Student Services – Online Services

Here is the support services we can provide in an online format to share for the Enrollment Management Committee Meeting this afternoon:

* Currently counseling is provided online through Cranium Café
* All counselors and educational advisors have been trained to use Cranium Café
* Last week it was shared with the Counseling and Advising team if a student is sick then we are recommending online student appointments
* Financial Aid processes can be conducted online
* We are in the process of checking how we can provide DRC services online if need be
* EOP&S/CARE/CalWORKs and NextUp can provide support services online (the only concern would be with the county and welfare to work through CalWORKs)
* The majority of A&R processes can be conducted online or through email

Here is additional information regarding DRC online services:

* Online classes can still covert to text to alternative media formats
* DRC staff inform the instructors of exam lengths to be extended for those who receive that accommodation
* If courses are not in-person then mobility will not be an issue
* The other question is if there is a live component to the course (group chat discussions or forum format discussions) then the student with vision impairment with live discussions could be a concern
* If there are videos the instructor must make sure they are captioned

The DRC staff will participate in a DSPS Coronavirus webinar this coming Wednesday with further information and guidance.   Should you have questions, please feel free to contact me.  Thank you,