**Student Support Work Group: Zoom, 4/20/2020**

**Overview:** This monthly work group meeting is the first one since COVID-19 pandemic.

**Attendees:** Janie Garcia, Felisa Vilaubi, Adrienne Moberly, Dave Capitolo, Randy Bryant, Tina Dave, Desirie Torres, Maritza Jackson-Sandoval, Christian Rodriguez, Sandy Cutshall, Anthony.

**Overview:** Regarding our work group strategies, we need to think about what is best for this work group and what goals need to happen. We spoke with Peggy who stated we can decide based on our needs and adjust the annual plan based on what we decide; these are exceptional times and we need to balance things and figure out what we collectively feel is the best plan moving forward.

**Check-In:** Sharing of how folks are doing, challenges, etc. Time to network and support each other. Sharing:

* **Desirie:** Calling students to talk about transitions has led to common response that they can’t commit to anything right now. Difficult for many. Using text, email, phone calls to reach out. Anyone else experiencing this?
* **Maritza:** Puente, because we had time to build community in the fall we only lost one student. We have started an 8pm Friday night Puente Club for students to connect. We play games and have fun and the goal is to help people not feel so isolated. Also the classes I’m teaching are on zoom and I’m recording them…so if a student can’t show up during the time, say because they have a sibling to tend to or a job (which is good because a lot lost their jobs),m they can watch the zoom later. Trying to give a lot of alternatives and support….lots of phone calls.
* **Janie:** Collectively with outreach at Foothill it seems to be similar. Just reaching out, trying to be as supportive as possible. Have google voice and text. Working with students during a lot of different hours.
* **Adrienne:** Hard for some students who do not have strong internet connections. This is a stressor because we are concerned about students not being able to sustain their effort in classes as well as planning for graduation and getting students over to the community colleges.
* **Janie:** Foothill able to provide some loaner laptops and hotspots. But with the start of spring quarter and new students, unfortunately not able to support all of them. Also mentioned equity office at Foothill and said ok to reach out and ask what and how they are doing things for students.
* **Felisa:** Tech surveys sent out. 20% at De Anza responded. Of that 20%, 3% said they did not have adequate technology to be able to do this. Question is the 80% who didn’t respond…are there a lot in there that need the technology and maybe not responding because of that or dealing with all of the other things (e.g. needing a job) that comes with this crisis. Predicting the most at-risk are not responding and much bigger need than showing up in the survey. And, maybe those students won’t really realize they don’t have what they need until they try to, for example, submit an essay via their phone which is less conducive to achieving the goal. Working to reach out to more students by working with research office to get lists of students to reach out and see what their needs are.
* **Felisa:** I’m also struggling with when we have students from adult schools calling, it’s hard to tell them what their best option would be. Do you have them start the clock on the promise with spring quarter and it’s an online course and maybe a challenge and they won’t be successful? What support is needed for them to make them successful? And if this goes into the fall and it online continues?
* **Desirie:** Student sent recently to auto tech…had same thoughts but sent him to you to talk to him and get the connection but I struggled because I don’t think it’s a good time for him to start and then you didn’t either. But ongoing, looking at the fall, we do need to create some kind of plan.
* **Tina:** The ones who get online and are tech saavy are doing fine. But the ones who have a problem are having problems on almost a daily basis. They reach out and it is same support: getting them on zoom, for example, and doing that again and again. For some reason it has not clicked as well as it should have…maybe it is different computer platforms. I show them on my computer but maybe they don’t see the same on their device.
* **Sandy:** Governor today. His wife spoke of education. Talking about outfitting school busses with hotspots. Start blanketing neighborhoods with internet. Idea that this could happen.
* **Felisa:** census data shows the areas where people don’t have internet and cell phones are only device. If we have that data, then sending busses there…then that could be awesome.
* **Sandy:** I feel like they wouldn’t have said it if they didn’t feel they were going to make that happen. So as for me, I wear a lot of hats and it’s kind of complicated. Have three classes. Zoom. Alternative assignments. Then staying in touch with people in the program. Tracking them after the fact is hard. We have lost a lot of people. Struggle with supporting teachers who have varying skills in technology. Hopeful for our department for the summer. Have an opportunity to plan ahead of time versus being thrown in with no lessons when shelter in place happened. Looking forward to planning.
* **Felisa:** Would it be helpful to get help from Peggy to find out what other ESL departments are doing?
* **Sandy:** We had an ESL networking Zoom two weeks ago and the themes listed above were also the driving issues. We should do another one. (Sandy please also invite Peggy.)
* **Adrienne:** ESL not happening in the summer.
* **Jan:** We don’t usually do ESL in the summer.
* **Tina:** I have a student transitioning to De Anza and we went to the website and I saw that De Anza is moving to canvas. Is there a canvas orientation that they go through when they join the program?
* **Felisa:** There are videos on the website that could orient them. I would also be open to meeting with them and walking them through canvas if they felt that they needed more support. Canvas is relatively easy to use.
* **Tina:** Great. I’ll refer her to you once she has her classes.
* **Randy:** A lot of the instructors spend the first class going through canvas.
* **Anthony:**