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
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
Thank you!

Questions?