

Hi Ruth,

Below you will find a brief of my findings for our online student services audit. Let me know if you would like to meet to discuss anything in greater detail.

SCC Students who log in to Blackboard are directed to the SCC tab that contains SCC specific information. I am working with ITS to integrate a Student Services module for that SCC tab. The module will contain links to student services, an orientation video that orients students to the module (short video either created in-house or using the Student Services overview of your new student orientation video), and a live news feed that will grab information from each of your area's social media updates (for those areas that have a Twitter or Facebook account).

Anything I list below is just a recommendation. Please feel free to work with your departments and/or me to create a strategy that makes sense for your services.

I would recommend creating a production plan, for each of your areas. A production plan would also be good evidence for accreditation. See attached for a sample production plan. Feel free to modify it or create one that works best for you.

Transfer Center

Synopsis

The Transfer Center has several online services already available. They are very connected via social networking and use a great deal of internet-available resources.

Suggestions

- Develop a production plan
- Use CCCConfer's conferencing service to offer live meetings
- Use screen recording software to record classroom presentations, which will be made available to our online instructors to include in their Blackboard course
- Evaluate the desired outcomes of the Transfer fair and ensure that online students have access to the information and resources that lead to those outcomes.

Career Services

Synopsis

Career Services has a great deal of online resources and regular on-campus workshops.

Suggestions

- Develop a production plan
- Break down workshops into modules and deliver those modules asynchronously online using screen recording software. Consider synchronous workshops via CCCConfer (request based) when live interaction is beneficial.

- Inform Online Counseling Faculty of the Career Services online workshops and encourage them to include the workshops into their classes.
- Evaluate the desired outcomes of the Job fair and ensure that online students have access to the information and resources that lead to those outcomes. Investigate existing online job fairs.

Counseling

Synopsis

Counseling has an online orientation in production. Comprehensive online academic counseling, however, is not currently available.

Suggestions

- Develop a production plan
- Continue to work with the District Office ITS to implement a DataTel Education Plan
- Conceptualize what you want online Education Planning to look like. My suggestion would be to divide Education Planning services into three separate services:
 1. Comprehensive On-Campus Education Planning
 - The on-campus service would not change from what you are currently offering.
 2. Comprehensive Online Education Planning
 - The online service would use CCCConfer Conferencing software and the DataTel Education Planning software together to help students synchronously via the web.
 3. Asynchronous Online Education Planning
 - Another option would be to allow students to use the DataTel Education Planning software asynchronously and submit their plan for approval. A counselor could review the plan, make comments, send it back to the student for review/changes, and sign off on the plan.

EOPS/CARE

Synopsis

EOPS delivers documents and general information online. They have also made an online orientation available to their students. EOPS students must attend some campus events, however, such as academic advising and claiming book vouchers.

Suggestions

- Develop a production plan
- Determine which services are mandated to be on campus only services
- Develop workshops to be offered online

- Use Counseling Center's Educational Planning software and approach for EOPS counseling (see Counseling above).

CalWORKs

Synopsis

CalWORKs is a little different than other student services. Some of the services require verification of items that have been only accepted in person. I'll have to do some research on what other colleges are doing for online CalWORKs support.

Suggestions

- Develop a production plan
- Determine which services are mandated to be on campus only services
- Develop workshops to be offered online