

April 1, 2010

## COM Meeting with Counseling

### Three-Year Development Plan @ COM

There is a three-year plan to develop Distance Education (DE) at the College of Marin. The plan has two intended outcomes: to increase our online course offerings and to improve our rate of student success in online courses.

*College of Marin Strategic Plan 2009-2012; Strategic Objective 1.2.*

-The goal is to improve student retention, success, and persistence.

-Counseling/Student support has a vital role, particularly in matching students suited for DE with online courses and informing students less suited to DE about the challenges they will encounter.

### Chancellor's Office Guidelines and ACCJC Guidelines

Chancellor's Guidelines for Effective Contact:

<http://www.cccco.edu/SystemOffice/Divisions/AcademicAffairs/DistanceEducation/RegulationsandGuidelines/tabid/767/Default.aspx>

Ensuring the Appropriate Use of Educational Technology: An Update for Local Academic Senates:

[http://www.asccc.org/Publications/Papers/Education\\_Technology.htm](http://www.asccc.org/Publications/Papers/Education_Technology.htm)

ACCJC document:

<http://my.msjc.edu/web/ol/otc%20otl/Additional%20Materials/Distance%20Learning%20Manual%20Aug%202007.pdf>

What is being done to support DE students online in terms of career services, online study skills, and program advising?

What more can be done?

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**What are the 1, 3, and 5-year plans for providing DE students with online counseling support?**

**What needs to go in your unit plan?**

**Counseling in conjunction with A&R**

**-Counseling is the point of entry for many students. It also needs to be in the loop for DE students registering online (who do not come to campus).**

**-Is a pop up in Banner a possibility for making contact with DE students?**

**Circulate Profile of A Good Candidate for DE**

**“What Makes A Successful Online Student?”**

<http://www.ion.uillinois.edu/resources/tutorials/pedagogy/StudentProfile.aspx>

**Create Link to Counseling from the Distance Learning Page**

Mount San Jacinto College Online Homepage:

<http://my.msjc.edu/web/ol/studentres.htm>

**Create an FAQ**

-Sample at Chaffey College: <http://www1.chaffey.edu/onlineed/index.html>

-Sample at Houston Community College: <http://de.hccs.edu/de/additional-resources/counseling-faqs/counseling-faqs>

**Prepare an Online Student Readiness Survey/Quiz**

-Sample at Chaffey College: <http://www1.chaffey.edu/onlineed/index.html>

**Create Forum Etiquette/Safety/Privacy Guidelines for Students**

-Sample at City College of San Francisco:

<http://insight.ccsf.edu/mod/book/view.php?id=18326&chapterid=6901>

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## **Join an Online Learning Community**

-add a unit or half unit to a Learning Community, providing academic advising to a targeted at-risk population, such as Basic Skills students

### **Mount San Jacinto College Online Contact the Counselor:**

<http://www.msjc.edu/apps/pub.asp?Q=133&B=1>

### **Pilot an Embedded Counselor using discussion forums in existing DE course(s) or doing an online class visit**

### **Distance Ed Counseling Site for Houston Community College:**

<http://de.hccs.edu/portal/site/de/menuitem.2b6e81332bdb11b9759b8e10507401ca/?vgnextoid=0eba3e2b7f95a110VgnVCM2000001b4710acRCRD&vgnnextfmt=default>

**Ask DE Counseling Online Form/Online Confidentiality Form:** <http://de-counseling.hccs.edu/StudentSignIn/>

### **Sample Online Confidentiality Form**

All Internet/e-mail/telephone/face-to-face discussions are kept private except, by law, information of endangerment to others, abuse or injury to a protected group member. Limitations and/or exceptions to confidentiality include:

- when a client poses danger to self or others,
- when a protected group member (i.e. someone under age 16 or over age 65) is the victim of child/elder abuse, rape, or incest,
- when the client needs hospitalization,
- when information is needed, via subpoena, in court action,
- when a client makes a written request for the release of information to self or third party,
- and, or when the counselor confers with another HCC colleague for advisement.

Houston Community College (HCC) reserves the right to monitor Internet and email usage, and this poses the possibility that someone, an outside third party, may see the text of your e-mail. We are unable to assure the confidentiality can be maintained, but we will make every effort to assure privacy. If you are concerned about the contents of your e-mail being read by someone other than the individual you are contacting, then you should choose an alternate means of

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contact. If you believe an HCC Distance Education Counseling center staff member is behaving unethically you may contact the Distance Education Counseling Department Chair.

I have read and understand the exceptions to privacy and limits of confidentiality for the Distance Education Counseling Center.

[HELP On-line](#) University of Wisconsin's Higher Education Location Program provides student online advising and academic information:

<http://uwhelp.wisconsin.edu/> & Student Services Site:

[http://distancelearning.wisconsin.edu/student\\_services/index.cfm](http://distancelearning.wisconsin.edu/student_services/index.cfm)

### **Links**

-WCET Student Services (Western Cooperative for Educational Telecommunications): <http://www.wcet.info/2.0/index.php?q=node/329>

*Beyond the Administrative Core: Creating Web-based Student Services for Online Learners* project. The project ran from January 2000 to March 2003.

-WCET web pages tagged "Best Practices:"

<http://www.wcet.info/2.0/index.php?q=taxonomy/term/79>

-Center for Transforming Student Services: [www.CENTSS.org](http://www.CENTSS.org)

### **From Online Teaching Conference 2009**

**-“Online Student Services for the 21st Century,” OTC 2009, by Dr. Shalomon Duke:**

As education becomes increasingly digital, and courses and degrees are added to the virtual environment, student services must evolve with instruction.

Delivering services to students who may or may not be physically located near the institution presents a unique challenge. This session will provide you with a working example of the services Coastline Community College is currently offering to students who are learning by distance.

**-“Advising and Supporting Online Learners: A Three-Phase Model,” OTC 2009, by Dr. Silvia Braidic and Dr. Liz Gillette**

The online advisement model provides a planned sequence of strategies, procedures and policies for student advising at every phase of a student's life. In an online environment, it is essential to create a sense of community, not only in courses, but also through advisement. Collaboration among faculty advisors,

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students, and mentors is necessary in developing these communities. The online advisement model will address three specific phases: 1) Institution and Program Online Advisement Components; 2) Peer Mentoring/Advising; and 3) Professional Mentoring while in the Field - The Virtual Coaching/Mentoring Academy.

**-“The Practical Aspects of Counseling Online at Community Colleges,” OTC 2009, by Bonnie Peters**

Since 2006, online counseling at San Diego City College has been fully interactive. We have successfully addressed both the issues of ethic FERPA (privacy act) and the challenges of face-to-face versus online counseling sessions. We offer synchronous and asynchronous services to students. In 2007 we received the Center for Transforming Student Services’ (CENTSS) best practice seal, and were publicly recognized as a best practice for online student services.

**Literature Review**

Floyd, Deborah L., and Deborah Casey-Powell. “New Roles for Student Support Services in Distance Learning.” *New Directions for Community Colleges* 128 (2004): 55-64. Print.

LaPadula, Maria. “A Comprehensive Look at Online Student Support Services for Distance Learners.” *American Journal of Distance Education* 17.2 (2003): 119-128. Print.

Linder, Andrew. “Virtual Universities Need Real Guidance Counselors.” *Distance Learning 2001: Proceedings of the Annual Conference on Distance Teaching & Learning* (17th, Madison, Wisconsin, August 8-10, 2001) Web. 15 July 2009. <[http://www.uwex.edu/disted/conference/Resource\\_library/proceedings/01\\_77.pdf](http://www.uwex.edu/disted/conference/Resource_library/proceedings/01_77.pdf)>.

Simpson, Ormond. “The Impact on Retention of Interventions to Support Distance Learning Students.” *Open Learning* 19.1 (2004): 79-95. Print.