

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

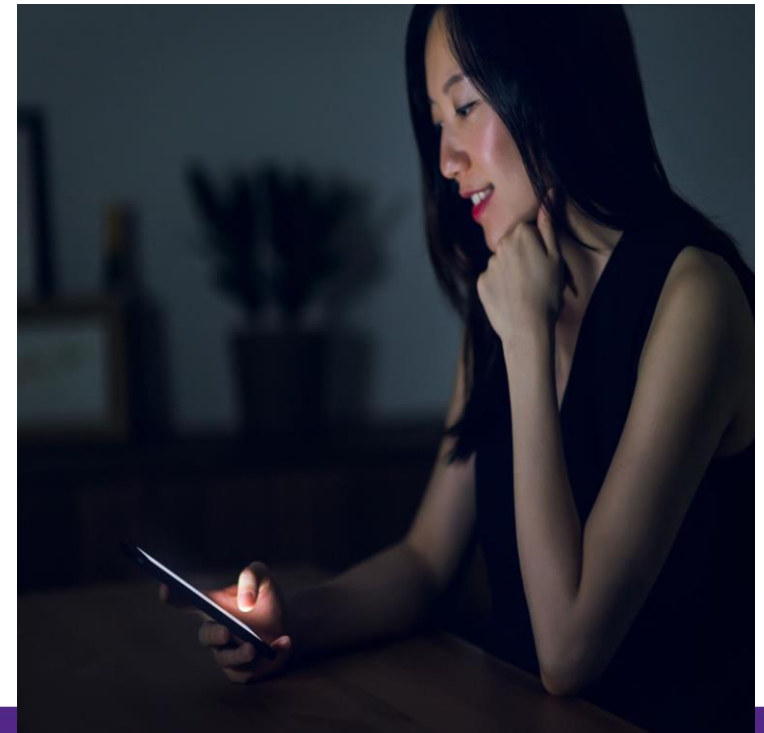
- Face-to Face before
- Online now

Student Follow-through

- Face-to Face before
- Online now

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



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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

