

Moving Student Supports Online: *Responding to Student Needs During the Pandemic: VPSS Perspective* *Webinar Series*

April 8, 2020

2 p.m. - 3 p.m.



Technical Announcements

- Webinar Technology
 - 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#)
- For any technology issues please ask for help in the chat and we will message you privately for support

How to ask questions during the webinar

Use the chat function on zoom to type your question.

- If you have a **tech issue** use the following notation: *“TECH I can’t hear.”*
- 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...”*

Student Supports Webinar Series Team



[Luis Chavez](#)
Senior Director



[Julian West](#)
Director



[Cristina Sandoval](#)
Program Associate



[Sherry Shojaei](#)
Program Manager

Welcome to the Moving Student Supports Online webinar!

- The purpose of these webinars and topics we will discuss.
 - Delivery equitable support services
 - Address barriers like access, connection and equipment
 - Online support platforms
 - Professional Development & Professional Learning
 - Keeping focus on student needs and engagement online
 - Support practitioner exchange and learning
- 1- hour every Wednesday; video, slides and links will be shared

Webinar Participants Highlights!

- 60+ Administrators
- 55+ Classified Staff
- 70+ Counseling Faculty
- 10+ Instructional faculty (counseling & non-instructional)
- 10+ State Policy, research, foundation and Chancellor's Office
- 2+ K-12 educators & staff
- 1+ Tribal representative
- 2+ Student representatives

Webinar Presurvey Highlights!

Challenges:

- Access for students and student engagement
- Available training to get staff onboard
- Student services integration

Other Concerns:

- Decrease in enrollment
- Emotional/mental health support for students

Equity Concerns:

- Students most in need being 'placed on the back burner'
- Helping those students who do not traditionally seek help
- Lack of available and reliable technology
- Basic needs competing with academic goals

Student Supports practitioners for today's webinar

Val Martinez Garcia

Vice President of Student
Services

West Hills Lemoore City
College



WEST HILLS COLLEGE
LEMOORE

Dr. Cynthia Olivo

Vice President of Student
Services

Pasadena City College



PASADENA
CITY COLLEGE

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

Val Martinez Garcia

Vice President of
Student Services
West Hills Lemoore
City College



WEST HILLS COLLEGE
LEMOORE

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

About our institution



- Located in the heart of California
- 2019-2020 Unduplicated Headcount of 7019
- 62.4% Hispanic ethnicity
- 3,464 square mile service area (district wide) – a size comparable to the states of Delaware and Rhode Island combined
- Nearly 50% of our sections are OER
- ATD Leader College since 2019
- 2020 ATD Leader College of Distinction
- Aspen Institute for Community College Excellence Top 150

Our Strong Framework

Get Strong

Prepare students to enroll in educational or career pathway.

Start Strong

Guide the start of student educational or career pathway.

Stay Strong

Support student persistence of educational or career pathway.

Finish Strong

Foster student completion of educational or career pathway.

Challenge: Faculty connecting students to support services - Early Alert, Mental Health.



*Once you go here,
you can go anywhere™*

Holistic Approach

Case Management Tools



URGENT & CONFIDENTIAL

- Conduct/ discipline issues
- Plagiarism/ cheating
- Sexual misconduct (Title IX)
- Unusual or concerning behavior
- DRAW Referral

Student Conduct/Concern Report

FYI

- Important conversations with students
- Referrals to services: counseling, academic support, financial aid, etc.
- Recommendations for registration, major selection, career advising, etc.
- Replaces Early Alert

Next Gen inspire Update

TYPICAL INTERACTIONS

- Excused absences
- Interactions, such as scheduling an appointment, inquires, etc.
- Conversations that do not relate to a student's academic performance

No Report Needed

Challenge: Responding to student non-instructional needs in a remote support environment.



*Once you go here,
you can go anywhere™*

The C.A.R.E Team Model

Administrator

Advisor

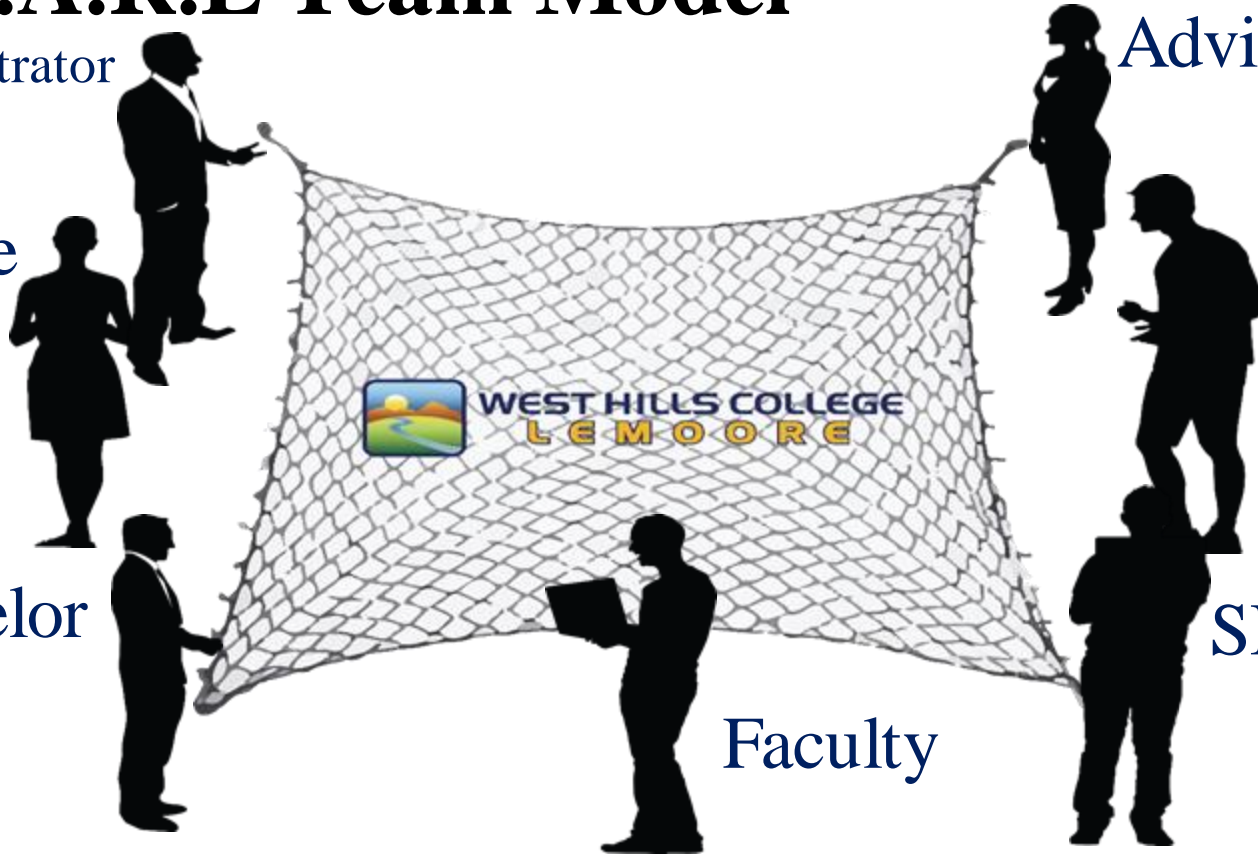
Frontline
Staff

Coach

Counselor

SI Leader

Faculty



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

Questions?



Dr. Cynthia Olivo
Vice President of Student
Services
Pasadena City College



Pasadena City College Demographics

- 28,000 students
- 51% Latinx
- 4% African American
- 2% Native American
- 29% Asian & Pacific Islander
- 12% White
- 80% Receive Fee Waiver for Low Income
- Nearly 50% First in Family to go to College
- 60% between the age of 18-24
- Federal Designation as an Hispanic Serving Institution since the 1980's and we qualify as an AANAPISI

Pasadena City College

Challenge 1: Responding with tangible resources for social work services needs

Idea:

- Electronic Gift Cards for students to purchase food, paper, cleaning supplies, baby formula, etc
- Emergency Aid from Foundation and Student Equity & Achievement Program Dollars
- Technology--utilizing existing college inventory to meet student needs
- Housing--partnering with community based organizations & government agencies

Pasadena City College Cont.

Challenge 2: Communications Internally & Externally

Idea:

- Equipping Employees with info to help respond to Students
- Equipping Students with the info so they can use it as needed
- Every stakeholder group is overwhelmed with information from state level, county, college, employer, family, public health (governor, mayor, DC, etc.)

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

Questions?

Student Supports Page

[Home](#)[Our Work](#)[Tools for the Field](#)[News & Research](#)[About](#)[Stay updated with CLP](#)

Effective student supports increase student success

Counselors, advisors, affinity groups, learning communities, and other student support services play a key role in students' transition to college, their ability to stay in college, and their completion of certificates, degrees, and transfers.

CLP works with counselors and student support services professionals on initiatives to integrate student supports into all aspects of the student experience with the goal of improving educational and career outcomes for students across postsecondary education.

Join our BASECAMP Community of Practice



A screenshot of a Basecamp community page. At the top, there is a navigation bar with icons for Home, Pings, Hey!, Activity, My Stuff, and Find. Below the navigation bar is a green button that says "Go to the Clientside for Public →". The main heading is "Public CACN, a community of practice sponsored & facilitated by the Career Ladders Project". Below the heading is a paragraph: "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." Below the paragraph is a row of 15 circular profile icons, each containing a two-letter code (AA, AA, AM, AZ, AE, AD, AD, AA, AD, AA, AD, AZ, AZ, ADL, AG) and a small profile picture. To the right of the icons is a button that says "Add/remove people". Below the icons are three main sections: "Campfire" with two messages from Kerry Compton and Deidre Hill-Valdivia, Ed.D.; "Message Board" with two messages about "Student Supports Going Virtual!"; and "Docs & Files" with two folders: "Student Services Ready. Set." and "Resources and Articles II (GP)".

If interested in joining, please respond to our follow up email.

Resources

- 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

Join us for the next webinar



Wednesday, April 15th from 2 p.m. to 3 p.m.

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

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

*THANK YOU
for joining us today*

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