



State Center Community
College District
Willow International Community College
Center
Online Educational Services

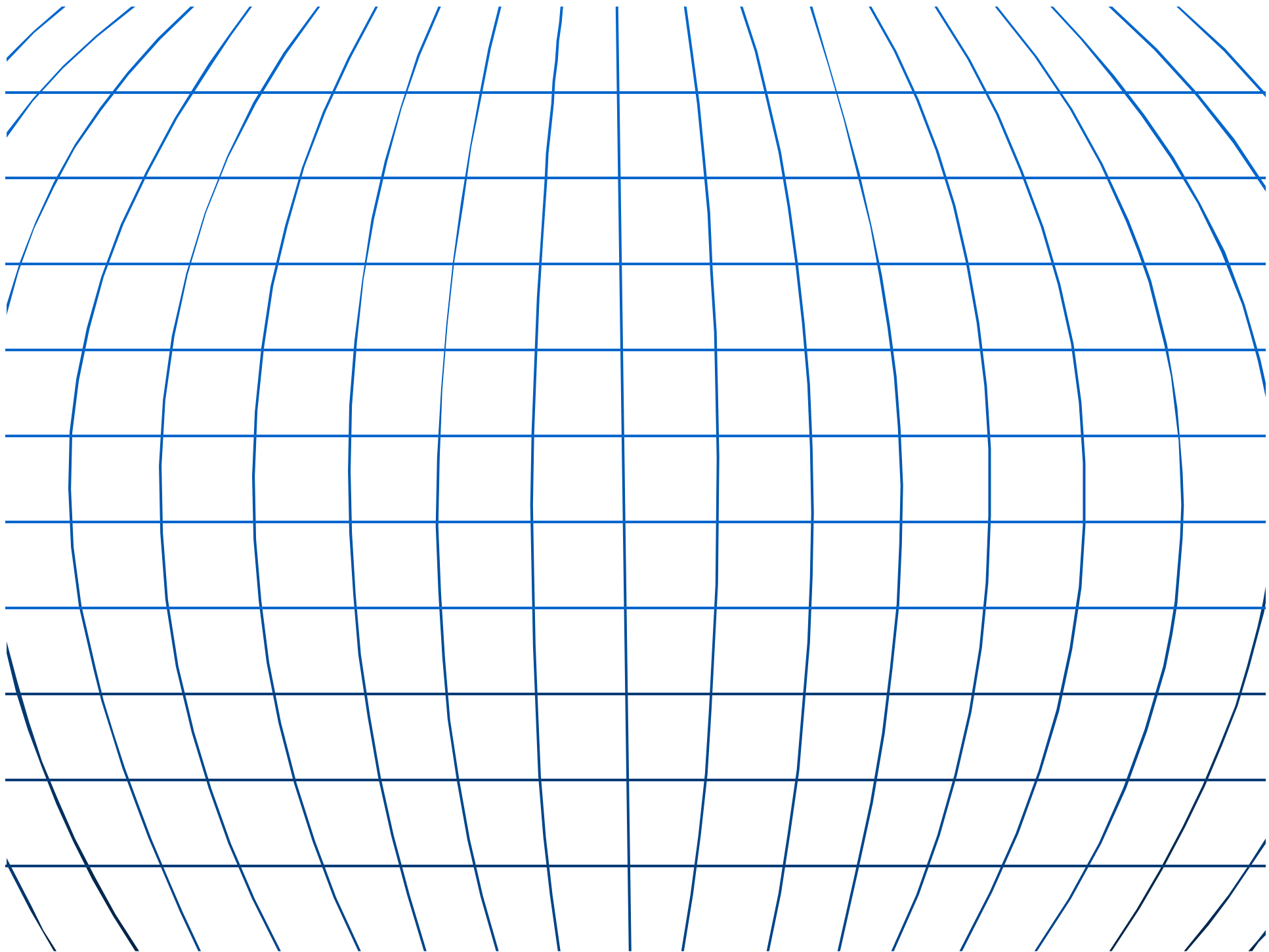
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Department Chair of SSS & Academic Counselor
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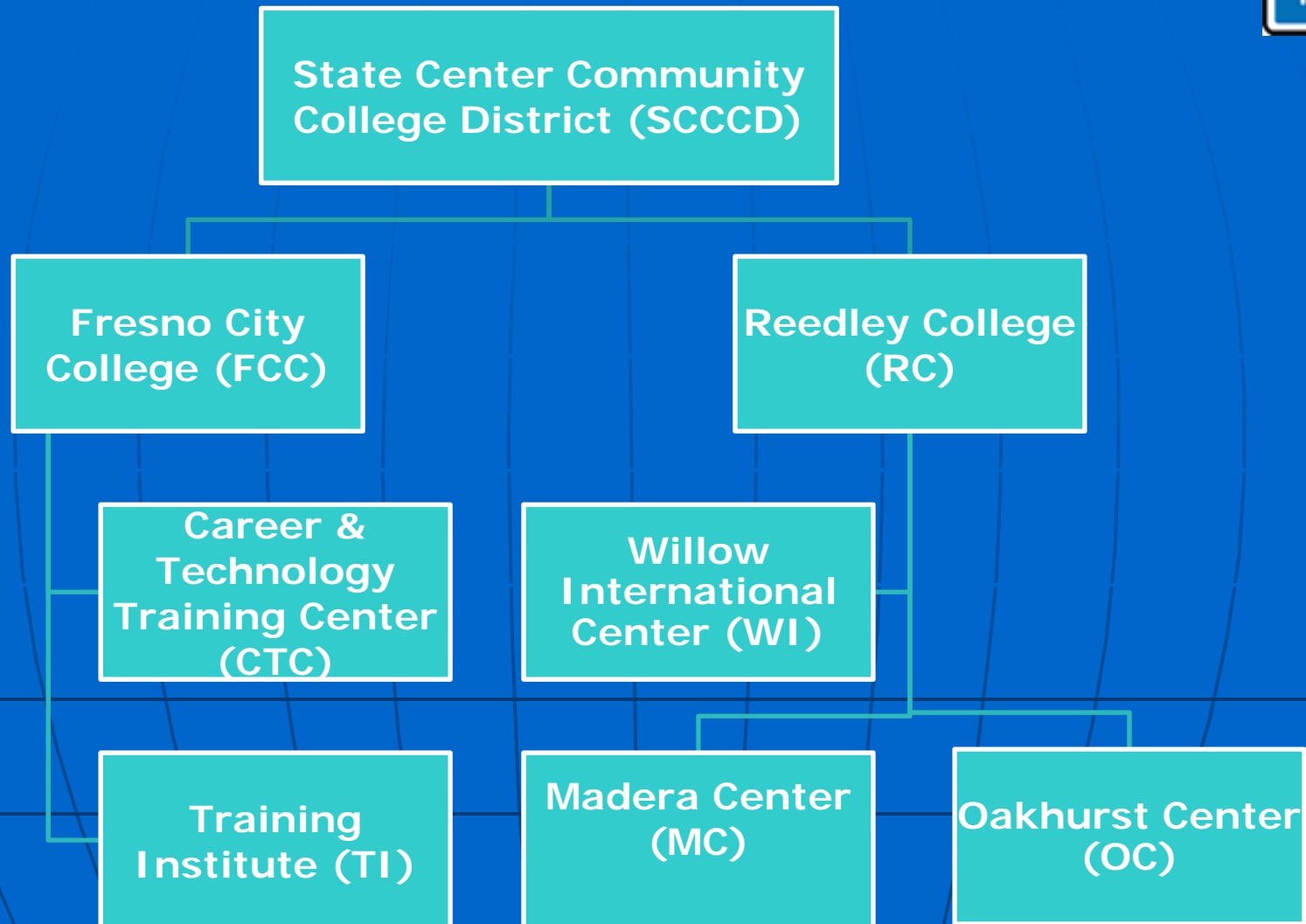
Online Educational Services



- State Center Community College District
- Online Academic Counseling (Live Help)
- Online New Student Orientation
- Online Probation Workshop



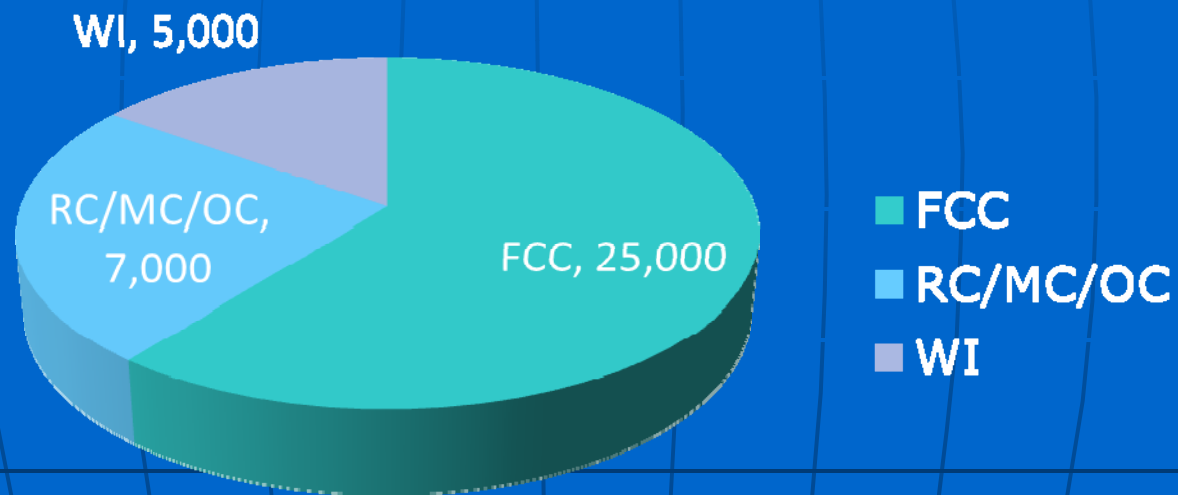
State Center Community College District



State Center Community College District (SCCCD)

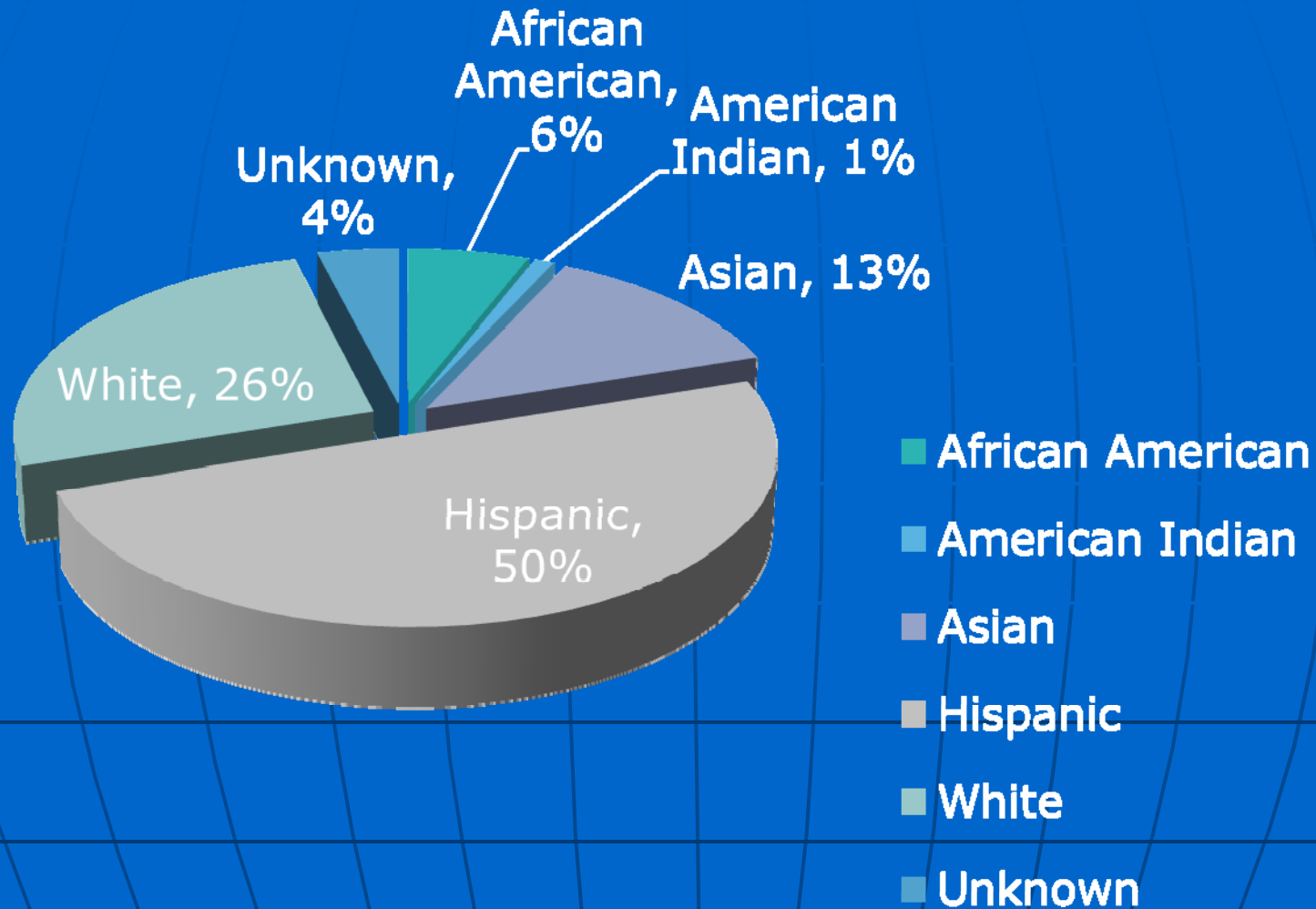


SCCCD - Serving a total of 37,000 Students





SCCCD Student Ethnicity



SCCCD Student Data

Student Gender Fall 2010



SCCCD has seven female students for every six male students.

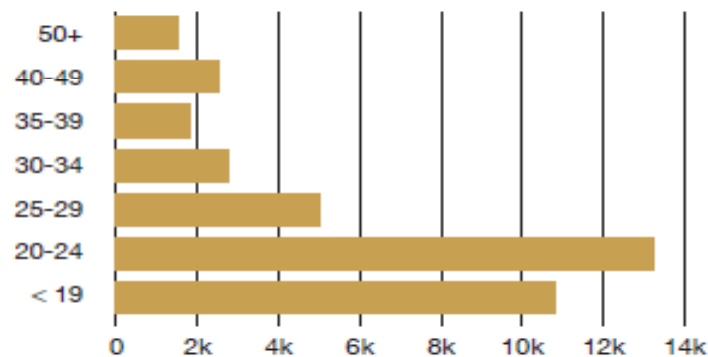
Female 20,094
Male 17,201

Student Unit Load Fall 2010

59% Full-time
(12 or more units)

41% Part-time
(11 or fewer units)

Student Age Fall 2010



Enrollment Status Fall 2010

Status	Headcount	Percent
Continuing	22,782	60.63%
First Time	8,356	22.24%
Returning	5,997	15.96%
First Time Transfer	425	1.13%
Unreported	18	0.05%
	37,578	100.00%



Title V Cooperative Grant

- 5-year SCCCD Cooperative Grant (2005-2009)
- Activity 2 - Online Educational Services
 - FAQ Database
 - Online Academic Counseling – Live Help
 - Online Orientation
- Online Counseling Hours
 - Currently, 49 hours per week of online counseling services are provided across the district



Frequently Asked Questions (FAQ)

■ **Features**

- 24/7 convenience
- Search by topic, keyword, browse
- View by Top and Recently Added FAQs
- Extensive reporting features
- Database and tracking of requests

■ **Student**

- Web-based; 24/7 access
- Search Database
- District wide and/or campus specific answers

■ **Counselor**

- Update and maintain database





Live Help

■ Features

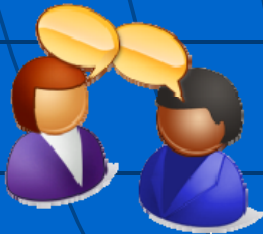
- Synchronous communication
- General counseling/advising questions
- Intake form
- Records session time, date, student demographics, home campus, chat transcript
- Database; tracking
- Accountability
- Useful in training

■ Student

- Convenient real time access to a counselor
- Immediate access to links and resources
- Print transcript of session
- Evaluation/Rating

■ Counselor

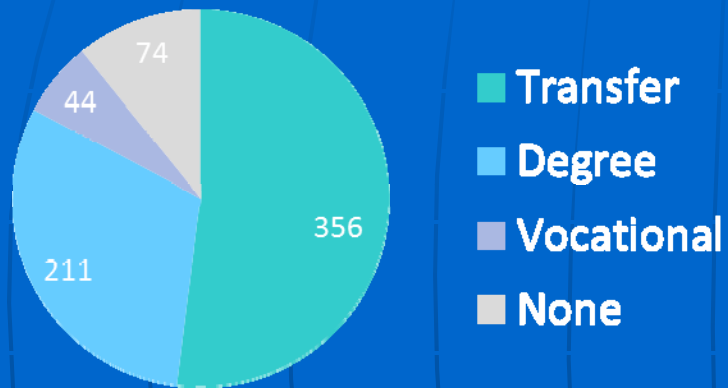
- Canned responses, links, push documents
- Communication between 2 counselors in different chat rooms
- Reporting features
- Evaluation



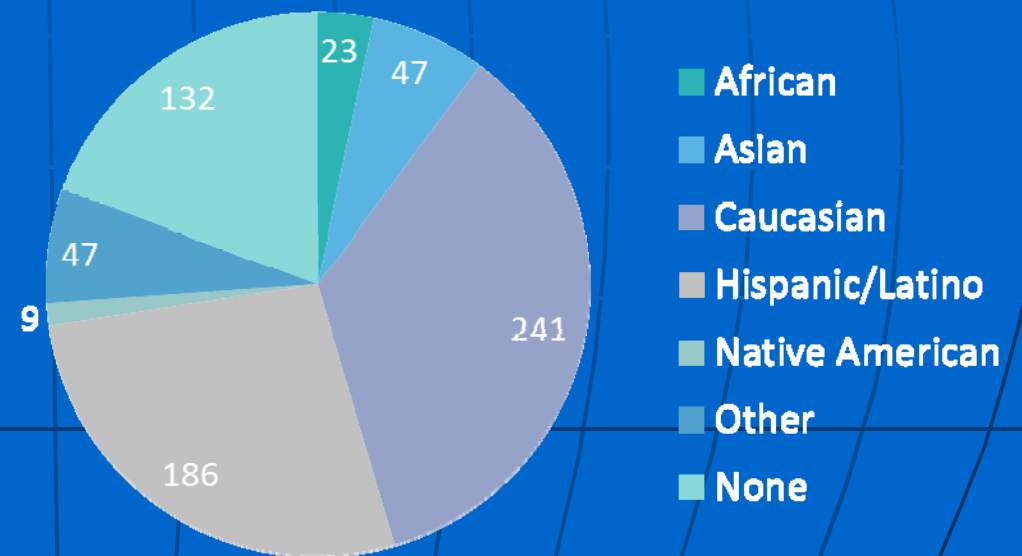


WI Online Clients ?

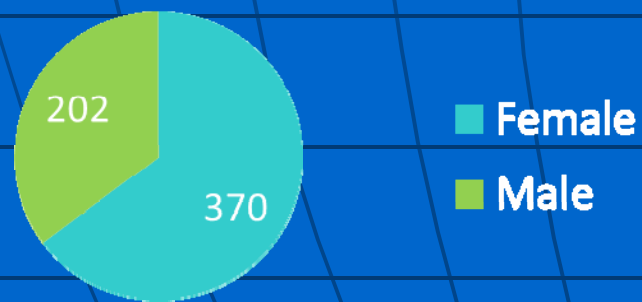
Educational Goals



Ethnicity



Gender



WI Online Clients?



Times Seeking Counseling:

1. **10:00 am**
2. 2:00 pm
3. 11:00 am
4. 3:00 am
5. 12:00 noon





Where are our Online Clients?

Top Cities (Live Help):

1. **Fresno**
2. Clovis
3. Reedley
4. Madera
5. Selma
6. SF, Visalia, LA, San Jose, Kerman

Top Countries (Live Help):

1. **United States**
2. Canada
3. Spain





Student/Faculty Comments

Student:

- "GREAT!!!! Especially for someone who has to work like myself!"
- "The counselor was quick, helpful, and concise."
- "This is an excellent tool!"

Faculty/Administrator:

- "Online Counseling has been invaluable to the Oakhurst campus. The Oakhurst Center has an academic counselor on-site two days a week. However, there are many occasions when students have counselor related questions on days when the counselor is not here. By utilizing online counseling, we can have counseling support even when a counselor is not present!"



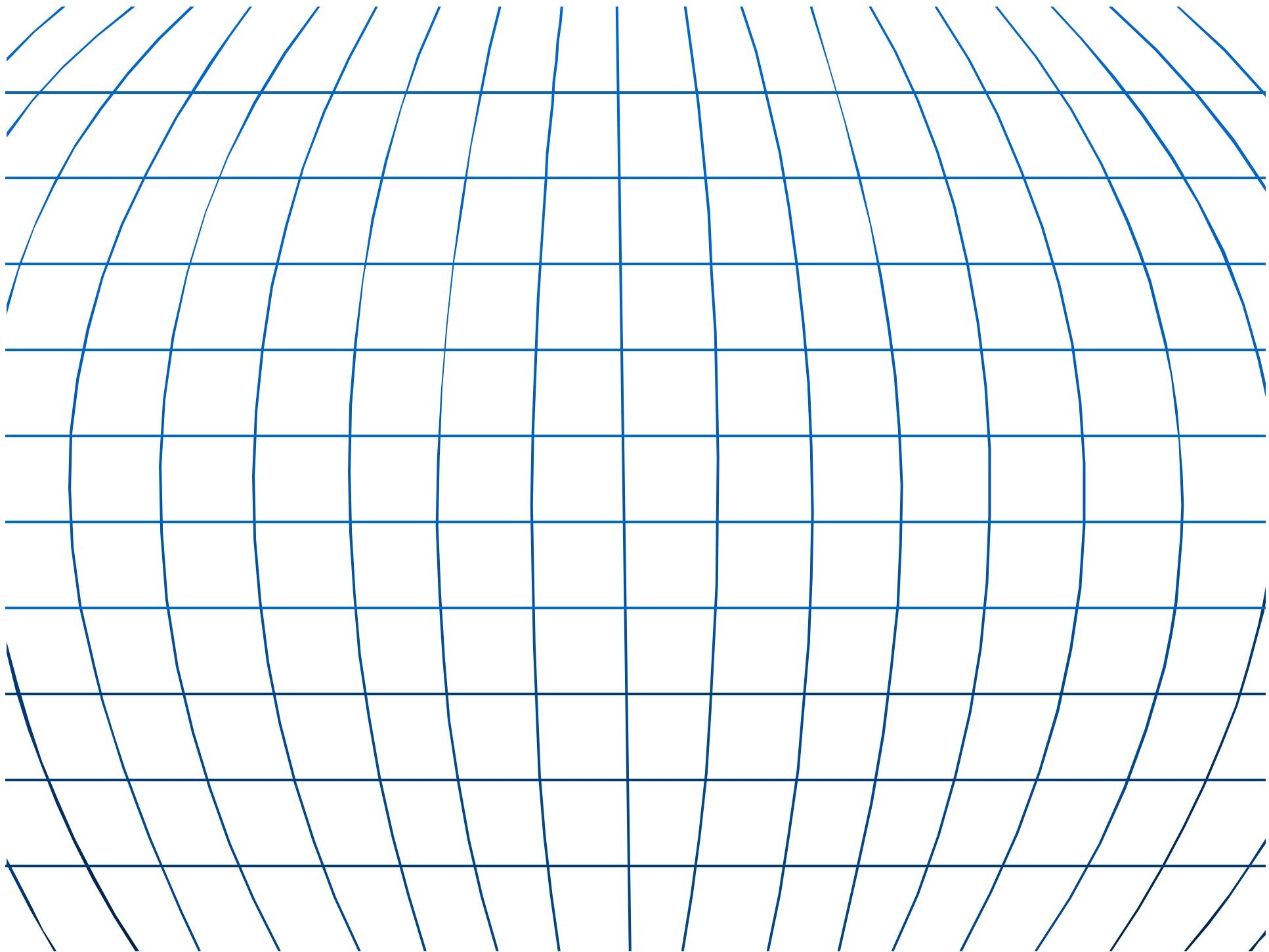
Demonstration



[Counselor Administrator Dashboard](#)

[Live Help Google Analytics Data](#)

[Student View In Blackboard](#)



State Center Community
College District
New Student Online Orientation
Live Spring 2012



Currently designed for Willow International Center, Madera
Center & Oakhurst Center

Developed by SCCCD Counselor
Contracted with Cynosure

Purpose of the Online Orientation



The purpose of the SCCC Online Orientation is to provide first time college student with an additional option to review the district's policies, procedures, programs, and services. As of fall 2013, orientation is a mandated service for new students prior to registration.

Welcome to College

How to Navigate the Online Orientation



- Select the version – English or Accessible (for the visually impaired)
- Sign on to create an account OR view as a guest
- Select Home Campus in the District
- Complete the Knowledge Gap Assessment Pre survey
- Complete all 6 segments (a check mark will identify which segments are completed)
- Complete Checks on Learning (Embedded quiz questions)
- Complete the Knowledge Gap Assessment Post survey
- Complete Student Satisfaction Survey
- Print Congratulations Page (e-mailed to student & counselor)



Online Orientation

6 Main Segments that make up the Online Orientation:

- Getting Started
- Academic Services
- Student Services
- College Success
- Campus Life
- Student Conduct



Additional Features

- Provides an interactive orientation and resource for all students
- Allows you to go BACK or move forward by clicking NEXT
- Includes audio, video and text narrative
- Links for detailed information

Data Collection & Reporting Tool



Knowledge GAP Assessment (Fall 2012)

Statement	PreAvg	PostAvg	Change(+/-)
...can state the steps of the matriculation process.	40%	92%	52%
...have completed or plan to complete my FAFSA.	70%	91%	21%
...am aware of the financial aid programs available.	72%	95%	23%
...understand how assessment test performance will affect my placement in math and English classes.	89%	98%	9%
...plan to visit a counselor periodically.	83%	97%	14%
...understand the purpose of a Student Educational Plan.	70%	97%	27%
...am aware of the registration processes.	76%	96%	20%
...am familiar with the requirements to obtain an Associates degree or Certificate.	67%	95%	28%
...am aware of the variety of student services available and plan to make use of them.	69%	96%	27%
...plan to take advantage of services offered by the Transfer Center.	77%	96%	19%
...know how many hours to study for each class unit.	65%	98%	33%
...can accurately calculate my GPA.	72%	96%	24%
...can read the Schedule of Classes.	86%	97%	11%
...can explain the importance of the College Catalog.	63%	94%	31%
...know where to find important dates such as the Add/Drop date.	57%	96%	39%
...can state the differences between a class drop and a withdrawal.	61%	95%	34%
...can name various extra-curricular activities available.	60%	94%	34%
...understand the purpose of WebAdvisor.	57%	94%	37%
...understand how to activate my student email account.	80%	97%	17%
...have reviewed the sexual harassment policy.	68%	99%	31%
TOTAL RESPONSES	685	445	

Data Collection & Reporting Tool



Fall 2012 Checks on Learning Data
486 Students Completed Online Orientation

Segment	Page	Question/Answers	Attempt 1	Attempt 2	Attempt 3	Attempt 4
Getting Started	9	Hi! There's a lot of information in this segment, so we thought it a good place to stop and ask a question to see if you're really paying attention. Ready? Which of the following steps in the matriculation process is used to determine your current ability to perform college level work in English and math?				
		A. Apply for admission.	14 (2%)	2 (9%)	0 (0%)	0 (0%)
		B. Complete a Financial Aid application.	3 (0%)	8 (36%)	1 (10%)	0 (0%)
		C. Activate your SCCCD e-mail account.	5 (1%)	1 (5%)	0 (0%)	0 (0%)
		D. Take a placement test.	594 (96%)	11 (50%)	9 (90%)	1 (100%)
Getting Started	19	OK - Time for another quick question before finishing up this segment. Which of the following describes the primary difference between the requirements to earn a Certificate and those to earn an Associate Degree?				
		A. More units are required for a Certificate.	23 (4%)	27 (8%)	26 (14%)	1 (2%)
		B. They are basically the same except that there are no general education course requirements for a Certificate.	259 (43%)	146 (42%)	134 (72%)	43 (83%)
		C. Certificates do not have "a major" like Associate Degrees do.	223 (37%)	53 (15%)	14 (8%)	5 (10%)
		D. Certificates serve as a preliminary step toward transfer requirements and are totally unrelated to an Associate Degree.	97 (16%)	118 (34%)	12 (6%)	3 (6%)
Academic Programs and Services	16	OK - here's a question to wrap up this segment of the orientation. Ready? Which of the following best describes a Learning Community?				
		A. An enriched educational experience to meet the needs of academically excellent students.	246 (46%)	44 (13%)	20 (11%)	5 (6%)
		B. A group of students who collectively enroll into a set of linked courses.	191 (36%)	160 (47%)	101 (56%)	58 (74%)
		C. A place to get help with a writing or reading task.	38 (7%)	59 (17%)	33 (18%)	8 (10%)
		D. A place with computers you can use to complete class assignments and conduct research.	60 (11%)	80 (23%)	25 (14%)	7 (9%)
Student Services	12	Hi! Ready for a question? OK. In order to remain eligible for Financial Aid students must meet certain levels of coursework progress and performance. This measure of performance is called SAP. What does SAP stand for?				
		A. Student Acceptance Portfolio	25 (5%)	22 (12%)	3 (8%)	0 (0%)
		B. Satisfactory Academic Progress	343 (66%)	139 (78%)	33 (82%)	6 (86%)
		C. Successful Academic Performance	153 (29%)	14 (8%)	3 (8%)	0 (0%)
		D. Students Always Perform	2 (0%)	4 (2%)	1 (2%)	1 (14%)

Data Collection & Reporting Tool



Student Services	17	OK - you're almost done with this segment of the orientation, but first I have to ask you a quick question about the material covered in this segment. Ready? Which of the following Student Services is described as a federally funded program created to serve first generation, low income, and/or students with disabilities.				
		A. CalWORKs	156 (30%)	73 (20%)	18 (7%)	5 (6%)
		B. EOP&S	168 (32%)	103 (28%)	32 (13%)	6 (7%)
		C. RTG	40 (8%)	75 (21%)	33 (13%)	7 (8%)
		D. TRIO	157 (30%)	112 (31%)	168 (67%)	65 (78%)
College Success	9	OK - have you been paying attention to the information in this segment? Let's find out with another question. Which of the following terms is described as a course that must be taken simultaneously with another course if not already completed.				
		A. Advisory	34 (6%)	29 (19%)	5 (8%)	2 (9%)
		B. Prerequisite	100 (18%)	13 (9%)	9 (14%)	0 (0%)
		C. Recommendation	16 (3%)	23 (15%)	9 (14%)	3 (13%)
		D. Co-Requisite	408 (73%)	84 (56%)	40 (63%)	18 (78%)
College Success	18	Let's see if you've been paying attention to this segment. Assume you just completed a semester where you took 3 classes. In these classes you earned an A, a B, and a C. Each class awards 3 units. What is your GPA?				
		A. 4.0	10 (2%)	4 (2%)	2 (7%)	2 (33%)
		B. 3.2	85 (15%)	20 (12%)	2 (7%)	1 (17%)
		C. 3.0	391 (70%)	134 (82%)	22 (79%)	3 (50%)
		D. 2.8	69 (12%)	6 (4%)	2 (7%)	0 (0%)
Campus Life	10	You should realize by now that there's as much to do on a community college campus outside of the classroom as inside. Which campus office serves as the hub for information about campus clubs, activities, and student government?				
		A. Financial Aid Office	7 (1%)	2 (5%)	1 (10%)	0 (0%)
		B. Counseling Office	8 (1%)	6 (15%)	0 (0%)	0 (0%)
		C. Human Resources Office	24 (4%)	3 (8%)	1 (10%)	1 (50%)
		D. Student Activities Office	499 (93%)	28 (72%)	8 (80%)	1 (50%)
Student Conduct	10	We've spent quite a bit of time in this segment describing academic dishonesty, so here's a quick question to see if you've been paying attention. Which of the following is an example of plagiarism?				
		A. Forging signatures or altering college documents	40 (8%)	26 (8%)	7 (11%)	0 (0%)
		B. Copying in part or in whole from someone else's work	278 (54%)	23 (7%)	4 (6%)	0 (0%)
		C. Submitting a written paper purchased or obtained from an outside source	195 (38%)	263 (81%)	50 (81%)	7 (58%)
		D. Taking a quiz or examination for another person	6 (1%)	13 (4%)	1 (2%)	5 (42%)
Student Conduct	14	It was stated in this segment that the student conduct standards are common-sense. Let's see if it's as common as we think with a quick question. What level of tolerance does the campus and district have when it comes to discrimination, sexual harassment, drug abuse, or other violations of the standards for student conduct?				
		A. Zero	316 (61%)	0 (0%)	0 (0%)	0 (0%)
		B. Zero	108 (21%)	0 (0%)	0 (0%)	0 (0%)
		C. Zero	66 (13%)	0 (0%)	0 (0%)	0 (0%)
		D. Zero	30 (6%)	0 (0%)	0 (0%)	0 (0%)

Student Satisfaction Summary Report



(Provided by RC/WI Institutional Researcher)

Key Findings for Fall 2012 (Total of 268 Students Surveyed)

- 89% of students rated their overall satisfaction with the Online Orientation as Strongly Agree or Agree
- 89% of students rated their knowledge of policies, procedures, and supportive services has increased as a result of viewing the online orientation (Strongly Agree or Agree)

E-Mail Confirmation to Student & Counselor



- Name: Erica Johnson
- ID: 0010846
- Date: 9/8/2013 2:56:54 PM
- =====
- Thank you for participating in the new student online orientation. Your orientation hold will be removed within 48 business hours. You can check your registration date and eligibility by logging into [WebAdvisor](#) and clicking on the Registration Eligibility link.
- Should you need assistance in selecting your first semester courses or have any additional questions, please call the Madera Center at (559) 675-4800, Oakhurst at (559) 683-3940, or Willow International Center at (559) 325-5230.
- Please remember to check your student email regularly as this will be the only form of communication between you and the college. Click the appropriate link below if you need additional information on setting up your email account.
- [Student Email - Madera Center](#)
- [Student Email - Oakhurst Center](#)
- [Student Email - Willow International Center](#)

E-Mail Confirmation to Student & Counselor (continued)



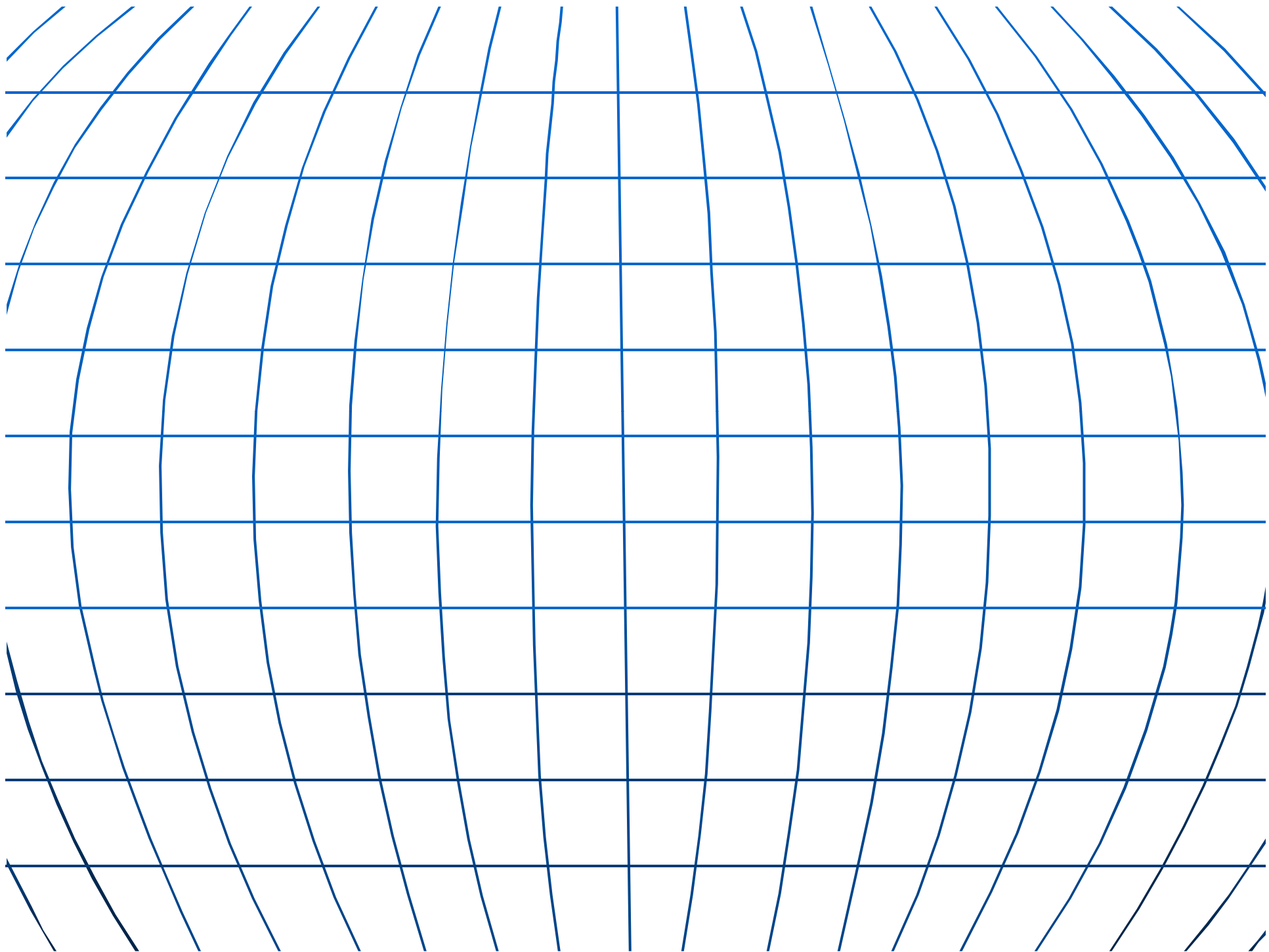
- Finally, click and print the [Student Success Checklist](#) to ensure you stay on the path to success and complete the matriculation process.
- If you experience any complications regarding your online orientation, please contact Dr. Erica Johnson at 559.325.5230.
- If you have not already completed the Online Orientation Survey, [click now to complete the survey.](#)
- =====
- This is an automated email, needing no response.
- =====
- The State Center Community College District complies with all Federal and state rules and regulations and does not discriminate on the basis of race, color, national origin, gender, disability, sexual orientation, religion or age. This holds true for all students who are interested in participating in educational programs and/or extracurricular school activities. Harassment of any employee/student with regard to race, color, national origin, gender, disability, sexual orientation, religion or age is strictly prohibited.



Demonstration

Review the College Success Segment

[SCCCD Online Orientation](#)





State Center Community
College District
Online Probation Workshop
New Fall 2013

Developed by SCCCD Counselor
Contracted with Cynosure

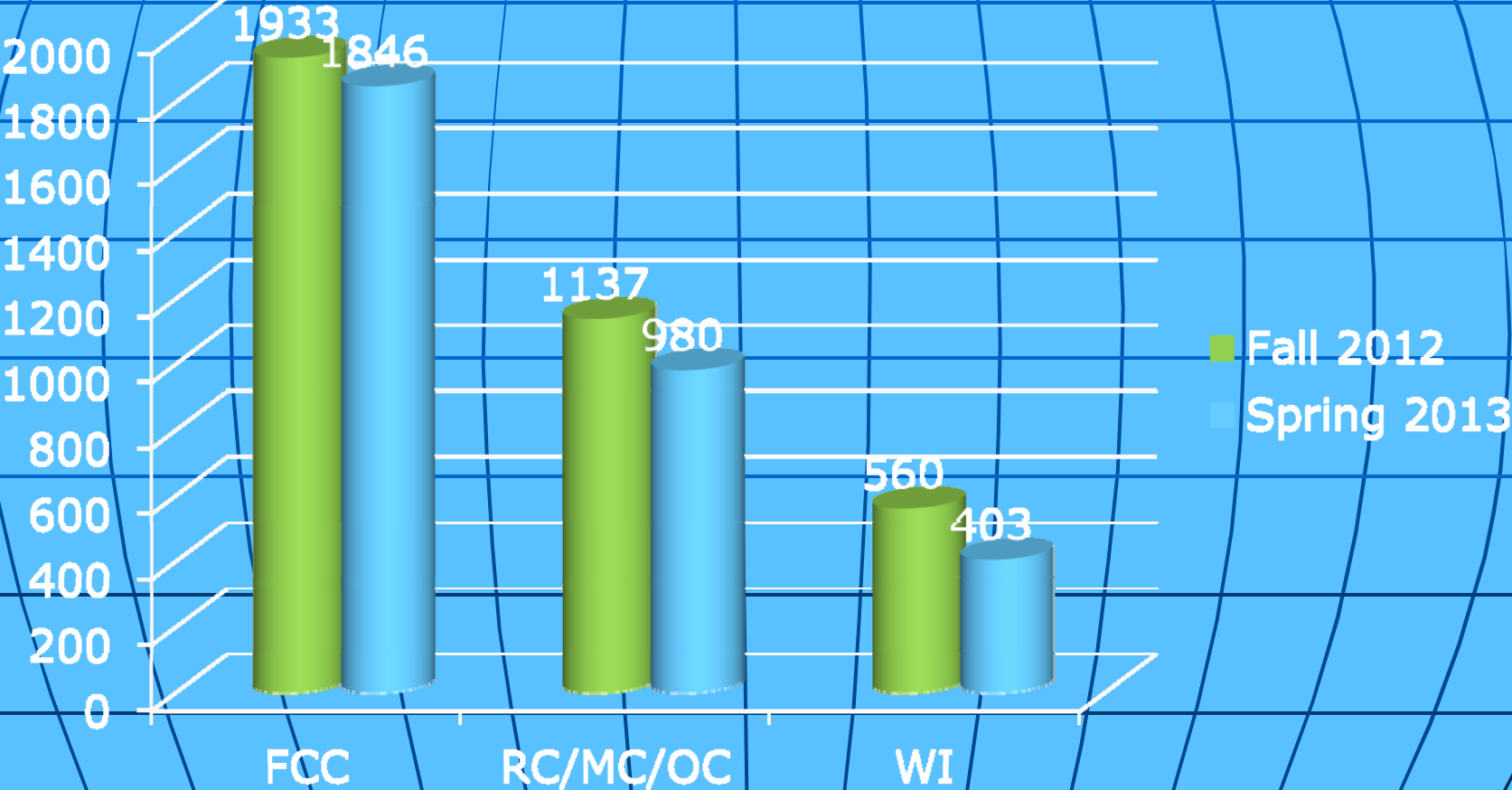


Purpose

To provide students on Level 1 probation (academic or progress) with information about probation and tools to assist them to be successful in college. Students on Academic and/or Progress Probation have holds assigned to their accounts that prevent them from registering for classes until the holds are removed.



Level 1 Data



How to Navigate the Online Probation Workshop



- Select the version – English or Accessible (for the visually impaired)
- Sign on to create an account OR view as a guest
- Select Home Campus in the District
- Complete the Knowledge Gap Assessment Pre survey
- Complete all 5 segments (a check mark will identify which segments are completed)
- Complete Checks on Learning (Embedded Quiz Questions)
- Complete the Knowledge Gap Assessment Post survey
- Complete Student Satisfaction Survey
- Print Congratulations Page (e-mailed to student & counselor)

Online Probation Workshop



Part 1: Probation Overview

- 5 Main Segments that make up the Online Probation Workshop
 - What is Probation?
 - How Did I End up on Probation?
 - What's GPA Got to do With it?
 - What Services Exist to Help Me?
 - What Can I do to Help Myself?

Online Probation Workshop



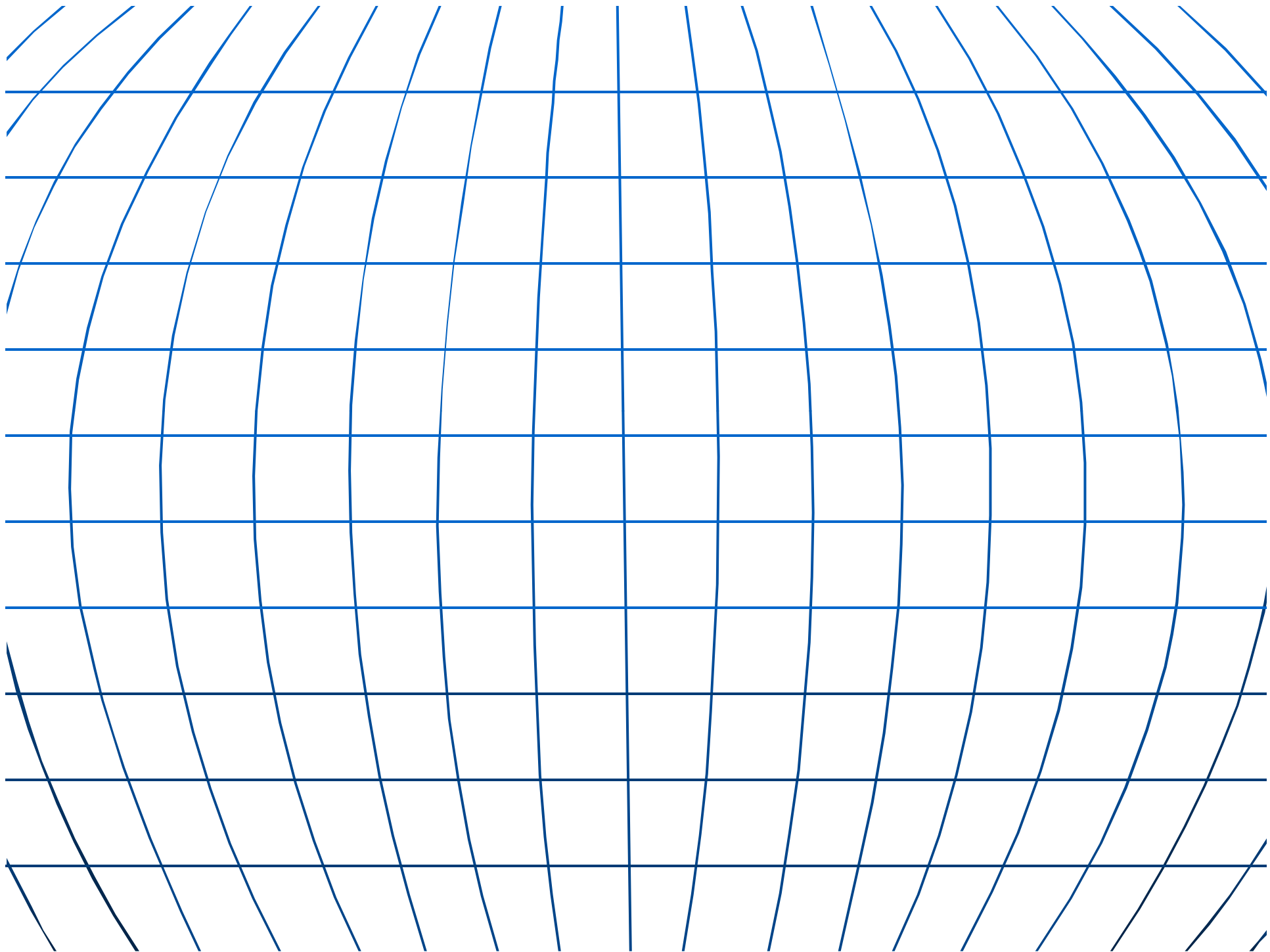
Part 2: College Success Tutorials

- Short Presentations on:
 - Active Listening
 - Note-taking
 - Reading to Answer Questions
 - Separate from Part 1 so that non-probationary students have access

Additional Features



- Provides an interactive orientation and resource for all students
- Allows you to go BACK or move forward by clicking NEXT
- Includes audio, video and text narrative
- Links for detailed information
- Data Collection & Reporting Tool





Comments & Questions

- Kelly Fowler (559) 325-5200 kelly.fowler@sccd.edu
- Doris Griffin (559) 325-5230 doris.griffin@sccd.edu
- Erica Johnson (559) 325-5220 erica.johnson@sccd.edu
- Brent Nabors (559) 325-5200 brent.nabors@sccd.edu