



Hub

Account



Dashboard



Courses



Groups



Calendar



Inbox



Commons



Studio



Student Support



Tech Help

Student Support

Home

Pages



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.

WHY AN ONLINE HUB

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

ONLINE STUDENT SUPPORT HUB

Centralized Online Student Support

-  Account
-  Dashboard
-  Courses
-  Groups
-  Calendar
-  Inbox
-  Commons
-  Studio
-  Student Support
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Student Support



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[Career Center Online](#)

Select a major, find a job, or prepare for an internship - we can help online. Find your bright future.



[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

The screenshot displays the MiraCosta Online Library app interface. On the left is a vertical blue navigation menu with icons for Account, Admin, Dashboard, Courses, Calendar, Inbox, Studio, Student Support, and Tech Help. The main content area is titled "Online Library" and features a search bar labeled "OneSearch for Articles, Books, and more". Below the search bar is a "LIVE CHAT" window with a "24/7 LIVE CHAT" logo and an "Ask a Librarian" link. A "Send" button is visible in the chat window. At the bottom, there are four service tiles: "Learn to Cite", "Access Databases", "Find Your Textbooks", and "Visit the Library".

Platform

Real time

Action

Good use of text

**CANVAS
IMPLEMENTATION
TECHNICAL GUIDE**



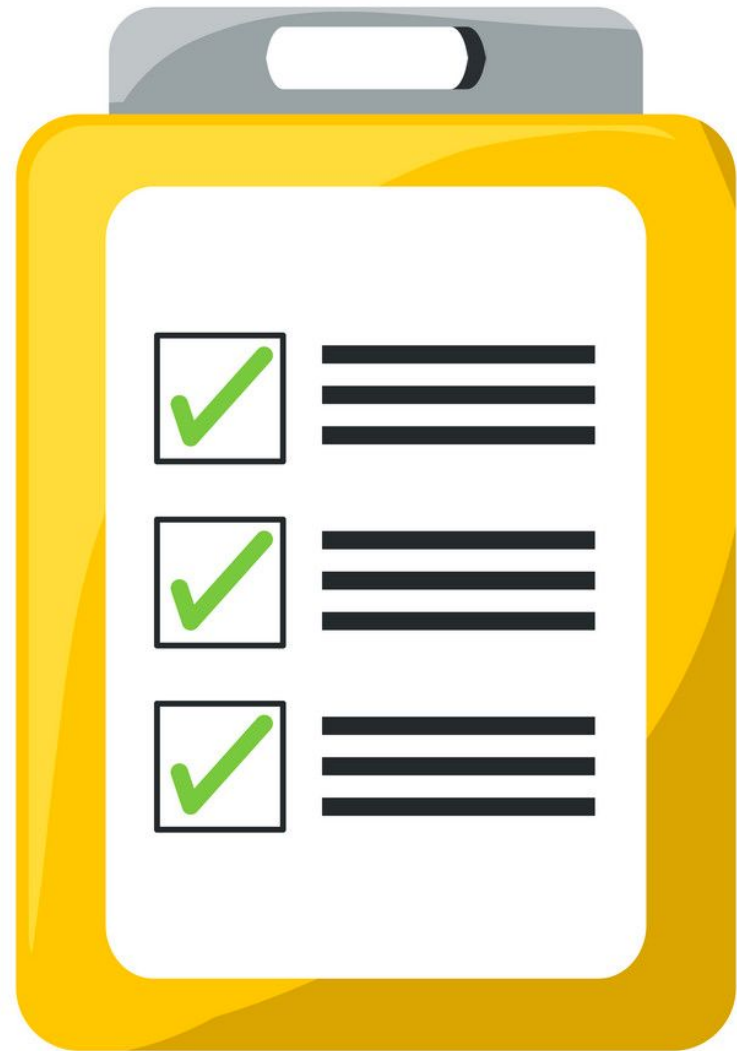
canvas

- [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



ACCESS



Student Access

In Canvas courses

Student Services pages

Link hub to college homepage website

Questions & Contact

Bonnie Peters

CSSO/Director of Student Experience, CVC-OEI

bpeters@cvc.edu

Jessica Hurtado

Program Supervisor- Student Experience CVC-OEI

jhurtado@cvc.edu

support@cvc.edu