

**Distance Education Committee  
Meeting Minutes of February 2, 2021**

Present: Karen Bishop, Brandon Hall, Joy Lawrence, Roberto Maqueda, Sarah Phinney, Thad Russell, Arlitha Williams-Harmon

1. **Minutes** from 12/1/20 approved.
2. **CVC-OEI Exchange implementation at KCCD** – This is still on-hold with no timeline to restart it.
3. **OEI Rubric Training** – Sarah is currently setting up new online training on the CVC-OEI rubric. The most recent Consortium contract states that in addition to local POCR that colleges need to have rubric training available for faculty. The committee suggested that we offer a variety of training opportunities. Some of the suggestions were for some very brief overviews, focusing on only a couple of criteria at a time, along the lines of the Quick Tips Webinars. Another suggestion was to have focused workshops, perhaps following a training where faculty could work on their courses and receive assistance from others/each other. It was suggested that for this last idea to be successful we would need to work to ensure faculty felt it was a safe space to open up their courses for critique.
4. **Long-term funding for local POCR** – Arlitha gathered information about the committee's/college's goals for local POCR as well as what the requirements are under the consortium agreement. Some of the issues identified were:
  - a. As a consortium college we must have a certified local POCR process, but no firm deadline for this.
  - b. To become POCR certified, we need to internally align three courses to the rubric and then have those courses reviewed by @ONE and come to agreement on our reviews. Once completed we will have a certified POCR process.
  - c. If we go with the proposal of stipends totaling \$2000 per course for local POCR, that means we need funding of \$6000 to get local POCR certified.
  - d. Once we are certified as a local POCR college, we have two years to align 20% of our online sections to the rubric.
  - e. Can we focus on certain divisions/areas to being with?
  - f. Arlitha will look into options and report back to the committee in March
  - g. Karen suggested that some divisions may want to request staff development funding to go towards helping faculty align courses. She proposed this idea to her division, but it was rejected. However, it's worth suggesting to other divisions as they may have different ideas.
5. **Student Services Update** – Roberto sent out an update on the activities of student services in support of our online students. (see attached)
6. **Next Meeting: March 2<sup>nd</sup>.**

# “Ask A Counselor A Question”

October 2019 - January 2021

“Ask a Counselor a Question” is an online feature that allows students to submit their questions online via email 24 hours a day, 7 days a week. This feature is accessible for students on the Porterville College Website. Students who submit their questions need to provide the following information: name, email address, student id, phone number, student type and subject line along with their message. This information allows the Online Counselor to better assist students or direct them to a specific department for further assistance.

The chart below represents the number of email responses our Online Counselor has received via “Ask a Counselor a Question.”

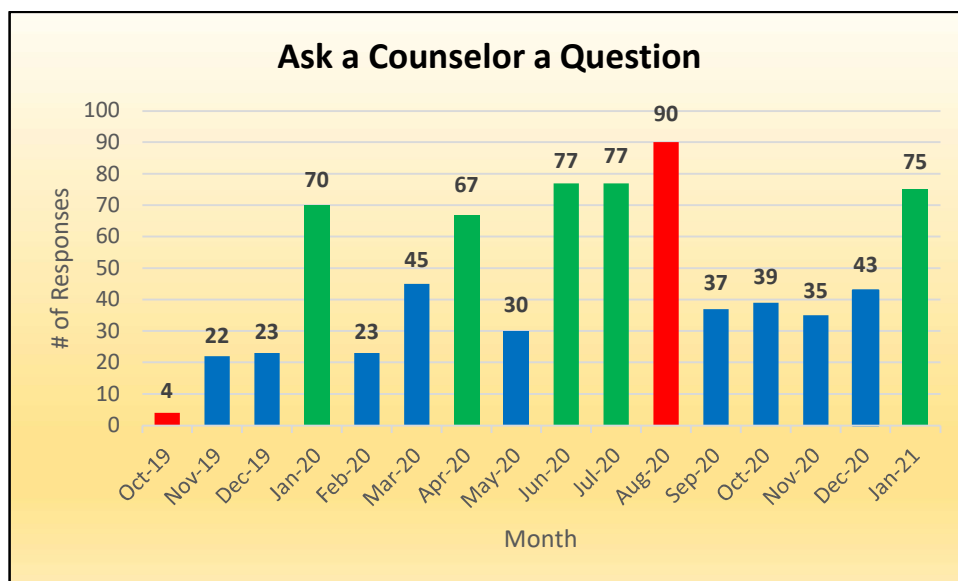
**From October 2019 – January 2021 there were a total of 757 students who submitted their questions through “Ask a Counselor a Question”**

- October 2019 - February 2020 (before online transition) there was an average of **28 emails per month**.
- March 2020 – January 2021 (after online transition) there is an average of **56 emails per month**.



Month	#
Oct-19	4
Nov-19	22
Dec-19	23
Jan-20	70
Feb-20	23
Mar-20	45
Apr-20	67
May-20	30
Jun-20	77
Jul-20	77
Aug-20	90
Sep-20	37
Oct-20	39
Nov-20	35
Dec-20	43
Jan-21	75

Total: **757**



## “Online Counseling”

With the change to the virtual environment in Spring 2020, all in person services were transitioned to online services. Cranium Café was used as our main online platform system to continue providing online services to students. To help with the transition, a series of Cranium Café sessions as well as one on one sessions were conducted by our Online Counselor. Counselors and Academic Advisors who attended the training learned to utilize the different functions of Cranium Café to conduct online sessions with students. Our Online Counselor also put together a Cranium Café Training Guide to provide additional support for the staff.

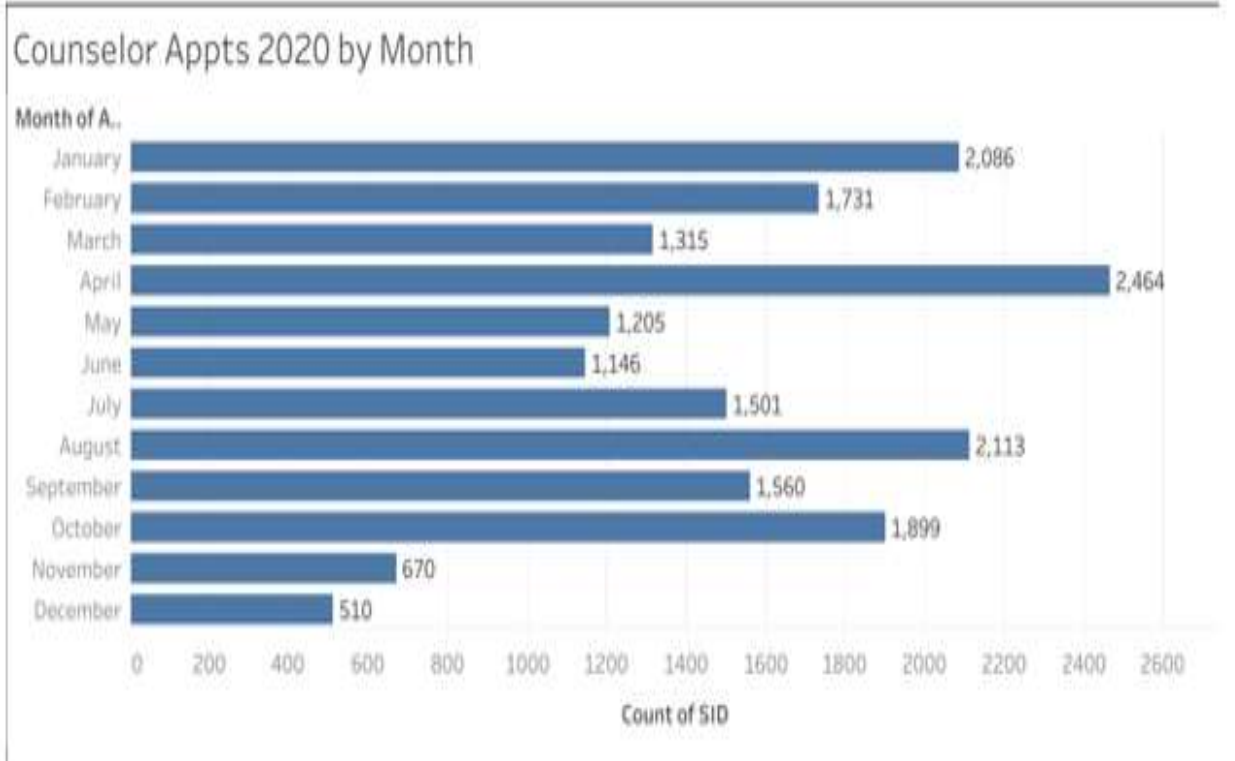
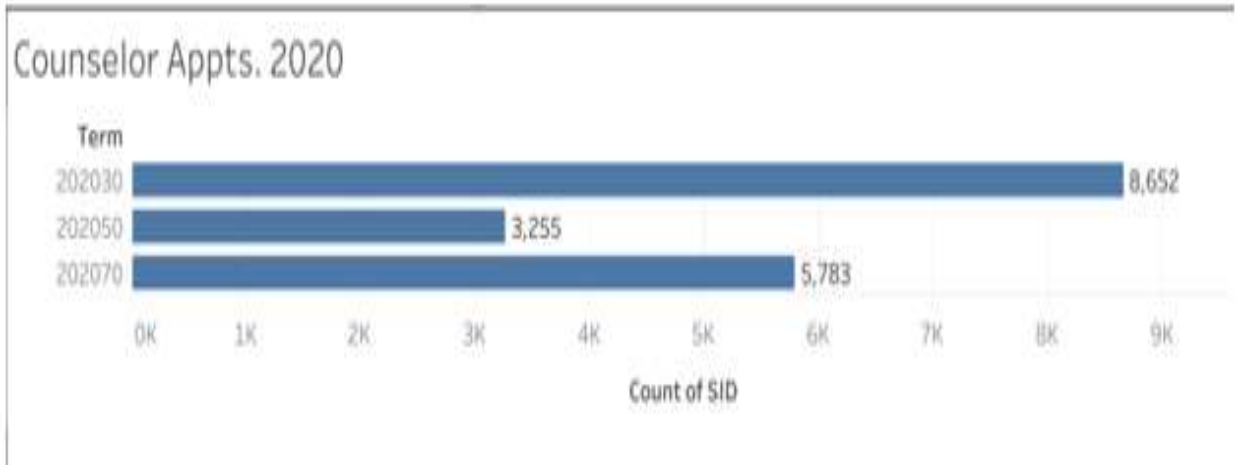
Since the transition to online services:

- All student appointments were scheduled 100% online through Cranium Café or Zoom.
- Online Counselor scheduled a series of Cranium Café training workshops as well as one on one sessions to provide support to the staff.
- Cranium Café Training Guide was created to provide additional support for staff.
- Student Services and Online Counseling website page was updated to make it easier for students to navigate and connect with Porterville College staff.
- A virtual Zoom link located in the Student Services website was created to provide immediate assistance for students.
- Converted all forms to fillable forms and went paperless.
- A URL option was added on Navigate allowing Counselors and Advisors to include their direct link for Cranium Café or Zoom for students to connect to their scheduled sessions.
- “Ask a Counselor a Question” continues to be available for students who want to submit their questions online.
- We established an online Drop-In system through Navigate which allows students to call our office and receive assistance by the next available Counselor/Advisor.
- From March 2020 – January 2021 a total of **17,891** online services for scheduled appointments/drop-ins have been scheduled.

Shifting all in person services to online or remote format over the course of two weeks was no easy task, however Porterville College staff have done a remarkable job of transitioning to an online format where students can continue to access services. As we plan for the future, we will continue to evaluate our delivery of online services to make sure we provide the best experience for students.

## Counselor Appointment Data:

Spring 2020 (202030) / Summer (202050) / Fall (202070)



## Text Messages / Emails between January – November 2020:

Total Messages Sent\*

338,637

\*Some older messages may have no message type in our database, therefore they may be counted in the total, but not in any of the "Email", "SMS", or "Call" counts

Emails

260,900

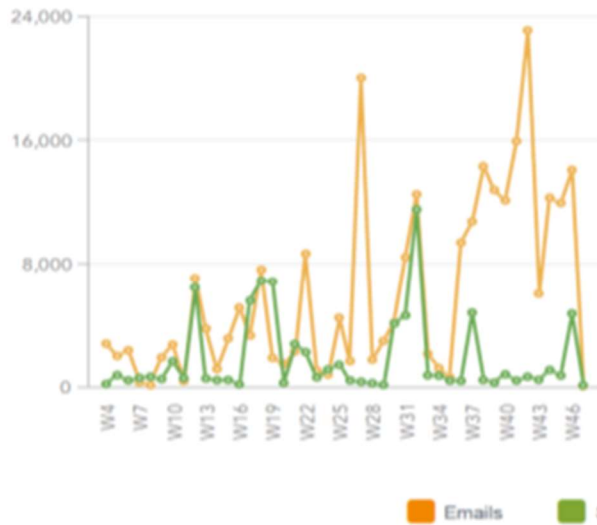
SMS

77,737

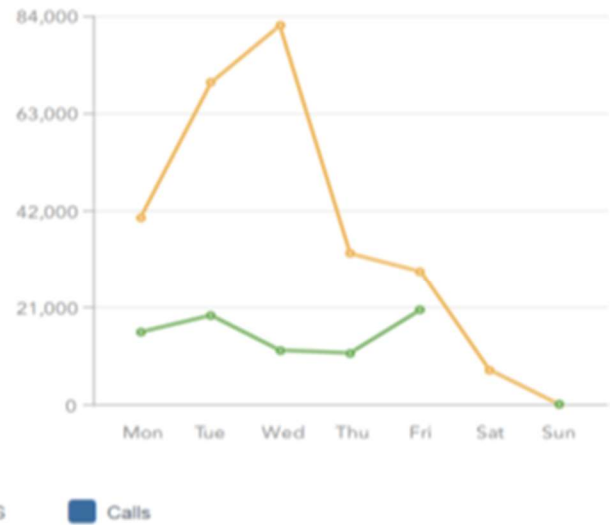
Calls

0

Messages By Week



Messages By Day





**ONLINE**

**WORKSHOPS**

**PC**  
**PORTERVILLE**  
**COLLEGE**

**January/February**  
**2021**

**To Join, Register in advance by clicking the provided workshop link**  
**Once you register, you will receive a confirmation email**  
**containing a link to join the workshop**

**Presented by Counselor Ena: Free Microsoft 365 Office Access for Students**  
Thursday, January 28, 2021 • 10:00 am – 11:00 am

**<https://cccconfer.zoom.us/meeting/register/tJwtcO-vqDksEtPgKjlip2rQX0cs9QxGkfNV>**

**Presented by The Office of Safety & Security: Consent**  
Tuesday, February 2, 2021 • 2:00 pm – 3:00 pm

**[https://cccconfer.zoom.us/meeting/register/tJApceyoqzgtGtBWPSM982\\_9rwCKigoa9RZk](https://cccconfer.zoom.us/meeting/register/tJApceyoqzgtGtBWPSM982_9rwCKigoa9RZk)**

**Presented by The Career Center: Build a Resume**  
Monday, February 8, 2021 • 12:30 pm – 1:30 pm

**<https://cccconfer.zoom.us/meeting/register/tJUkdu2tqzgrEtQfjoicMVDUeeMT2S9nAWmU>**

**Presented by Counselor Christine: Stay on Track to Graduate with California Virtual Campus**  
Wednesday, February 10, 2021 • 12:00 pm – 1:00 pm

**<https://cccconfer.zoom.us/meeting/register/tJMvdumorjOrE9dhwQagla2S---a6ZS8hAyz>**

**Presented by Counselor Kongming: GOAL Setting**  
Thursday, February 18, 2021 10:00 am – 11:00 am

**<https://cccconfer.zoom.us/j/6201979686?pwd=aGZadkpmMHBndmpjT1RHSzIUZVcvdz09>**

**Presented by The Office of Safety & Security: Hostage Survival**  
Tuesday, February 22, 2021 • 3:00 pm – 4:00 pm

**<https://cccconfer.zoom.us/meeting/register/tJApcuryvqDMqE9CZkwYiEqbglaLiqQanhjPB>**

**For more information contact: [Ashley.land@portervillecollege.edu](mailto:Ashley.land@portervillecollege.edu) • (559) 791-2216**

**If you are an individual with a disability and need accommodations, please contact**  
**(559) 791-2220 and [pcar@portervillecollege.edu](mailto:pcar@portervillecollege.edu).**