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