California Community Colleges | California Virtual Campus – Online Education Initiative

Using Technology to Create Supportive Online Learning Environments

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California Virtual Campus - Online Education Initiative
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President, COLEGAS Statewide Latinx Association
Pasadena City College

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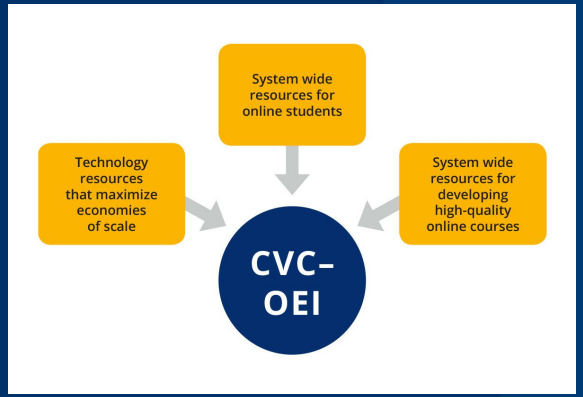
CVC-OEI GOAL

Through systemwide collaboration, assist CCCs with providing access to quality online instructional and student support services, thus ensuring that significantly more students are able to complete their educational goals.



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BUILDING VIRTUAL DEPARTMENTS

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BUILDING VIRTUAL DEPARTMENTS
POLL #1

HOW TO SUCCESSFULLY INCORPORATE TECHNOLOGY

Consider online services program planning the same as any program planning activity

Develop a long term plan for quick transition to Online Instruction and Student Services

Accept that providing online/ remote services is an equity issue. Incorporate all services not just a select few

TEAM BASED VIRTUAL PLATFORMS

slack

Google Hangouts

zoom

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BUILDING VIRTUAL DEPARTMENTS
POLL #2

HOW TO SUCCESSFULLY INCORPORATE TECHNOLOGY

Select platforms designed to support the tasks at hand

Maximize the use of the technology platform to its fullest. Take inventory, fill gaps with CCC system platforms

Use data to select technology platforms: based on ease of use, equity, functionality, delivery of service **NOT** personal preference

Incorporate structured ongoing professional development for remote faculty and staff

PROFESSIONAL DEVELOPMENT

Include structured professional development opportunities for remote workers in program planning (Local level, CVC-OEI, other)

a. How to use the technology
b. Embedding equity in online support services
c. How to implement the technology on a day to day basis
d. Training on Canvas

CONSIDER END USERS & THEIR TECH NEEDS

Identify the end users and their technology needs
Students
Faculty
Staff

WIFI
Laptop
Video / audio capabilities

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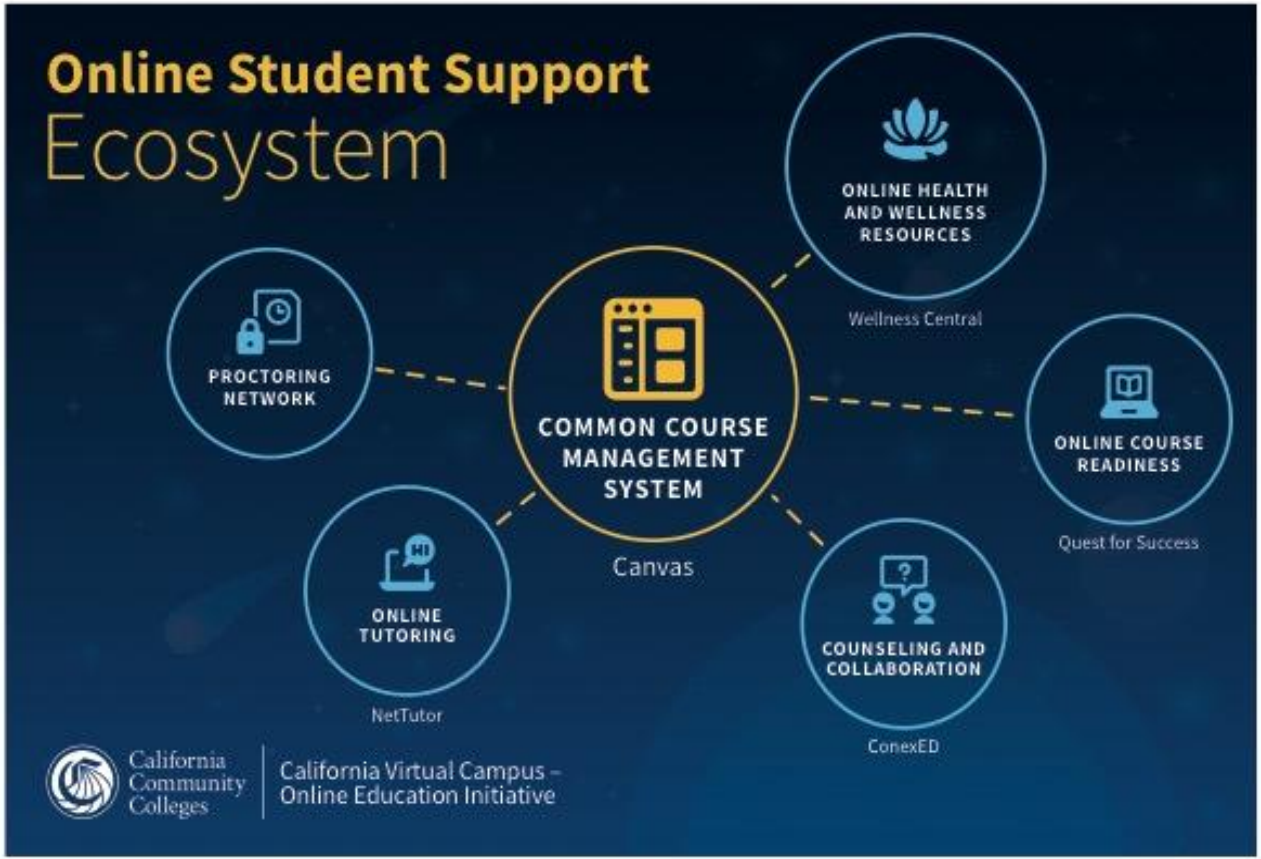
BUILDING VIRTUAL DEPARTMENTS
POLL #3

SUPPORTING STUDENTS ONLINE

An Ecosystem of Technology Support



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SUPPORTING STUDENTS WITH TECHNOLOGY
POLL #4

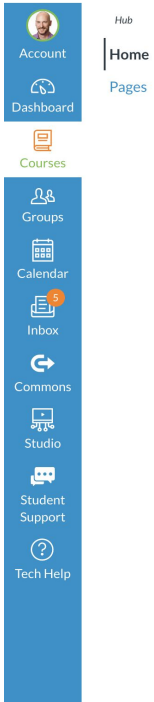
California Community Colleges | California Virtual Campus – Online Education Initiative

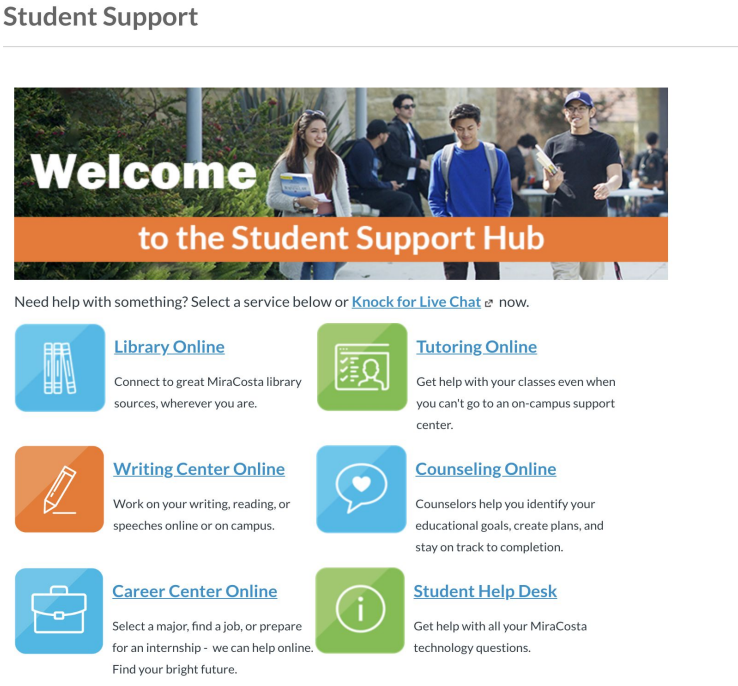
THE APP EXPERIENCE

- Services should perform a task be action oriented
- The student/ user experience should be stress free with access to real time services
- The user interface platform should be easy to use
- Good use of text -Text should be concise and purposeful to the service

ONLINE STUDENT SUPPORT HUB

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





Online Student Support Hub

Centralized Online Student Support

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

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

Canvas Learning Management System (LMS)

ONLINE COUNSELING & STUDENT SERVICES PLATFORM

One Stop Online Student Service Platforms

ConexED

Calibrate

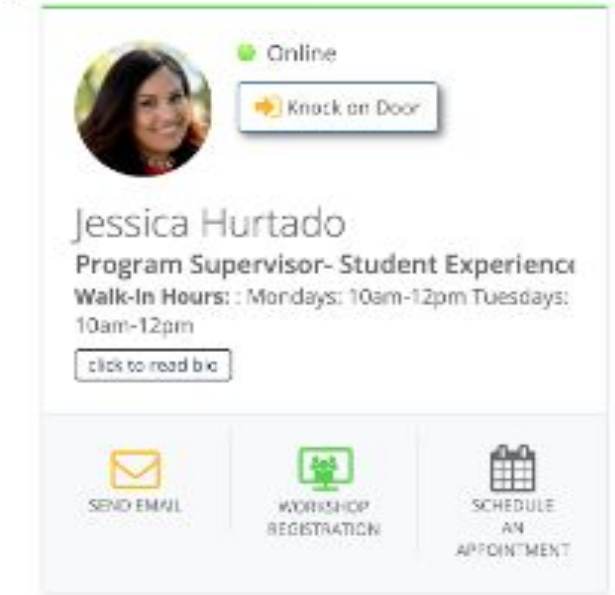
Scheduling system, integrates with SIS, MIS reason codes

Classrooms

Workshops & Orientations with large groups

Cranium Cafe

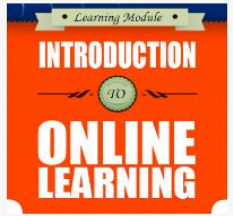
1 on 1 sessions ,counseling appts, small groups 1-10, virtual walkin sessions



Online Readiness

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.

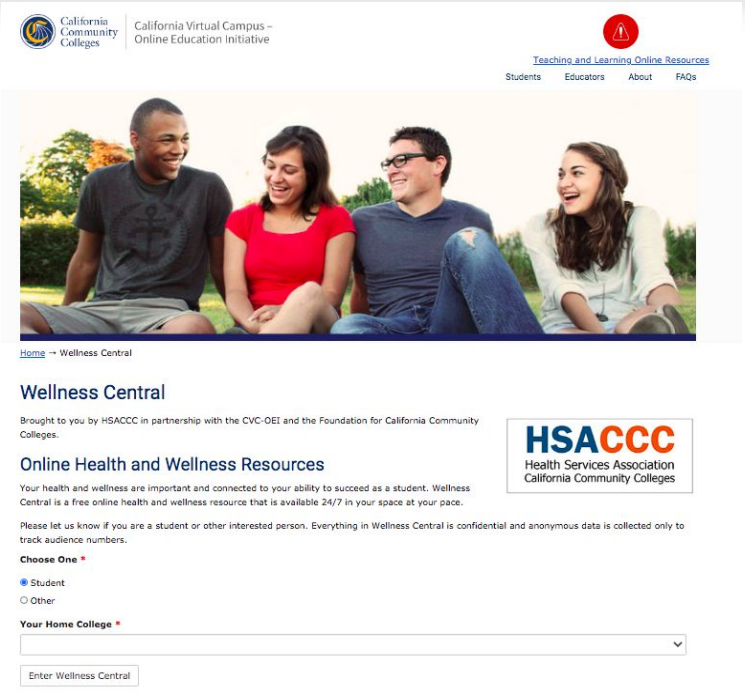


"Student Online Readiness Tutorials" by California Community College Chancellor's Office is licensed under CC_BY_4.0

Online Assessments

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

Online Health and Wellness



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

Resources

1. Norma W. Goldstein, **Silver Linings: Early Takeaways from the COVID-19 Pandemic Response at Community College, *Lessons learned*, 2020.**
2. **COVID-19: California Community College Student Challenges Student Senate for California Community Colleges Survey Report May 2020**
3. *Online and Engaged : Innovative Student Affairs Practices for Online Learner Success. Washington, DC. NASPA-Student Affairs Administrators in Higher Education.* March, 2020
4. Online Network of Educators Guide to Online Authentic Assessments
5. Francine Van Meter, Online Proctoring – Impact on Student Equity, June 1, 2020
6. CVC-OEI Ecosystem Portal
7. CVC-OEI Student Services Staff- Keep Supporting Students
8. https://apps.3cmediasolutions.org/oei/

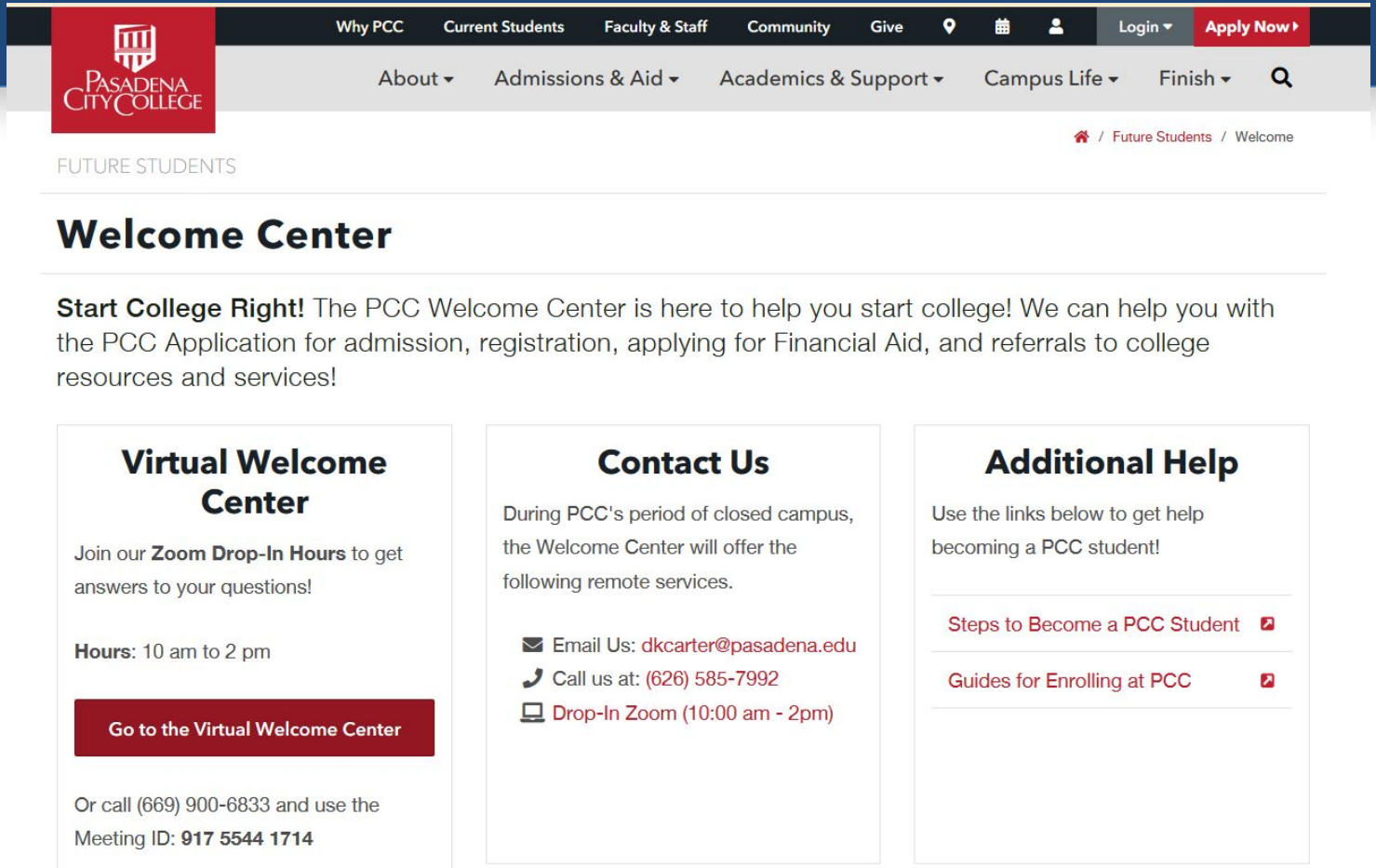
Focusing on Equity & Online Student Support

Be sure that services provide a welcoming, inclusive and affirming environment

Personalize your services as much as possible

Make services easy to access & utilize

Utilize approaches that are familiar to students


Why PCC
Current Students
Faculty & Staff
Community
Give
Login
Apply Now
Pasadena City College
About
Admissions & Aid
Academics & Support
Campus Life
Finish
Future Students / Welcome
FUTURE STUDENTS
Welcome Center
Start College Right! The PCC Welcome Center is here to help you start college! We can help you with the PCC Application for admission, registration, applying for Financial Aid, and referrals to college resources and services!
Virtual Welcome Center
Join our Zoom Drop-In Hours to get answers to your questions!
Hours: 10 am to 2 pm
Go to the Virtual Welcome Center
Or call (669) 900-6833 and use the Meeting ID: 917 5544 1714
Contact Us
During PCC's period of closed campus, the Welcome Center will offer the following remote services.
Email Us: dkcarter@pasadena.edu
Call us at: (626) 585-7992
Drop-In Zoom (10:00 am - 2pm)
Additional Help
Use the links below to get help becoming a PCC student!
Steps to Become a PCC Student
Guides for Enrolling at PCC

Express Counseling

Quick questions? Sign in below

Use your PCC Student ID to sign in

NOTE: The Express Counseling line will close automatically if the number of students waiting far exceeds available counselors. Once signed in, you can ch… More

Student ID

Student ID

Instagram

Search

Log In Sign Up

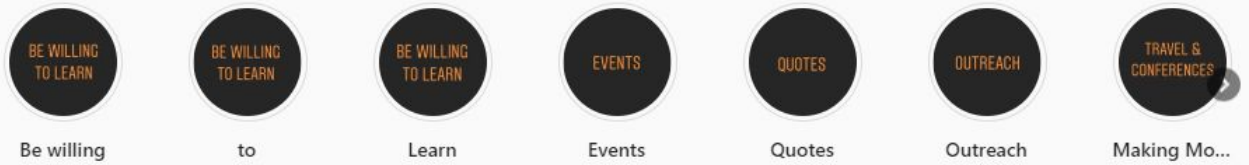
corepcc Follow

107 posts 415 followers 288 following

CORE

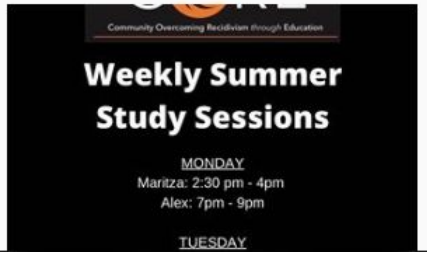
Community Overcoming Recidivism through Education (CORE) at Pasadena City College: empowering students to succeed in higher education and beyond.

pasadena.edu/core



Be willing to Learn Events Quotes Outreach Making Mo...

POSTS IGTV TAGGED



YouTube

Search

2020-05-21_PATHWAYS FYE OPEN HOUSE

2,672 views • Streamed live on May 21, 2020

85 4 SHARE SAVE

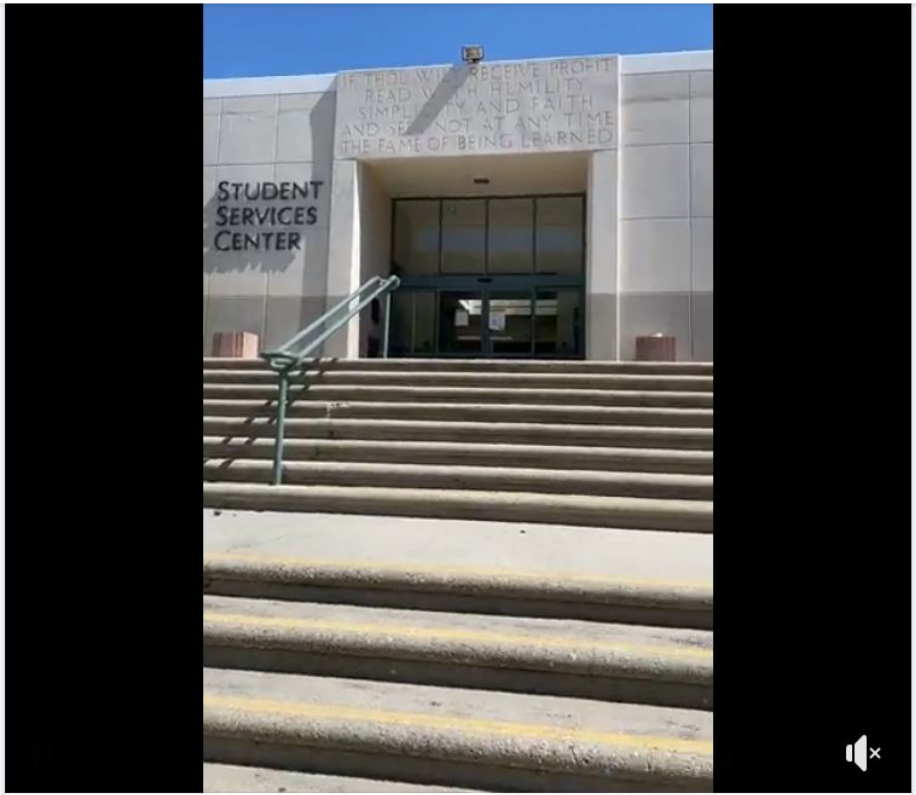
Top chat replay

Pasadena City College was live.

July 6 at 10:20 AM ·

Pasadena City College

Send Message | Liked



98

57 Comments 13 Shares 2.4K Views

Lancer Pantry

- Lancer Pantry
- Local Food Resources

Contact Lancer Pantry

CC-211
lancerpantry@pasadena.edu
(909) 257-7434
Food relief efforts are now remote!

Follow us to receive the latest food resource updates.

Facebook.com/lancerpantry
Instagram: @pcclancerpantr

PCC is physically closed to student and public access. During this time we are modifying our services to be able to continue to support you remotely. For collegewide updates, please Read the Latest Coronavirus Updates.

Lancer Pantry is offering remote services!

Do you need a food resource?

Lancer Pantry is offering:

- Electronic grocery gift-cards
- Localized food pantry services
- Referrals to our PCC Social Worker.
- CalFresh application assistance

lancerpantry@pasadena.edu
(909) 257-7434

Call or email for a personalized referral or to schedule an appointment for CalFresh application assistance.

Are you interested in applying for CalFresh? Use the link to start your application. Apply Now!

PCC QUEST

PCC is physically closed to student and public access. During this time we are modifying our services to be able to continue to support you remotely. For collegewide updates, please Read the Latest Coronavirus Updates.

Contact the Quest Center

- R-422
- quest@pasadena.edu
- (626) 585-3280
- M-F 9 am – 5 pm

Follow Us

Leadership

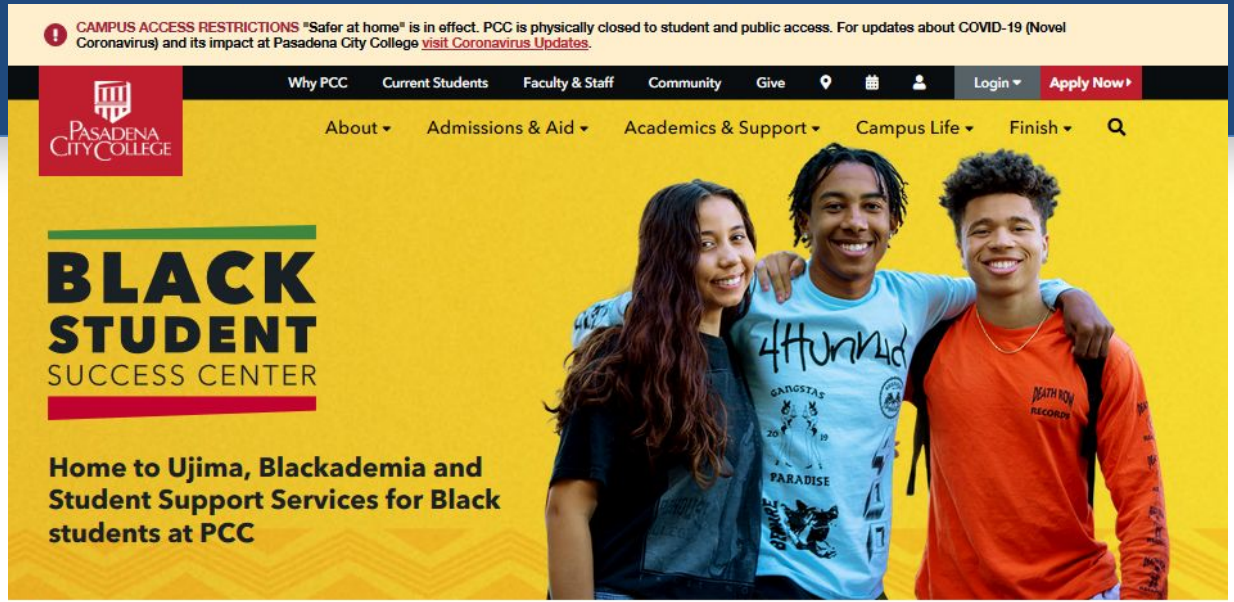
- Desiree Hernandez, Coordinator
- dhernandez212@pasadena.edu
- (626) 585-3295

Temporary Change to QUEST Center Services

During PCC's period of closed campus access, the QUEST Center will continue to provide services online/remotely. Please email quest@pasadena.edu or call 626-585-3295 and leave a voicemail so that we may schedule a zoom meeting. The QUEST center provides an array of support services and resources:

- quest@pasadena.edu
  For urgent requests, please email dhernandez212@pasadena.edu.
- (626) 585-3280 (Leave Voicemail)
- Follow us for Updates
- @pccquest
- @pccquest
- Like us On Facebook

Health Resources
Access for Undocumented and LGBTQ+ Students
Public Charge Inquiry
Financial Support
AB 540 Form Assistance
California Dream Act Application Assistance
Rapid Response Emergency Aid Referral
Resource Referrals: Housing, Food Pantry, and more!
Name Change Resources


CAMPUS ACCESS RESTRICTIONS "Safer at home" is in effect. PCC is physically closed to student and public access. For updates about COVID-19 (Novel Coronavirus) and its impact at Pasadena City College visit Coronavirus Updates.
Why PCC
Current Students
Faculty & Staff
Community
Give
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Pasadena City College
About
Admissions & Aid
Academics & Support
Campus Life
Finish
BLACK STUDENT SUCCESS CENTER
Home to Ujima, Blackademia and Student Support Services for Black students at PCC
The PCC Ujima Program
Blackademia
Events
We Are Black Excellence
The Black Student Success Center provides support services, resources and referral opportunities for Black students at PCC. It also houses two support programs — Ujima and Blackademia.
UJIMA
BLACKADEMIA

Make an Appointment with an Honors Counselor

- Honors
- About
- Join Honors
- Current Students
  - Ongoing Requirements
  - Current Class Schedule
  - Make a Counseling Appointment
  - Program Completion
  - Honors Research Conference
- Forms
- Resources

Contact Honors

C-352D
(626) 585-3238
honors@pasadena.edu
Zoom drop-in hours: Tuesdays, 10 am - 12 pm. For more information, please visit the Honors Canvas page or email honors@pasadena.edu.

Need to see a counselor? Students in the Honors Program can make an appointment with a counselor using our online appointment system!

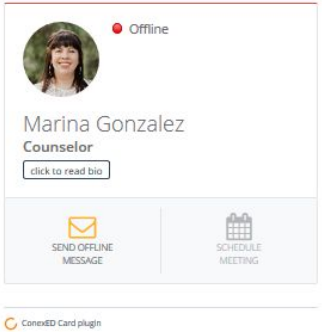
You will need to provide your 8 digit PCC ID number as well as your birthdate. Depending on availability, you can make an appointment with any of the Honors counselors: Marina Gonzalez, Armia Walker or Philip Lantz. New appointments become available 7 days in advance of each new appointment date.

Make An Appointment

Live Chat with an Honors Counselor

Have a quick question? Chat with our Honors Counselor during their online hours, or leave them a message for when they return!

Chat Hours: M, Tu, W, Th, 10-11 am



Why PCC | Current Students | Faculty & Staff | Community | Give | Login | Apply Now

About | Admissions & Aid | Academics & Support | Campus Life | Finish

Pasadena City College

/ Academics / Support / PCC Pathways

PCC PATHWAYS | First Year Experience FYE

Athletes | International | Ujima | XL

It's Time to Register! Need Help?

Use FYE Express Registration Support to speak with a Pathways FYE staff member!

FYE Express Registration Support

Congratulations to all of our 2020 graduates and transfer students. It's been a challenging year but you made it!

TEMPORARY CHANGES TO PATHWAYS SERVICES

The Pathways FYE Center is officially closed to all students. The good news is that we are still here to support you. Stay Home, Stay Healthy, and Keep Studying! We're here for you.

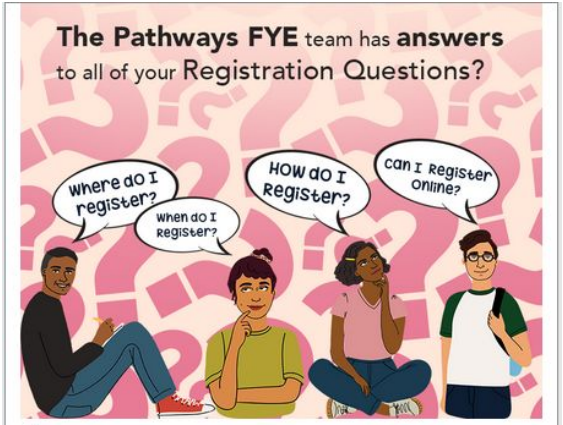
IMPORTANT DATES & WORKSHOPS

Summer 2020

- Registration Support
- Registration Date (Check your PCC email for date and time)
- JAM - July & August

Pathways Requirements

- Year 1
- Year 2
- Year 3



Hi ,
Lancer ID #

Registering for Fall 2020 classes isn't easy, but you don't have to do it alone. **The Pathways FYE Team will be offering online pre-registration workshops from June 18 - 26, 9am-5pm.**

During this workshop, Pathways FYE staff will help you access LancerPoint to select class times, days, and instructors; access your PCC email; and clear holds you may have on your account.

Sign-up for an online pre-registration workshop now! Space is limited.

Sign Up Now

If you have any questions, email me at pathways@pasadena.edu or call 626.585.3215.

Thanks,

Angie

Pathways Outreach Specialist

FinAid

Campus Logic

PASADENA CITY COLLEGE

Counseling

Cranium Cafe

PCC Connect (Starfish)

EOP&S/CARE & Foster Youth Services

Blackademia

Veterans

Canvas Pages

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Keep dreaming.
Keep doing.

Together, we're unstoppable.

Have questions?

Call (855) GO-TO-PCC or
Email gotopcc@pasadena.edu

We want to see everyone from the PCC community! Submit a Photo