Student Support in the Online World

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Student Service Team Responsibilities during COVID-19 Pandemic

Support for Students
- Face-to-Face before
- Online now

Teacher Support
- Face-to-Face before
- Online now

Student Follow-through
- Face-to-Face before
- Online now

English Language Program: Managing Online Classrooms
Support for Students

• Test results sessions for English Proficiency Test and Enrollment – Not anymore
• Individual zoom meetings with students, if they have questions about placement, English courses, enrollment and online classes
• A “Meet and Greet” several times – with office personnel, advisors and technology experts
Continuing Student Support

- New student interviews to determine study plans and problems -- all done via zoom one-on-one with matching time zones
- Orientation classes – April will share on this topic later
Teacher Support

• **Problem students and student complaints** – advisors work closely with instructors and/or meet with students via zoom, if needed

• **Missing Student Protocol** – two separate ones -- for international students living in Manhattan, students living in their own countries

• **Mid-term grade sessions** – all online with fillable forms that they email to the advisors and to their instructors
Student Follow-through

• Tutoring (now online) – Virginia will discuss this in her presentation

• Targeted language coaching and tutoring (now online) – for special students (very little English, or skipped a level, or making no progress despite working hard) in the Learning Center
Takeaway – Communication/Connection is essential

- In a team with advisors
- Individually, teachers or directors
- Via Zoom or Skype, Microsoft Teams, Google Docs, Marco Polo
- By simply making a phone call or texting
- Using social media like Facebook, WhatsApp, Instagram, and others
- Emailing
- Asking students’ friends and neighbors