Welcome to the Student Support Hub

Need help with something? Select a service below or Knock for Live Chat now.

- **Library Online**
  Connect to great MiraCosta library sources, wherever you are.

- **Tutoring Online**
  Get help with your classes even when you can't go to an on-campus support center.

- **Writing Center Online**
  Work on your writing, reading, or speeches online or on campus.

- **Counseling Online**
  Counselors help you identify your educational goals, create plans, and stay on track to completion.
GOAL

Help CCCs establish a viable online student support hub which is easily accessible to all students. Services within the hub should provide real time synchronous support i.e. real time support.
IMMEDIATE STUDENT NEED

• Student need easy access point
• Easy technical installation
• Access must be seamlessly
• Action oriented services
TECHNOLOGY ENHANCED SERVICES

ACCESS SUPPORT
Admissions & Records
Financial Aid
Bookstore
Help Desk
AI Chatbot
New Student Orientation Services

ON GOING SUPPORT
Counseling (General, EOPS etc.)
Health and Wellness
Tutoring
Library Services
Writing Centers
Student Support Help Desk
Career and Transfer Services
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- **Career Center Online**
  Select a major, find a job, or prepare for an internship - we can help online.

- **Student Help Desk**
  Get help with all your MiraCosta technology questions.
THE APP EXPERIENCE

WHEN CREATING THE HUB......

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

- **Platform**
- **Real time**
- **Action**
- **Good use of text**
○ Review the Student Hub Template

○ Building a Student Support Hub Technical Guide for Canvas LMS

○ Download the Template from Commons
BUILDING A HUB
READINESS CHECKLIST

Use CVC-OEI Checklist

USE CVC-OEI Hub Task List
Student Access

In Canvas courses
Student Services pages
Link hub to college homepage website
Questions & Contact

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