager



[Valeria Torres](#)
Program Coordinator

Welcome Student Supports Webinar!

The purpose of these webinars are to discuss:

- Delivering equitable support services at each step of the student's journey.
- Building on and expanding college redesign and guided pathways.
- Supporting practitioner exchange and learning.
- Elevating the counseling role and function.
- Keeping focus on student needs, engagement and equity.

Video, slides and links will be shared

Today's Webinar Speakers & Connector

“Outreach, onboarding, and technology tools to support student success in a virtual environment”



Heather Oshiro
Counselor
Chabot College



Amy Nevarez
Dean, Counseling and
Student Support Programs



Gabriel A. Martinez, M.S
Chair/ Counselor
Berkeley City College

Fabiola Espitia
Counselor

Kirk Collins
Counselor



Heather Oshiro

Counselor
Chabot College



Chabot College

Chabot Area Counseling Collaborative (CACC)

Collaboration
with Local
High School
Counselors



Chabot College

Counseling Collaborative

The Chabot Area Counseling Collaborative is a community of practice that unites our feeder high school counselors with Chabot College's counseling, student services and career pathways staff and faculty.

Sharing information about new virtual processes and receiving feedback has been crucial for COVID response.

Chabot College

COVID Response

CACC is hosting 3 virtual workshops for HS counselors in May to support HS students who want to attend Chabot:

- The virtual onboarding process for new students
- Connecting high school seniors to special programs
- Early college credit- HS counselors' roundtable

Chabot College

COVID Response Cont.

Virtual First Semester Planning Sessions

Link:

<http://www.chabotcollege.edu/counseling/assessment/placement-incoming-freshmen.php>

All other students:

7. Complete Part 1 of our Virtual FSP (see video below) and create a draft of your first semester schedule. In order to successfully complete this portion of the process download the "Virtual FSP worksheet" and "PDF version of this presentation" linked underneath the video.



[Virtual FSP Worksheet](#)

[PDF version of this presentation](#)

8. Complete Part 2 of our Virtual FSP in order to have a counselor review your schedule and receive SEP credit. Make an appointment for a virtual group counseling session with a counselor to finalize your plan.

Students will need:

- a reliable internet connection
- speakers and a microphone
- a webcam
- and the ability to use ZOOM on their devices

Please note that virtual group sessions with the counselor are themed by pathway and may emphasize this area in this session. All students may attend any session regardless of your area of interest/pathway.

[Schedule your appointment](#)

9. Register for Classes in [ClassWeb](#).

Have a question? Let us know in the chat box. Ex: CHABOT how do you....

Chabot College

Early Response

- Using BaseCamp for ongoing communication and collaboration (currently have 119 participants)
- Increased collaboration between General Counseling and Special Programs
- Augmenting our outreach efforts through our HS counseling colleagues

Chabot College

Basecamp

Virtual
Collaboration
Supports our
Strong Counseling
Network



CACC

Chabot Area Counselor Collaboration working group consisting of local high school counselors, Chabot College Counselors, and other district and college student services professionals. We are in community to better serve our students! This Basecamp community of practice is sponsored by the Career Ladders Project.

AD AH AY AZ AF AM AGB AS BB BR BA OCN CLP CF Add/remove people


Campfire

- Heather Oshiro 7:44pm
Reminder: Bay Area Counse...
- Luis Chavez 9:13pm
Thanks Heather! Here's link ...
- Deidre Hill-Valdivia, Ed.D. 11:12am
Heather- Where do you wa...
- Heather Oshiro 10:34am
CACC-- we are building a c...
- Heather Oshiro 9:00pm
Hello CACC members-- let ...

Message Board

- Chabot College Resource Guide for HS Seniors
- Pathway presentations for ROP seniors- Auto Tech and 3
- Don't Miss CLP Student Services Webinar 5/13! 1
- Notes and recording from today's virtual workshop 1
- Spring HS Counselor Virtual Workshop #1 is today.


To-dos

CACC Regional Calendar 

Schedule


- Thu, May 14**
Spring Virtual Workshop #2- Connecting your HS Seniors to Chabot's Special Programs 12:00pm - 1:30pm
- Thu, May 21**
Spring Virtual Workshop #3- Early College Credit HS Counselor

Automatic Check-ins



Create recurring questions so you don't have to pester your

Docs & Files

- Toolkits and 7 more
- resources and 5 more
- 

Have a question? Let us know in the chat box. Ex: CHABOT how do you....

Chabot College

Onboarding Resources

Example of Virtual Resources Shared to Support Onboarding



Resources for High School Seniors planning to attend Chabot College in Summer/Fall 2020

Registration Support

Video on how to access counseling services at Chabot (long but good!):

<https://www.youtube.com/watch?v=k9tDQIn9leo&feature=youtu.be>

Video Tutorial on how to register for classes: <https://www.youtube.com/watch?v=rvgzlw4R14>

Video tutorial on how to read the class schedule:

<https://www.youtube.com/watch?v=Q4Q9xPEDUmQ>

PDF on how to register for classes:

https://drive.google.com/file/d/1TWAS2Kx_ZnD-78hy1_RTW_rl_s_lIHsZm/view?usp=sharing

Link to the Chabot Assessment page with New Student Steps (after April 27th will have more information on virtual First Semester Planning Sessions:

<http://www.chabotcollege.edu/counseling/assessment/placement-incoming-freshmen.php>

El Centro: Has bilingual support for new incoming students, including counseling, registration and financial aid advising and runs the Summer Bridge Program for new students.

[Zoom In Office Hours](#),

[Apply to Summer Bridge](#)

[Dream Center Student Checklist](#) for Undocumented Students- info sheet for undocumented students, including new student steps, financial aid, etc

Financial Aid

[Chabot Promise Program](#)- Free Tuition for First Year (regardless of income)

[Financial Aid Website](#)

[Financial Aid Advising in El Centro](#) - make an appt online with an adviser

Learning Communities: These provide classes for the first semester that focus on particular career pathways and transfer.

First Year Experience: FYE provides pathway specific classes that lead towards transfer with additional support, peer advisers who have been through that pathway and students get to take their classes with other new, first time college students. Link to each pathway's class options for Fall:

[Art & Design](#)

[Business & Economy](#)

Have a question? Let us know in the chat box. Ex: CHABOT how do you....



Amy Nevarez

Dean, Counseling
and Student Support
Programs



Fabiola Espitia

Counselor



Kirk Collins

Counselor

Chaffey College

Website Homepage

New Website is
close to launching

Virtual Front Door to
Chaffey College



Take your first steps to **Online Learning at Chaffey College!**
Use the Chaffey online toolkit to help you with the transition.
We are here to help you succeed!!

Chat with a Chaffey team member now!

Mon-Thurs 8am-8pm, Fri 8am-4pm, Sat-Sun 10am-3pm

Enter your name here to begin:

Start Chat



Chaffey College



Admissions & Records and the Financial Aid Office are available to serve you online. **Join our Virtual Line** and someone will be with you shortly.

SUMMER 2020 AND FALL 2020 SCHEDULE OF CLASSES NOW AVAILABLE ONLINE.

Registration for **Summer 2020** and **Fall 2020** is open.

A collage of images showing students in a classroom setting, with a central circular inset showing a student smiling. The text 'Summer 2020 Schedule of Classes' is prominently displayed in red and black.

**Summer 2020
Schedule of Classes**

8 Week Session: June 8 - July 31
First 6 Week Session: June 8 - July 17
Second 6 Week Session: June 22 - July 31

A collage of images showing students studying outdoors and a student looking at a laptop. The text 'FALL 2020 Schedule of Classes' is prominently displayed in white and black.

**FALL 2020
Schedule of Classes**

Full Term: AUG 17-DEC 20
Fast Track I: AUG 17-OCT 7
Second Start 14-Week: SEPT 8-DEC 11
Fast Track II:

Chaffey College

*Student
Support Hub*

Chaffey Student Support Hub

Chat with a Chaffey team member
now! Mon-Thur 8am-8pm, Fri 10am-
4pm, Sat-Sun 10am-3pm

Enter your name here to begin:

Start Chat

Admissions and Records and the
Financial Aid Office are available to
serve you online.

Join our Virtual Line

Chaffey College

Online Counseling Website

Online Counseling



General Counseling

For help completing or updating your Ed Plan, schedule an online appointment.

[Schedule appointment](#)

[Chat now](#)



CTE Counseling

For help identifying, clarifying, and reaching your educational goals.

[Schedule appointment](#)

[Chat now](#)



DPS Counseling

For help with resources and information from Disability Programs and Services (DPS) department.

[Schedule appointment](#)

[Chat now](#)



CalWORKs Counseling

For parents completing training programs, who receive cash aid and participate in Welfare-to-Work/GAIN.

[Schedule appointment](#)

[Chat now](#)



Career Counseling

For help identifying, clarifying, and reaching your career and transfer goals.



EOPS Counseling

For current and prospective Extended Opportunity Programs and Services (EOPS) Scholars.

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Scheduling a meeting with general counseling

Schedule a Meeting with General Counseling

SELECT A MEETING DATE

<< Last Week

Sunday May 17

Monday May 18

Tuesday May 19

Wednesday May 20

Thursday May 21

Friday May 22

SELECT A REASON FOR MEETING

Academic Renewal (45 minute meeting)	Comprehensive Educational Plan (45 minute meeting)	Counseling (45 minute meeting)
CSU GE & IGETC Certification (45 minute meeting)	Follow-Up (45 minute meeting)	Graduation Check (45 minute meeting)
Preliminary Graduation Check (45 minute meeting)	PUENTE (45 minute meeting)	Transfer Counseling (45 minute meeting)
Unit Overload (45 minute meeting)	Updated Educational Plan (45 minute meeting)	

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45 minutes are required for this meeting

SELECT A MEETING LOCATION

Video Meeting	Telephone Meeting
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Chaffey College

Scheduling a meeting with general counseling cont.

RECOMMENDED TIME SLOTS

Wednesday, 05/20/2020

→ 7:30 AM to 8:15 AM

with [Dr. Donna Colondres](#)

→ 8:45 AM to 9:30 AM

with [Maria Beck](#)

→ 9:30 AM to 10:15 AM

with [Fabiola Espitia](#)

→ 10:30 AM to 11:15 AM

with [Karina Jabalera](#)

→ 8:00 AM to 8:45 AM

with [Desiree Jones](#)

→ 9:00 AM to 9:45 AM

with [Gracie Retamoza](#)

→ 9:45 AM to 10:30 AM

with [Rocio Garcia](#)

→ 10:45 AM to 11:30 AM

with [Brent McLaren](#)

→ 8:15 AM to 9:00 AM

with [Dr. Jackie Boboye](#)

→ 9:15 AM to 10:00 AM

with [Brent McLaren](#)

→ 10:15 AM to 11:00 AM

with [Helen Leung](#)

→ 11:00 AM to 11:45 AM

with [Gracie Retamoza](#)

Chaffey College

Distance Counseling Intake Form

Staff Member: Dr. Donna Colondres

When: Wednesday, 05/20/2020 7:30 AM to 8:15 AM

Where: General Counseling (Telephone Meeting)

Why: Comprehensive Educational Plan

Distance Counseling Intake Form

STUDENT INFORMATION

First Name *

Last Name *

Student ID Number *

Chaffey Email *

@panther.chaffey.edu

Telephone Number *

EDUCATIONAL GOAL *

- ☐ Certificate
☐ Associates Degree without transfer
☐ Associates Degree with transfer

Major *

EXTERNAL TRANSCRIPTS AND EXAMS

Have you attended any other colleges or universities? If yes have you sent your official transcripts to Admissions and Records? *

- ☐ No, I have not attended other college/universities.
☐ Yes, I have attended other colleges/universities and I sent my official transcripts to Admissions.
☐ Yes, I have attended other colleges/universities, but I have not sent my official transcripts to Admissions and Records. (Please see Note A)

If you have attended other colleges/universities have you submitted an external transcript evaluation with the Counseling Department? *

- ☐ Yes, they have been evaluated.
☐ Yes, but I have not received confirmation of evaluation. (Please see Note B)
☐ No, I have not submitted an external transcript evaluation with the Counseling Department. (Please see Note C)

NOTE A: If you have not submitted your official transcripts, please request them to be submitted to Chaffey College's Admissions and Records office.

NOTE B: It may take up to 5-7 weeks for your transcripts to be evaluated. Please check your e-mail for confirmation of evaluation. Once your evaluation is completed, proceed to schedule your online counseling appointment.

NOTE C: Follow the steps on the Request for Evaluation of External Transcript Form: https://www.chaffey.edu/counseling/ext_trans_eval.pdf

Please provide a brief description of what you would like to achieve with a counselor during this meeting. *

Telephone number

Chaffey College

Informed Consent Statement

Informed Consent Statement

Online Counseling Informed Consent

Dear Chaffey College Student,

Welcome to online counseling services. Before we can proceed, below are the terms and conditions for using the Online Counseling Services at Chaffey College. **Please read carefully and click the agree button below in order to move forward with online counseling.**

- I agree to provide accurate personal and educational information related to my academic goals in order for online counselors to provide the most accurate service.
- Per the Family Rights and Privacy Act, I hereby grant permission for Chaffey online counselors to discuss information related to my academic records during a live counseling appointment via online Cranium Café, which I understand to be encrypted and secure. Although Cranium Café encrypts and secures all files, there is no assurance of confidentiality should the system be breached. For more information on FERPA Compliance please follow the link <https://blog.conexed.com/ferpa/>.
- Chaffey College is committed to ensuring its digital platforms are accessible to users with disabilities. Chaffey college strives for WCAG 2.1 Level A/AA and Section 508 conformance. Regular testing is conducted to identify conformance issues, with processes in place for timely remediation of accessibility issues that are identified. If any users identify an accessibility issue please visit the following webpage [Section 508 Accessibility Reporting Form](#) to report/resolve any inaccessible content.
- I grant permission for Chaffey online counselors to record my live online counseling

Disagree

Agree

Chaffey College

Counseling and Best Practices Hub

Welcome to Chaffey's Counseling & Best Practices Hub!

Here you'll find information and resources related to your counsel with students.

Simply click on a topic you'd like to learn more about.

Cal State University	UC & IGETC	Counseling Forms & Fillable Documents	Online Counseling
Health Science Programs	Academic & Career Communities	Graduation	Reference Database
Counseling Tools & Tech Support	Financial Aid	Private & Out of State Universities	Transcript Evaluation

Chaffey College

Counseling Forms and Fillable Documents

Below are forms used by Counselors to assist students through various processes and procedures. Click on a button to access information about each form and best practices for their use.

Academic Renewal	External Course Repetition	External Course Equivalency
Request for Course Evaluation of External Transcripts	Request for Substitution/Waiver	Prerequisite Validation
Prerequisite/Co-requisite Challenge	Student Petition: Transfer Credit External Examinations	Student Petition for Change of Graduation Requirement
Unit Overload	100+ Unit Petition	Absence and Schedule Change Forms
Certification Forms: CSU & IGETC	Preliminary Graduation Check	Health Science Evaluations
Repeat Petition: Substandard Grade	Admission & Records Forms	Download Paper Educational Plan

Fillable General Education Patterns:

Chaffey GE Pattern	CSU GE Pattern	IGETC Pattern
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Chaffey College

Online Counseling Guides

Online Counseling Guides












Technical Set Up	Chaffey Counseling Training Videos	Online Appointment Resources
Online Counseling FAQ's	Online Resources	"How to" Tutorials for Students

Online Counseling Websites:

- chaffey.craniumcafe.com/login 

Chaffey College

How to: Tutorial Video Links

How To: Tutorial Video Links	
Click on the links below to be directed to the tutorials! You can copy and paste the link to share with students!	
	How To Pay for Classes ↗
	How To Access Your Panther Email ↗
	How To Schedule an Online Counseling Appointment ↗
	How To Register for Classes from your Education Plan ↗ NOTE: this video has a small clip from a 2014 registration video, we will update this video once registration for Summer/Fall 2020 opens.
	How To Register for Classes using MyChaffeyView ↗
	How To Navigate MyChaffeyView ↗
	How To Schedule an Educational Plan Appointment ↗
	How To Chat with a Counselor as a Walk-In ↗
	How To Complete the Online Orientation ↗
	How To Complete the Placement Process ↗
	How To Navigate the MyChaffey Portal ↗



Connector = panel talk respondent

Gabriel A. Martinez, M.S

Chair/ Counselor
Berkeley City College



Panelists

“Outreach, onboarding, and technology tools to support student success in a virtual environment”



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Berkeley City College

Fabiola Espitia
Counselor

Kirk Collins
Counselor

Write your questions in the chat box and we will read them aloud

Questions?

Join our BASECAMP Community of Practice



[Home](#) [Pings](#) [Hey!](#) [Activity](#) [My Stuff](#) [Find](#)

[Go to the Clientside for Public →](#)



Public

CACN, a community of practice sponsored & facilitated by the Career Ladders Project

The CaCN (California Counseling Network) basecamp group, open to ALL student support services professionals and counselors at high schools and community colleges, serves as a communication and exchange tool in support of student success and equity.



Campfire



Kerry Compton 1:42pm

Not to my knowledge, but I



Deldre Hill-Valdivia, Ed.D 1:55pm
Thanks, Kerry.

Message Board

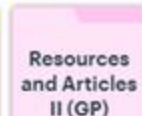


Student Supports Going Virtual!



Student Supports Going Virtual!

Docs & Files



Resources

- Chancellor's Office
 - COVID-19 webpage
 - Vision Resource Center
- Today's resources will be emailed to participants and posted at the Vision Resource Center and on the CLP website

Upcoming CLP webinars and GP workshops

- Thursday, May 21st from 10 a.m. to 11 a.m.
 - Topic: Problem Solving: Moving Dual Enrollment Online
- Wednesday, May 27th from 3:30 pm to 4:30 pm
 - Topic: Student Success Teams in a virtual world.

Questions? Email CSandoval@careerladdersproject.org

*THANK YOU
for joining us today*

This webinar is part of a series produced by Career Ladders Project with funding from the California Community Colleges Chancellor's Office.