

Virtual Counseling

Cerritos College

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Development and Launch

of VC



Virtual Counseling

Chancellor's Office sponsored initiative: flexibility, responsiveness, and accessibility for students to connect with counselors



Training

Counselors participated in a six week training through a joint initiative Chancellor's Office and Online Education Initiative (OEI)



Users

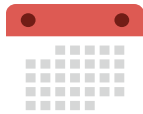
- 27 trained counselors
- 2 appointments and 1 hr of drop in



Launch

Virtual Counseling launched on January 29, 2018

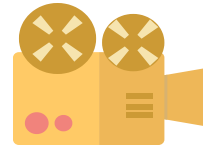
Features & Demo



**Online
Scheduler**



Screen Share



**Records
Sessions**



**Closed
Captioned**



Text to Voice

B



Analytics



149
Drop In Sessions

517
Appointments



13.1%
No Show Rate

Current Services

- Same service as in-person
- Drop in for quick questions
- Appointments
- Flexibility to counsel students in a location convenient for them.
- Reach across the street, across the country and across the globe

Student Comments:

- Convenient, easy, quality audio and visual connection



What's Next?



Increase Student
Use of Virtual
Counseling



Create Culture
of Comfort with
Virtual Services



Accessibility
& Responsiveness

A close-up photograph of a silver laptop keyboard resting on a rustic, weathered wooden surface. The keyboard is partially visible, showing keys for 'fn', 'control', 'alt', 'option', 'command', 'X', 'C', and 'V'. The wood has a natural grain and some greenish-grey staining.

Thank you!

Questions?

