



STRATEGIES FOR ONLINE STUDENT SUCCESS AT GOLDEN WEST COLLEGE



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PREPARATION FOR THE ONLINE ENVIRONMENT

If taking an online course is new to you, and are concerned about whether it will work for your learning style, please work with an academic counselor. Counselors can help you develop a schedule, explore alternative courses, and plan for future terms.

Virtual Etiquette

Here are a few things to consider as you prepare to adjust to an online environment.

Find a dedicated space. Where might be a good place for me to attend a Zoom or Video Chat session? Does it offer the fewest distractions?

Dress for your online class as you would in your in-person class. What is the appropriate etiquette for participating in an online class?

Test your audio and video before Zooming. Take some time getting used to these new features if it is your first time with an online platform.

Consider turning off the video feature. What is within view of my camera? It's important to ensure that everything others can see on your screen is appropriate. Most video chat apps like Zoom allow you to mute your video or even upload a picture in place. Learn how to [here](#).

Mute your mic. What sounds/background noise can you control to create as little distraction for your peers? You simply unmute when it is your turn to participate. Learn how to mute on Zoom [here](#).

Be mindful of others who have to share a space. Allow for understanding if you see a classmate's family member, roommate, or pet in the background of a Zoom session. Many students may need to share spaces when Zooming into class.

Don't drink, use tobacco, and other drugs while Zooming. When participating in an online class (Zoom, discussion post, etc.) students cannot be under the influence of alcohol or (non-prescription) drugs.



Online Dialogue

Though we are physically distant, we are still socially and virtually connected. Here's a few things to keep in mind for Canvas and other online discussions.

Invite dialogue. Diversity of thought and expression of different opinions are important.

Keep the conversation going and don't 'shut others down'. Rather, use language that helps you demonstrate your point without belittling others' opinions and ideas.

Use "I" statements. Consider using these type of statements when offering your perspective, opinions, or feelings. Learn how to [here](#).

Be kind to one another. Be kind to yourself. This is new territory for a lot of students. Respond to discussion posts with sincere curiosity, support, questions, and provide thoughtful feedback.

Online Proctored Exams

If your faculty member is using Respondus Monitor or Proctorio for online examinations, there are a few things you should know.

First, you need to make sure your device will work.

Proctorio works off Google Chrome. It will work with a Microsoft Windows computer (PC/laptop/Surface Pro), Chromebook, or an Apple computer. However, it will not run on an iPad.

Respondus works through an app and can run on Microsoft Windows or Apple iOS operating systems (meaning a desktop, laptop, or iPad). However, it will not run on a Chromebook.

Second, each tool runs a little differently. Your faculty member will provide you with specific instructions about using Proctorio or Respondus Monitor. If you want additional resources, you may find them here for [Respondus](#) or [Proctorio](#).

SCHOOL FOCUSED TIPS

Understanding Your Course Requirements

It is important to understand your course requirements and to stay on top of your assignments.

Listed below are some things you want to stay on top of:

- Where can you access live-streams, video lectures or other programs needed to complete assignments?
- Are these lectures and program accessible 24/7?
- When are assignments due?
- Do your exams require the use of Proctorio or Respondus?
If so, be sure to read instructions for accessing these programs well before your exam date.
- If you need help, does your professor offer virtual office hours?
- If they do, when and on what platform?
- Is there an online forum for asking questions?



Setting a Schedule

Creating a daily schedule for yourself can provide structure and encourage productivity. Utilizing a calendar (Google Calendar, iCal, physical planners, etc.) can better organize your time. Be sure to include exercise and self-care.

Recommended Apps to help with task management:

- [Pocket](#)
- [Todoist](#)
- [Be focused](#)

Group Work

Here are some tips that may help with group work.

Stick to your schedule. Update your calendar with the due dates for group projects. By being proactive, you can avoid procrastination. While you aren't able to see each other as often as before, utilize apps or programs to still virtually meet and discuss the details of your assignment and stay productive.

Communicate regularly. Keeping in touch via group chats about updates or clarification about the group assignment would be great for your team. Check out tools you have access to as Golden West College students such as Canvas. If you aren't getting responses within a day or two, let your instructor know. It's your team's responsibility.

Set a purpose for meetings. Although they may feel formal and unnecessary, keeping in touch via video chats and having a shared notes document would motivate and keep you all accountable for the work you have to contribute for your assignment. Make sure to include this in your daily schedule you've made for yourself!

DAILY SCHEDULE			
Day: March 7			
	Scheduled activity	Course tasks	Personal / Self-care
8:00 AM			
8:30 AM			
9:00 AM			
9:30 AM			
10:00 AM			
10:30 AM			
11:00 AM			
11:30 AM			
12:00 PM			
12:30 PM			
1:00 PM			
1:30 PM			
2:00 PM			
2:30 PM			
3:00 PM			
3:30 PM			
4:00 PM			
4:30 PM			
5:00 PM			

Try using this FREE [Schedule Template](#)

SCHOOL FOCUSED TIPS

Prioritizing Tasks

You may have several assignments to work on for your classes, but it is important to prioritize your assignments and carve out time for each one. Be careful not to multitask, which may lead to decreased productivity and possibly stress you out. Having your set schedule and structure will help you dedicate the time needed for each task.

How to prioritize assignments:

- When is the assignment due? Taking a moment to review your updated syllabi will help you figure out which assignment needs more of your time.
- How long will it take you to finish the assignment? Starting the assignment is a helpful way to get a sense of how long it will take. That way you can make an informed decision on how to prioritize your work.
- Is it a group assignment? Keeping in mind that you will have to communicate with others to complete this assignment might require some additional time to make sure everyone is on the same page.
- Do your best to limit your distractions! Giving yourself breaks for a snack or to stand up and walk around will be important during this time, but scrolling through Instagram could break your concentration of what you were doing prior to going down a rabbit hole of content.

What to do when studying:

- It is important to focus on one thing at a time.
- Take 5-10 minute breaks between tasks.
- Consider using a timer on your phone.

DSPS

DSPS Support & Counseling services are available for students during this time of temporary remote instruction. Students who require an appointment with a DSPS counselor/staff are able to schedule an appointment at any time by scheduling through Cranium Café and making an appointment. Students who do not have access to a desktop, laptop, or other media tablet, are able to engage in an appointment with a DSPS counselor via phone. Our phone line is (714) 895-8721 and is answered between the hours of 8 a.m. and 5 p.m. and voice mails left will be checked and responded to regularly. If you have any questions, please feel free to call or email us at dsps@gwc.cccd.edu and we will respond to you within one business day.

DSPS is prepared to support DSPS registered students to ensure accommodations are being met during the transition of moving classes to an online platform.

Lectures

Although your lectures are remote and online, it doesn't mean you aren't able to have the same approach as you would if they were held in person.

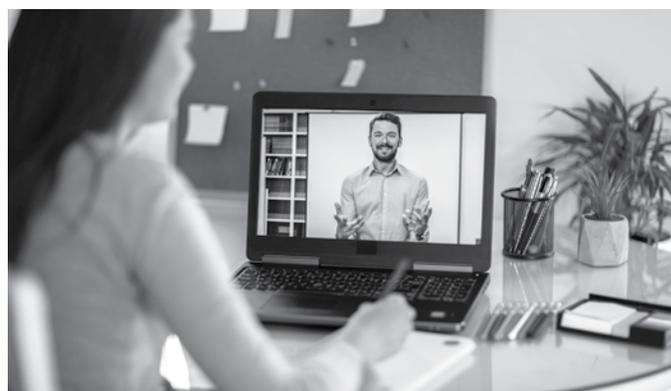
Add your professors' lectures into your schedule. Be sure to give yourself some time to review before the class lecture to make sure you understand the previous and new material.

Ask if there will be a chat feature during lecture. If your professor hasn't mentioned it already, it's safe to ask if there will be a discussion forum you should be participating in before, during or after the remote lectures.

Close any distracting tabs and apps that you may have on your desktop. You might be a click away from losing focus.

While you may be at home, **it is important that others respect your boundaries** when studying and in the middle of your class video lecture.

Take notes as you follow along the video lecture and make sure to ask questions for clarification.



Academic Support

Academic Support is available online in several ways. Students can access individual tutoring with a GWC tutor by visiting our schedule [here](#) to make an appointment (students must be enrolled in LRSK 921N to access). Students also have 24/7 access to NetTutor online tutoring, which can be accessed by clicking the link in any of your courses on Canvas. Many classes are assigned an Embedded Tutor, who can help you with your coursework. Ask your professor whether your class has an Embedded Tutor and how to contact them. For more information or for assistance, please visit our [website](#) or contact us via email at: academicsuccessctr@gwc.cccd.edu.

PERSONAL CARE TIPS



Routines

For some, routines help us stay motivated and productive throughout the day and while we have to adjust during this time, it is important to maintain your old routines and form new ones.

Personal & Mental Health based routines:

- Maintain a healthy sleep schedule.
- Using apps like Calm or Headspace if you have access to them.
- Add in yoga or mindfulness exercises for mental balance.
- If you are able to workout at home, consider YouTube or Instagram #AtHomeWorkouts.
- Planning and preparing for what you need to do with intention, not obsession.
- Schedule a phone or Zoom counseling session with [GWC Student Health Center](#).

Community

While we want to ensure that everyone is successful in their academics, staying in touch with family, friends and loved ones is most important in this time. Connecting with your community via phone or text check ins is helpful to get through this together. Also staying connected with faculty, classmates, and group mates is still important for continued classwork.

Here are a few ideas:

- Schedule calls with friends and family. Talking with loved ones is often really helpful when you're stressed or nervous about something. Taking a break to have a laugh can be fulfilling.
- If you are worried about the health of friends/family and would like emotional support, please schedule a tele-therapy counseling appointment with [GWC Student Health Center](#).
- Using fun apps or internet browser extensions to stay connected during your breaks from classwork will also be helpful.
- Use Group Facetime, Zoom, or Google Meet chats to connect with classmates to talk through a tough problem
- Attend virtual office hours or study groups so that you can stay up on your coursework.

GWC Mobile Application "GWC App"

The [GWC App](#) connects students to everything students need to succeed in college. View your classes, assignments, discussion boards, and due dates via the Canvas integration. Connect with faculty, staff, classmates, and friends. Access a robust campus life calendar, connect with your peers via the Student Feed and direct messaging, and get involved with student clubs and organizations. [Download](#) the GWC App for free on your mobile device through the App Store or Google Play by searching for Golden West College.

MENTAL HEALTH COUNSELING AND SUPPORT

For more information, contact the Student Health Center at 714-895-8379

Phone Hours: Monday-Thursday 8:00 am - 5:30 pm & Friday 8am-11:30am

goldenwestcollege.edu/student-health-center/



COLLEGE RESOURCES

College Resources

We are committed to maintaining a culture of care and support during this transition. We encourage that you connect with us for any additional support or resources.

FREQUENTLY ASKED QUESTIONS

Please review the [Frequently Asked Questions \(FAQs\)](#) from Student Services to find the answers to any of your school related questions.

HOMELESS LIAISON

If you are at risk of being homeless, please contact the GWC Homeless Liaison, Andrea Garcia at agarcia98@gwc.cccd.edu (preferred) or (714) 892-7711 Ext. 55107. Many resources are available for immediate assistance, as well as referrals for off-campus resources.

FOOD INSECURITY

During this time of campus closure, if you are experiencing hardships related to nutritional food resources, please contact Dr. Susana Castellanos-Gaona, Student Equity and Achievement Program (SEAP), at scastellanos-gaona@gwc.cccd.edu or (714) 892-7711 Ext. 55301

TECHNOLOGY RESOURCES

Golden West College offers the following resources to help you succeed with online and distance learning.

GWC Technical Support Services

If you're having trouble logging into your MyGWC account, or need help with your student email, contact Tech Support Services: itservicedesk@ccd.edu or by calling (714) 438-8111.

GWC Canvas Support

Canvas is the web-based learning management system you'll use to take online classes at GWC. Instructions and help for logging into Canvas can be found [here](#). Tutorials on how to use Canvas can be found [here](#).

GWC Chromebook Loan Program

If you don't have access to a personal computer, Chromebooks are available for students to borrow. Please submit a request to Dr. Susana Castellanos-Gaona [here](#).

Student Subscription to Microsoft Office 365

As a student at Golden West College you are entitled to a free subscription to Microsoft Office 365. Share and co-edit your schoolwork using Word, PowerPoint, Excel, and OneNote in real time—anywhere, any time, on any device. With 1 TB of OneDrive storage, you can keep all your work online for easy access. As an added benefit, you may install Office 2016 on your personal computer (Mac and Windows) and mobile device (iOS and Android) to work locally or when you are disconnected from the internet. You can install Office on as many as 5 devices.

To access Office 365 go to <https://login.microsoftonline.com>

Enter your college-issued email address (e.g. jdoe1@student.cccd.edu)

Temporary At-Home Access to Adobe Creative Cloud for Education

As a result of the campus closure, student access to Adobe Creative Cloud in computer labs is no longer available. Adobe has provided temporary at-home access for impacted faculty and students, so that they can continue their work remotely. Please follow the instructions in this [document](#) (PDF) to enable access to Creative Cloud Desktop Apps on your personal device.

Free or Reduced-Cost Internet Access

Some service providers are providing internet access free of charge or at a reduced rate.

Charter – Charter is offering *free access* for 60 days to households with college students who do not already have a Spectrum broadband subscription and at any service level up to 100Mbps. To enroll call (844) 488-8395. Additionally, all WiFi hotspots are now free of charge.

Comcast – Effective Monday, March 16, 2020, Comcast is offering two months of free Internet service through the *Internet Essentials* program. This offer is available to new and existing customers. Additionally, Xfinity Wifi hotspots are now available free of charge to the public.

T-Mobile – T-Mobile is providing *unlimited data* to all current customers who have plans with data for the next 60 days. It will also provide additional data to mobile hotspot users.

Sprint – Sprint is providing *unlimited data* for 60 days to customers with metered data plans and giving 20 GB of free mobile hotspot to customers with hotspot-capable devices.

Student Conduct

Although classes are online/remote, GWC students are still required to uphold the [Student Code of Conduct](#).

The following behaviors are prohibited:

- Academic Misconduct, which includes cheating, plagiarizing, or other academic dishonesty.
- Disruptive behavior that interferes with the learning environment.
- Engaging in harassing or discriminatory behavior.
- Sexual Harassment, which includes stalking, intimate partner violence, and sexual assault, as outlined in our [Sexual Misconduct policy](#).

Contact Us:

Questions? Please contact a member of the Student Services Team at:
goldenwestcollege.edu/vpss



FOLLOW US. We encourage that you follow the various Golden West College departments social media for the most up-to-date information