Connecting with Your Students

Using Video Chat, Screen Sharing & Document Uploads
VISION STATEMENT

Leading the way to success in our Local and Global Communities
During our session

We’ll discuss

- History of MCC’s chat service
- Security, identity, and confidentiality
- Features
- Administration, Forms, and Reports
- Lessons learned
- Demonstration of Cranium Cafe
Mesa Community College

• One of 10 colleges in the Maricopa Community College District
• One-stop Enrollment Services
• Staff
Poll

Does your department use a chat or chatbot service to answer student questions?

If yes, which service?
History

Why we started using video chat, screen sharing and document sharing
Why?

We have full degrees online.

“Couldn’t I be doing this online?”
Why?

We have an outsourced call center.
Why?

Our long, hot summers.
Why?

Our long wait lines during busy times.
July 2017

- Open hours: Monday-Thursday 8am-5:30pm, Friday 10am-4:30pm
- Staffing: 6 staff members rotated, 1-2 people for 2-3 hour shifts
- Marketing: flyers, financial aid website, Facebook event, campus information monitors, word-of-mouth
Security, Identity, & Confidentiality
What is ConexED?

ConexED is the first Academic Communication System (ACS) built to connect students to their academic support team regardless of ability or location. The Appointment Management System allows student to self schedule for all on-campus and Cranium Cafe video meetings.
Security

How safe is it?

• FERPA compliant
• HIPAA compliant
• Canvas authentication
• Informed Consent Agreement
• Website note about FERPA and recording
Verifying Identity

We ask our students to verify:

• Student ID number or Maricopa username
• Date of Birth
• One class they’re currently or previously enrolled in
Info We Provide Via Chat

- Financial aid status
- FAFSA questions
- FA forms
- Instructions via Screen Sharing
- General FA and school info
What We Won’t Share or Do on Chat

- Student’s address or other personal information
- Chat with someone who is not the student
- Enroll a student in classes
- Ways to cheat on the FAFSA
What We Can Receive via Chat

- Financial Aid forms
- Consortium Agreements
- Supporting documents for Appeals
- Unofficial Transcripts
- Student’s screens
What We Won’t Accept Via Chat

• Tax transcripts or tax forms
• Citizenship Documents
• Incomplete FA forms
• Forms for other departments
Chat Features
Poll

If your office were to use a chat service, what features would you like?
Text Chat

The Good

• No video camera or microphone needed
• Personal information won’t be overheard
• No background noise
• No need to install browser extensions
• Available anywhere with internet access
• Can facilitate multiple text chats at same time
Text Chat

The Bad

- Unable to truly verify student identity
- Responses need to be quick and short
- Lack of facial expressions and body language
- Student reply time may take longer
- Can facilitate multiple text chats at same time
Document Sharing

2-Way

- Upload and share forms
- Receive documents
- Collaborate and review a documents using the Whiteboard
- Compatible with Google Docs
Financial Aid Revision Request

Purpose:
You need to complete this form if you want to Reinstate, Reduce, or Cancel your original award.
Please note: If you wish to request or increase Unsubsidized Direct Loan you MUST complete the Additional Loan Request form.

Student Information

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>MI</th>
<th>Social Security Number</th>
<th>Student ID Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doe</td>
<td>Jane</td>
<td></td>
<td>XXX-xx-1234</td>
<td>30011222</td>
</tr>
</tbody>
</table>

Maricopa Email Address: JA12345678 @maricopa.edu
Phone Number with Area Code: 999-555-1234

To Be Completed by Student:

Enrollment Change/Cancellation:
Indicate only the semester requiring the adjustment due to an enrollment change.

<table>
<thead>
<tr>
<th>Fall</th>
<th>Spring</th>
<th>Summer</th>
<th>Skill Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I will be enrolled in # of credit hours (if Fall, Spring, or Summer)
I will NOT be enrolled. Cancel my award

Loan Change:
Use this section if you have already been awarded loans, but would like to change your award amounts. Loan will be increased or reduced evenly between fall and spring or into two disbursements for a single semester. *Not all schools participate in these programs. Any undisbursed funds will be cancelled, however funds already disbursed to a student’s account (i.e. to pay tuition, books, etc. and/or mailed to the student) will not be cancelled unless/until those funds are returned to the school.

Check semester(s) you would like changed: [ ] Fall [ ] Spring [ ] Summer [ ] Skill Center
Accessibility

- Accessible for students with visual, hearing, and mobility impairments
- Closed captions during video chat
Screen Sharing

2-Way

• Can show students where to find information or how to do something
• Students can share their screens
• Great when used with video chat
• Browser extension must be installed
• It can be a little confusing for the students when first used
Video Chat

The Good

• Like speaking with someone face to face
• Can see student’s facial expressions
• Less typing required
• Works great with the screen sharing feature
• Can only facilitate one video chat at a time
Video Chat

The Bad

- Video camera and microphone are needed
- Browser extension must be added when used the first time
- Good internet or cellular connection is needed
- Personal info can be overheard if in a public place
- Sometimes students will video chat while they are driving, changing a diaper, or making out with their partner
Other Features

We currently don’t use these

- Edit Pad on the Document Sharing
- Whiteboard signature
- Classroom
- Appointments
- Transfer chat
Administration, Forms, and Reports
Administration

- Multiple departments
- Different permission levels
- Login (authentication) type
Reason Codes
Lobby Message

Thanks for waiting in the Financial Aid Lobby! We will be with you as soon as we can. Please do not type your question here in the public lobby, as this space is open to everyone to read.

Have questions about financial aid due dates and when to expect your financial aid? Go to Financial Aid Important Dates at: https://www.mesacc.edu/financial-aid/important-dates
Forms

• Appointment Intake Form
• Staff Review Form
• Offline Message Form
• If using Appointments feature, can customize email confirmations
Financial Aid Chat Feedback

Please take a few minutes to give feedback on today's financial aid online chat experience.

What was your reason for chatting with a financial aid specialist today? (check all that apply) *
- Check financial aid status
- Sear
- Pell grant
- Self-help questions
- Scholarships
- Unusual enrollment history / enrollment evaluations
- Other...

How long did you wait for a specialist to begin the chat? *
- Much shorter than expected
- Shorter than expected
- About expected
- Longer than expected
- Much longer than expected

How knowledgeable was the specialist about your situation? *
- Very knowledgeable
- Somewhat knowledgeable
- Not at all knowledgeable

What information did the specialist provide to you today? *

How would you rate today's financial aid chat experience? *
- Very good
- Good
- Fair
- Poor
- Very poor

How likely are you to recommend this financial aid online chat service to other students? *
- Very likely
- Somewhat likely
- Neutral
- Somewhat unlikely
- Very unlikely

Do you have any other comments, questions, or suggestions about today's financial aid experience? *

Thank you for your input. We appreciate your feedback.

Submit Survey

https://mesacc.careersole.com/group/financialaid/survey?r=H%25PS%2512
Survey results

How would you rate today's financial aid chat experience?

- **Very good**: 241 (84%)
- **Good**: 31 (11%)
- **Neutral**: 5 (2%)
- **Poor**: 5 (2%)
- **Very poor**: 3 (1%)
Reports

- Student End of Meeting Report
- Statistics Report
- Meeting recordings
- Chat History Report
- Appointment Intake Report
Lessons Learned

• Over-staffed at the beginning
• Learning curve was steeper than anticipated
• Multiple text chats at the same time were tough to facilitate
• Length of time a student has been waiting in the lobby can be very misleading
• Student cannot always see a private text chat
Future Goals

- Revise guidelines
- Improve training, practice more, and have regular meetings
- Learn and utilize more features
- Increase marketing
Poll

What questions or comments do you have about the information we provided?
References

Benner, K. . Couldn’t this be done online.? [Drawing]. Retrieved from https://www.cartoonstock.com/directory/t/teleconferencing.asp


We’re a little closer to the sun here in Arizona [Drawing]. Retrieved from https://bestlife.tips/summer-humor-arizona/
