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

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Presenters

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Chaffey College

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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.
MISSION STATEMENT

To increase student completion of degrees, certificates and transfer requirements, by providing access to quality online courses and online support services.
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.
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 Student Support Hub Daily Page Views, Spring 2020
<table>
<thead>
<tr>
<th></th>
<th>Pre-Covid Spring 2020</th>
<th>All Online Spring 2020</th>
<th>Fall 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>1105</td>
<td>3082</td>
<td>2303</td>
</tr>
<tr>
<td>Tuesday</td>
<td>1758</td>
<td>2482</td>
<td>2342</td>
</tr>
<tr>
<td>Wednesday</td>
<td>1525</td>
<td>2516</td>
<td>2005</td>
</tr>
<tr>
<td>Thursday</td>
<td>1641</td>
<td>2296</td>
<td>1754</td>
</tr>
<tr>
<td>Friday</td>
<td>1108</td>
<td>1921</td>
<td>1352</td>
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<tr>
<td>Saturday</td>
<td>559</td>
<td>1149</td>
<td>971</td>
</tr>
<tr>
<td>Sunday</td>
<td>508</td>
<td>931</td>
<td>986</td>
</tr>
<tr>
<td>Daily Avg</td>
<td>1172</td>
<td>2054</td>
<td>1673</td>
</tr>
</tbody>
</table>
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
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

![Chart showing interactions over time from Jan 2020 to Jan 2024]

### I know where to access:

<table>
<thead>
<tr>
<th>Service</th>
<th>% somewhat or strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online technical support</td>
<td>65%</td>
</tr>
<tr>
<td>Online counseling support</td>
<td>74%</td>
</tr>
<tr>
<td>Online library support</td>
<td>64%</td>
</tr>
<tr>
<td>Online tutoring support</td>
<td>66%</td>
</tr>
<tr>
<td>Online Admissions &amp; Records support</td>
<td>73%</td>
</tr>
<tr>
<td>Online financial aid support</td>
<td>74%</td>
</tr>
</tbody>
</table>
Chaffey strengths

- We’ve added 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.
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).
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

<table>
<thead>
<tr>
<th>Updates</th>
<th>Tracking Analytics</th>
<th>Canvas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staying Current</td>
<td>“Public” limitations</td>
<td>Link is “below the fold”</td>
</tr>
<tr>
<td>Including “new” items</td>
<td>Student feedback</td>
<td>It’s not a real website</td>
</tr>
</tbody>
</table>
Thanks for joining us for

Advancing Your College’s Student Support Hub:

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We hope to see you for our second webinar on April 24

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