



PCCD's Online Student Services and Support

Prepared by the PCCD Distance Education Committee - Spring 2019

Project 2.1 in the PCCD Distance Education Plan is to conduct a “district-wide needs assessment of student support and learning support services available to online students.” Below is a summary of the findings of that needs assessment.

Application, Assessment, and Orientation

Current Online Services: Prospective students can explore, get information, and apply online through the new MyPath Portal. Some required forms are available online and can be submitted via email.

Needs:

- Updated online orientation.
- Adoption and implementation of Guided Placement tool in MyPath.
- Integrate functionalities in MyPath with Guided Pathways philosophy, to further enhance students' ability to explore careers, programs, and services available to them at Peralta.

Registration, and Admission & Records Processing

Current Online Services: Students register for classes online via Passport. Some Admission & Records forms are available online and can be submitted via email.

Needs:

- PeopleSoft improvements to ensure stability of student information system platform.
- Integrate all student resources to be available through one single sign URL.
- Improve workflow and processes to increase online access and automation, i.e. enabling students to enter permission codes directly to register for classes.

Financial Aid

Current Online Services: Students apply for financial aid online via the US Department of Education online FAFSA. Some forms are available online and can be submitted via email.

Needs:

- Enable students to view awards, submit documents, and perform other tasks online to facilitate verification, packaging, and awarding.
- Complete the adoption of online California College Promise Grant application (Formerly BOG waiver).

Counseling

Current Online Services: Students can access a variety of information online, and get email or phone responses to counseling questions.

Needs:

- Implement an online counseling tool, consistent across the four colleges, that allows synchronous, online counseling sessions.

Student Success Support

Current Online Services: Recent adoption of STARFISH Early Alert allows instructors to flag students based on attendance or progress, and it allows students to request assistance.

Needs:

- Continue to customize and increase the utilization of STARFISH.
- Implement a mapping tool to that allows students to develop a pathway and stay on track.
- Implement accessibility software to facilitate confidential information sharing about student accommodations across the colleges

Tutoring

Current Online Services:

Online tutoring is available to all students in Canvas via NetTutor, however, use is dependent on instructors making it available to students and is therefore limited.

Needs:

- Select and implement one online tutoring service across all four colleges.
- Staff and student tutors to provide online tutoring and instructional support to students.
- Designated spaces on campuses where students can access computers.

Library

Current Online Services: Students can access a variety of online library resources at all four colleges, and can link to those resources from within their Canvas courses.

Needs:

- Expand online reserves and resources.
- Extend online reference assistance and support services (e.g. nights and weekends).
- Develop and offer innovative information literacy resources.

Proctoring

There are currently no online proctoring services provided by the district or by the colleges.

Needs:

- Implement proctoring software into Canvas.

Notes

- ⇒ All of the above should be implemented for use on mobile devices
- ⇒ All of the above must meet high accessibility standards
- ⇒ All of the above will require professional development for staff, faculty, and administrators
- ⇒ Many of the above are predicated on successful completion of a PeopleSoft upgrade