Providing Comprehensive Student Support Services Online

Denise Swett, EdD
Foothill College, CA
&
Christina Royal, PhD
Cuyahoga Community College, OH
What Students Want

1 out of 4 prospective students have dropped a college from consideration due to a bad web experience

2010 survey Noel-Levitz Inc.
57% of students say if the content on a college’s Website is unhelpful, they will probably take it off their list.

2010 survey Noel-Levitz Inc.
Insights and Strategies for…

New ideas and resources for focused and comprehensive online services for students that engage them and support their success……
Learning Outcomes

- Gain insights on various formats and methods for providing online student support services
- Learn strategies for gaining college support and participation for adding online tools
- Acquire knowledge about commercial options
- Utilize examples presented to enhance your online options
What college services do you think are the most important to provide online?

<table>
<thead>
<tr>
<th>Tutoring</th>
<th>Online classes</th>
<th>Concurrent enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration</td>
<td>Transfer information</td>
<td>Parent’s information</td>
</tr>
<tr>
<td>Applying</td>
<td>Career guidance</td>
<td>Campus Safety information</td>
</tr>
<tr>
<td>Orientation</td>
<td>Veterans services</td>
<td>Learning &amp; Study assistance</td>
</tr>
<tr>
<td>Academic</td>
<td>Disabled Student Services</td>
<td>Financial Aid assistance</td>
</tr>
<tr>
<td>Advising</td>
<td>Adding/Dropping Classes</td>
<td>Peer advising</td>
</tr>
<tr>
<td>Grades</td>
<td>Degree/Certificate evaluation</td>
<td>Student Success</td>
</tr>
<tr>
<td>Transcripts</td>
<td>Residency determination</td>
<td>workshops</td>
</tr>
<tr>
<td>Counseling</td>
<td>Outreach</td>
<td></td>
</tr>
<tr>
<td>College information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Are there any services that should NOT be delivered online? Why?
Who are we trying to serve?
How do we know its working?
Top Online Services

ASK Foothill
My Portal
CCC Apply
Counseling
Bookstore
Transcripts
DegreeWorks
StudentLingo
Foothill Global Access
Online Classes
Foothill Global Access
Student Resources
5,800 hits a week = 5,800 fewer phone calls & emails

1,200 Questions & Answers in the Knowledge Base
MyPortal is your secure gateway to a variety of online services provided to Foothill-De Anza Community College District students and employees. Get connected and explore!

**Secure Login**

- **Campuswide ID:**
  - What is my campuswide ID?
  - I don't know my password.
- **Password:**
  - Enter your password.
- **Login** button

**What's Inside?**

- Academic Records
- Account Balances
- Class Rosters
- Financial Aid Status
- Grades
- Personalized Announcements
- Placement Test Results
- Registration Tools
- Student Parking Permits
- Transcripts and more!

**First Time Logging In?**

See the [First-time Login Guide](#) for step-by-step instructions on setting up your account.

**Having problems?**

Go to the [MyPortal FAQ page](#).

**Guest Parking**

Guest parking is available for those without a MyPortal account at both Foothill and De Anza colleges.
CCCApply.ORG is your online gateway to the California Community Colleges. Each year at our 112 colleges, nearly three million students from all over the world build their career skills, prepare for transfer to four-year colleges and universities, or simply enrich their lives through learning.

- **Explore**
  - What the Colleges Offer
    Learn about the colleges and their wide-ranging educational programs.
  - Find the College for You
    Compare colleges, tour campuses online, and much more.
  - FAQs
    Find answers to Frequently Asked Questions about attending college.

- **Apply**
  - Regular Applications
    All U.S. residents should use the standard CCCApply application.
  - Applying in Spanish
    Many colleges offer applications in Spanish.
  - International Applications
    Some colleges offer special applications for international students.

- **Financial Aid**
  - Can I Afford College?
    Yes, you can! We'll show you how.
  - Where Can I Get Help?
    There are many sources of financial aid. We'll help you find them.
  - How Do I Apply?
    There are usually just a few simple steps. We'll lead you through them.
Welcome to Our Online Advising Forums!

Online Advising Forums are moderated by Jerry Cellilo, Fatima Jinnah, and Isaac Escoto

If you can’t make it to campus to see a counselor, the online advising forums may be a great alternative for you!

The Forums are publicly viewable and several people may be reviewing responses. Do NOT post your SSN, phone number, or personal information. If you have personal or private questions, meet with a Foothill counselor in person or over a phone conversation. You can make an appointment via the Online Appointment link. Thank you.

BEFORE you post a question:
1. View the Frequently Asked Questions for questions and answers most students have asked.
2. Read the Counseling webpage for additional counseling help.
3. Search the forums - as 80% likely that your question has already been asked and answered.
- Note the different forums and choose what you feel is the best one for your question (we check all forums).
- Do not duplicate the same question in different forums (we check all the forums).
- You are welcome to join in an existing question thread and add a posting.

AFTER you post a question:
- Go back in 48 hours and check the reply. If you are not satisfied with the answer or need more information post a follow up question using the same thread.
- Other counselors and students will also post answers to your questions.
- Check back more than once in case a counselor (Jerry, Fatima or Isaac) has added any additional information.
Staying Competitive
Outsourced
• Transcripts
• eTranscripts
• Enrollment Verification
• Parking Permits
## Foothill College Student Workshops

**FOOTHILL COLLEGE**

[www.foothill.edu](http://www.foothill.edu)  Upgrade. Advance.

<table>
<thead>
<tr>
<th>Academic &amp; Career Exploration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximize Your College Experience</td>
</tr>
<tr>
<td>Exploring Careers &amp; Choosing A Major</td>
</tr>
<tr>
<td>Resume Writing &amp; Cover Letters</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Management</td>
</tr>
<tr>
<td>Financial Literacy</td>
</tr>
<tr>
<td>10 Steps To Financing Your Education</td>
</tr>
</tbody>
</table>

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>What It Takes To Be A Successful Student</td>
</tr>
<tr>
<td>Mastering The Interview</td>
</tr>
<tr>
<td>Understanding &amp; Conquering Procrastination</td>
</tr>
<tr>
<td>Stress Management</td>
</tr>
</tbody>
</table>

**StudentLingo**

[www.studentlingo.com/foothill](http://www.studentlingo.com/foothill)

Focused On Student Success
**DegreeWorks**: Web-based academic advising, degree audit, and transfer articulation tools to help students and their advisors negotiate Foothill’s curriculum requirements.
Best Practices for Distance Education
Focused Tools

Online Learning Tour

Students who participate in an online learning tour prior to taking an online class are more likely to succeed in their learning experience. This tour should take no more than 30 minutes to complete. It should be completed prior to enrolling in an online course.

This tour will provide you with relevant information about online learning requirements, and it will answer many important questions:

What is online learning?
Who is online learning for?
What technical knowledge is expected?
What technology is needed?
How are online courses structured?
How are online courses laid out?
What is a typical online session?
What is there to do?
How do I get feedback?
Any good tips to suggest?
What did you learn so far?

Please complete the orientation in full.
Click on the arrow to begin.

This orientation was originally developed by Vivie Sinou as part of a grant from the Chancellor's Office, CA, 1999-00, and was adapted for Foothill College. The pages were designed with ideas from Maricopa Center for Learning & Instruction, Illinois Online Network, and input from members of the California Community College Distance Learning Consortium.
Guided Support

Foothill Global Access
Online Students

**Etudes Login**

- Home
- Announcements

**Students**
- Get Started
- Registration
- Course Info
- Degrees
- Counseling
- Help Center
- Resources

**Faculty**
- Support
- Training
- Resources
- About Etudes
- Schedule
- Deadlines

**Contact Us**

---

**Learning and Study Aids**

**Note Taking & Learning Skills**
- Cornell Note Taking system
- Dartmouth Learning Strategies videos

**Peer Tutoring**
- OpenStudy
- P2PU

**Writing**
- Purdue Online Writing Lab
- A Writer's Reference

**Plagiarism Tutorials**
- Warning Signs and Prevention
- Plagiarism Tutorial
- Student Tutorial: Avoid Plagiarism
- You Quote It, You Know It!
- How to Recognize Plagiarism
- Plagiarism Self-Test
- MicroModule: Plagiarism

**StudentLingo Videos**
- Maximize Your College Experience
- What It Takes To Be a Successful Student
- Time Management
- Understanding & Conquering Procrastination
- Stress Management
- Discover Your Learning Style
- Test Anxiety - Strategies to Help You Succeed
- Study Tips & Note-taking Strategies
- Understanding & Avoid Plagiarism

**Research**
- CLIP videos
- Virtual Training Suite for Internet Research Skills
- Internet Detective
- Research Methods Knowledge Base

**General Education**
- Khan Academy videos
- Saylor.org
- Open University Learning Space
Technical Problem Report Form

Contact Information

NOTE: Many login problems can be easily resolved by simply resetting your MyPortal password. Please try to reset your password first. If the process still does not help, then fill out the form below. We will review the details and contact you. Click here to reset your password.

What is your full name?

If you are a Foothill or De Anza student, please enter your 8-digit campuswide ID:

What is your e-mail address?

In case we need to talk to you, what is your phone number?

What is the date and time you experienced this problem?

Your Institution:

- Foothill College
- De Anza College
- Central Services

Your Location:

- On Campus
- Off Campus

Are you an international student?

- Yes
- No

Your Internet Connection Type:

- Dial-up
- Broadband (DSL, Cable, etc.)

Your Operating System and Version:

- [ ] Windows

Your Web Browser and Version:

- [ ] Internet Explorer

You are using MyPortal in:

- [ ] Fall 09
- [ ] Winter 09
- [ ] Spring 09
- [ ] Summer 09
- [ ] Fall 08
- [ ] Winter 08
- [ ] Spring 08
- [ ] Summer 08
- [ ] Fall 07
- [ ] Winter 07
- [ ] Spring 07
- [ ] Summer 07

Problem Description:

List applications running at the time the problem occurred:

- [ ] Anti-virus
- [ ] Firewall
- [ ] Pop-up Blocker
- [ ] Any browser
Improve Routine Practices
## Online Tutor
Features of Top 5 Websites

### Features of Top 5 Online Tutor Websites

<table>
<thead>
<tr>
<th>Feature</th>
<th>Tutor Vista</th>
<th>Tutor</th>
<th>Smart Thinking</th>
<th>Growing Stars</th>
<th>e-Tutor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Bangalore, India</td>
<td>NY, NY</td>
<td>Wash-DC USA</td>
<td>Cochi, India</td>
<td>Chicago, IL</td>
</tr>
<tr>
<td>White-board</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Chat</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Voice (VoIP)</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Open</td>
<td>24/7</td>
<td>24/7</td>
<td>24/7</td>
<td>Shr Sun-Thur</td>
<td>Email 24/7</td>
</tr>
<tr>
<td>Grade Level</td>
<td>K-12 College</td>
<td>4-12</td>
<td>K-12 College</td>
<td>K-12</td>
<td>K-12</td>
</tr>
<tr>
<td>Tutors</td>
<td>MS+ 5 yrs</td>
<td>Bs - In College</td>
<td>MS</td>
<td>MS+ 10 yrs</td>
<td>HS Teachers</td>
</tr>
<tr>
<td>Tutors Certified</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Program Type</td>
<td>Unlimited</td>
<td>Per Minute</td>
<td>Per Hour</td>
<td>Per Hour</td>
<td>Lesson Module</td>
</tr>
<tr>
<td>Pricing</td>
<td>$100/month</td>
<td>$28-30/hr</td>
<td>$30-35/hr</td>
<td>$15-20/hr</td>
<td>$99-150/mod</td>
</tr>
<tr>
<td>Additional</td>
<td>Unlimited Tutoring</td>
<td>10 min Free</td>
<td>Writing Lab</td>
<td>1-week Risk Free</td>
<td>Online School</td>
</tr>
</tbody>
</table>

[Click Here for Reading Activities]
Interactive Online Services

• Assessment & Placement
• Rental Housing Listings
• Financial Aid
• Career Services
• Transfer Center
• Ride Sharing
• EOPS
Welcome to Pierce College Student Online Services, which allows you to access a number of college services from anywhere, anytime. Here are some of the services available:

**SCHEDULING TOOLS**
Access Pierce's online advising and scheduling resources to find your advisor, look up faculty office hours, check the availability of classes, plan your schedule, and search the online course catalogs.

**REGISTRATION AND RECORDS**
Here, you can look up your registration date, register for classes, check your status on any wait lists, view your schedule, and check your grades and transcripts.

**AFFORDABILITY**
Use these tools to check the status of your financial aid, pay your tuition or fees online using a credit card or e-payment to pay for tuition, testing, and admissions fees, and look up important tax credit information.

**FAQS**
Use this section to troubleshoot common problems, including how to get your Student Identification Number and PIN.

---

"It takes someone with a vision of the possibilities to attain new levels of experience. Someone with the courage to live his dreams." - Les Brown
Important Considerations

- Purpose
- Expected outcomes
- Student’s point of view
- Practical
- Track
- Currency
- Management
- Homegrown vs. Commercial
Taking it to the Next Level
Best Practices at Cuyahoga
Why a focus on eSupport Services?

- Student expectations are changing
- Technology has evolved
- Globalization
- Sustainability and going “green”
- Competition
9 hours = number of hours adults are exposed to screens

Illustration: Jason Lee
Source: Wired Magazine
Which e-services should we consider?

- e-Advising
- e-Library
- Online Tutoring
- Virtual Office Hours
- e-Application
- Online Registration
- Online New Student Orientation
- Financial Aid Support
- Portal: my transcripts, my bills, my Tri-C card
My “ah-ha” moment
Case #1: e-Advising

QUICK LINKS

- Counseling Center-Home
- Academic Advising
- Career Counseling
- Student Success Workshops
- General Studies Courses
- New Student Orientation
- Transfer Center
- E-Advising Request Information
- Personal Counseling

Online advising services are offered by Cuyahoga Community College to assist students in reaching their academic goals. It is important that you supply the most accurate and appropriate information specific to your needs.

Information about you is confidential. Communications will be accessible to the Family Educational Rights and Privacy Act (FERPA), when requesting or only replying to your official college email account. After you submit your request, counselor within 2 (2) business days.

Top Questions
- How do I apply as a VISITING STUDENT?
- How do I request a PREREQUISITE OVERRIDE?
- What happens if I have to REPEAT a CLASS?
- How do I run a DEGREE AUDIT REPORT?

First Name: *
Last Name: *
Student No: 
Email: * (Tri-C email preferred)
Address: *
Cty: *
State: *
Zip Code: *

Other ONLINE RESOURCES:
- Academic Calendar
- ask TRI-C
- College Catalog
- Course Search
- Financial Aid
- Programs & Certificates
- Standards of Academic Progress (SAP)
- Student Handbook
Case #2: Online Tutoring

- **Problem:** student success online courses
- **Methodology:** Smarthinking
- **Results:** 4,825 online tutoring sessions to date
- **Biggest Surprise:** # of f2f students utilizing this service
- **Current State:** Exploring alternative models
Tutoring and Student Success

Tutoring reinforces fundamentals for students

http://www.youtube.com/watch?v=N5KW1aVIp2w
Case #3: Orientation

Orientations Online

A student new to Tri-C?
New Student Orientation is a required experience for all new students. You can take this in person at a campus or online. This orientation focuses on counseling, registration, logging onto your email, and other support services.

A student new to eLearning?
The eLearning Orientation is a collection of great resources that allows you to select what information will be the most helpful to you.

Start New Student Orientation
Start eLearning Orientation
<table>
<thead>
<tr>
<th></th>
<th>SUN</th>
<th>MON</th>
<th>TUE</th>
<th>WED</th>
<th>THU</th>
<th>FRI</th>
<th>SAT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>бавка</td>
<td>1 am</td>
<td>1 am</td>
<td>1 am</td>
<td>1 am</td>
<td>1 am</td>
<td>1 am</td>
<td>1 am</td>
</tr>
<tr>
<td></td>
<td>2 am</td>
<td>2 am</td>
<td>2 am</td>
<td>2 am</td>
<td>2 am</td>
<td>2 am</td>
<td>2 am</td>
</tr>
<tr>
<td></td>
<td>3 am</td>
<td>3 am</td>
<td>3 am</td>
<td>3 am</td>
<td>3 am</td>
<td>3 am</td>
<td>3 am</td>
</tr>
<tr>
<td></td>
<td>4 am</td>
<td>4 am</td>
<td>4 am</td>
<td>4 am</td>
<td>4 am</td>
<td>4 am</td>
<td>4 am</td>
</tr>
<tr>
<td></td>
<td>5 am</td>
<td>5 am</td>
<td>5 am</td>
<td>5 am</td>
<td>5 am</td>
<td>5 am</td>
<td>5 am</td>
</tr>
<tr>
<td></td>
<td>6 am</td>
<td>6 am</td>
<td>6 am</td>
<td>6 am</td>
<td>6 am</td>
<td>6 am</td>
<td>6 am</td>
</tr>
<tr>
<td></td>
<td>7 am</td>
<td>7 am</td>
<td>7 am</td>
<td>7 am</td>
<td>7 am</td>
<td>7 am</td>
<td>7 am</td>
</tr>
<tr>
<td></td>
<td>8 am</td>
<td>8 am</td>
<td>8 am</td>
<td>8 am</td>
<td>8 am</td>
<td>8 am</td>
<td>8 am</td>
</tr>
<tr>
<td></td>
<td>9 am</td>
<td>9 am</td>
<td>9 am</td>
<td>9 am</td>
<td>9 am</td>
<td>9 am</td>
<td>9 am</td>
</tr>
<tr>
<td></td>
<td>10 am</td>
<td>10 am</td>
<td>10 am</td>
<td>10 am</td>
<td>10 am</td>
<td>10 am</td>
<td>10 am</td>
</tr>
<tr>
<td></td>
<td>11 am</td>
<td>11 am</td>
<td>11 am</td>
<td>11 am</td>
<td>11 am</td>
<td>11 am</td>
<td>11 am</td>
</tr>
<tr>
<td></td>
<td>noon</td>
<td>noon</td>
<td>noon</td>
<td>noon</td>
<td>noon</td>
<td>noon</td>
<td>noon</td>
</tr>
<tr>
<td></td>
<td>1 pm</td>
<td>1 pm</td>
<td>1 pm</td>
<td>1 pm</td>
<td>1 pm</td>
<td>1 pm</td>
<td>1 pm</td>
</tr>
<tr>
<td></td>
<td>2 pm</td>
<td>2 pm</td>
<td>2 pm</td>
<td>2 pm</td>
<td>2 pm</td>
<td>2 pm</td>
<td>2 pm</td>
</tr>
<tr>
<td></td>
<td>3 pm</td>
<td>3 pm</td>
<td>3 pm</td>
<td>3 pm</td>
<td>3 pm</td>
<td>3 pm</td>
<td>3 pm</td>
</tr>
<tr>
<td></td>
<td>4 pm</td>
<td>4 pm</td>
<td>4 pm</td>
<td>4 pm</td>
<td>4 pm</td>
<td>4 pm</td>
<td>4 pm</td>
</tr>
<tr>
<td></td>
<td>5 pm</td>
<td>5 pm</td>
<td>5 pm</td>
<td>5 pm</td>
<td>5 pm</td>
<td>5 pm</td>
<td>5 pm</td>
</tr>
<tr>
<td></td>
<td>6 pm</td>
<td>6 pm</td>
<td>6 pm</td>
<td>6 pm</td>
<td>6 pm</td>
<td>6 pm</td>
<td>6 pm</td>
</tr>
<tr>
<td></td>
<td>7 pm</td>
<td>7 pm</td>
<td>7 pm</td>
<td>7 pm</td>
<td>7 pm</td>
<td>7 pm</td>
<td>7 pm</td>
</tr>
<tr>
<td></td>
<td>8 pm</td>
<td>8 pm</td>
<td>8 pm</td>
<td>8 pm</td>
<td>8 pm</td>
<td>8 pm</td>
<td>8 pm</td>
</tr>
<tr>
<td></td>
<td>9 pm</td>
<td>9 pm</td>
<td>9 pm</td>
<td>9 pm</td>
<td>9 pm</td>
<td>9 pm</td>
<td>9 pm</td>
</tr>
<tr>
<td></td>
<td>10 pm</td>
<td>10 pm</td>
<td>10 pm</td>
<td>10 pm</td>
<td>10 pm</td>
<td>10 pm</td>
<td>10 pm</td>
</tr>
<tr>
<td></td>
<td>11 pm</td>
<td>11 pm</td>
<td>11 pm</td>
<td>11 pm</td>
<td>11 pm</td>
<td>11 pm</td>
<td>11 pm</td>
</tr>
</tbody>
</table>

- **Work**
- **Sleep**
- **Meals**
- **Homework**
- **Class**
- **Entertainment**
- **Commute**
- **Housework**
- **Family**
- **Exercise**
- **Other**
Plan Your Week

How You Spend Your Time

- Work: 17%
- Sleep: 35%
- Meals: 11%
- Homework: 5%
- Class: 4%
- Entertainment: 3%
- Commute: 7%
- Housework: 2%
- Family: 5%
- Exercise: 1%
- Other: 2%

It is very important to schedule your time. Using a calendar is an effective tool for planning what to do, and then making sure you have time to do it.

EXIT ACTIVITY
Have questions about financial aid?
Learn about financial aid and money basics through these short video clips.

Welcome to Cuyahoga Community College

Welcome!

Begin by watching the introductory segment or by clicking on any of the clips below, which are organized by topic in various playlists.

GET STARTED

Search
CENTSS

- Center for Transforming Student Services (CENTSS)
- Based on WCET’s best practices in student services
- Benchmarking and audit tool
- 31 e-student service audits are available
- Provides data comparisons between the individual institution and the aggregate group results
CENTSS Audits

31 Student Service Audits

- Student Communities Suite
  - Student activities
  - Student population segments

- Communications Suite
  - Student-to-student
  - Faculty-to-student
  - Institution-to-student
  - Staff-to-faculty

- Administrative Core
  - Admissions
  - Registration
  - Student accounts
  - Student records
  - Financial aid
  - Schedule of classes
  - Course/program catalog

- Personal Services Suite
  - Orientation
  - Personal counseling
  - Career counseling
  - Wellness services
  - Financial planning
  - Placement services
  - Ethical and legal services

- Academic Services Suite
  - Academic advising
  - Technical support
  - Academic counseling
  - Retention services
  - Bookstore
  - Tutoring
  - Library
  - Assessment and testing
  - Developmental education services
  - Disability services
To view data for a specific service, click on the name of the service from the list on the left to drill down to Service Detail.

To compare current audit with a previous audit, choose one of your previous audits using the pulldown menu below.

Hover mouse over icons and bars to reveal more information (applies throughout report).
Online Audit Final Report

Hot Spot Data

Hot Spots represent specific areas within each service that may warrant special attention.

**Build your own list of hot spots**

Click the Gather Hot Spots button to generate a list of Questions that score one or more generations lower than the average for the Service to which the Question belongs. Click to the specific Question Detail page by clicking on the Question items in this list.

To add other Question items to this list that fall outside of the prescribed criteria (i.e., a score of one or more generations lower than the Service average,) add those from the Question Detail page.

Questions that appear on this list will be flagged on Detail pages.

To delete items from this list, click the red X.

![Gather Hot Spots](image)

**Current Hot Spots**

<table>
<thead>
<tr>
<th>Hot Spot Questions</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Services Suite: Bookstore</strong></td>
<td></td>
</tr>
<tr>
<td>Q4: Find out the bookstore's refund policy</td>
<td></td>
</tr>
<tr>
<td>Q5: Get help from the bookstore staff</td>
<td></td>
</tr>
<tr>
<td><strong>Academic Services Suite: Disability Services</strong></td>
<td></td>
</tr>
<tr>
<td>Q1: Access all student services provided by the institution on the web</td>
<td></td>
</tr>
<tr>
<td>Q3: Locate the requirements for me to receive specialized services</td>
<td></td>
</tr>
<tr>
<td>Q7: Get assistance in making special arrangements for exams through ATEC</td>
<td></td>
</tr>
<tr>
<td><strong>Academic Services Suite: Library</strong></td>
<td></td>
</tr>
<tr>
<td>Q2: Find out about services provided by the library</td>
<td></td>
</tr>
<tr>
<td>Q6: Access research tutorials</td>
<td></td>
</tr>
<tr>
<td><strong>Administrative Core: Student Accounts</strong></td>
<td></td>
</tr>
<tr>
<td>Q2: Contact Student Accounts Office:</td>
<td></td>
</tr>
<tr>
<td>Q8: Determine payment deadlines:</td>
<td></td>
</tr>
<tr>
<td><strong>Personal Services Suite: Wellness Services</strong></td>
<td></td>
</tr>
<tr>
<td>Q5: Access online help services for information about immunizations</td>
<td></td>
</tr>
<tr>
<td><strong>Student Communities Suite: Student Activities</strong></td>
<td></td>
</tr>
<tr>
<td>Q1: Find a friend’s phone, e-mail, and address</td>
<td></td>
</tr>
<tr>
<td><strong>Student Communities Suite: Student Population Segments</strong></td>
<td></td>
</tr>
<tr>
<td>Q5: Find information about health and other types of insurance</td>
<td></td>
</tr>
</tbody>
</table>
Why was the process successful?

Making the business case
One College Approach to Distance Learning

Corporate College, DL Modalities
Faculty, Deans, TV Production, FBS, Institutional Research, Distance Learning

Distance Learning, Library/TLCs/AECs, Support Services
Students, Faculty, Deans, TSR, Corporate College, Enrollment Mgmt

Faculty, Deans, Library/TLCs/AECs, Student Preparedness
Counseling, Distance Learning

Faculty Development, Faculty, Deans, Faculty Development
Institutional Research, Distance Learning

Faculty, Deans, Continuing Education, Hybrid/Fully Online
Corporate College, Distance Learning

Managed Growth/Scalability
Distance Learning

OneCollege

Faculty, Deans, Marketing, TSR, Managed Growth/Scalability
Distance Learning
What we have established though our research is that intensive student engagement is key to student success and needs to happen early and often in community college students. This is true in the online environment, and it just has to be done in different ways.

— Kay McClennen, Director of the Center for Community College Student Engagement
Commercial Resources

IntelliResponse
Next generation web self-service (Foothill College: ASK Foothill)
http://www.intelliresponse.com/

Student Lingo
Interactive on-demand workshops focused on helping students achieve their goals (Foothill College)
http://www.innovativeeducators.org/category_s/77.htm

Credentials Solutions, Inc.
Online transcripts and parking permits (Foothill College)
http://www.credentialssolutions.com/

HigherOne
Financial Aid disbursement (Foothill College)
http://www.higherone.com/index.php?option=com_content&view=article&id=35&Itemid=70
ETUDES
Turn-key, fully-managed course management solution (25 California Community Colleges)
http://etudes.org/

Sungard DegreeWorks
Web-based academic advising, degree audit, and transfer articulation tools (Foothill College)
http://www.sungardhe.com/Solutions/DegreeWorks/

Hobsons’ EMT Connect
Student communication, recruitment and enrollment management (California Polytechnic State University)

Smart Thinking:
Online Tutoring/academic support (Anne Arundel Community College)
http://www.smarthinking.com/
Literary Resources


Guidelines for Creating Student Services Online
WCET LAAP Project: Creating Web-based Student Services for Online Learners, by Pat Shea and Sue Armitage http://wcet.wiche.edu/wcet/docs/beyond/phases.pdf
THANK YOU FOR JOINING US!

Denise Swett, EdD
Acting Vice President,
Student Development & Instruction
Foothill College, CA
swettdenise@foothill.edu

Christina Royal, PhD
Associate Vice President,
eLearning & Innovation
Cuyahoga Community College, OH
christina.royal@tri-c.edu