Moving Student Supports Online:
Classified Staff Challenges to Supporting Students
Webinar Series

Wednesday, April 22nd
2 p.m. - 3 p.m.

CLP | Career Ladders Project

Technical announcements

- When you join you will be MUTED
- Your video will be OFF upon entry to zoom
- If you are joining by phone and computer/tablet, please connect your phone to your computer/tablet (#participantID#)

If you have a tech issue use the following notation:
"TECH I can't hear."

Asking questions & sharing ideas

Use the chat function on zoom to type your question.

- **If you have a question for a panelist** indicate the college before your question. ex: *COLLEGE NAME How do you….?*

- **If you have a general question** regarding dual enrollment use the following notation: *GENERAL What are colleges….?*

- **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…."*

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Slides, links, recording and resources will be shared via email after the webinar

Student Supports Webinar Series team

Luis Chavez
Senior Director

Julian West
Director

Cristina Sandoval
Program Associate

Sherry Shojaei
Program Manager

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Welcome to the Moving Student Supports Online webinar!

- The purpose of these webinars and topics we will discuss.
    - Delivering equitable support services
    - Addressing barriers like access, connection and equipment
    - Using online support platforms
    - Offering Professional Development & Professional Learning
    - Keeping focus on student needs and engagement
    - Supporting practitioner exchange and learning

1- hour every Wednesday; video, slides and links will be shared

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

Webinar participants!

The participants who are joining us today: counseling faculty, student services administrators, classified staff, Instructional faculty (counseling & non-instructional), state policy representatives, researchers, foundation and Chancellor's Office representatives, a few K-12 educators & staff, and student representatives.

Slides, links, recording and resources will be shared via email after the webinar

Practitioners for today's webinar

"Classified Staff Challenges to Supporting Students"

Sandra Varela, MPA
CalWORKs Director
San Joaquin Delta College

Natalie Halsell, MA
Professional Development
Coordinator
Riverside City College

Grace Beltran
Program Services
Coordinator
Skyline College

Slides, links, recording and resources will be shared via email after the webinar

Natalie Halsell, MA

Professional Development
Coordinator
Riverside City College

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Riverside City College

Demographics

- **30,066 student count**
- 62% Hispanic
- 19% White/Non-hispanic
- 8% African American
- 5% Asian
- 2% Pacific Islander
- 4% Other

- 45 Associate Degree Programs

- 37 Certificates

- 8 Instructional Pathways

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

Riverside City College
Challenge 1

Achieving Work/Life Balance

Ideas:

- Share on a weekly basis useful articles, websites, and other resources
- Establish reasonable expectations and clearly communicate those expectations

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

Riverside City College
Challenge 2

Maintaining a sense of community

Ideas:

- Begin team meetings with a check-in/small wins
- Water Cooler Wednesdays
- Establish or continue an employee recognition program

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

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

Questions?

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Let us know in the chat box.
Ex: COLLEGE how do you....

Sandra Varela, MPA
CalWORKs Director
San Joaquin Delta College

San Joaquin Delta College Demographics

- **31,775 student count**
- 47% Hispanic
- 19% White/Non-hispanic
- 13% Asian
- 9% African American
- 5% Filipino
- 6% % Other
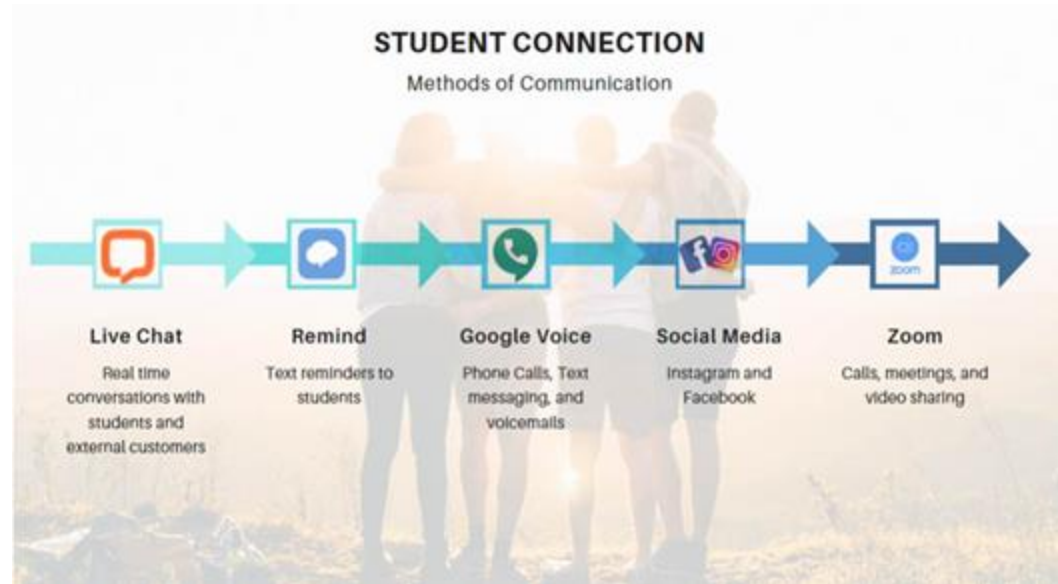
Award Information:

- 2,532 AA/AS
- 282 AA-T/AS
- 793 CT
- 3607 Total

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

San Joaquin Delta College
Challenge 1

Connecting with Students in a Distance Learning Environment

Idea:

Technology Platforms

STUDENT CONNECTION
Methods of Communication

Live Chat — Real time conversations with students and external customers

Remind — Text reminders to students

Google Voice — Phone Calls, Text messaging, and voicemails

Social Media — Instagram and Facebook

Zoom — Calls, meetings, and video sharing

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

San Joaquin Delta College
Challenge 1 Cont.

Connecting with Students in Distance Learning Environment

Idea:

Social Media

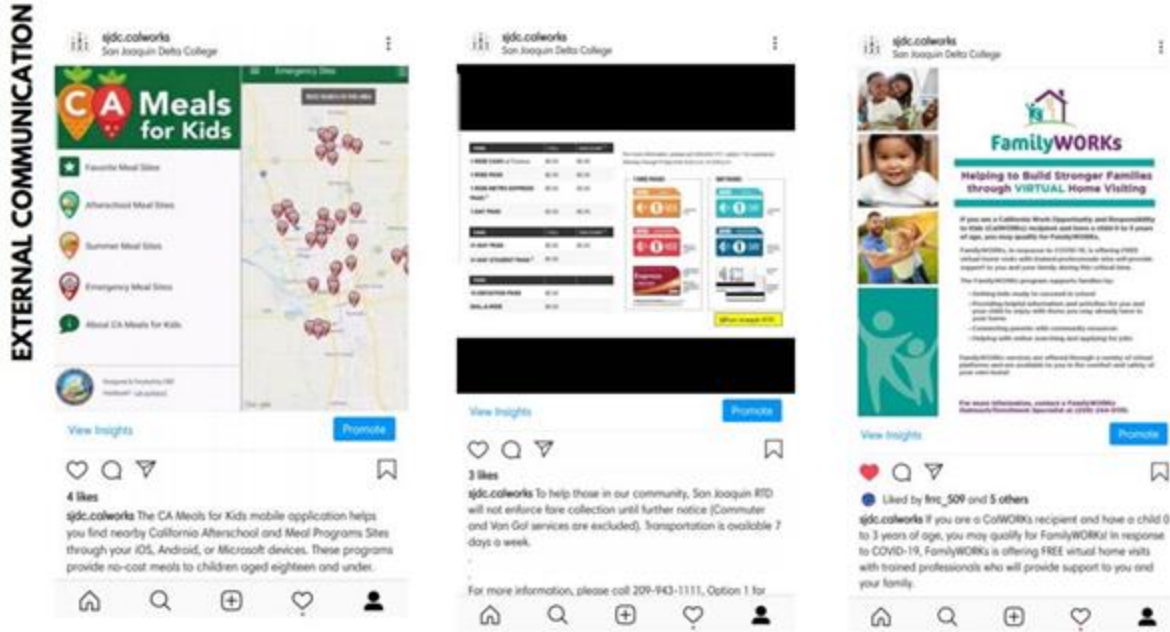*Have a question? Let us know in the chat box. Ex: SJDC how do you….*
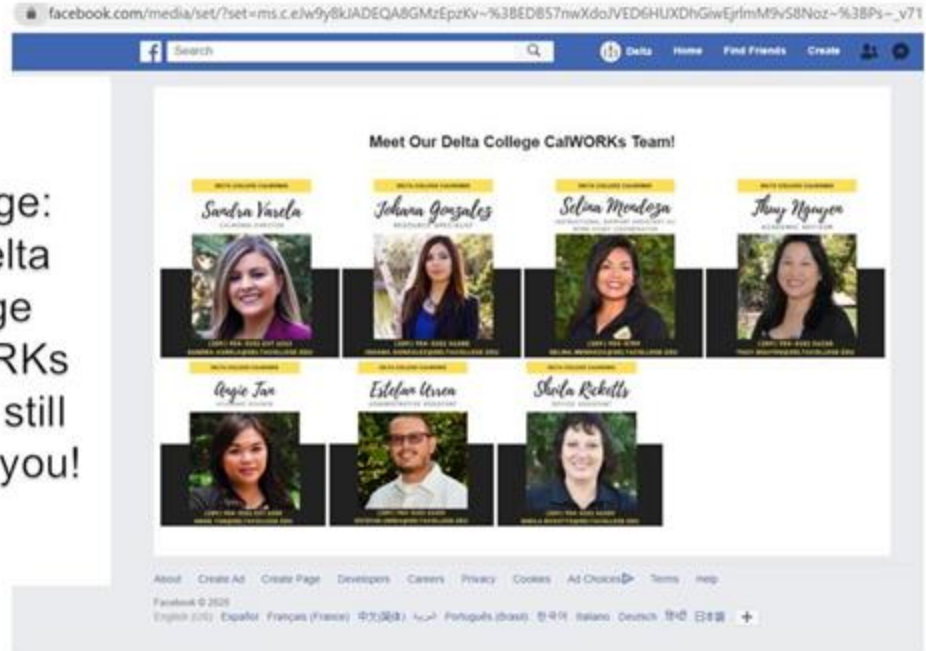
San Joaquin Delta College
Challenge: Internal Communication

Connecting with Students in Distance Learning Environment

Idea:

Social Media

Have a question? Let us know in the chat box. Ex: SJDC how do you....
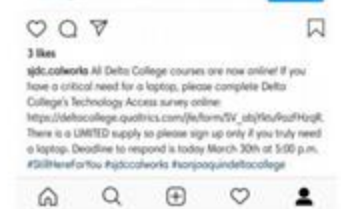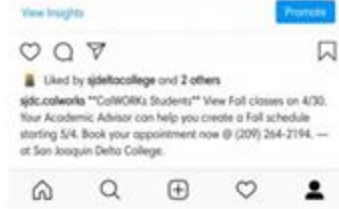
San Joaquin Delta College
Challenge External Communication

Connecting with Students in Distance Learning Environment

Idea:

Social Media

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

Questions?

CLP | Career Ladders Project
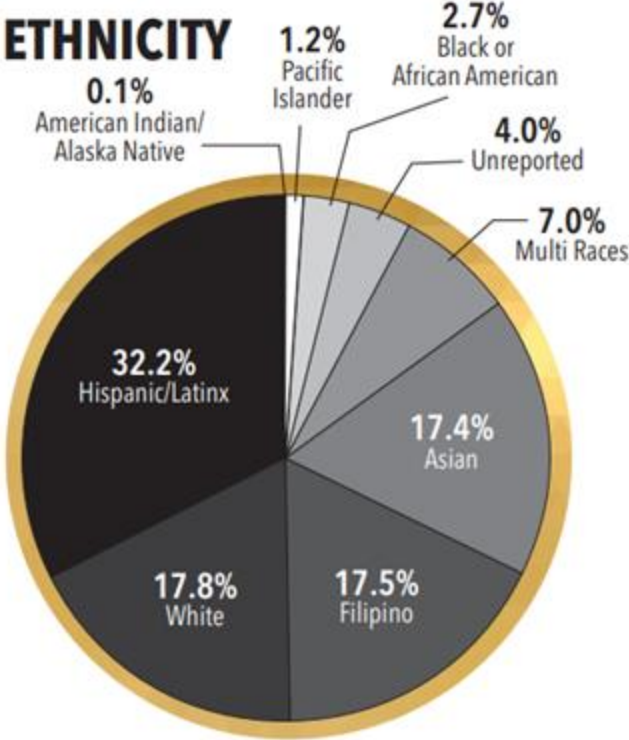
Let us know in the chat box.
Ex: COLLEGE how do you....

Grace Beltran
Program Services
Coordinator
Skyline College

Skyline College demographics

- Total Credit Students: 8,802
  - 27.7%   Full Time
  - 31.0%   Half Time
  - 42.0%   Less than Half Time

- Curriculum:
  - Associate Degree Programs: 33
  - Associate Degree for Transfer: 28
  - Certificate Programs: 47
  - Bachelor's Degree Program: 1

ETHNICITY

- 0.1% American Indian/Alaska Native
- 1.2% Pacific Islander
- 2.7% Black or African American
- 4.0% Unreported
- 7.0% Multi Races
- 17.4% Asian
- 17.5% Filipino
- 17.8% White
- 32.2% Hispanic/Latinx

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

Skyline College

Challenge 1: *Preparing for what's next - be Student Ready*

Idea:

- Continuing Student
  - [SWAY](): an app from Microsoft Office that makes it easy to create and share interactive reports, personal stories, presentations, and more.
  - CANVAS Program Shells
  - Student Survey on their challenges and concerns - plans moving forward if still online
    - Delivery Method: Email and Text
- New College Student
  - Counselor Liaison Program - working with Feeder High School Counselors/Admin
  - Virtual PEP - a one day event turned into a 2 week program

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

Skyline College Cont.

Challenge 2: *Continued Creative and Collaborative Work*

Idea:

- Continue to go beyond the basics - be innovative and creative
  - Stay motivated and remember "your why"
- Utilize resources and technology you have access to
  - Switch up your means of communication beyond email
- Send ideas and thoughts to peers and colleagues
  - Even the simplest ideas can go a long way
  - Peers are able to provide you a different perspective

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

Join our BASECAMP Community of Practice

Resources

- Platicas
  - An extended conversation based on the questions we could not get to

- CLP curated list of Internet access and online resources for students and colleges

- Chancellor's Office
  - COVID-19 webpage
  - Wednesday Webinar Updates
  - Vision Resource Center

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www.careerladdersproject.org

Join us for our last webinar

Wednesday, April 29th from 2 p.m. to 3 p.m.

Focus- Learning Communities Meeting the Equity Challenge

Video, powerpoint and other resources will be emailed to you following today's webinar.

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.

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