

Removing Barriers: Using Online Orientation & Support Resources To Improve Access & Equity

September 15, 2021



Guest User GU

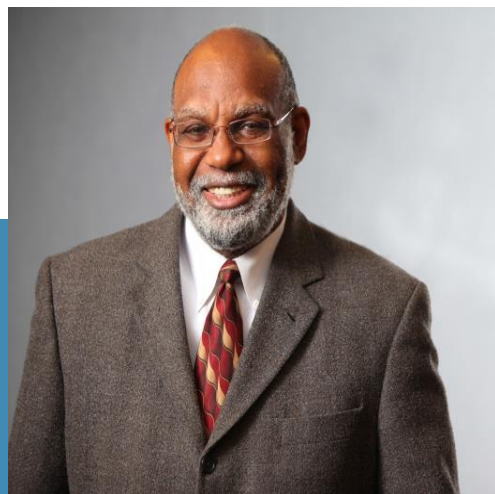
Welcome to OCC!

New Student Orientation/Title IX

English Placement

Online Learning Readiness Course (DIST
1000)

Student Success Workshops



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League for Innovation in the Community College

- Leadership & Organizational Development
- Learning & Teaching
- Student Services
- Workforce Preparation & Development



www.league.org

Introductions



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Innovative Educators
Online Learning & Design Specialist



Bev Tinsley-Stanbrough
Oakland Community College
Dean of College Readiness



Today's Goals

- Examine current barriers facing students throughout the student lifecycle and explore how technology can be used to remove these barriers.
- Discuss methods for streamlining the new student orientation process.
- Compare your current onboarding process to one that uses technology to streamline the process.
- Share materials and case studies from other institutions.
- Examine the opportunity to address college readiness skills in the onboarding process and throughout the first year.
- Discuss challenges with providing support services online.
- Explain the importance of assessment and how to use data to improve services.

Oakland Community College

Challenges

- Scheduling conflicts, space issues, too many students, not enough resources, consistency, accessible for all, cost, resources, availability
- Mandatory Orientation needs to be automated

Application

- Online Orientation replaced face-to-face orientation
- Launched on April 19, 2017
- About 18,000 students each semester
- Mandatory for all first-time students (including dual-enrolled and high school guest students)
- Over 34,000+ students to date

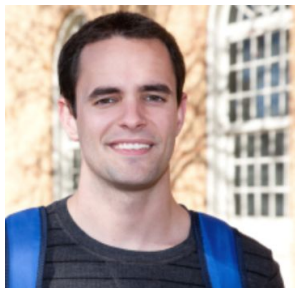
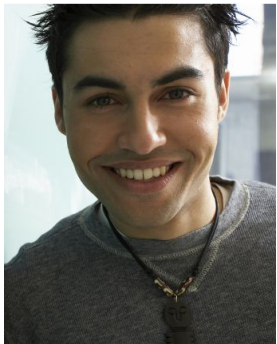


Online Student Support Needs



- Needed to be available to families, prospective students, etc.
- Needed to be easy to administer requiring few staff to manage
- Needed to be available to large numbers of students
- Needed a product that was accessible and also easy

Who Do We Service?



Creating Equity & Access

Who is attending college?

- 1/3 of undergraduates are first-generation college students (neither parent had a bachelor's degree) (Center for First-Generation Student Success)
- 25% of undergraduates are parents (Institute for Women's Policy Research)
- 45% of undergraduates are non-white and 43% are low-income (American Council on Education)

What are enrollment trends?

- Traditional student enrollment dropped by 7.2% last year
- Community colleges saw an 11.3% decline in enrollment this spring semester.
- Of the 2.6 million students that started college for the first time in the fall of 2019, only 73.9% of them returned the next year.
- 69% of entering students work for pay - Almost 30% more than 40 hours a week

Addressing the “Covid-Crash”

- Concern there is a shift from the summer slump to a Covid Crash (Chronicle for Higher Education)
- Students of color, grades K-12, could be 6 to 12 months behind in learning by the end of the 2020-21 academic year.
- White students could end up 4 to 8 months behind.



Students need to be supported to understand that they belong - that they have a place in our institutions and that they are cared for. How do we create resources that meet students where they are? That do not create boundaries but create connections and success?

Resource: https://www.chronicle.com/article/could-the-summer-slide-become-a-covid-crash?cid2=gen_login_refresh&cid=gen_sign_in

The Importance Of Integrated Student Support

What percentage of college freshmen drop out after their first year?

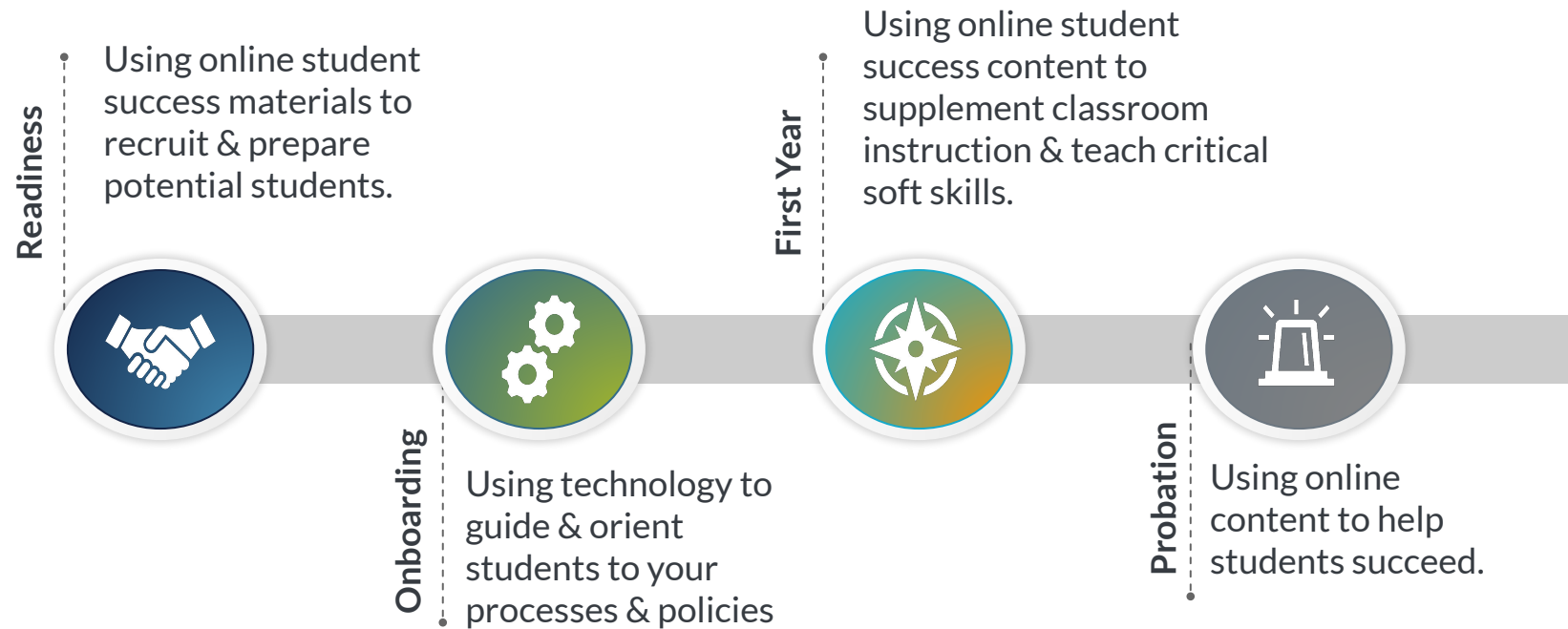
?

Panic: Why is this happening?



Persist: What can we do about it?

Student Success Timeline: Using Technology To Guide Students



Panic

Readiness

Persist



Challenges & Interventions

Readiness

- Student Challenges
 - Am I ready for college?
 - Lack of Academic Preparation – Do I need to take a remedial class?
 - Poor Time Management Skills – How will I successfully juggle work and class?
 - Lack of Study Skills - How do I study for a college class?

- Interventions
 - Summer Bridge
 - Orientation
 - FYE
 - ACCUPLACER

- Orientation & Workshop Topics
 - Welcome To Campus
 - Testing & Assessment
 - Being A Successful College Student
 - Habits Of Mind
 - Difference Between High School & College
 - Time Management & Procrastination
 - Online Learning
 - First Generation





Welcome to OCC!

New Student Orientation/Title IX



English Placement



Online Learning Readiness Course (DIST
1000)



Student Success Workshops

Welcome to Oakland Community College



How Do I Register For Classes?



Panic

Onboarding

Persist



Challenges & Interventions

Onboarding

- Student Challenges
 - College jargon – What is FAFSA?
 - New systems – What is an LMS?
 - College System - How do I login to my college email?
 - Registration – How do I register for the right classes?
 - Overwhelmed - Where do I find campus resources?
- Interventions
 - Orientation
 - Summer Bridge
 - Advising
 - Other thoughts?
- Workshop Topics
 - Financial Aid
 - Technical Tutorials
 - Title IX
 - Cheating & Plagiarism



Onboarding

Grants



Review the terms of your grant

Onboarding



Consent

Voluntary & affirmative agreement to engage in a specific sexual activity

- The absence of no is NOT consent
- Only yes means yes
- Consent is clear
- Consent is informed & enthusiastic

Obtain verbal consent **BEFORE** engaging in sexual activity & at **EVERY** stage of the sexual interaction

A woman with short dark hair, wearing a red dress and a necklace, stands to the right of the whiteboard. The whiteboard has a grey frame and a white background. The title 'Consent' is in large teal letters. Below it is a definition in black text. Four blue and teal arrow-shaped boxes point to the right, each containing a point. At the bottom left is an orange box with a lightbulb icon and text.

Panic

First Year

Persist

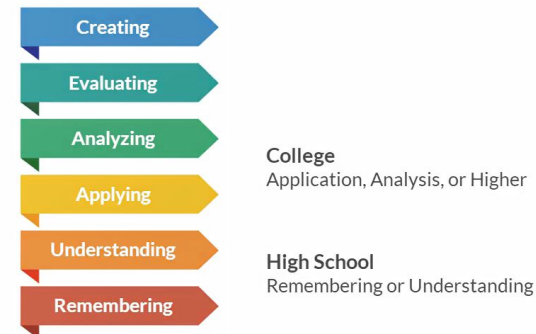


Challenges & Interventions

First Year

- Student Challenges
 - Lack of Academic Preparation
 - Poor Time Management Skills
 - Lack of Study Skills
 - Career Planning – How do I pick a major?
 - Academic Support – I have text anxiety. Where can I find help?
- Interventions
 - Orientation
 - Classroom
 - Learning Center/ Tutoring
 - FYE
- Workshop Topics
 - Student Support Resources
 - Grit, Resiliency, Growth Mindset
 - Reading & Writing Strategies
 - Study Strategies
 - Exam Preparation
 - Critical Thinking
 - Information Literacy
 - Succeeding in Math
 - Taking Tests

Move From lower To UPPER Levels





The Study Cycle



Preview before class - Skim, review, develop questions

Maximize Your College Experience

Use campus capital to grow your own capital



Panic

Probation

Persist



Challenges & Interventions

Probation & Suspension

- Student Challenges
 - Students are underprepared and overwhelmed
 - Depression & anxiety on the rise
 - Lack of coping skills
- Interventions
 - Orientation
 - Counseling
 - Classroom
 - StudentLingo
- Workshop Topics
 - Handling Failure
 - Math Anxiety
 - Test Anxiety
 - Well-Being & Balance
 - Stress Management
 - Mental Health & Suicide
 - Probation

How To Handle Failure

STOP. REFLECT. RESET.

- Don't make any hasty decision
- Be honest
- Be prepared to make tough decisions
- Make changes
- Ask for help

A woman in a pink sweater stands to the right of the infographic.

Academic & Personal Habits



Additional Tips



Gather feedback



Reflect on strengths & weaknesses



Talk to professors, advisors & counselors



Review courses & college policies



Create plan for improvement



Review in context of long-term goals



What Students Are Saying

“What helped the most was information regarding registration for classes and what to expect.”

“..the information helped me understand what was expected because I was lost and confused.”

“I thought everything helped me understand how to be successful when I am starting college at OCC...”

“I liked hearing about other people’s experiences.”

“This whole video was one big help, I can’t wait to see what my future holds.”



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Updates

- Launched on April 19, 2017
- Stats for the past year
 - Students in platform since launch (53,455)
 - Courses started for StudentLingo and Go2Orientation (134,988)
 - Courses completed
 - Go2Orientation course completions (43,455)
 - StudentLingo course completions (52,051)
 - Online Readiness course completions (launched 2021) (3,313)
 - Guided Course Placement (launched 2021) (16,975)
- Mandatory for all first-time students (including transfer, dual enrolled and high school guest students)
- With our current state of affairs most of the community colleges in Michigan are doing some sort of online orientation but not to the extent of OCC



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Next Steps

- Orientations for specific student groups i.e Veterans, Transfer, F-1, International
- Orientation Learning Outcomes and Assessment Rubric Analysis
- Ongoing committee review and evaluation
- Addressing Diversity, Equity, Inclusion, Justice & Civility across the institution's policies and practices
- Update and further develop college orientation website
- Monitor, review and implement changes based on student feedback
- Partner with Institutional Research to evaluate effectiveness and student persistence
- Close the feedback loop to VFO's



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Thank You!





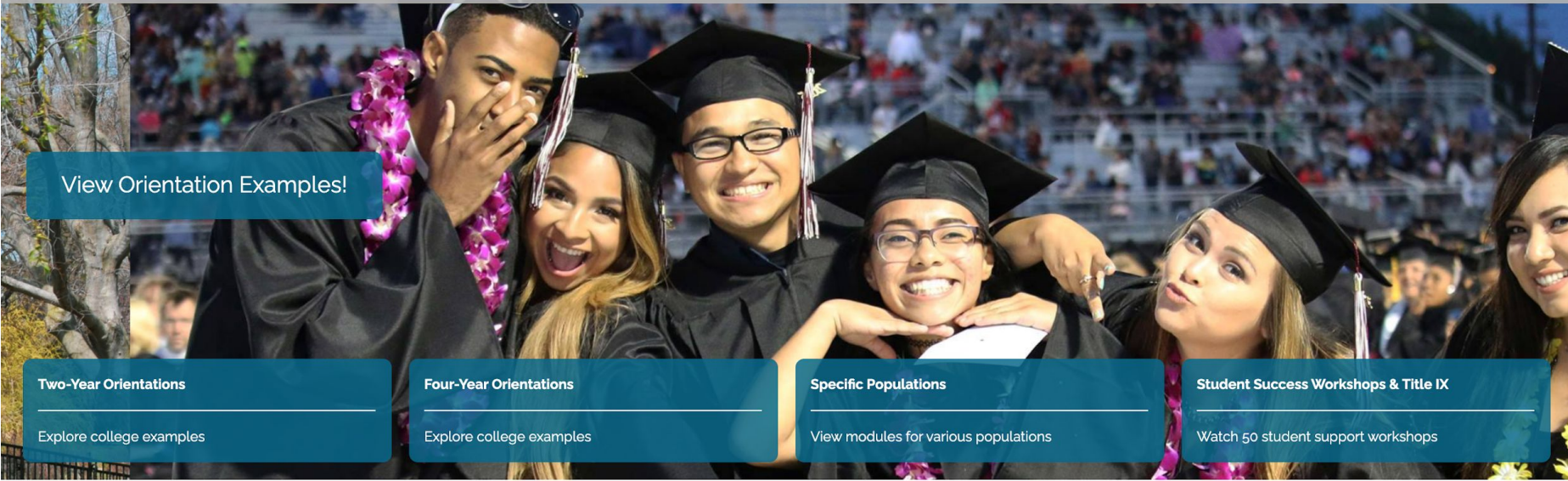
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Site Tour Of IE Experience Site

Orientation Trial Guest OG 




[View Orientation Examples!](#)

[Two-Year Orientations](#)
Explore college examples

[Four-Year Orientations](#)
Explore college examples

[Specific Populations](#)
View modules for various populations

[Student Success Workshops & Title IX](#)
Watch 50 student support workshops

 View Your Progress

In Progress 69

Items of Interest

> New Student Orientation

Course

Continue

IE Product Overview

Go2O

Go2Orientation

Online Orientation For New Students & Specific Populations

TL

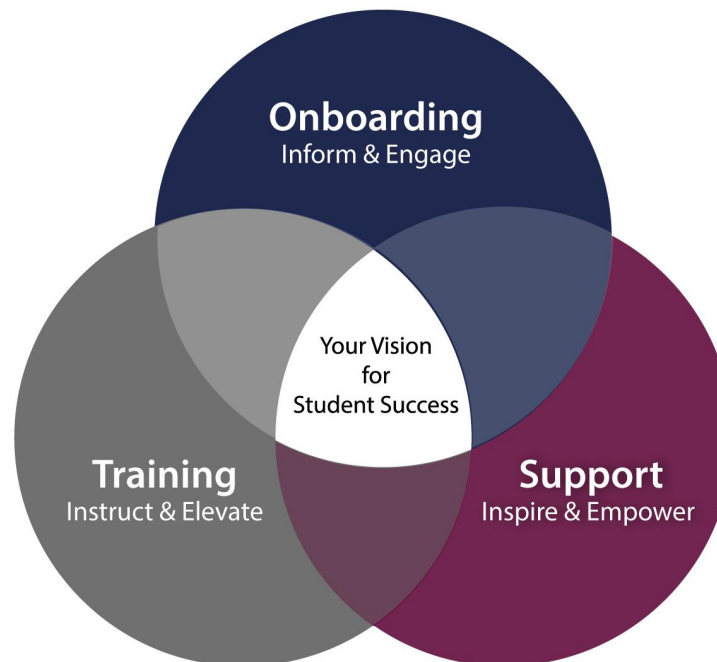
TutorLingo

9 Online Tutor Training Videos

Go2K

Go2Knowledge

350+ Webinars For Faculty & Staff



Online Learning

Online Learning Orientation & 20 Student Success Workshops

OL

StudentLingo

50 Online Student Success Workshops

SL

ParentLingo

Online Parent Orientation & Support Resources

PL

New Student Orientation Module

- Fully-Produced Custom New Student Orientation Module With Content
- Unlimited Modules
 - Developed by the institution (included at no additional cost)
 - Developed by IE (included with additional cost for content production)
- Unlimited Users
- Unlimited Sections
- Branding (3-5 Options)
- Custom Welcome Video Production
- Video Options
- Tracks & Branching
- Unlimited quizzes
- Reporting
- Ongoing ADA
- Designated Instructional Designer
- Launch in as little as 2 weeks: *2 Weeks, 30 Days, 60 Days, 90 Days*



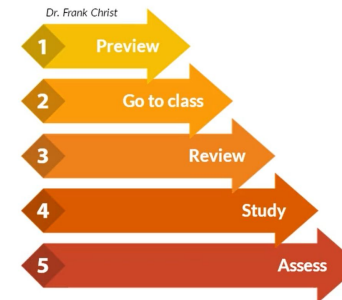
StudentLingo - 50 Workshops

Topics Include:

- Academic & Career Exploration
- Study Strategies
- Online Learning Skills
- Test-Taking Skills
- Anxiety & Mental Health
- Personal Management & Success Skills
- Research & Writing
- Strategies For Specific Populations

PHASE 1

The Study Cycle



Use strategies to learn the information.



Imagine if you could have national experts talk to your students about what it takes to be a successful college student!

Who We Are

- Higher Ed Background
 - 75+ years of higher ed experience
 - Colorado Community College experience
 - Guided Pathways experience
 - 20+ years experience with online student services
- Partnership Philosophy
 - Products are developed & tested with college partners and their students
 - The needs of administrators, faculty, and students drive our decision-making
- Our guarantee: To create customized solutions that works for our clients!
 - Easy for administrators to implement, maintain, and improve
 - Engaging, informative, and motivating for students

*Solely Focused on Student Success in Higher Education

Questions & Next Steps

- IE Experience Site - www.go2ie.com/orientationtrial
- Contact us with any questions
303-819-5366
Kristen@ieinfo.org
- [Complete our evaluation.](#) Share your best intervention strategy for a chance to win a \$25 gift card!



Go2Orientation



Online Learning



StudentLingo



ParentLingo



Go2Knowledge



TutorLingo