

I Walk The “Online”

Interactive Distance Counseling & Advising

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BROOKDALE
COMMUNITY COLLEGE



Objectives

- 🌐 Why?
- 🌐 Evolution of the Online Counseling Model
- 🌐 Components of the Online Counseling Model
- 🌐 Challenges and Benefits of Each Component
- 🌐 Demonstration of Web-Conferencing Tools
- 🌐 Data

At the hub of Brookdale Community College's holistic counseling model is a strong commitment to traditional student development principles.



We believe this new method of delivery is consistent with that commitment.

Why Online Advising?

Benefits to the Students and Student Development Professionals

Students:

- 🌐 Meeting them “where they are”
- 🌐 Engagement
 - Connection=Success

Counselors & Advisors:

- 🌐 Complements academic advising
 - Almost impossible to do our jobs without it
- 🌐 Evolution and advancement of counseling and advising

2002-2012: TEN YEARS IN THE MAKING

2	2	2	2	2	2	2
0	0	0	0	0	0	0
0	0	0	0	0	1	1
2	4	6	8	0	0	2



2
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1

Email



Benefits & Challenges

 Commonplace

 Highly accessible

 Ability for a quick response

 Asynchronous

– Possible lag time in response

 Easily misunderstood

– Lack of facial cues and vocal tones

 Security

– FERPA issues



Counseling & Advising Homepage



Benefits & Challenges

- 🌐 24-7 accessibility
- 🌐 Easy dissemination of information
- 🌐 Easily updated



- 🌐 Monitoring and maintenance
 - Time
 - Talent/Expertise Among Staff
 - Relevant Information

- 🌐 Limited space
- 🌐 Clarity
- 🌐 Information overload



Counseling & Advising Homepage

Advisement & Counseling

Online Courses | WebAdvisor | Student Email | Employee Email | HR & Internet | Employee Directory

Find a Campus/Center | Quicklinks | Search Brookdale

STUDENT SERVICES | PROSPECTIVE STUDENTS | ACADEMICS | ADMISSIONS & FINANCIAL AID | ATHLETICS & ACTIVITIES | LIBRARY

Student Services

Home » Student Services » Advisement and Counseling Services

Welcome to Advisement & Counseling

To make an appointment with a Student Development Specialist (Counselor), please log onto MyBrookdalePortal and logon to AdvisorTrac. If you are having any difficulty scheduling your appointment, please call 732-224-2555

Advisement and Counseling is located on the 2nd floor of the CAR building on the Lincoln campus

[Find us on Facebook!](#)

Student Development Specialists (SDS) are also available at the Student Success Centers during posted times at the Higher Education Centers and the Western Monmouth Branch Campus. All students are required to meet with a Student Development Specialist for course approval until they achieve 24 degree credits and are in good academic standing. [Click here for a map of Parking lots 5 & 4 which are the most convenient lots to the CAR building.](#)

[Please click here for a list of important dates for Fall terms.](#)

Important Dates:

Fall 15 Week Term, September 8-December 22

- June 2 Last day to complete Spring 11 & Spring 15 Term Incompletes
- July 9-August 18 Summer 3 term
- July 17 Last day to defer payment for Fall Term registrations
- August 2 Payment due for pre-registered Fall 15-week classes
- September 1 Last day to complete Incompletes from Summer II term
- September 3 Labor Day Holiday, All Brookdale locations closed
- September 5 Last day to drop Fall 15 week classes for 100% refund of tuition and fees; Open registration ends
- September 6 First day of Fall 15 week classes; Late registration begins, \$25 fee
- September 13 Last day to complete Incompletes from Summer III, 6-week term
- September 19 Last day to drop Fall 15 week classes for 50% refund of tuition only (not fees); Last day to change "credit" to "audit" or "audit" to "credit"; End of Add/Drop period
- September 26 Last day to choose Pass/No Credit option
- October 15 Last day to submit Candidacy for Graduation forms
- November 1-17 Priority Registration for Spring and Winter Terms begins
- November 19 Open Registration for Spring and Winter Terms begins
- November 22-25 Thanksgiving Recess, All Brookdale locations closed
- December 3 Last day to withdraw from Fall 15 week classes
- December 22 Last day of Fall term classes
- Dec. 23-Jan. 1 Winter Break, All Brookdale locations closed

Fall 11 Week Term, October 4 to December 22

- October 3 Last day to drop classes for 100% refund of tuition and fees; Open registration ends
- October 4 First day of Fall 11-week classes; Late registration begins, \$25 fee
- October 10 Senior Citizen Registration; Last day to drop Fall 11-week classes for 80% refund of tuition only (not fees); Late registration ends; Last day to add classes without Division approval
- October 15 Last day to submit Candidacy for Graduation forms
- October 17 Last day to drop Fall 11-week classes for 60% refund of tuition only (not fees); Last day of Add/Drop period; Last day to change from "credit" to "audit" or "audit" to "credit"
- October 24 Last day to choose Pass/No Credit option
- November 22-25 Thanksgiving Recess, All Brookdale locations closed
- December 4 Last day to withdraw from Fall 11-week classes
- December 22 Last day of Fall-11 week classes

Winter 2013

January 3-January 16

Spring 15 week Term

"Intelligence plus character—that is the goal of true education."
Martin Luther King, Jr.

This page last updated September 24, 2012.

Please direct any questions or concerns about this webpage to rfsin@brookdalecc.edu

Brookdale, The County College of Monmouth
765 Newman Springs Road, Lincoln, NJ 07738-1543
An equal opportunity/affirmative action institution
Telephone 732-224-2345

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WebAdvisor

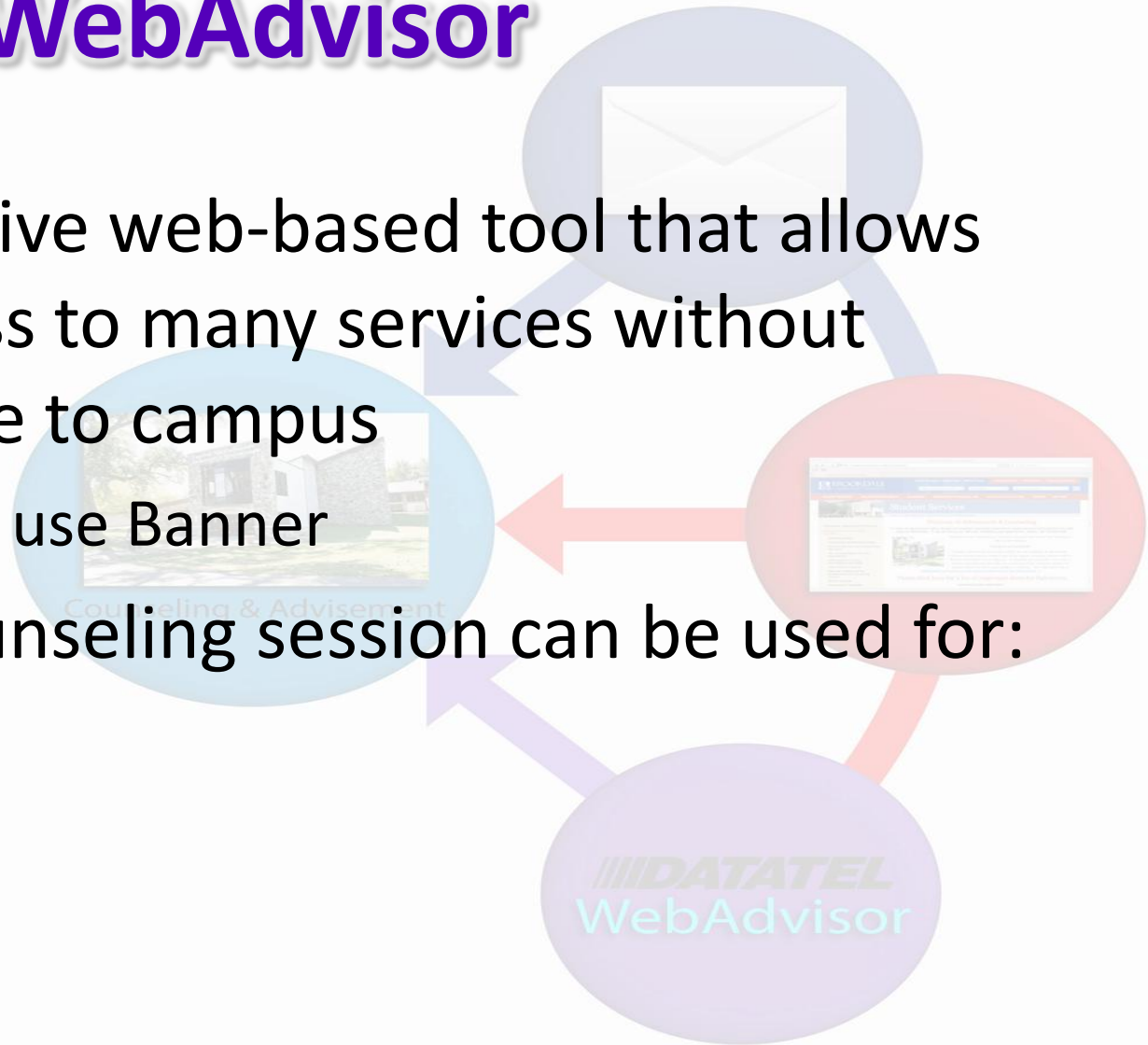


WebAdvisor

🌐 A comprehensive web-based tool that allows students access to many services without having to come to campus

– Many schools use Banner

🌐 During the counseling session can be used for:





BROOKDALE WEBADVISOR

[CHANGE PASSWORD](#)
[LOG OUT](#)
[MAIN MENU](#)
[STUDENTS MENU](#)
[CONTACT Us](#)

CURRENT STUDENTS - WEBADVISOR FOR STUDENTS MENU

Welcome Cathleen!

The following links may display confidential information.

Instructions & Policies

[FERPA Notification Statement](#)
[Student Web Registration Policy](#)
[Register/Add/Drop Sections Instructions](#)
[Visiting Student Policy](#)
[Frequently Asked Questions](#)
[Waitlist FAQ](#)
[Health Insurance Waiver Form](#)

Financial Information

[Account Summary](#)
[Account Summary by Term](#)
[View My 1098-T Forms](#)
[Enroll in a Payment Plan](#)
[Make a Payment Plan Payment](#)
[Pay in Full by Credit Card](#)
[Pay in Full by Checking/Savings](#)
[Financial Aid Information](#)
[E-Check Refund/Reimbursement Bank Information \(Not Applicable to Payroll\)](#)

Communication

[Text Msg Opt In/Out](#)

Registration

[Search for Sections \(No Login Required\)](#)
[Register/Add/Drop Sections](#)
[Manage My Waitlist](#)
[Student Restrictions](#)
[Counselor Approved Courses](#)
[Priority Registration Date/Time](#)

Academic Profile

[My Class Schedule](#)
[Grades](#)
[Unofficial Transcript](#)
[Degree Audit - Progress Toward My Degree](#)
[Application for Graduation](#)
[HESI, HOBET & NET Scores](#)

Admissions Profile

[My Address & Other Information](#)
[Signature Page](#)

[CHANGE PASSWORD](#)
[LOG OUT](#)
[MAIN MENU](#)
[STUDENTS MENU](#)
[CONTACT Us](#)

Challenges

Counselors & Advisors

Transition/change to new technology

- Training
- Time to learn
- “Buy-In”

New Technology → Customization → Technical Issues

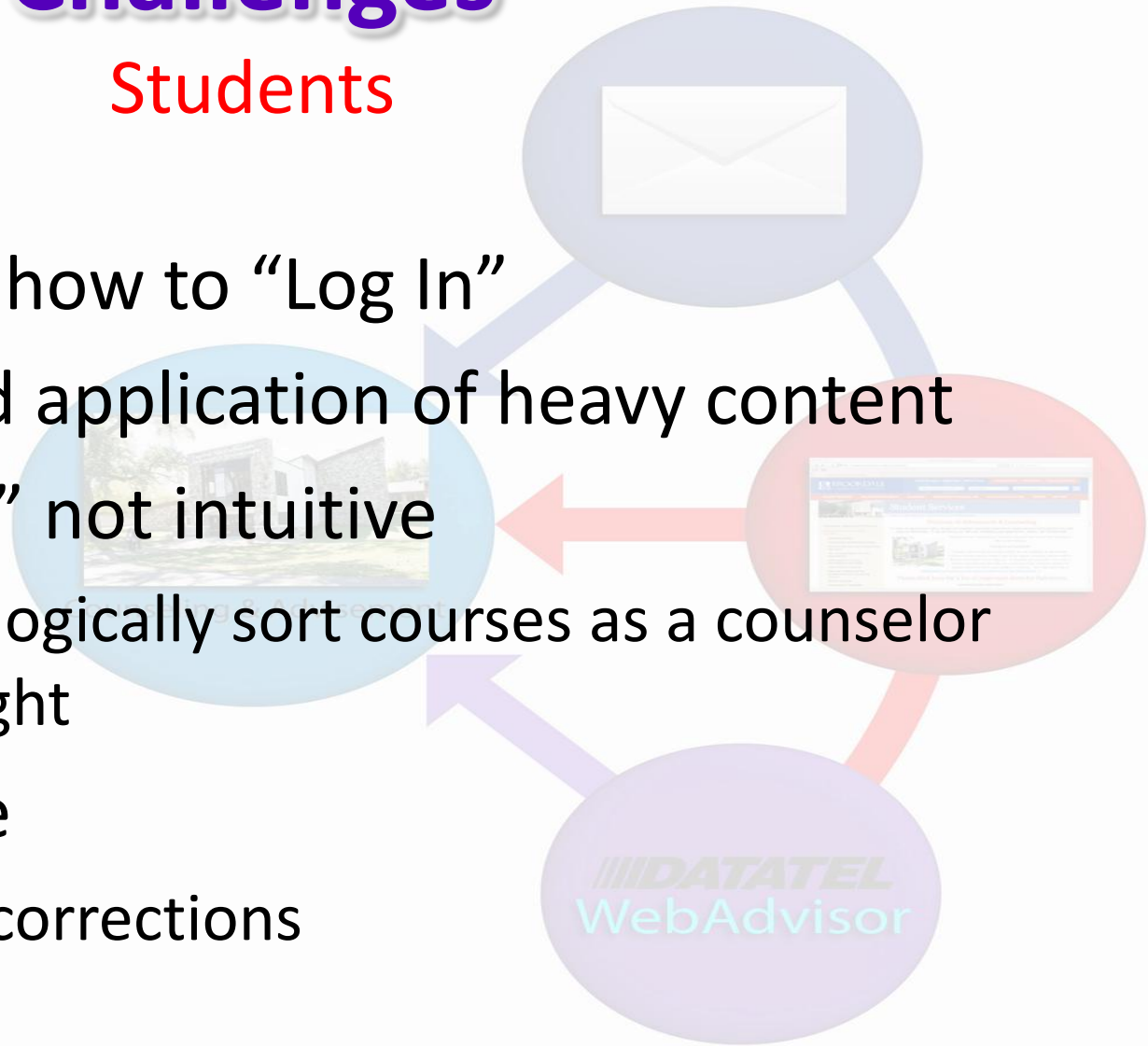
- IT support



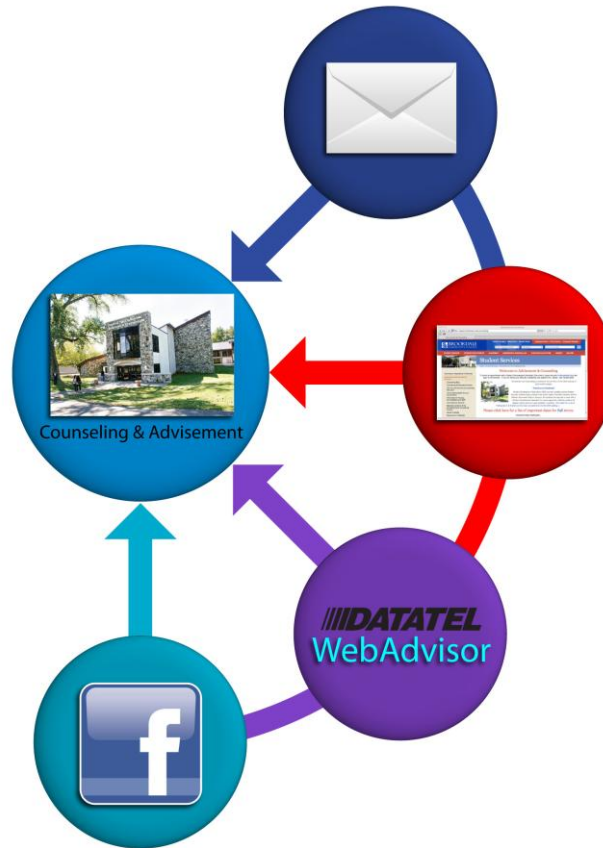
Challenges

Students

- 🌐 Remembering how to “Log In”
- 🌐 Navigation and application of heavy content
- 🌐 “Degree Audit” not intuitive
 - often cannot logically sort courses as a counselor or advisor might
- 🌐 Not interactive
 - Changes and corrections



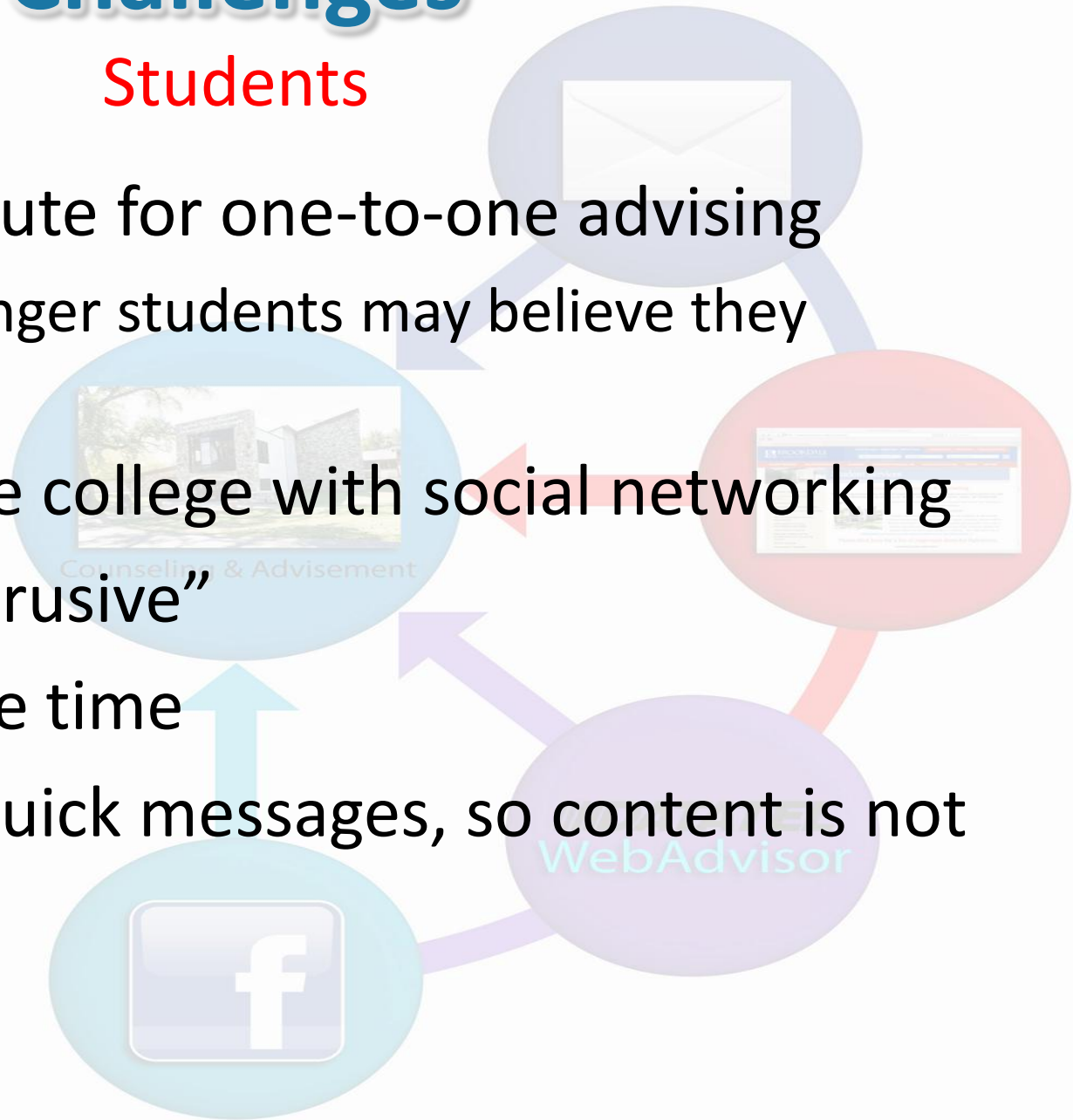
Facebook



Challenges

Students

- ❁ Cannot substitute for one-to-one advising
 - although younger students may believe they prefer it
- ❁ Don't associate college with social networking
- ❁ May seem “intrusive”
- ❁ Lag in response time
- ❁ Designed for quick messages, so content is not “searchable”





Brookdale Community College Counseling

50 likes · 3 talking about this · 6 were here

School

About



50



+ Create Page

Now

August

2010s

Founded

How do you get "followers"?

Brookdale Community College Counseling shared a link.
with a lot of great study strategies
"I'm a great believer in luck and I find the harder I work, the more I have of it." Thomas Jefferson

Study Guides and Strategies
studygs.net
Twenty sections of 250 study guides and 100 exercises for learners, middle school through returning adult, in 39 languages.

Like · Comment · Share

Brookdale Community College Counseling Yesterday
There is still time to get into the 11 week term that starts on October 4th.
"It's a job that's never started that takes the longest to finish." - J. R. R. Tolkien

Like · Comment · Share

5 Friends
Like Brookdale Community College Counseling

Recommendations

Write a recommendation...

Brookdale Community College Counseling Yesterday
Do you feel like you are falling behind in your work? The Reading Center (LAH 124), the Writing Center (LAH 118), Math Lab (MAS 204) and Department Learning Assistants are ready to help you be successful.
"He who is afraid of asking is ashamed of learning." Danish proverb

Like · Comment · Share

Sponsored

Liberty Mutual Insurance



"Like" an insurance company that's 100 years young.

Sponsored

Liberty Mutual Insurance



"Like" an insurance company that's 100 years young.

Like · 65,312 people like this.

Blog



Brookdale Counseling Blog

HOME ABOUT VIDEOS



JULY 24, 2012

Express Registration Dates!

Haven't registered yet? Need a quick meeting with a counselor for course approval? Come to one of Counseling's Express Registration sessions. Click link below for list of days and times that counselors are available.

<http://www.brookdalecc.edu/pages/102>

Filed under **Uncategorized** [Leave a Comment](#)

Counseling's Webpage

Have you checked out the Counseling Department's webpage? There is tons of information on there, including tips on "how to best prepare for your meeting with a counselor" and an up-to-date calendar of events. Check us out at www.brookdalecc.edu/counseling and let us know what you think!



Filed under **Uncategorized** [Leave a Comment](#)

Brookdale Community College
Counseling Services at Brookdalecc.edu



Friend us on Facebook



Follow Brookdale on Twitter

- #TGIF What are your plans for this weekend? 4 hours ago

YouTube Channel



How do you get "followers"?

YouTube and Video Tutorials





Browse Movies Upload

Sign In

Registering for Classes With WebAdvisor - Brookdale Community College Counseling (revised

BrookdaleCounseling + Subscribe

13 videos



Like Add to Share

680 views

Uploaded by BrookdaleCounseling on Sep 29, 2011

Student Development Specialist Yesenia Madas demonstrates how to register for classes and make your own schedule using WebAdvisor for Brookdale students. For more information and tutorials please visit <http://brookdalecc.edu> and <http://brookdalecounseling.wordpress.com>

Category: Education

License: Standard YouTube License

Show less

All Comments (0)

see all

More from BrookdaleCounseling's activity

- Registering for Classes With... 6:09
- Checking Your Grades - Brookdale 3:33
- Logging In to the Portal - Brookdale 3:02

Suggestions

- Teletrac Fleet Tracking 2:48 Ad
- Monty Python-Vocational Guidance 5:31
- WebAdvisor Registration Tutorial 7:07
- College class registration 6:31

Brookdale Community

Adobe Connect

An online conferencing tool that allows students to attend a face-to-face counseling session from anywhere with a high speed internet connection.



Portal Log-In

myCampus Secure Login

https://mycampus-cas.brookdalecc.edu/cas/login?service=https%3A%2F%2Fmycampus.brookdalecc.edu%2Fpaf%2Fauth

myCampus Secure Login

STOP On or after August 27, 2012, all students (including faculty and staff enrolled in a 12FA or 12FA11 class) are required to change their password in order to access their MyBrookdale Portal and ANGEL accounts. If you have not changed your password on or after August 27, 2012, please change it now at netid.brookdalecc.edu. If you don't remember your password, you can [reset it here](#). IF YOU CHANGE YOUR PASSWORD BEFORE AUGUST 27, 2012, YOU WILL BE FORCED TO CHANGE IT AGAIN ON AUGUST 27, 2012.

BROOKDALE
COMMUNITY COLLEGE

Login

User Name:

Password:

Remember Me

What's My User Name?
[Forgot/Reset NETID password](#)
[Search for Classes](#) | [SystemCheck](#)
IT Help: (732) 224-2829

MyBrookdale Mobile

By signing onto this portal, you agree to abide by its [Terms of Use](#). Violations could lead to restriction of portal privileges and/or disciplinary action.

Internet Explorer 8+ and Mozilla Firefox 3+ are the only approved browsers for the Portal

New to Brookdale | [Continuing Education](#) | [Help Me](#) | [About Brookdale](#) | [College Directory](#) | [Terms of Use](#)

In Partnership With

MyBROOKDALE PORTAL

Hi, Gianna Menu Language Fonts Sign Out



- Home
- Students
- College Directory
- Governance
- Help
- Terms of Use
- President's Office

QuickLaunch Navigation

Edit Preferences

Angel Email And Online Resources



Student Information

On-line Counseling Services

.....click for details



Brookdale Events

- Weight Watchers at Work
- Laugh@Lunch with Upright Citizens Brigade Touring Company
- Short Term Study Abroad Information Session: Rwanda
- Birth Control: Yes or No? Which one is right for you?
- Communiversity-GCU Undergraduate Transfer Evaluation Appointments

Brookdale News

- Brookdale's new SALT financial education and management service

This Week at Brookdale

- Campus Events
- Stuff for Staff
- News & Photos
- Dining & Bookstore

Paintings by Sid Godwin at the Visual Arts Gallery Paintings by Sid Godwin, who recently retired after 36 years at Brookdale, will be on exhibit at the Center for the Visual Arts Gallery on the main campus from September 4 - October 5. [Read the press release here.](#)

John Quinones of ABC News will visit campus on Thursday, Sept. 27, to give students and staff an overview of his recent series of reports titled "What Would You Do?" in which Quinones sets up tests of human nature through a hidden camera. Actors present controversial scenarios - fights and theft, interracial couples, gays and lesbians, elder abuse - to elicit responses from unsuspecting bystanders. [Learn more about the program.](#)

A Zumbathon fundraiser in support of the Roger Conant Memorial Scholarship will be held on Saturday, October 13, in the Collins Arena. Professional instructors in the popular fitness workout will be joined by other fitness related activities. [In Partnership With](#)



Meet with a counselor online now.

The screenshot displays the MyBrookdale Portal interface. The main navigation bar includes 'Students', 'Student Services', 'Student Resources', 'Campus Life', 'Campus Safety and Security', 'Financial Aid', 'Portal Home', and 'Help'. The 'QuickLaunch Navigation' sidebar contains links for 'Angel Email And Online Resources', 'Student Information', and 'Zumbathon'. The 'Student Events' section lists various activities from Friday, September 21 to Wednesday, September 26. The 'On-Line Counseling and Advisement' section is highlighted with a red arrow and contains the following text:

On-Line Counseling and Advisement

Counseling now offers On-line Counseling and Advisement sessions.

On-line sessions are available during the following hours, on a first come, first serve basis:

- Tuesday: 5-7pm
- Wednesday: 11:30-5pm

Please note: Logging in does not guarantee that you will speak with a counselor, as our waiting list may be long. Hours of availability are strictly observed regardless of the length of the waitlist.

Online counseling sessions are appropriate for the following requests:

- Academic planning
- Course approval
- Probation contracts
- Transfer information
- Degree requirements
- Transcript evaluations

Please make an in-person appointment for the following:

- Career test results
- Personal counseling
- SAP forms
- Dropping of courses
- Graduation application

To meet with a counselor online during the hours stated above, [click here](#).

Below this section, there is a 'Student Email for Mobile Devices' section with a 'GET BROOKDALE EMAIL ON YOUR MOBILE!' button and a link to refer to configuration documentation for Android, BlackBerry, and iPhone.

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On-line Counseling Form - myCampus

https://mycampus.brookdalecc.edu/group/counseling-services/on-line-counseling-form

Students - myCampus

MYBROOKDALE PORTAL

Hi, Gianna Menu Language Fonts Sign Out

On-line Counseling Form Advising & Counseling Homepage

Advising Disclosure

Please carefully read the disclosure below and the Procedures to the right before completing the form below.

By selecting "Yes" to I grant permission, you are giving permission to Brookdale Community College Online Advising to view my academic records and provide me with personal information related to my academic record via Adobe Connect.

By selecting "Yes" to I confirm my identification, you are confirming that you are the student whose identification number and personal information has been provided above.

Online Counseling Session

On-line Counseling Request Form

To meet with a counselor online, please fill out the following information. Once the form is completed and submitted, you will be given a link to access the on-line counseling session. You must confirm that your computer can support the Adobe Connect webinar session. If you have not done so, use the link to run the "Connection Test". The Connection Test checks your computer to make sure all the system requirements are met. (NOTE: The Connection Test link is contained within the "Procedures" frame to the right of this form)

Student Name

Brookdale Student ID

Student's Address

Student's State

Student's Zip Code

Student's Brookdale Email

Student's Phone # (during on-line counseling session)

Major

Reason for requested session

I grant permission to BCC Advising.
 Yes
 No

I confirm my identify.
 Yes
 No

I have complete the required computer
 Yes
 No

On-line Counseling Procedures

Procedures

On-line Counseling sessions are supported through *Adobe Connect Meetings*. It is recommended that you **test your computer prior to attending a meeting. Please have a cell phone or phone available during the online session as a backup should your audio connection fail.**

Adobe Connect provides an online Connection Test for troubleshooting connection problems with your Adobe Connect Meeting. This utility tests the four key components for a successful meeting experience:

- Flash Player
- Network connectivity to the Adobe Connect Server
- Available bandwidth
- Acrobat Connect Meeting Add-in version

Connection Test Link: https://admin.acrobat.com/common/help/en/support/meeting_test.htm

Instructions for participating in an Adobe Connect Meeting are available. It is recommended that you **download and carefully review these instructions** prior to attending your on-line counseling session:

Participant's User Guide and Instructions

1. Please login as a "Guest" and type your full name and click "Enter Room" (see sample login window below).

2. To end your session, please select "Exit Meeting" from the Meeting menu.

Meeting



- Share 4
- Audio Setup Wizard...
- Full Screen
- Exit Adobe Connect

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In Partnership With CAMPOS&A



MYBROOKDALE PORTAL

Hi, Gianna **Menu** ▾ **Language** ▾ **Fonts** ▾ **Sign Out**  [On-line Counselling Form](#)[Advising & Counseling Homepage](#)**▼ On-line Advisement Links**

To meet with your counselor online, please click the link below:

On-Line Advisement Link:

<http://brookdalecc.adobeconnect.com/onlinecounseling>

REMINDERS:

- Be sure that your microphone is on and working prior to the start of the meeting.
- If you need to run a system check to confirm that your computer could support the the Adobe Connect platform, please click the following link: **Connection Test Link**
https://admin.acrobat.com/common/help/en/support/meeting_test.htm.
- On-line Available Hrs: Tuesday: 5-7pm Wednesday: 11:30-5pm

Smile, You're On Camera!



Benefits

- 🌐 Convenient
- 🌐 Accessible
- 🌐 First used at Brookdale as a “site-based” approach
- 🌐 Students can interact with the counselor in real-time
 - mimics a face-to-face meeting
 - Limits misinterpretation of information being disseminated
- 🌐 Secure
 - Student must sign in through portal and verify identity
 - Have a visual of student and can verify identity
 - Able to release private information

Challenges

Model Development

- Information overload with regard to software options
 - Many choices
 - Not an abundance of online counseling programs to consult
- Choosing an online advising instrument
 - unique features to specific programs
 - IT people chose our first software without truly understanding our needs
- Money/ Fund\$

Challenges

Implementation

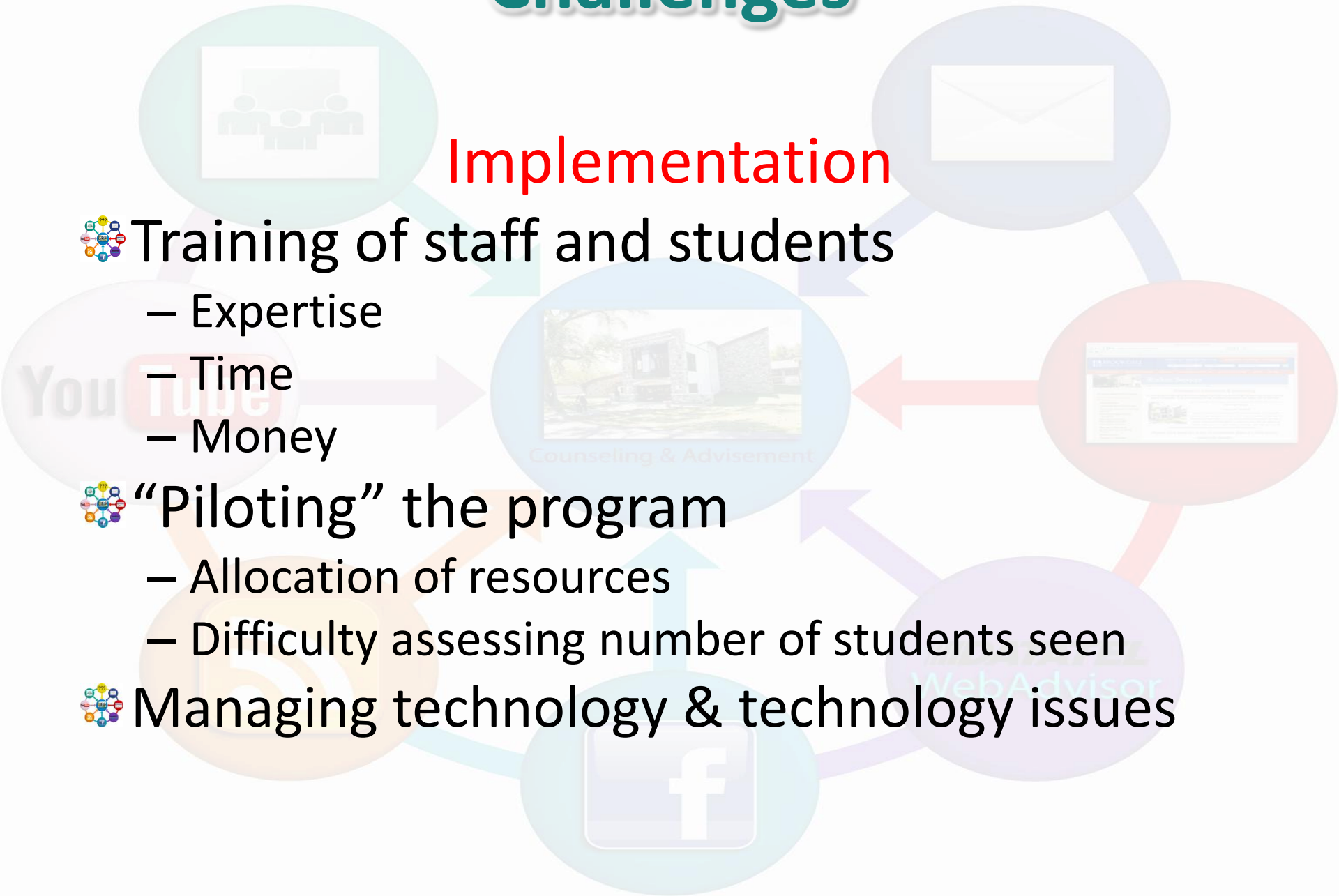
🌐 Training of staff and students

- Expertise
- Time
- Money

🌐 “Piloting” the program

- Allocation of resources
- Difficulty assessing number of students seen

🌐 Managing technology & technology issues



Challenges

Implementation

- Students can access from a remote location...
Can your advisors?
 - VPN access is necessary and requires a college owned computer.
 - Requires the use of two computers
- Developmental or “0-level” courses
- System freezes
 - Macs seem to avoid these better than PCs
- Development of e-tools & forms

Sample "E"-tools

Program Plan Form


Associate in Arts (A.A.) Degree Requirements		
Name: _____ Strong Inventory/MBTI		
Code: _____		
Program: _____		
Basic Skills		
READ 091 ___	READ 095 ___	MATH 011 ___ MATH 015 ___ MATH 021 ___ MATH
READ 092 ___	ENGL 095 ___	MATH 012 ___ MATH 022 ___ GPA

General Education	Associate in Arts (A.A.)	GE Course Recommendations
1 Communications (C) [2 composition and 1 speech course]	9 credits	Communications (C)
ENGL 121, 122 SPCH 115		_____
2 Humanities (HU)	9 credits	Humanities (HU)
AMSL 101, ARAB 101, 102 ARTH 105, 106, 107 CHNS 101, 102 CINE 105 ENGL 155, 156, 158, 231, 232, 235, 236, 245, 246 FRCH 101, 102, 203, 204, 206, 207 GRMN 101, 102, 203, 204 HIST 105, 106, 107, 108, 135, 136, 137 HUMN 125 ITAL 101, 102, 203, 204 JPNS 101, 102, 203, 204 MUSI 115, 116 PHIL 105(E), 115(E), 225 (CG), 226, 227(E) PHTY 105 RUSS 101, 102 SPAN 101, 102, 203, 204 THTR 105, 135		_____
3 Social Sciences (SS)	6 credits	Social Sciences (SS)
ANTH 105 (CG), 205 ECON 105, 106, 107 HGEO 105 (CG) POLI 101, 105, 115 PSYC 105, 106, 206, 207, 208 SOCI 101, 202, 215		_____
4 Mathematics (M) 3-8 credits	12 credits	Mathematics (M)
MATH 131, 136, 137, 145, 146, 151, 152, 153, 156, 171, 172, 176		_____
Sciences (SC) 4-8 credits <i>* At least one course in science must have a laboratory component.</i> BIOL 101, 102, 105, 107, 111, 112, 125 CHEM 100, 101, 102, 116, 136 ENVR 101, 102, 105, 111, 121, 125 PHYS 106, 108, 111, 112, 121, 122, 223		_____
Technological and Information Literacy Competency (IT) 0-4 credits		Technological & Information Literacy Competency (IT)
COMP 129		_____
5 History (HI)	6 credits	History (HI)
HIST 105, 106, 107, 108, 135, 136, 137		_____
6 Cultural and Global Awareness (CG)**	3 credits**	Cultural and Global Awareness (CG)
ANTH 105, 106 ENGL 128, 235, 236, 150, 175 HGEO 105 HIST 105, 106, 107, 125, 126, 145, 146, 155, 215, 216, 217, 218, 225, 226, 227, 235 HUMN 129, 230 MUSI 116 PHIL 225 PSYC 217 SOCI 105, 216		_____
7 Ethical Dimension (E)		Ethical Dimension (E)
At least one course in the student's program of study must contain an ethical dimension. This course, which can come from any of the above knowledge areas, should contain a component that helps the student recognize, analyze and assess ethical issues and situations. PHIL.105.115 , 227		_____
REQUIRED GENERAL EDUCATION CREDITS	45	
Career Studies		
	12 credits	_____

Sample "E"-tools

Student Success Plan

(formerly known as a
"Probation Contract")

STUDENT DEVELOPMENT SUCCESS PLAN			
<i>Online Counseling Version</i>			
Name:	<input type="text"/>	Student ID#:	<input type="text"/>
Email:	<input type="text"/>	Telephone:	<input type="text"/>
Semester:	<input type="text"/>	Year:	<input type="text"/>
		Probation/Reinstatement Level:	<input type="text"/>
<small>Please note, this form refers to Academic Standing only. The requirements to achieve/maintain Satisfactory Academic Progress for Financial Aid purposes are different than for Academic Standing and are detailed in your Financial Aid Award Letter. You may jeopardize your financial aid should you withdraw from any courses or earn a grade of D or F. Please direct any questions about your Financial Aid eligibility to the Office of Student Financial Aid.</small>			
Courses:	Credits:	Courses:	Credits:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
			Total Credits: <input type="text"/>
Student Development Specialist Student Success Strategic Plan and Comments			
Please list three success strategies:			
<input type="text"/>			
<input type="text"/>			
<input type="text"/>			
SDS:	<input type="text"/>	Date:	<input type="text"/>
I am aware that my academic standing at Brookdale is <u>unsatisfactory</u> and that I am on academic probation this semester. If I do not receive satisfactory academic standing this semester I will be on:			
<input type="checkbox"/> Probation II	<input type="checkbox"/> Suspension	<input type="checkbox"/> Dismissal	
_____ Student Signature		_____ Date	
This document supersedes all prior course approval forms.			
<small>Form last updated: October 2011</small>			

What do the students think?

Surveys

– Satisfaction surveys were developed to elicit student input

- Students were emailed the link .
- However SurveyMonkey recognizes the IP address of the computer.
- Impossible to have more than one student fill it out on the HEC computer.
- Hard copies had to be printed and used.

Challenges

Students

🌐 Students can't make appointments for online counseling with our scheduling software.

- AdvisorTrac

🌐 Technology

- Requires all users to have a computer, speakers, microphone and a high-speed Internet connection
- Addressing technical problems

The Survey Instrument

Online Advising Satisfaction Survey Exit this survey

100%

1. For what reasons did you see your counselor today?

- Academic Planning
- Course Approval
- Probation Contact
- Transfer Information
- Career Information
- Graduation Requirements

Other (please specify):

2. How satisfied are you with your online advising session?

Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied

Please choose:

3. Do you feel that all of your advising needs were met during your online advising session?

Yes
 No

If "no", please explain what was not accomplished and why:

4. Please indicate your level of satisfaction with the technology used during your online advising session.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Clarity of the computer monitor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of the audio (e.g. your advisor's voice, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The effective use of e-tools (online catalog, web-based video tutorials, registration forms, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. At some point in the near future, Counseling will be making online advising appointments available to current students. These students will be able to meet with their advisor from anywhere (home, work, etc.), as long as he/she has a computer with a camera and speakers. At that time, will you consider meeting with your advisor online?

Yes
 No
 Maybe

Please explain why or why not:

6. Do you perceive any barriers to effective online advising?

Yes
 No

If "yes", please explain:

7. Overall, I feel that my online advising session was as effective as a face-to-face advising meeting.

Strongly Agree Agree Disagree Strongly Disagree

Please choose:

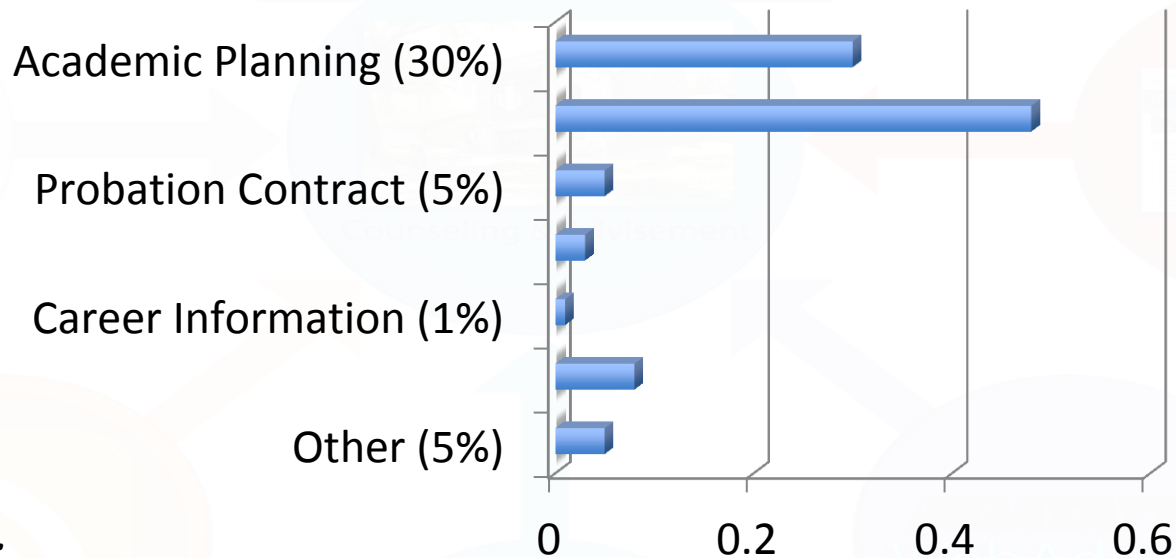
YouTube



DATATEL
ebAdvisor

And the survey says...

For what reason did you see your counselor today?

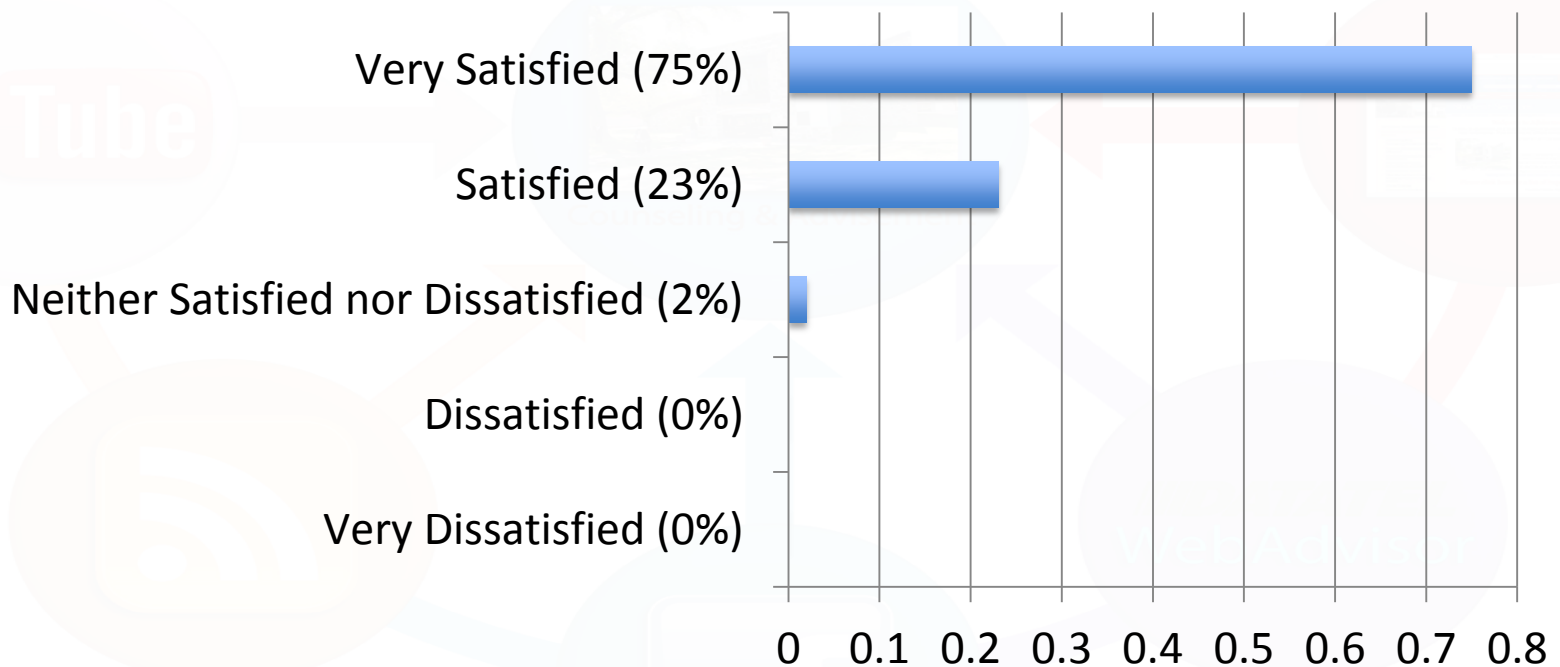


Comments:

•“Accuplacer Test Results”

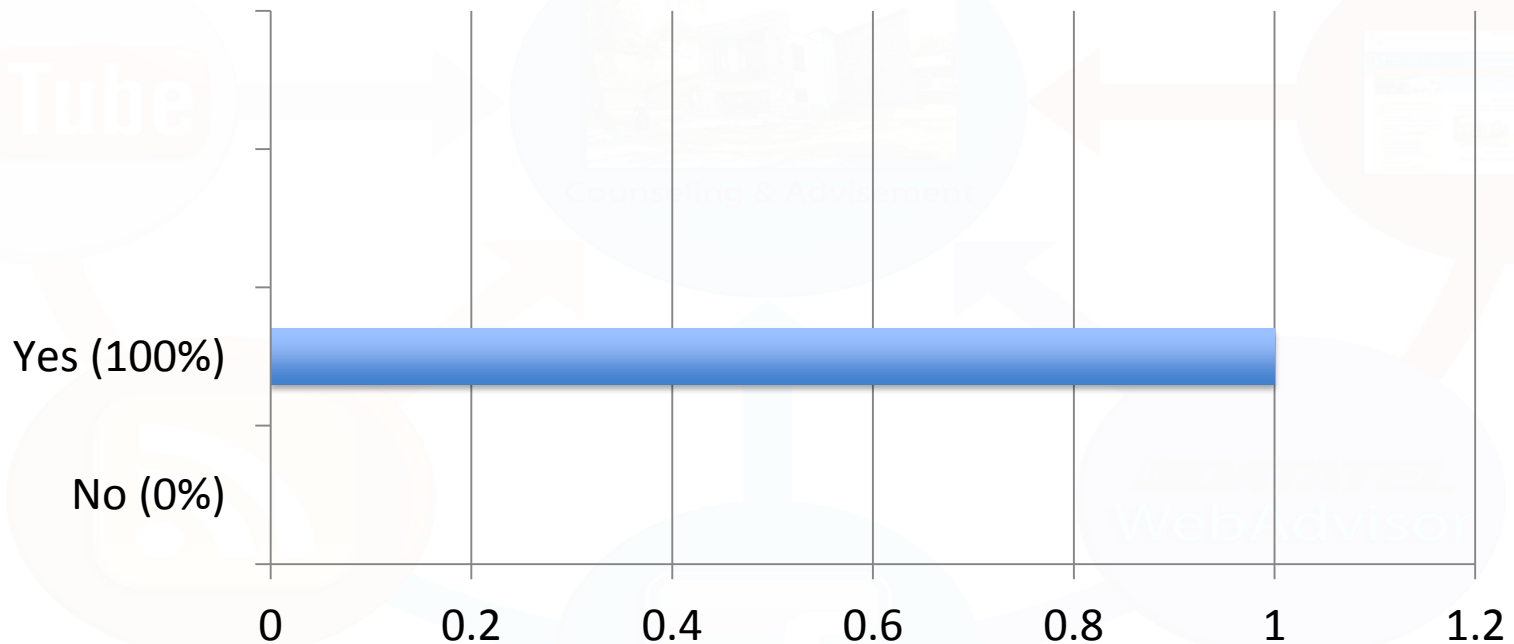
And the survey says...

How satisfied were you with your online advising session?



And the survey says...

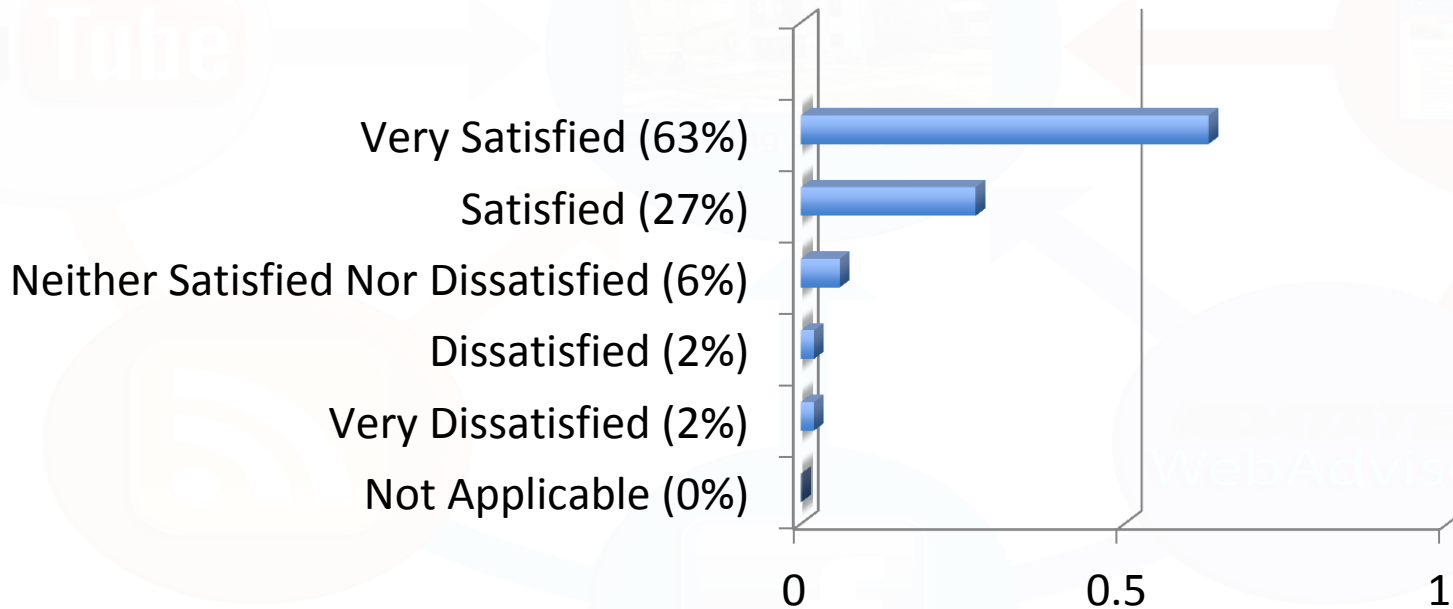
Do you feel that all of your advising needs were met during your online advising session?



And the survey says...

Please indicate your level of satisfaction with the technology used during your online advising session.

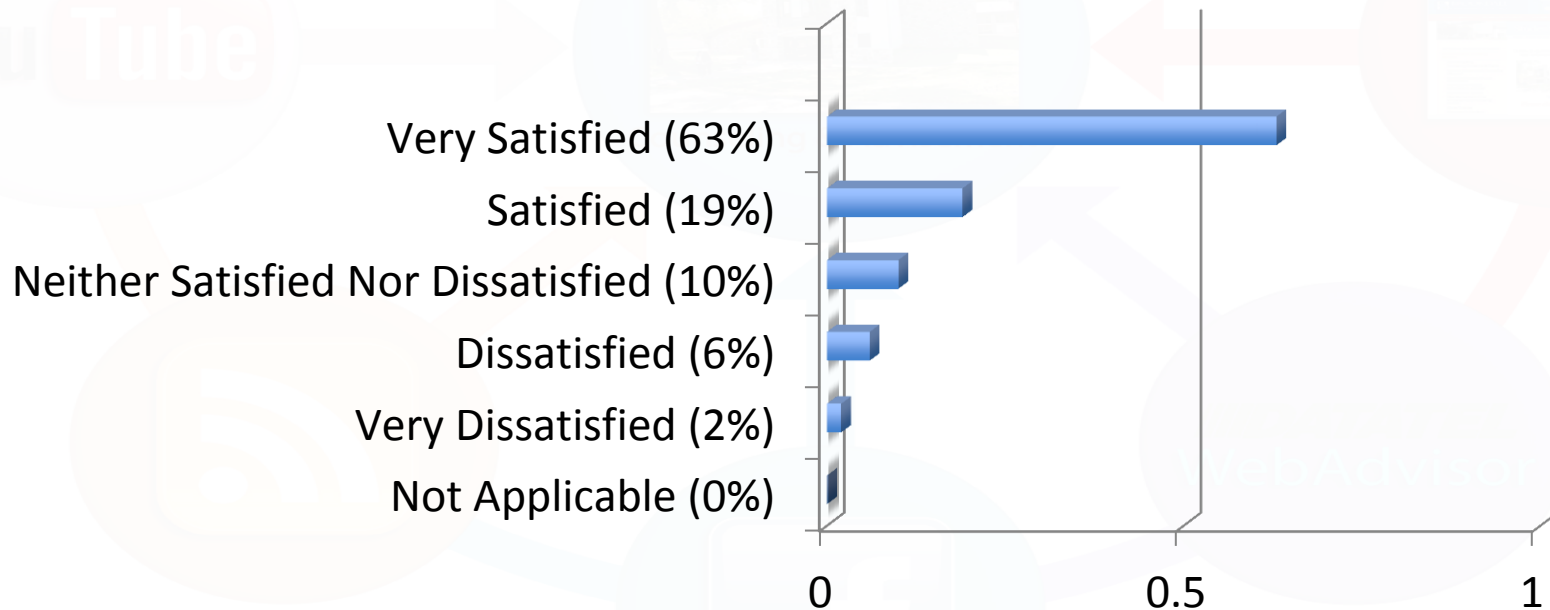
Clarity of the computer monitor



And the survey says...

Please indicate your level of satisfaction with the technology used during your online advising session.

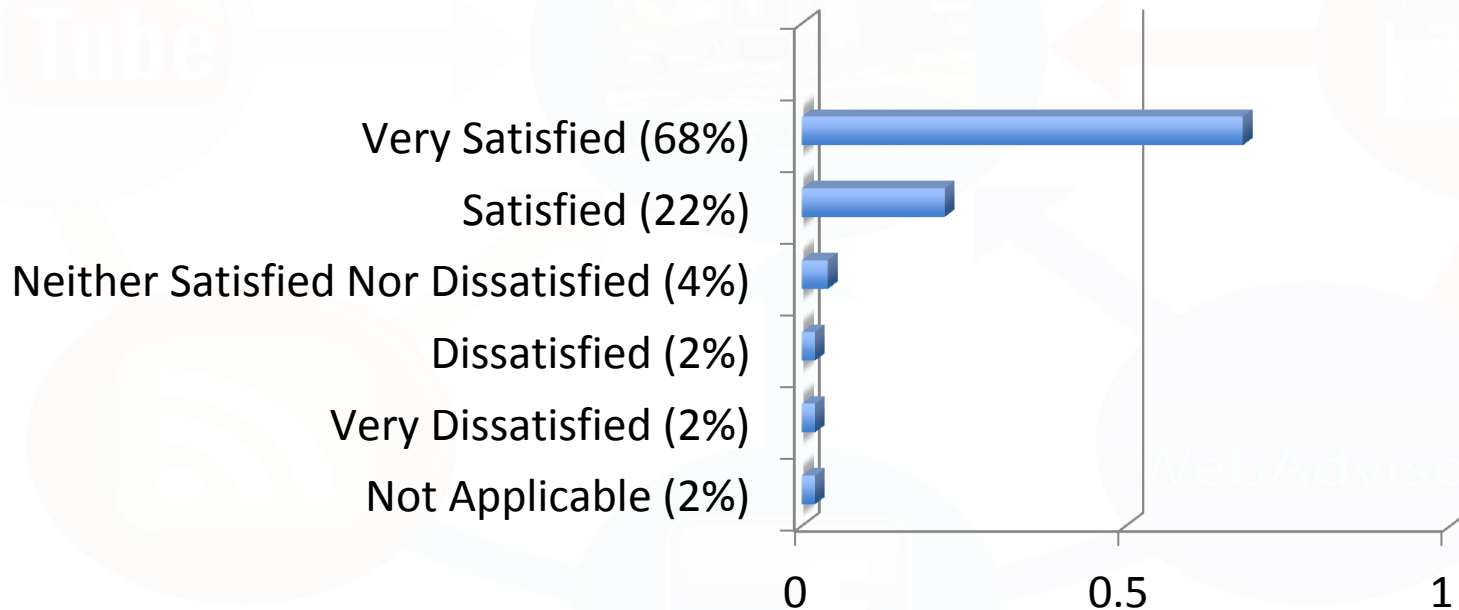
Clarity of the audio



And the survey says...

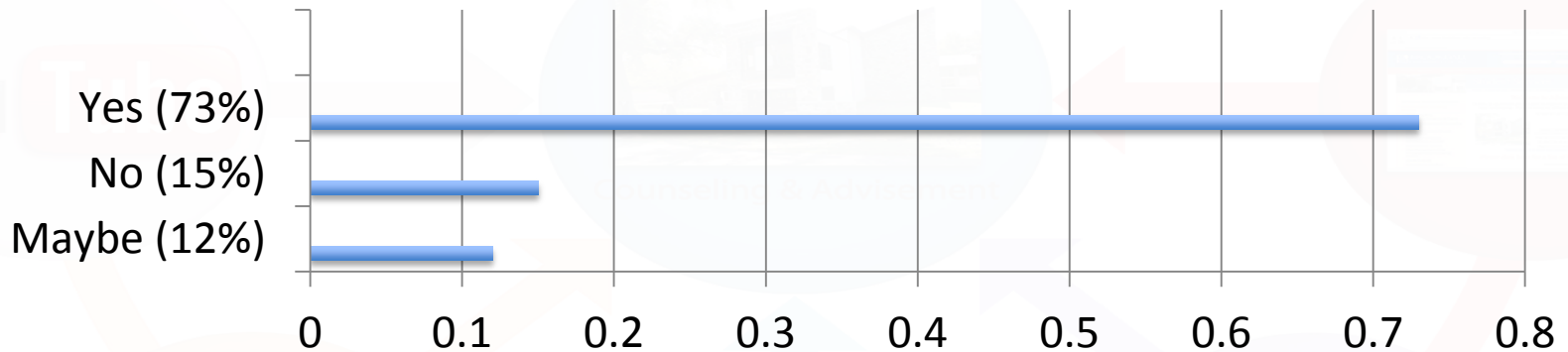
Please indicate your level of satisfaction with the technology used during your online advising session.

The effective use of e-tools



And the survey says...

At some point in the future...will you consider meeting with your advisor online?



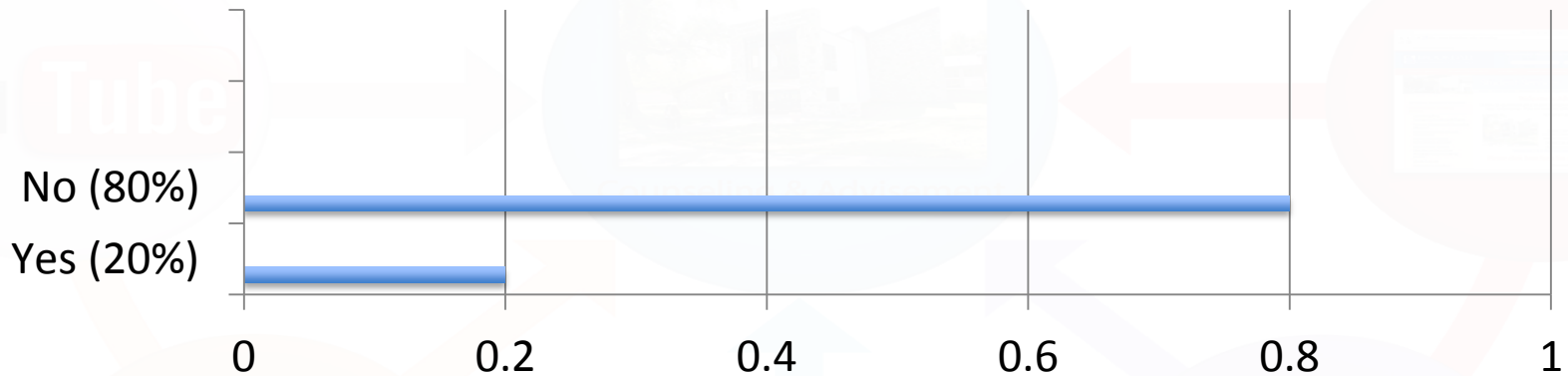
Comments:

- “Convenient”
- “Accessibility.”
- “Convenience”
- “New idea and a change of sorts”

- “I’d rather meet in person.”
- “Face-to-face has less room for error.”
- “Real communication feels better”

And the survey says...

Do you perceive any barriers to effective online advising?



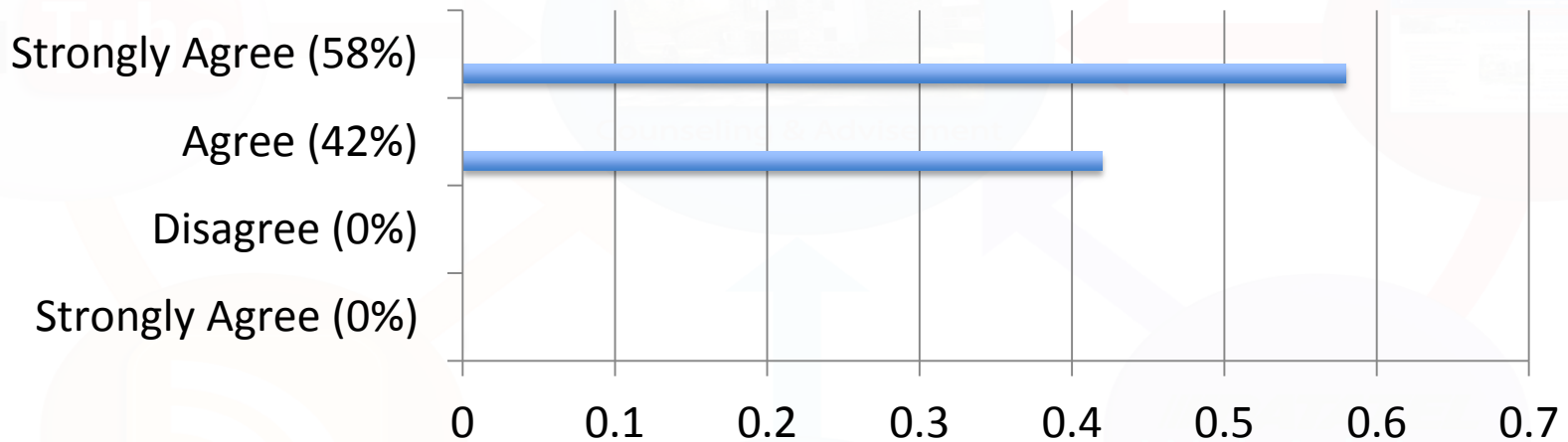
Comments:

- “It’s good and easier for both.”
- “It’s impersonal. I’d rather meet face-to-face.”
- “Advising classes isn’t effective.”

- “Slightly impersonal”
- “Getting the appropriate signatures”
- “Having the tech”
- “Lack of contact”

And the survey says...

Overall, I feel that my online advising session was as effective as a face-to-face advising meeting.



The Future



One Final Recommendation

In “Build Better Relationships Through Blogging”, McFaddin and Schulze (2011) suggest...

...having “a tangible product in hand” when pitching a program such as this to your institution so that you can “say with certainty how big... an investment in time and money it would be.”

Options to explore:

- Adobe Connect
- Elluminate Live!
- Zoom.us
- Skype

- Vidyo
- Etudes inTouch! (iPhone App)
- Face Time
- Tango

**Thank ya,
thank ya very much!**

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