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 Chat 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?
CPCC Online Orientation Process
Getting Started

Connecting with Students
+ CPCC Website
+ Flyers
+ RRAS (Recruitment, Retention, & Assessment Specialist)
+ Welcome Center

Collecting Student Information
+ CCR CFNC
+ Google Forms
+ SharePoint
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
At a Glance
CCR Student General Intake Process

1. 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)

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

3. 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

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

5. 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

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

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Central Piedmont Community College
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/startcor

*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****

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.

https://forms.gle/pnzDtR3WtkS5Z1Bsa

**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?
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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)
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?
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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.
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.
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.

Greenbrier Campus.
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?
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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?
Erika Gillis

Transitions Specialist & PDF
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Contacts made via...
- Social media
- Website
- Referrals
- Face to face in community
Assessments

Delivery mode:
- Parking lot
- One on one in class
- Online via Zoom
Remember….you are here to make a difference in someone else’s life…It’s a very important role

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

— Dr. Seuss, The Lorax
Questions for Erika?
THANKS for attending!

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