Advancing Your College's Student Support Hub:

Maintaining Robust Access to Services Through the Student Support Hub

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California Community Colleges | California Virtual Campus

Introduction

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Series Overview

In April 2024, online education leaders from three colleges are sharing perspectives on launching, maintaining, and evolving a Student Support Hub, an important resource conceived by the CVC as a critical element of an equitable online ecosystem, in two webinars.

Webinar 1, *Introducing the Student Support Hub*, was held 4/10.

This is Webinar 2, *Maintaining Robust Access to Services Through the Student Support Hub*

Find resources for both webinars at tinyurl.com/CVCHub-Info

Today

- Recap of key ideas from the first webinar
- Sharing data from our survey (tinyurl.com/Hubs-CCC)
- Details on our hubs: services, support, maintenance, technologies, staffing, realities
- Further discussion, perhaps some participant sharing of their Hubs

Recap of Webinar 1

Student Support Hub was conceived as a key element of an online ecosystem supporting student completion and success

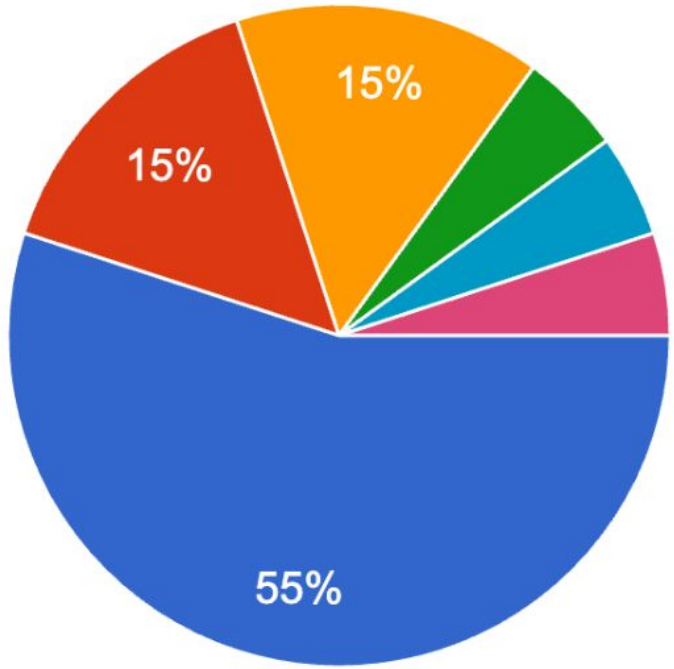
Original Hub was a collaboration between CVC-OEI and MiraCosta College, launched in 2019

Hub Design Principles

- Action-oriented
- Minimal clicks
- Consistent experience
- Equitable design

What is the current status of your Student Support Hub?

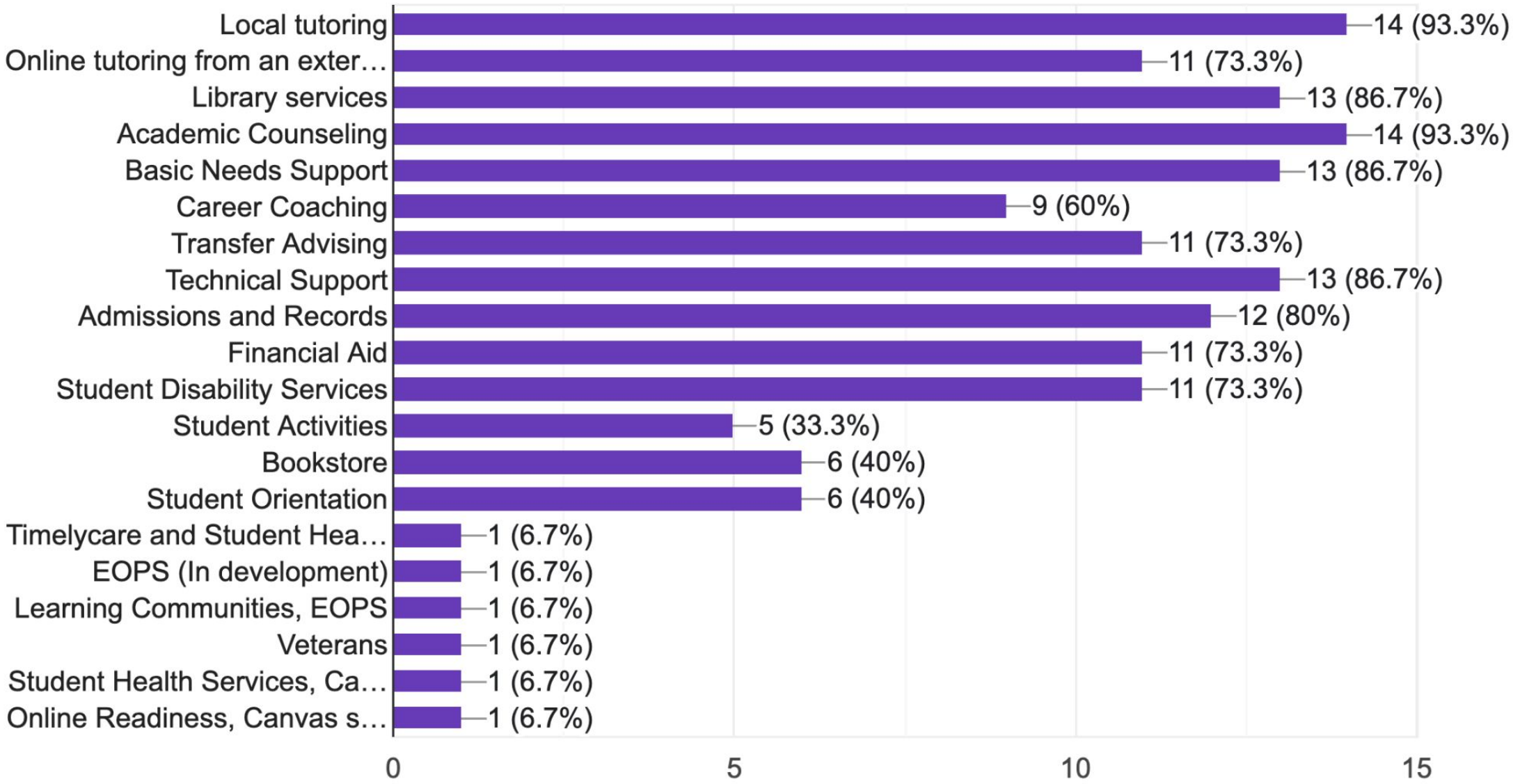
20 responses



- We have implemented a Hub in Canvas
- We have a webpage on the college website that serves as our Hub
- We don't have one, but we are working on one now
- We don't have one, but we have a plan to develop one at some point, but hav…
- We don't have one, and we have no pl…
- We don't have one, but I would like us…
- We currently have a link in the Canva…

What services are represented in your Student Support Hub? Select all that apply

15 responses



Open ended responses

Who maintains Hub pages varies but is often DE faculty/staff when the Hub is in Canvas

Some colleges have forms and workflows, but most don’t have a clear process for Hub maintenance

Many colleges indicate they are continuing online services that expanded during Covid-19, and that simply having a Hub is a win

Challenges: tracking data, maintaining information, adding services

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Services

Academics: Library and Tutoring

Holistic Support: Academic Counseling, Career Coaching, Basic Needs, Health Services

Tech Support

But not A&R, Financial Aid, SAS …

View the Academic & Student Support Services Guide for additional student support resources.
If you don't see what you're looking for below or have any questions, try the Ask the Spartan chat.

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

International Languages Resource Center
Get support for your international language classes

STEM Learning Centers
Get support for your science and math courses online.

Academic Support & Innovations
Trained peer tutors will help you with multiple classes.

Writing Center
Work on your writing, reading, or speeches online.

Academic Counseling
Counselors help you identify your educational goals, create plans, and stay on track to completion.

CARE Support
Get help finding resources on- and off-campus to support your basic needs such as food, housing, mental health, transportation, financial assistance, and more.

Student Health Services
We are open when classes are in session offering TeleHealth and TeleTherapy visits with our nurses, nurse practitioner, and mental health counselors.

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

Computer Labs
Get help with a wide range of computer and course-related questions.

IT Help Desk
Get help with your MiraCosta technology questions.

How have services been added?

Pre-launch: Very intentional communication, outreach, meetings

Post-launch: Totally idiosyncratic

But …

Scene: Last week's Student Success, Equity, and Guided Pathways Advisory group Zoom meeting

Context: Discussion of how students engage with a "cohesive support experience" across their student journey

Me: "We continue to move toward "online pathways" and it's so important to make sure there's not an assumption that some of these [supports] require on-campus presence"

Zhenya (she/her) Lindstrom to Everyone 2:30 PM

To add to Jim's point, the bundling of supports for a fully online program would also embed student and academic services that are available in the online modality

👍🏾 2

Wendy (she/her) Stewart to Everyone 2:31 PM

I agree Zhenya, we are having discussions about not just brick and mortar centers, but also how can we create parallel digital centers

Collapse All ^ 💜 1

You 2:32 PM

Let's talk about how that relates to our Student Support Hub in Canvas as you have those conversations!

❤️ 2 💜 1

You 2:33 PM

https://miracosta.instructure.com/courses/16981 - the Student Support Hub

Wendy (she/her) Stewart 2:33 PM

Absolutely, I remember working with Adrean as this was being put together!

You 2:34 PM

It's still going strong! And always open to how it can evolve.

Gregorio Reyes | He/Him/His 2:35 PM

How do students get introduced to this support available to them @Jim Julius (he/him). Through their onboarding to MiraCosta or through professor's syllabi?

You 2:37 PM

@Gregorio Reyes | He/Him/His great question ... faculty who teach online classes are expected/required to share about student support opportunities online. So we do send reminders to faculty to share this with students. Students who attend the Student Online Academic Readiness (SOAR) workshop that I lead also get to see me demo it. (We get about 1000 attendees a year at that.) But I think there are opportunities for even broader and more coordinated promotion!

❤️ 1

Gregorio Reyes | He/Him/His 2:38 PM

Too cool! Thank you for the info Jim :)

❤️ 1

Notes on our processes

- Online Instructional Technologist is primarily responsible for interfacing with service areas to ensure information is up-to-date
- Some service areas are proactive about providing updated info (push), others need to be asked (pull)
- Would love to have this be a more automated workflow with a bit more quality control
- We (Online Ed) don't really have any control over what students experience once they've clicked through the Hub to a resource page or support interface
- Still no formal plan, process, or internal guide
- Promotion of the Hub is still driven by Online Ed

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Key Services and Support

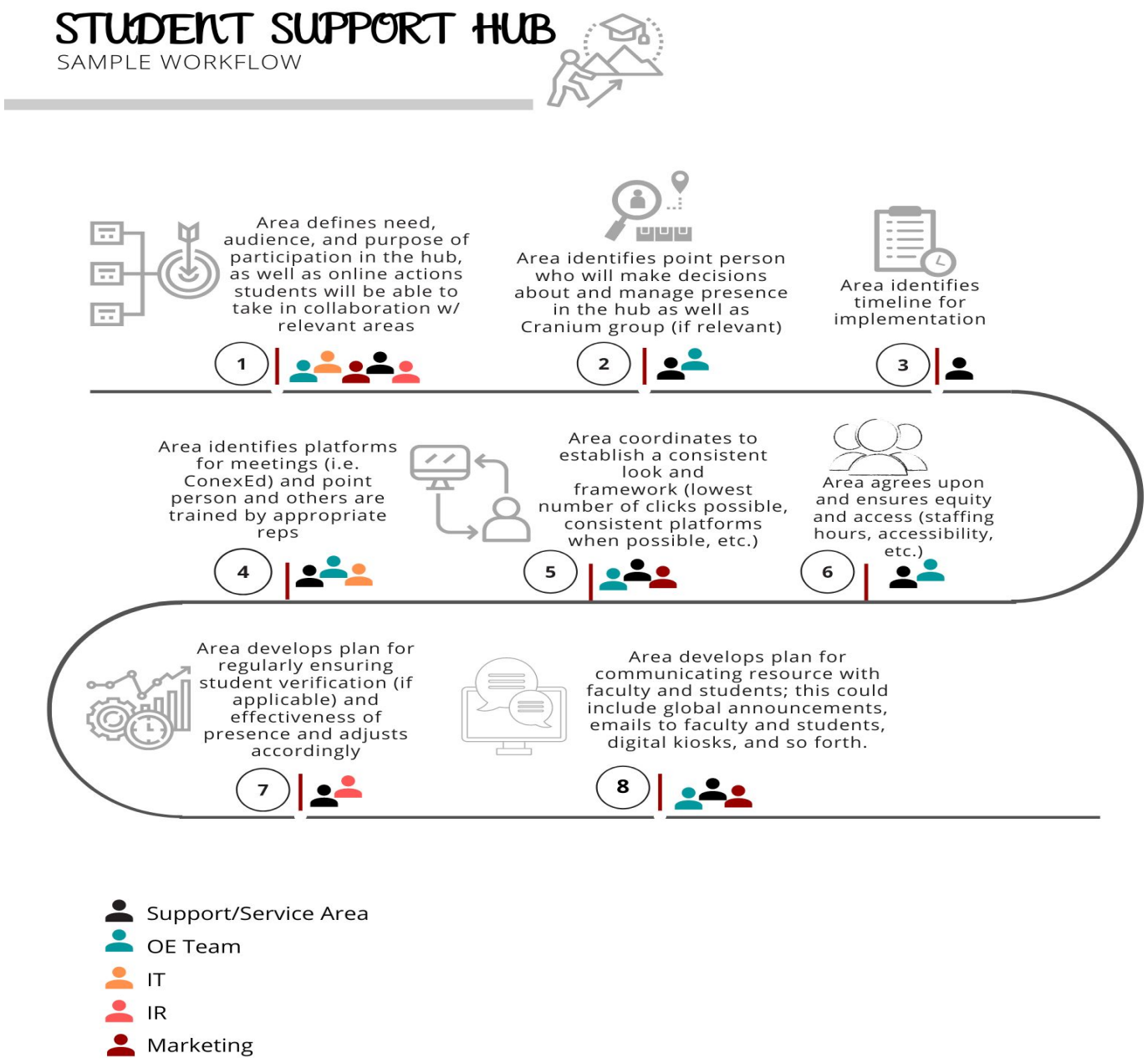
- Find models elsewhere (shoutout to MiraCosta) to share as proof of concept and find counterparts at other institutions to support problem-solving
- Use Institutional Research data to assess and demonstrate need and regularly re-assess
- Start small–find faculty and manager champions in 2-3 areas (Tutoring, Counseling, Library)
- Work with people who want to work with you–the others will follow!

Steps to including key services

- Establish and communicate clear, baseline design criteria within DE Team
  - action-oriented (app experience), minimal clicks, similar look/platforms when possible on each area's support page, etc.
- **Present, present, present** to relevant admin, faculty, and staff (DE Committee, Academic Senate, Student Services, Counseling, Library, Marketing, Tutoring Centers)
- If possible, creatively find funds to incentivize any needed training or other costs to prototype. We were able to use part of a CTE Pathways grant, but there is also a case for equity funds or other grants
- Establish a workflow for how/when/who will update, marketing, updates, point people, etc.

Ideal workflow

- Ensure optimal student experience, integrity of, and access to the Hub
- Ensure all stakeholders feel invested and confident in their role and presence
- Reduce duplication of work, platforms, etc.



Challenges/Opportunities

Challenge

- Turnover with managers and staff institutionally leads to gaps in updates and workflows
- Not a Distance Education initiative so much as an institutional need; can create issues with DE workload
- Unique cultures, workflows, experience with technology in each area make it difficult to establish consistent experience
- Staff and admin have fewer professional development opportunities at our institution
- Staff and faculty can feel frustrated with rapid changes to work

Opportunity

- With established workflow and updates, this can be readily communicated to new staff, faculty, and managers
- DE typically has a design and user experience approach that can influence other areas
- This occurs on campus as well; it's an opportunity to improve collaboration and reduce siloing
- Can bring to light the need for increased professional development opportunities (use of tech, accessibility, UX, etc.)
- With appropriate support and leadership, can be a growth opportunity

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Services

Academic Offices

Admissions & Records

Financial Aid

Counseling

Transfer

Testing

Support Services

Technical Help

Tutoring

Wellness

Disability Resource Center

Veterans

EOPS

Student Affairs

Additional Resources

Campus Community

Student Life

Library

Workforce

Science Learning Institute

Announcements

Timely Care

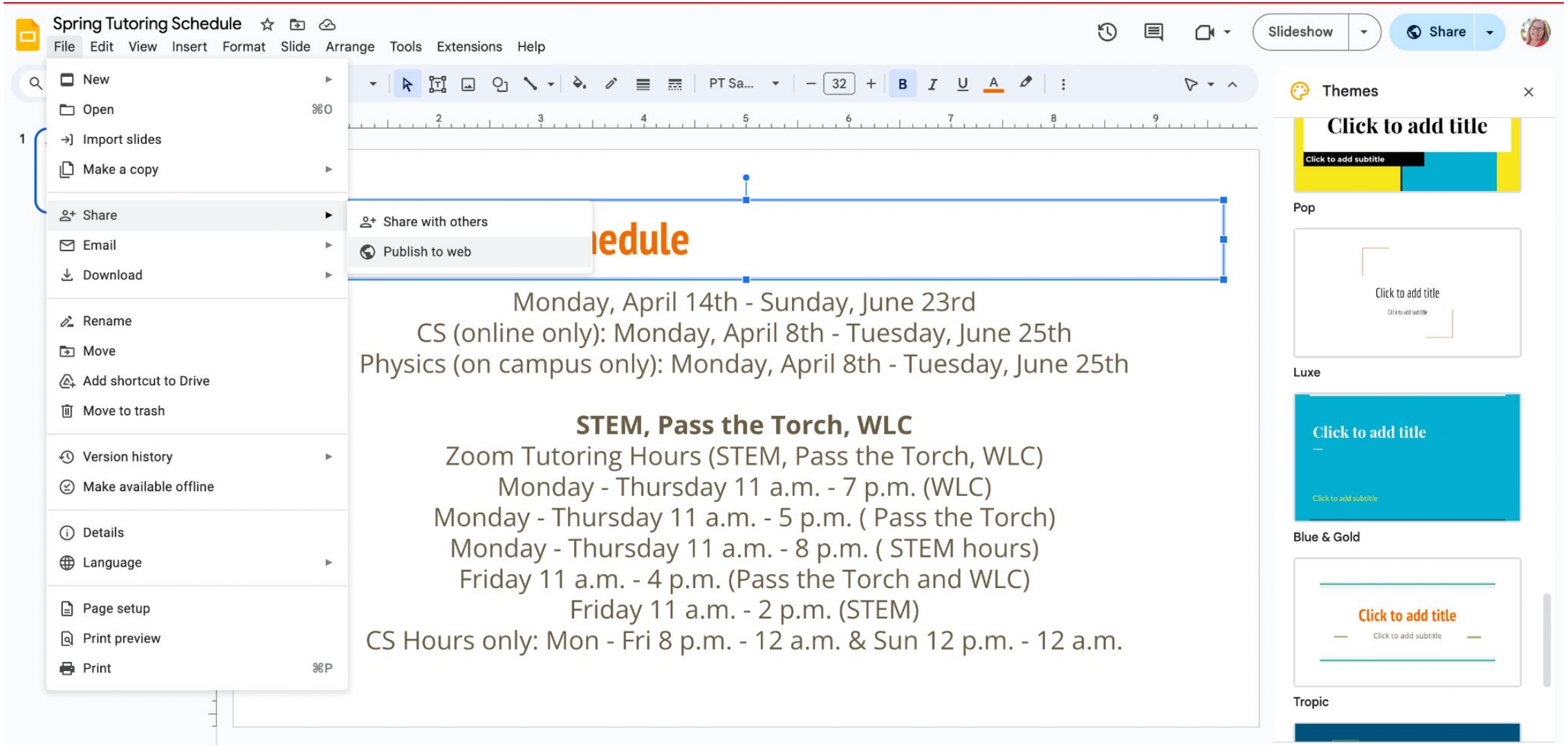
New Services

Important Events

Managing Content

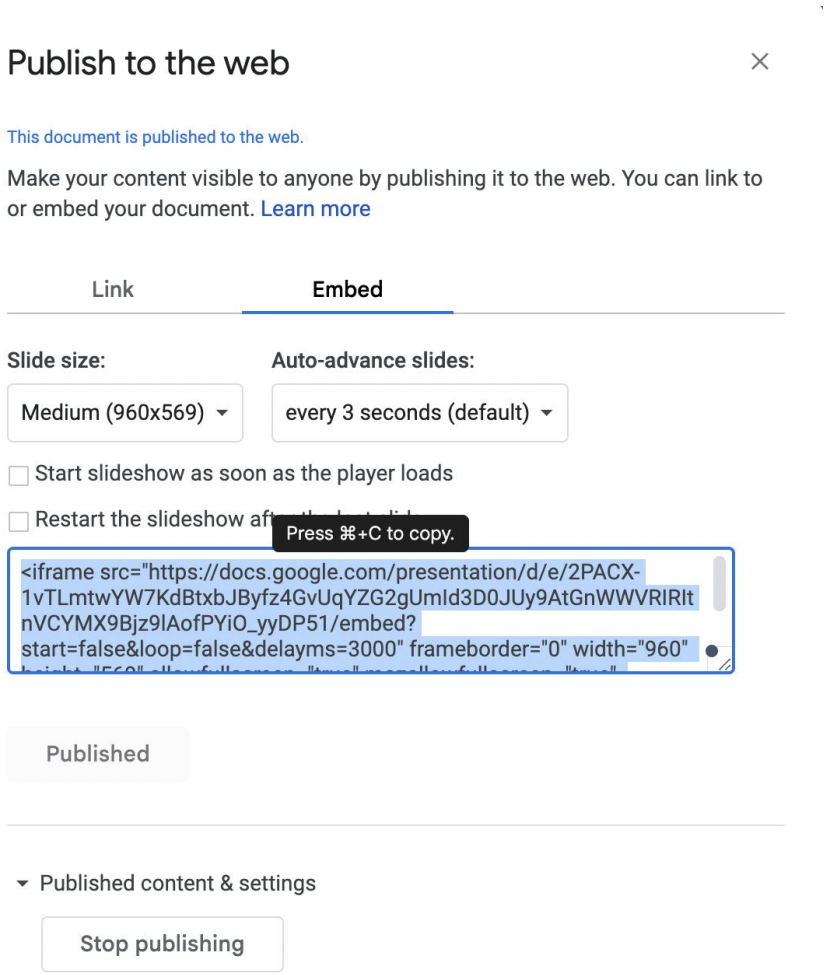
- Staying current is a challenge!
- “Announcement” spot is coveted
- Personnel move around
- Organization is a challenge!

Tutoring Hours via Google Slides



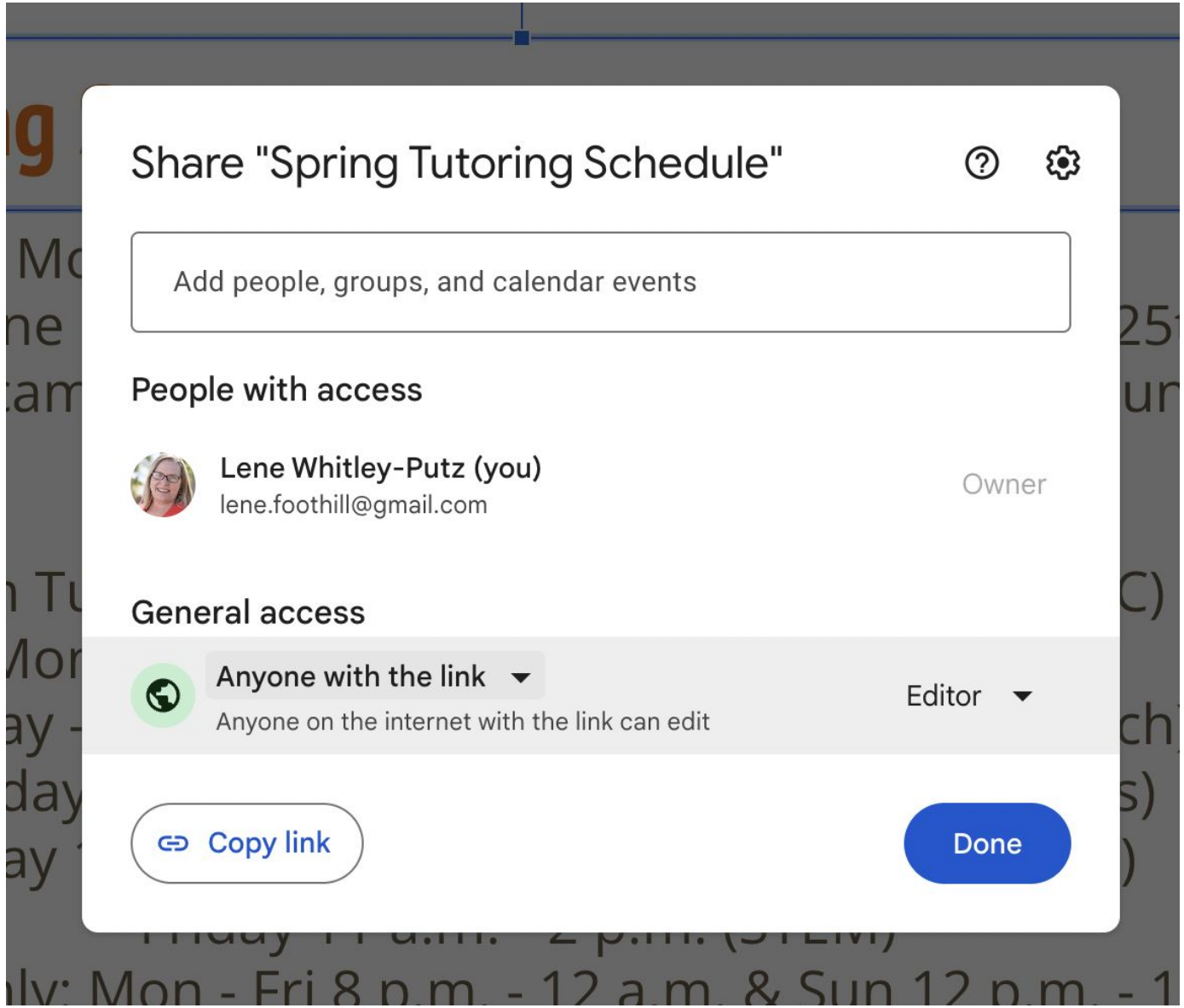
Select Embed Code

1. Keep your info on one slide
2. Select the Embed option
3. Copy your embed code
4. Don’t select start slideshow
5. Select “Publish”

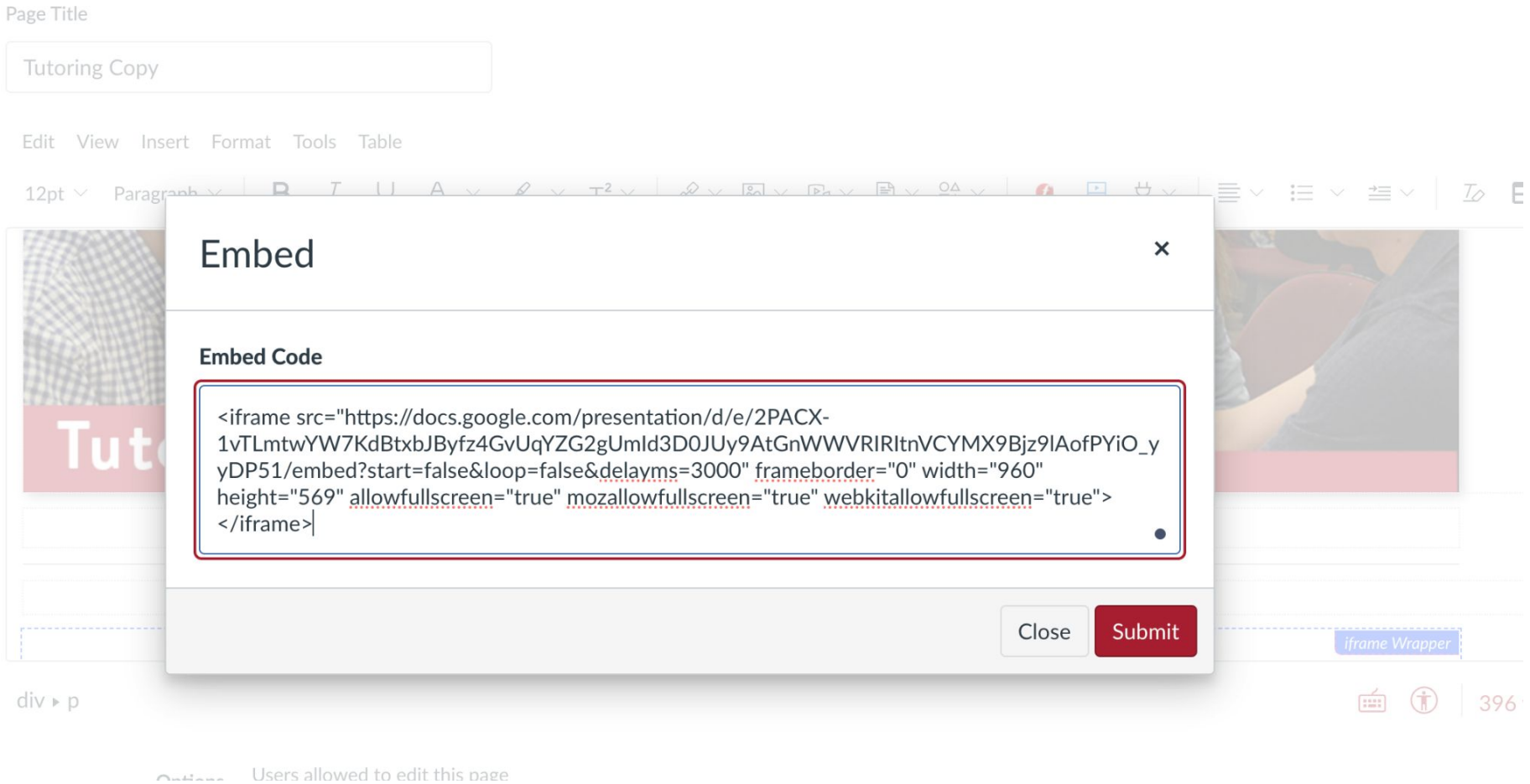


Share Permissions

Why “Anyone”?



Add the Embed Code to Canvas



Thank you!

Let’s hear from you!

Still love to have folks respond to the survey:
tinyurl.com/Hubs-CCC

We’ll continue to update the resource document:
tinyurl.com/CVCHub-Info

Thank you!

Recorded webinars and a schedule of upcoming events are available at onlinenetworkofeducators.org/spring-2024-webinars

Email support@cvc with any questions!