

Lessons from the Pandemic:  
Implementing Systemic Changes in Counseling and Student Services  
A CLP Webinar Series

## Building Technology with Students at the Center

December 01, 2021

### Resources

#### Apps to communicate with students

[Discord](#) is a platform that allows live chat to answer quick questions that students may have.

[Cranium Cafe](#) is a platform that streamlines scheduling, case management, chat, virtual meetings, advanced reporting, and more.

[Google Voice](#) allows students to send texts, voice messages, and emails to your Google account without having to give direct access to your personal Gmail account.

[Tawk.to](#) is software that works to monitor and chat with website visitors via a pop-up window. Berkeley City College uses this feature to chat with students when the program sees that they linger on a web page after a certain time.

Other free texting and calling applications that can be used to communicate with students without using their personal numbers:

[TextAim](#)

[TextNow](#)

[TextMe](#)

#### Online Tutoring

[NetTutor](#) is an online tutoring service that allows each institution to customize every aspect of the service their students will receive.

#### Publications

[Hybrid-Flexible Course Design](#), by Brian J. Beatty, introduces HyFlex, a “Hybrid-Flexible” course which is a class that can be taught to both virtual and in-person students simultaneously.

[Online Academic Counseling: Examining the Experiences of California Community College Counselors in Online Student Services](#), by Cathy Fernandez. This paper touches on the experiences of counselors providing online student services during the pandemic.

[GP Design Guide](#) on Integrating Student Support.

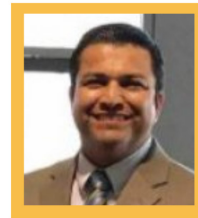
More GP Stories, including several on integrating student supports in guided pathways redesign, are available on the [CLP website](#)

[Speaker biographies](#)

#### Community of Practice

Join the [California Counseling Network](#), a community of practice for counselors and student support staff.

### Building Technology with Students at the Center



**Valentin Garcia**  
Vice President of Student  
Services  
West Hills College Lemoore



**Gabriel Martinez**  
Chair / Counselor  
Berkeley City College



December 1st, 12 pm to 1 pm

