Advancing Your College's Student Support Hub:
Introducing the Student Support Hub

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April 10, 2024

California Community Colleges | California Virtual Campus

Presenters

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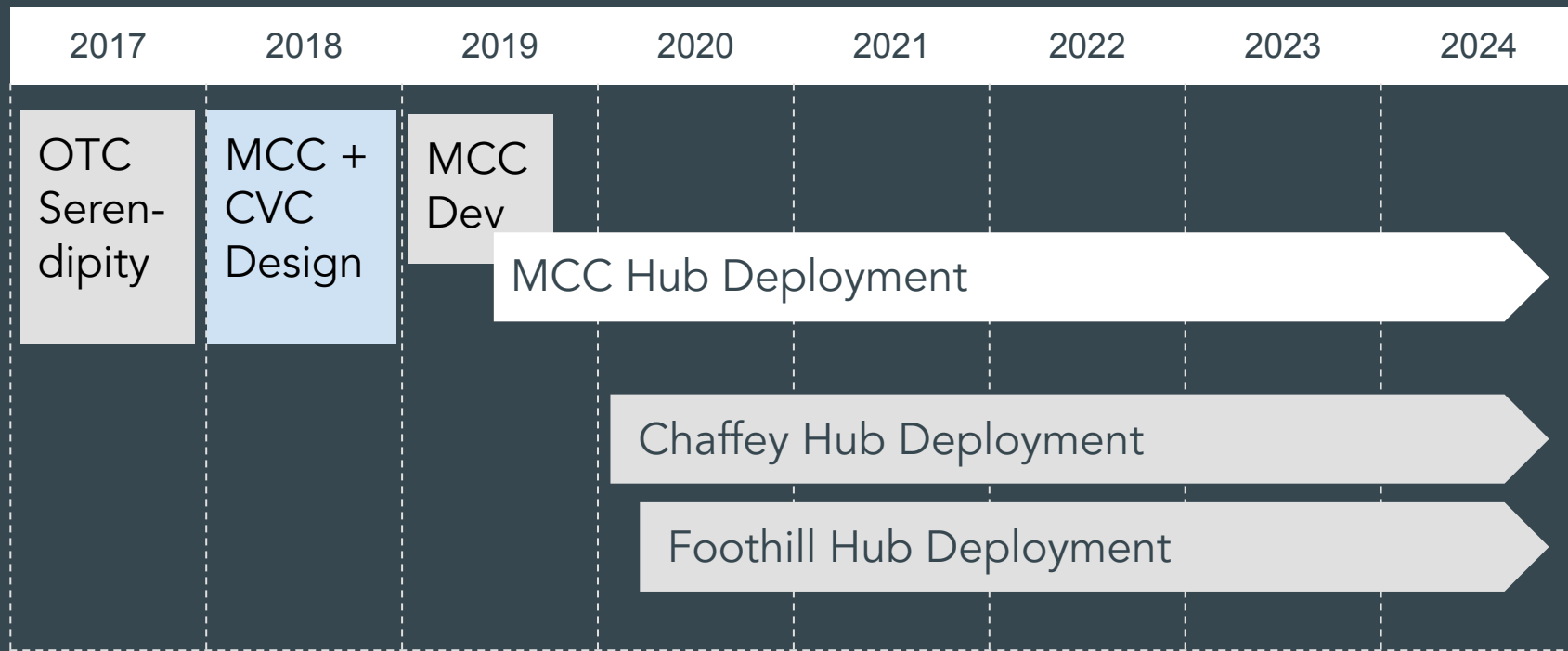Online Education

Foothill College

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.

This is webinar 1, Introducing the Student Support Hub.

Webinar 2, Maintaining Robust Access to Services Through the Student Support Hub, is on 4/24/24, at 2 pm.

Timeline

2017	2018	2019	2020	2021	2022	2023	2024

OTC Seren-dipity

MCC + CVC Design

MCC Dev

MCC Hub Deployment

Chaffey Hub Deployment

Foothill Hub Deployment

CVC-OEI

California Virtual Campus- Online Education Initiative

MISSION STATEMENT

To increase student completion of degrees, certificates and transfer requirements, by providing access to quality online courses and online support services.

System wide resources for online students

Technology resources that maximize economies of scale

System wide resources for developing high-quality online courses

CVC–OEI

GOAL
A Holistic Equitable Approach

Establish an online student support hub which is easily accessible to all students. The hub connects students to real time, synchronous **outside** of the classroom support.

California Community Colleges | California Virtual Campus – Online Education Initiative

Hub Design Principles from the beginning

Action-Oriented

Not about access to *information* but online access to *services*

Minimal Clicks

Streamlined design should connect users to the right support as easily as possible

Consistent Experience

Navigation and tools should be similar across services as much as possible

Equitable Design

Language and images should be inclusive; tech should be mobile-friendly

MiraCosta College

2024

2019

Left Navigation (MiraCosta College)

- Account
- Dashboard
- Courses
- Groups
- Calendar
- Inbox (11)
- History
- Commons
- Studio
- Student Support
- Tech Help
- Pronto

2019 Panel

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.

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.

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2024 Panel

Welcome to the Student Support Hub

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.

MiraCosta Student Support Hub Daily Page Views, Spring 2020
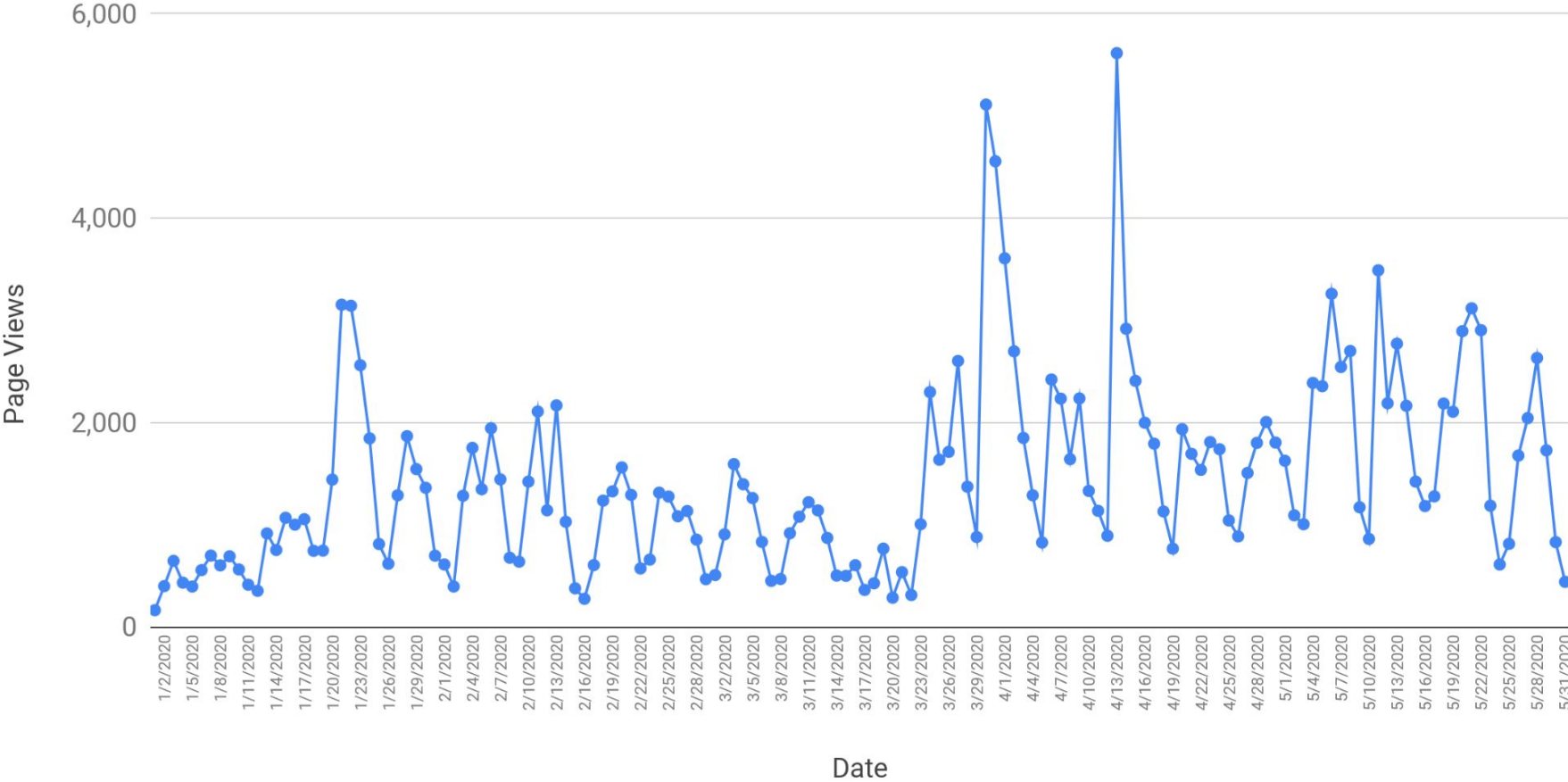
MiraCosta Student Support Hub Daily Page Views, Fall 2023
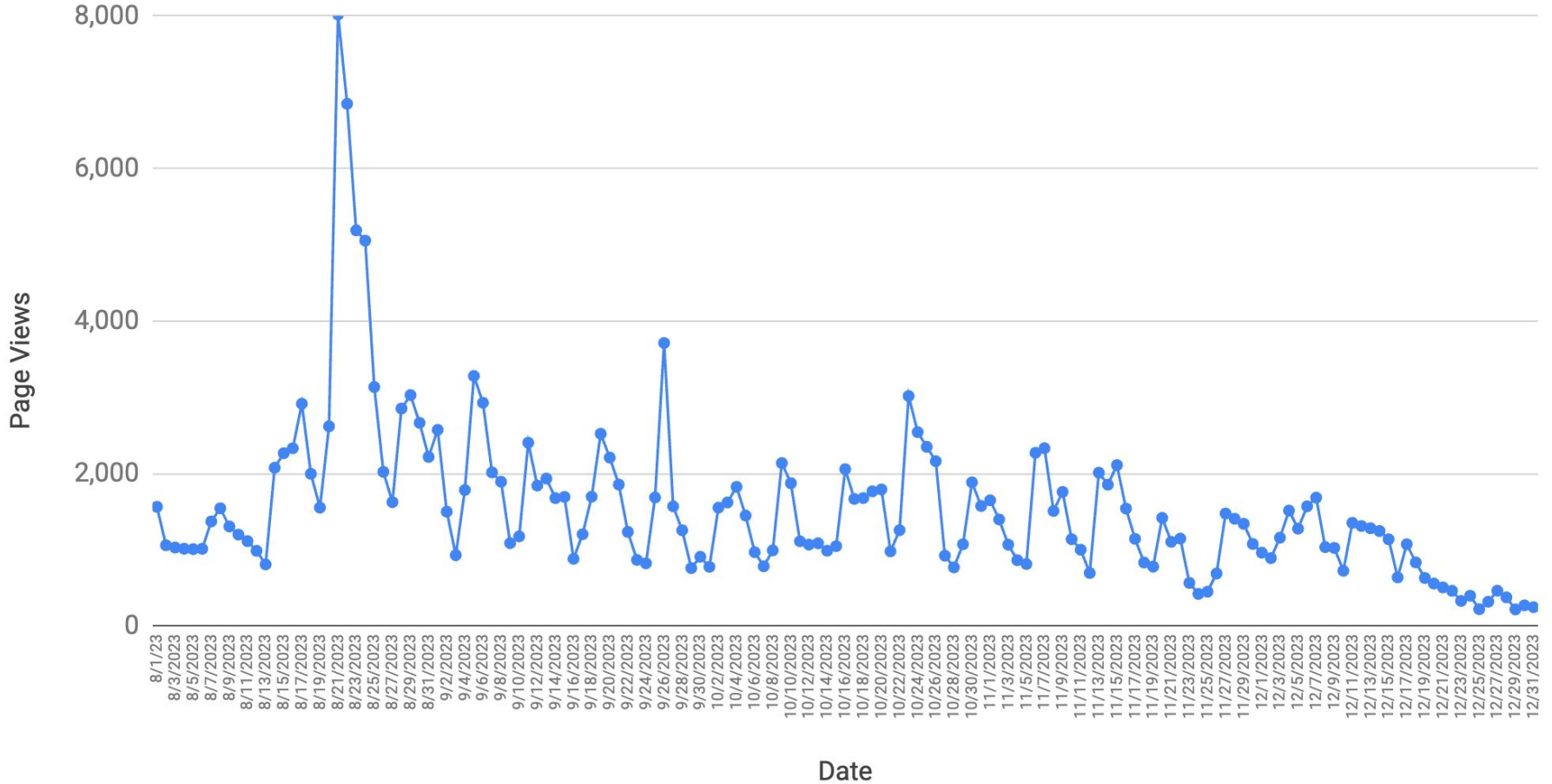
MiraCosta Hub Page Views

	Pre-Covid Spring 2020	All Online Spring 2020	Fall 2023
Monday	1105	3082	2303
Tuesday	1758	2482	2342
Wednesday	1525	2516	2005
Thursday	1641	2296	1754
Friday	1108	1921	1352
Saturday	559	1149	971
Sunday	508	931	986
Daily Avg	1172	2054	1673

MiraCosta Strengths

- Long-standing emphasis on the importance of *online support for ALL students*, including in the Online Ed Plan
- *Early adopters* in counseling and in the library helped establish vision, advocacy, and pilots
- *No retreat* from expansion of online services that occurred during Covid
- Highly capable Online Instructional Technologist to develop and maintain the Hub
- Strong student participation in online readiness workshops

MiraCosta Challenges

- Clarity on responsibilities and processes for adding, maintaining, and updating services
- Consistency across the services within the Hub
- Still recovering from an abrupt technology transition
- Still a feeling that it could be better promoted

Chaffey College

Dashboard

COMMUNICATION
DESIGN

Arts, Communication, Design ACC
ACD ACC
Departments, Committees and Student S...

FA23:
FA23:
Distanc...

VACANCIES
Student Jobs
WANTED

Student Employment
Student Employment
Online Instructional Support

MATH
MATH
2024 S...

Unpublished Courses (0)

No courses to display

STUDENT HUB

ONLINE SUPPORT AND RESOURCES

Welcome to **the Chaffey Student Support Hub**! The purpose of this resource is to provide access to live and on-demand college-wide supports. Think of this as your one-stop shop within Canvas to find multiple services to help you succeed. Start connecting with your Chaffey Network!

Live and/or Scheduled Support Services

ADMISSION & RECORDS + FINANCIAL AID
Receive live support via phone or zoom for general admissions and financial aid questions.

COUNSELING SERVICES
Schedule a session with a counselor or success coach! Create educational plans and more.

SUCCESS CENTERS TUTORING SUPPORT
Get help with your classes! Meet with a tutor, complete DLAs, and attend workshops.

LIBRARY RESEARCH HELP
Access live research help from librarians. Find ebooks, articles, videos, and more.

STUDENT SUPPORT PROGRAMS
Meet with a counselor or liaison from a variety of student support programs.

DISTANCE EDUCATION CANVAS SUPPORT
Meet with a DE Staff member for support navigating Canvas and additional online learning support.

Chaffey Hub data

- Peaks at the beginning of each term (250-300k views)
- Data is limited based on clicks and page views; will be leveraging Impact to see if these lead to an action

Interactions Over Time

Jan 2020 - Jan 2024
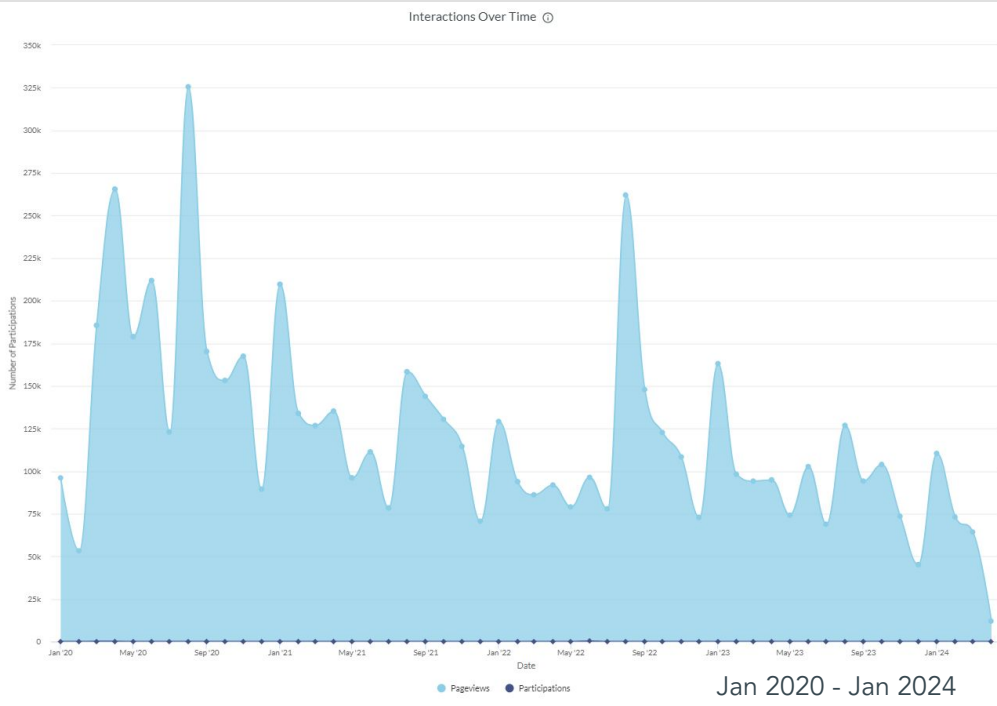
I know where to access:	% somewhat or strongly agree
Online technical support	65%
Online counseling support	74%
Online library support	64%
Online tutoring support	66%
Online Admissions & Records support	73%
Online financial aid support	74%

Spring 2022

Chaffey strengths

- We've added a items to the Student Support Hub based on feedback from past student surveys. For example, in Spring 2022, there was room to improve student knowledge of online support services, which led to a redesign and adding of additional areas (like Financial Aid and Technical Support)
- In Fall of 2022, Academic Senate recommended and added to their syllabus checklist that the Student Support Hub be the central place faculty point to for support services.
- In Summer of 2023, Admissions and Records updated their welcome package to include the Student Support Hub as an action step.
- In Fall 2023, 43% of students stated they do not know about online mental healthcare resources
- Based on feedback, we created a [direct student response](#) and promoted with Impact messaging.

Chaffey challenges

- We need a consistent workflow for establishing and updating point people and checking in with areas represented in the hub
- We need to clear out enrollments and consistently ensure uploading of current/active students
- We need to intentionally rename each file, including icons – this is an item that is tracked in both Canvas analytics and Impact.
- We need to promote/direct students to other resources within the hub (like items nested in Modules)

Foothill College

Upcoming Events for Students

Canvas

Tuesday &

New to Can
in assignme

Join

This is a message from **Foothill College**

Dashboard

Published Courses (17)

Online Learning
Online Teaching with Canvas

Online Teaching with Canvas
Online Teaching with Canvas
1

W24 C
W24
Winter

COOL
Committee on Online Learning

Left sidebar navigation:
- Dashboard
- Courses
- Groups
- Calendar
- Inbox
- History
- Commons
- Search
- TimelyCare
- Studio
- Help
- Student Support Portal
- Pronto

Second panel navigation (FOOTHILL COLLEGE):
- Login
- Dashboard
- Calendar
- Inbox
- History
- Help
- Student Support Portal

Home
Tech Ambassador

Academic Offices

A&R and Financial Aid
Admissions & Records and Financial Aid help you apply, register, obtain financial aid, verify records, and more.

Counseling
Our academic counselors help you identify your educational goals, create plans, and stay on track to completion.

Transfer Center
The Transfer Center helps support the patience, research, and hard work of transferring to a college or university.

Testing & Assessment
The Testing & Assessment Center facilitates English, ESLL, math, and chemistry assessments for placement.

Support Services

Technology & Canvas Support
Whether you're on-campus or online, Foothill provides support for technology and Canvas, our learning platform.

Tutoring
Our tutoring services offer academic support for most subjects and is available both on-campus and online.

Psychological Services
College can be overwhelming, but Psychological Services is here to offer support, with in-person and remote options.

Physical Health & Wellness
To focus on academic success, you need to feel healthy and well, so we have resources to help, like the Health Center.

Disability Resources
The Disability Resource Center is committed to empowering *all* our students with support and tools for success in college.

EOPS
Extended Opportunity Programs and Services ensures students with socioeconomic or educational barriers can excel.

Veterans
The Veterans Resource Center has supportive counselors and staff who understand the needs of former service members.

Student Affairs & Incidents
We strive to provide a caring environment for students to receive assistance and support on student rights and conduct.

Strengths

Buy In	• COVID boost • Department ownership
Streamlined Access	• Better than the website • Leads to action
In Situ	• Lives where students are • In our wheelhouse

Challenges

Updates
Staying Current
Including "new" items

Tracking Analytics
"Public" limitations
Student feedback

Canvas
Link is "below the fold"
It's not a real website

Thanks for joining us for

Advancing Your College's Student Support Hub:
Introducing the Student Support Hub
We hope to see you for our second webinar on April 24

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Please take our survey to help us learn more about where your college is with the Student Support Hub: tinyurl.com/Hubs-CCC

Resource Document: tinyurl.com/CVCHub-Info