

Ecounseling Focus Group

November 9, 2015

CC5

12:30-2:00pm

Six students taking online courses were invited to the focus group that was moderated by Distance Education (DE) Coordinator, David Jordan. Of the six participants, only about half have seen a counselor (one in General Counseling and the others in EOPS). Many of these students were purely taking online classes and didn't have time to come to campus to see a counselor or just did not have the time. These participants seem to get their information about general education plans through their instructors or by following advising forms on their own.

During the date of the focus group, eSARS (the online appointment booking system) was not working so we could not show the participants how to book their appointments online.

For the ecounseling demonstration, each student had a device that ranged from a tablet, phone, and laptop to log onto the ecounseling session. After a quick overview of the Zoom ecounseling platform, the ecounseling session was initiated. Students were able to experience the session with an ecounselor on the other end providing information. After this demonstration, students were asked if they were aware of ecounseling services. Out of 6 participants, only one student was aware that ecounseling services were available. Students commented that ecounseling would be more convenient, especially when they had limited time. They also shared that ecounseling made it easier to talk to a counselor. Students shared that they would use ecounseling and that it seemed simple to use. The participants felt that ecounseling should be available to all students.

Participants shared that the Counseling and ecounseling links should be more visible and available on the main lamission webpage. They also shared that it

would help to have ecounseling mentioned on the course syllabus for all online and hybrid courses and to include information about ecounseling on the welcome email to DE students so that students are informed of this service.

Participants shared that the best way to reach them is via text messages, social media (Instagram/snapchat) but not so much through facebook. Text messages are preferred by all participants. One student did share that the college's use of social media did not seem professional.

Students also suggested some ways to get information out to students:

- Upload short video series on "how to" and make them available to students.
- Regularly update the main LAMC webpage since the current slides and videos have been up for some time.
- Provide current and relevant information on the LAMC marque.

Some essential services for online students were:

- Counseling
- Ecounseling
- Transfer Center (to include etransfer services)
- Financial Aid
- Deadline information (add, drop, fin aid, applications)
- Health Center
- Library
- Easier way to sign into email

Based on the information gained through the focus group, counseling will work with DE and DE faculty to get information out to DE students about ecounseling services. Additionally, counseling will work on getting a quick link on the main LAMC webpage. Counseling will also work with other programs and individuals on campus to create short videos and look into the possibility of texting to educate and inform students.