

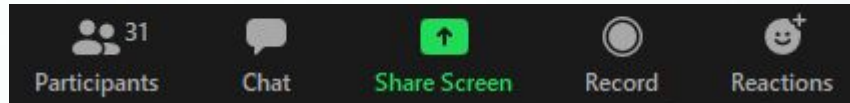


IDEAS FOR CONDUCTING ONLINE ORIENTATION AND REGISTRATION FOR BASIC SKILLS PROGRAMS

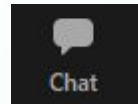


HOUSEKEEPING

Meeting Controls can be found at the bottom of your Zoom window.



You can use the



for questions and comments.



PRESENTERS:

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**PLEASE ENTER QUESTIONS
IN THE CHAT BOX.
WE WILL PAUSE TO ANSWER
QUESTIONS BETWEEN
PRESENTERS.**



GUIDING QUESTIONS:

1. How are programs making initial contact with prospective students?
2. How are students signing up for orientation?
3. In what format are online orientations being offered?
4. What type of assessments are being used?
5. How are the assessments being delivered?
6. What happens after the online orientation and assessment?
7. How are students oriented to online programs?
8. How are students placed in class?
9. How do students meet the instructor?





KASI WALKER

Director, Adult ESL

Central Piedmont Community College

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CPCO ONLINE ORIENTATION PROCESS



GETTING STARTED

Connecting with Students

- + CPEC Website
- + Flyers
- + RRAS (Recruitment, Retention, & Assessment Specialist)
- + Welcome Center

Collecting Student Information

- + CCR CFNC
- + Google Forms
- + SharePoint

ASSESSMENTS

Assessments Being Used

- + CASAS Life and Work
 - + Reading
 - + Listening
- + CASAS Goals
 - + Reading
 - + Math

Delivery Method

- + In person by appointment
 - + Social Distancing and PPE
 - + 8 students per session
- + Exploring Remote Testing Options

ONLINE ORIENTATION OVERVIEW

Delivery Methods

- + Based on student need and access
 - + Individual Phone Calls
 - + Conference Calls
 - + Video Conferencing
 - + Zoom or WebEX

Process and Procedure

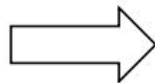
- + Provide program information
- + Review test results
- + Goal Setting
- + Refer to class
- + How to get started instructions
- + Welcome email



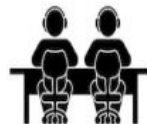
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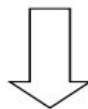
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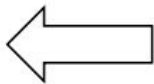
- Students learn about our programs and how to get started
- Student completes CCR CFNC creating Master File
- Student can receive support from First Year Experience (FYE)

- Student signs up for testing appointment using a Google Form link
- Student can receive support from FYE

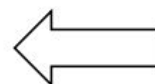
- Student attends in person testing appointment and completes assessment
- Student makes appointment with Recruitment, Retention, and Assessment Specialist (RRAS) using TimeTap assisted as needed by Test staff



6



5



4



- Instructor welcomes student to class
- Student attends class and learns!
- Instructor marks attended in SP
- RRAS or facilitator registers student in Colleague

- RRAS reviews test results, sets goals, and refers students to class
- RRAS provides instructions on how to start online classes and sends welcome email connecting student to instructor

- RRAS connects with student to determine orientation delivery method
- RRAS meets with student by phone or video to deliver small group or individual orientation

How to Enroll in Adult ESL

COMPLETE 3 STEPS IN ORDER

STEP 1: APPLY FOR ADMISSION

Have you studied with Central Piedmont at any CPCC location before?

If **YES**, do NOT complete the application. You have a student ID number. If you don't know your student ID number, contact Admissions or email fye@cpcc.edu before completing Step 2. They will give you your student ID number.

If **NO**, new students must complete the College and Career Readiness application.

<https://tinyurl.com/startccr>

*For help with the application, contact First Year Experience or visit a Student Services Support Lab.

Central Campus: Central High Building, Room 110 or 704-330-6100

Cato Campus: Cato I Building, Room 230 or 704-330-2722, ext. 7858

Levine Campus: Levine I Building, Room 2100 704-330-2722, ext. 7381



☐ STEP 2: MAKE AN APPOINTMENT TO TAKE THE PLACEMENT TEST

****Bring student ID number and Photo ID****

<https://forms.gle/pmzDtR3WTkS5Z1BSA>

All testing will be on Central campus in room 1108 of North Classroom Building. Students will be expected to wear protective masks and observe social distancing. The college will be taking extra precautions to provide a safe testing environment.



☐ STEP 3: SCHEDULE AN ADVISING APPOINTMENT TO REGISTER FOR CLASSES

At the testing sessions, students will be prompted to schedule an appointment for advising .

This will be a phone appointment. Your advisor will call you at the time you schedule.
Your advisor will...

- *Provide you with your test results
- *Tell you about class different options
- *Schedule you for your ESL Classes



QUESTIONS FOR KASI?

NC COMMUNITY
COLLEGES
CREATING SUCCESS





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Orientation Team Director

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DCCC
THE COLLEGE OF
DAVIDSON AND DAVIE COUNTIES

COURTNEY WILSON

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STEP 1: INITIAL CONTACT



Potential students can:

1. Call the campus and speak to someone to show interest. Contact information is given to our orientation team.
2. Sign up for orientation through our website (Google Form gathers contact information).

https://www.davidsonccc.edu/?taxonomy=continuing_education_category&term=high-school-equivalency-college-readiness

STEP 2: REGISTRATION INFORMATION & ORIENTATION

Potential students are contacted by our Orientation team by phone to get registration information and set up their orientation date.

or

Potential students email “phone book” information to get them registered and set up their orientation date.

QUESTIONS ASKED DURING INITIAL INTERVIEW

1. Are you over 18?
2. Do you have a high school transcript? HISET? GED? AHS?
3. Do you have a computer with a camera/microphone – or a cell phone or tablet with internet connection?
4. Do you have an email that you check regularly?
5. Are you familiar with ZOOM?
6. Are you interested in face to face learning or online?



STEP 2 (CONT'D): ORIENTATION

Orientation is offered:

Virtually via Zoom

In person – 1 to 2 times per month if needed (limit of 4 students per session)



STEP 3: ASSESSMENT AND PLACEMENT

CASAS and TABE testing is offered in person by appointment on campus (limit of 4 students per session).

For students that cannot come to campus – Online assessments (CASAS – Training in process) – Ed Ready online assessment (Placeholder)

QUESTIONS	
1-	<input checked="" type="radio"/> A B C D
2-	A B <input checked="" type="radio"/> C D
3-	A <input checked="" type="radio"/> B C D
4-	A <input checked="" type="radio"/> B C D
5-	A B <input checked="" type="radio"/> C D
6-	<input checked="" type="radio"/> A B C D

STEP 4: PLACING STUDENTS AND STUDENT HANDOFF

Virtual – Zoom with Orientation Team, Instructor and student.



In Person – Member of the Orientation Team will walk the student down to meet the instructor after the student completes placement testing on campus.



STEP 5: INSTRUCTOR MEETING WITH STUDENT

This is a continuation of the student handoff. The instructor will continue to meet with student to explain online programs, expectations, and lab schedule if needed.

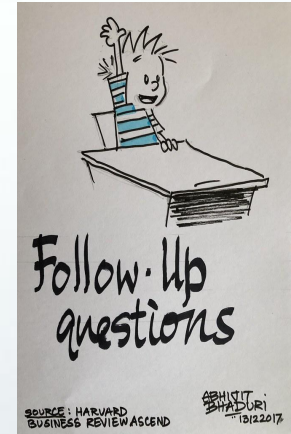
Student is ready to start in their assigned classes.

STEP 6: FOLLOW - UP

An orientation team member will follow up to see how the student is doing on their classes.

Or

If a student does not show up or respond to the instructor, an orientation team member will reach out to them.





QUESTIONS FOR CINDY & COURTNEY?





CLAIRE RICCI

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LISA ROGERS

Lead ESOL Instructor

Guilford Technical Community College

larogers1@gtcc.edu



OVERVIEW OF OUR ONLINE ORIENTATION

The orientation consists of a series of videos and questions that the student can access any time day or night.

Total duration is about 1 – 1.5 hours.

Technology and Platforms:

Videos: VidGrid

Organization/Question:
Google Forms

Link available on GTCC.edu





QUESTIONS AND ANSWERS

Here are our answers to commonly asked questions.



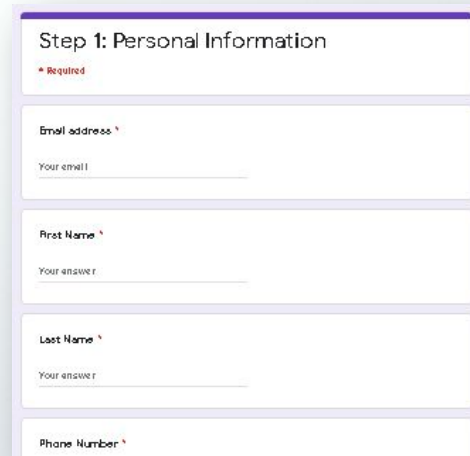
Q: HOW ARE YOU MAKING INITIAL CONTACT?

- + Most contact is initiated by the students.
- + Once we receive their information, we will further the contact to help the student actively participate in classes.



Q: HOW DO YOU SAFELY GATHER STUDENT INFO WITHOUT BREAKING ANY FERPA REGULATIONS?

- + Students submit their personal information via a Google Form.
- + The data is stored in a secure site where it can be accessed by authorized staff.



Step 1: Personal Information

* Required

Email address *

Your email

First Name *

Your answer

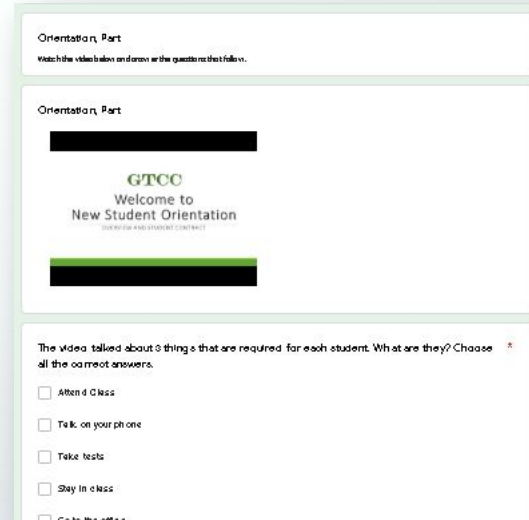
Last Name *

Your answer

Phone Number *

Q: WHAT FORMAT IS YOUR ONLINE ORIENTATION IN?

- + The online orientation is a combination of short videos and questions that a student can navigate through.
- + The orientation can be completed in about an hour.



Orientation, Part

Watch the video below and answer the questions that follow.

Orientation, Part

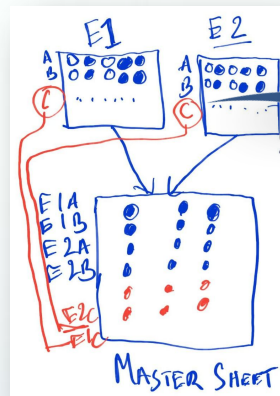
GTCC
Welcome to
New Student Orientation

The video talked about 3 things that are required for each student. What are they? Choose all the correct answers.

- Attend Class
- Talk on your phone
- Take tests
- Stay in class
- Go to the office

Q: HOW ARE STUDENTS PLACED IN THE CLASS?

- + Classes are selected based on the results of the assessment.
- + Staff from the different programs will contact students individually concerning days and times for classes.



Q: WHAT FORMAT IS YOUR ONLINE ORIENTATION IN?

Welcome Video

- Gives instructions on how to complete the orientation
- Step 1: Personal Information
- Step 2: Orientation
- Step 3: Testing
- Step 4: Register
- Step 5: Attend Class



Personal Information

- Student is directed to Google Form
- Information is stored in a secure location



Orientation

- Student will watch a series of videos to learn about our programs and campus
- Email is sent to notify staff of completed orientation.



How do I sign up for class?

New students must attend an orientation. They will take a test, fill out a registration form, and register for class.

Our in-person orientation is two days, usually Wednesday and Thursday. Students must attend both days of orientation. Bring something with your current address on it. **Please call to reserve your space and to learn more details about our schedule.**

We also have a **new online orientation** for students who would prefer to complete orientation remotely. [Complete your online orientation today!](#)

Online class options are also available.

To get enrolled in our program as quickly as possible, most students will be required to come in person for a pre-test and periodically for post-testing on campus. A very limited amount of remote testing is available for students who are unable to come to campus at all.

Greensboro Campus

COMPLETE YOUR ONLINE ORIENTATION TODAY!

DOWNLOAD ADULT ED NEWSLETTER

GTCC GUILFORD TECHNICAL COMMUNITY COLLEGE

Welcome!

ADULT EDUCATION NEW STUDENT ORIENTATION

00:01 / 03:06

Q: WHAT TYPE OF ASSESSMENTS ARE YOU USING?

- + For ABE/ASE we use TABE 11/12
- + For ESOL we use CASAS Life and Work series
- + For POWER classes (students with ID/DD) we use CASAS Goals series



Q: HOW ARE YOU DELIVERING THE ASSESSMENTS?

- + For TABE, our assessment staff is delivering both assessments both online and in-person.

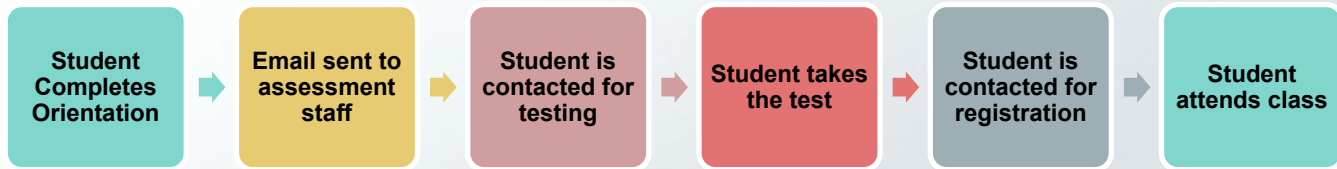


- + For CASAS, our assessment staff is primarily delivered in-person testing, with remote testing offered on a limited basis.



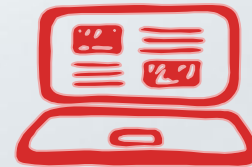
Q: WHAT HAPPENS AFTER THE ONLINE ORIENTATION AND ASSESSMENT?

- + After a student completes the orientation and assessment, they are contacted by the program staff to be registered for classes.



Q: HOW DO THEY MEET THE INSTRUCTOR?

- + For in-person classes, the students will meet the instructors on the first day they attend class.
- + For the online classes, the teacher will reach out to the student via email once the student is registered.



Q: ARE THEY ORIENTED WITH ONLINE PROGRAMS?

- + Students are given information about the online programs in the initial orientation.
- + Once a student is registered, the instructor will continue with any further orientation, as needed.



Q: HOW ARE STUDENTS SIGNING UP FOR ORIENTATION?

- + For in-person orientation, students contact the main desk via phone or email and are put onto the schedule for the orientation that works best for their schedule.

- + For online orientation, students can begin the orientation at any time by clicking on the link. No sign up is needed.





QUESTIONS FOR CLAIRE & LISA?





ERIK HILL

Workforce Development
Manager

Reading Connections, Inc.

ehill@readingconnections.org



INITIAL CONTACT

1. Through partner interest meetings on Zoom
Islamic Center of Greensboro
2. Marketing
Facebook, Instagram, flyers (GCS, etc.)
3. Word of mouth

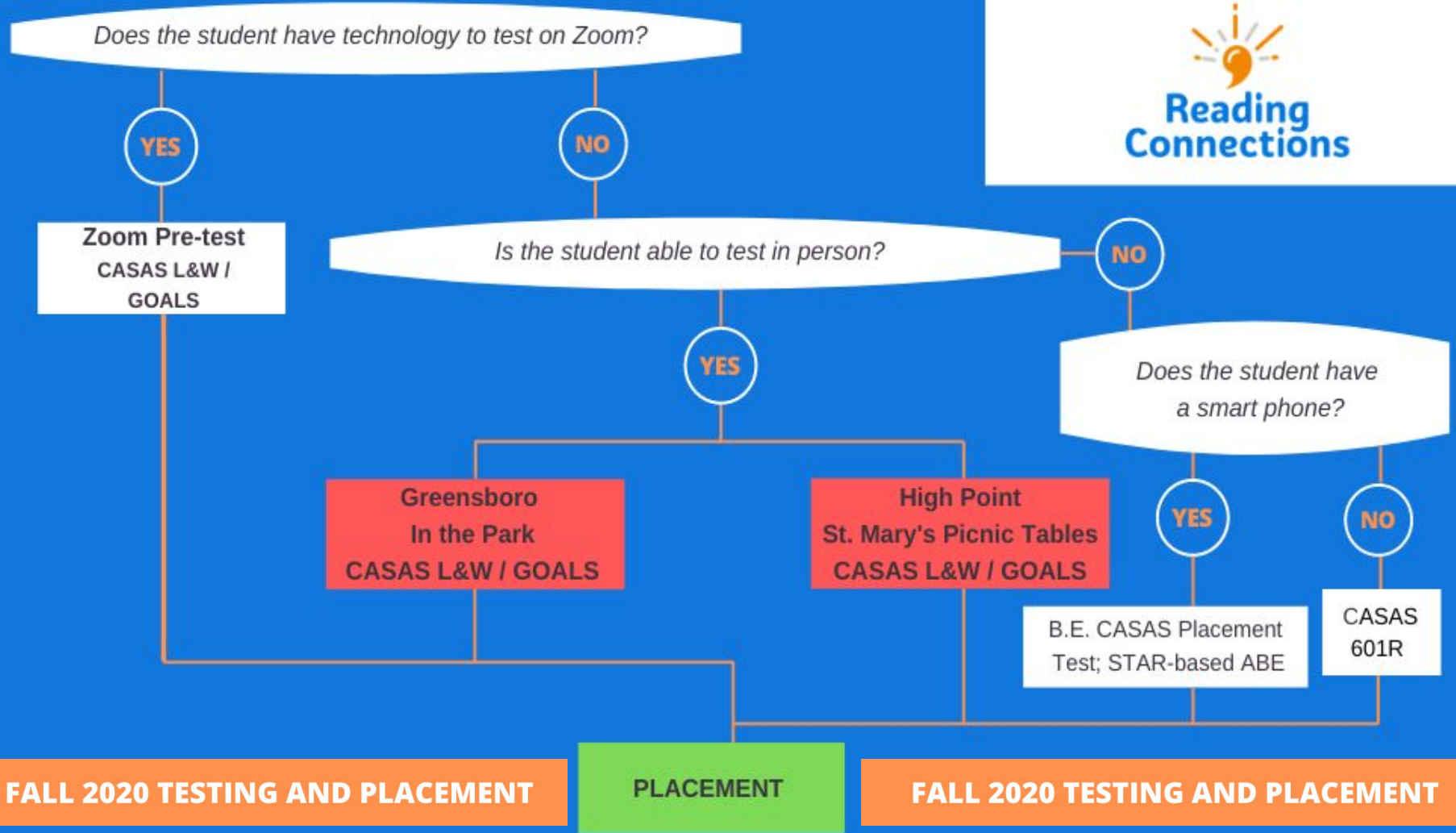
STUDENTS CALL PH# or EMAIL FOR INQUIRY PROCESS

CONTACT WITH STUDENTS

- All contact is remote
 - Orientations
 - Assessments
 - Placement
 - Instruction
- Exception: Serving GCS Parents in Family Literacy

ONLINE ORIENTATION AND ASSESSMENT

- Via Zoom
 - Infographics: Google Slides
 - Paperwork & LEIS: Google Docs
- Assessments
- Sign-up process
 - Conversation over the phone or email
 - *Internal* usage of Google Calendar



AFTER ORIENTATION AND ASSESSMENT

PLACEMENT

- Concurrent conversations with prospective tutors and new students
- Tracking Document (Documented process, rosters, calendars, report attendance, etc.)
- WhatsApp for communication and community

ONLINE CLASS INVITATION

- Guidance and support with downloading WhatsApp and Zoom
- Class details
- WhatsApp is first contact with instructors.
 - Low key introduction

ROLES

- Private Tutors
 - Tutors as IT specialists
- Learning Coaches
- Career Coaches
- Volunteer Role: Troubleshooter



QUESTIONS FOR ERIK?

NC COMMUNITY
COLLEGES
CREATING SUCCESS





ERIKA GILLIS

Transitions Specialist & PDF

Tri-County Community College

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TRI-COUNTY

COMMUNITY COLLEGE



Contacts made via...

- Social media
- Website
- Referrals
- Face to face in community



Classes

Calendar

TEACHING

GED Orientation

Bridge Academy: GED

HSE Digital Education

GED with Gillis

ENROLLED

To-do

HSE Math

Classroom folders

Settings

Send Google feedback

Help

Navigation sidebar with icons for Home, Calendar, TEACHING, ENROLLED, and People.

Mobile app screenshot of a class page titled "GED Orientation". It shows a list of posts: "Orientation Check List", "Registration Form", "Registration Paperwork", "Orientation Essay", "GED Essay", "Orientation Paperwork", "Goal Setting", and "Please Fill Out this Registration Form FIRST".

Mobile app screenshot of a class post titled "Bridge Academy: GED Class" with a "Students" graphic. The post content reads: "If you are between the ages of 16-24, please contact me, Sharee Thompson, WIOA Youth Specialist, to see if the WIOA Youth Program can help you with testing fees, transportation and GED bonuses. Call or text me at 828-557-7422. I would love to help you reach your ed...".



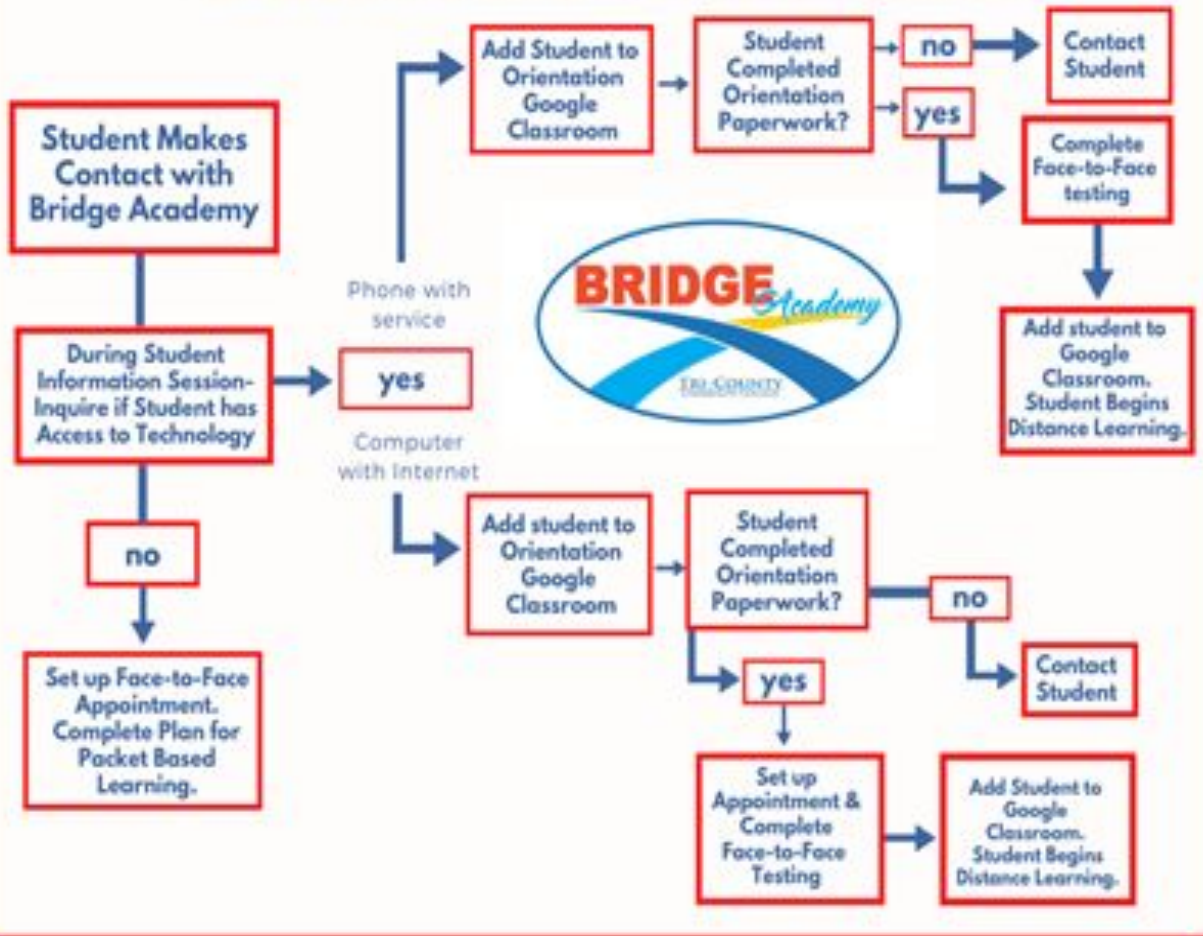
Assessments



Delivery mode:

- Parking lot
- One on one in class
- Online via Zoom

STUDENT INTAKE FLOW CHART

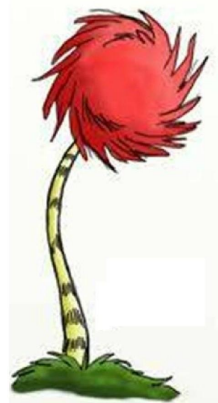


One on one instruction

Student Centered

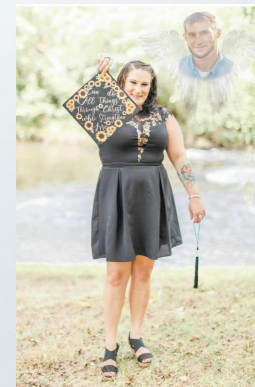
Online via multiple methods

Face to Face instruction



Unless someone like you
Cares a whole awful lot,
Nothing is going to get better.
It's not.

~Dr. Seuss, The Lorax



Remember....you are here to make a difference in
someone else's life...It's a very important role





QUESTIONS FOR ERIKA?

**NC COMMUNITY
COLLEGES**
CREATING SUCCESS



THANKS

for attending!



Contact Dan Loges @ logesd@nccommunitycolleges.edu with any questions.