Providing Holistic Online Services: Orientation, Student Success Workshops & Professional Development

We Believe:
• Learning Happens Everywhere
• Education Must Be Engaging & Accessible
• Technology Transforms Learning & Student Success
• Your Challenges Are Our Challenges
• Our Products Solve Problems
• We Can Make Your Job Easier

Introductions

Val Kisiel
CEO

Kristen Seldon
Dir. Partner Relations

Dr. Alexandra Duran
Executive Director/VP, Strategic Partnerships and Workforce Innovation, SJECCD

Our Partners

Foundation for California Community Colleges
Our Vision
Working Together for Student Success

GoOrientation
Online Orientation for New Students & Faculty/Staff

GoKnowledge
Online Knowledge for Faculty & Staff

StudentLabs
Online Learning Environments & Support

Orientation
Online Orientation & Support

Support
Tutoring & Online Learning Support

Impact of COVID-19

- Almost seven out of 10 (68 percent) feel the emergency online instruction they have received is worse than the in-person instruction they're used to. Many students experienced difficulty using online learning tools (28 percent) and accessing online learning materials (22 percent).
- And it's affecting their study habits — half (50 percent) of students are spending less time on coursework.
- Almost eight out of 10 (78 percent) of students say the online class experience they've had so far is unengaging.
- Overall, more than half (52 percent) of students are generally feeling anxious.
The Need For Turnkey Online Services

- Available to ALL prospective students
  - Online
  - Veteran
  - Transfer
  - Dual-Enrollment
  - International
  - FYE
  - Foster Youth
  - Students with Disabilities
  - Student Athletes
  - Re-entry
  - Parents & Families

- Easy to implement and administer requiring few staff to manage
- Accessible and available 24 x 7 x 365, on-demand
- Built-in tracking, reporting & certificates
- Excellent data for program reviews and accreditation

We Want To Hear From You

Is your fall orientation in person, online or hybrid?

Go2Orientation: Online Orientation For Students
Go2Orientation In A Nutshell

• Goal
  - Provide an engaging online orientation experience for students
  - Create a solution that is easy for administrators to implement, edit, and track

• Problem It Solves
  - Campuses online for fall can't provide in-person orientation
  - Serving all students 24/7
  - In-person orientation is expensive and time-consuming

• Features
  - Launch in as early as two weeks
  - No downtime during edits
  - Engaging & Interactive: student interviews, videos, animations, quizzes, action plans

Product Tour - Chabot College

• Background
  - California Community College

• Challenge
  - Diverse Student Population
  - Online Orientation + Support Resources
  - Probation Students
  - Equity & Access

• Solution
  - NSO
  - Probation Course
  - Online Success Workshops

We Want To Hear From You

How are you supporting your online learners?
Online LearningLingo: Orientation For Online Learning

OnlineLingo In A Nutshell

- Goal
  - Prepare students for the online learning environment
  - Support students by providing online support services throughout the term

- Problem It Solves
  - Students have never taken online classes
  - Students don't know how to study online, take tests online, or communicate online
  - Poor retention rates for online learning due to underprepared students

- Features
  - Integration options for any LMS
  - Online readiness assessment with support materials: Are you ready to be an online learner?
  - Practical, engaging content: advice from students, informative animations, tips & strategies for online learning

Product Tour - Crafton Hills

- Background
  - California Community College

- Challenge
  - Diverse Student Population
  - Need dedicated support resources and custom solution for adding own content
  - Equity & Access

- Solution
  - OL
  - SL
  - Custom Workshops
We Want To Hear From You

How are you providing online resources for parents?

ParentLingo: Online Orientation For Parents & Families

In A Nutshell

- **Goal**
  - Educate parents & families so they can provide support for their student

- **Problem It Solves**
  - Parents & families are unfamiliar with the college process
  - Parents & families don’t know how to support students
  - Parents & what support resources are available

- **Features**
  - 6 fully-developed and customizable modules addressing the 6 areas of college adjustment
    - emotional, financial, intellectual, academic, cultural, and social
  - Ability to create custom welcome course to highlight college campus, introduce faculty & staff, and explain processes
Product Tour - San Jose Evergreen Community College District

- Background
  - California Community College
- Challenge
  - Diverse Student Population
  - Need to services parents & families
  - Need to be available in Spanish
  - Online support is must
  - Equity & Access
- Solution
  - PL

We Want To Hear From You

Which service has been hardest to transition online during COVID?

StudentLingo: 50 Online Student Success Videos
StudentLingo In A Nutshell

● Goal
  ○ Provide ongoing online support resources that prepare students to be successful

● Problem It Solves
  ○ Students don’t know what it means to be a college student
  ○ Students need access to support resources 24/7
  ○ Students are lacking skills necessary to be successful in college
  ○ Often times, these skills aren’t taught in the traditional classroom
    ■ Time management, test taking, study strategies, reading & writing, math anxiety, goal-setting

● Features
  ○ Easily integrate videos into any class: online or face-to-face
  ○ Use as an FYE course
  ○ Presenters are student success experts
  ○ Workshops are practical, motivational, and engaging

Product Tour - San Jose Evergreen Community College District

● Challenge
  ○ Online services ready to go - COVID
  ○ Large service area
  ○ Students not prepared
  ○ Need to service parents & families
  ○ Needs to be available in Spanish
  ○ Equity & Access

● Solution
  ○ SL

We Want To Hear From You

Has the shift to providing more online services been well-received by your students?
Go2Knowledge: 400+ Live & On-Demand Webinars

Go2Knowledge In A Nutshell

- **Goal**
  - Provide ongoing training for faculty (full and part-time) & staff

- **Problem It Solves**
  - Provide online training that is accessible, affordable, timely topics
    - Training diverse staff: online, part-time, varying schedules
    - Shrinking budgets
    - Wide range of training topics needed

- **Features**
  - Access to over 400 online training opportunities/year
  - Certificates of completion
  - Monthly usage reports
  - Ability to upload custom content

Product Tour - Mott Community College

- **Challenge**
  - Provide customized training
  - Access to all student services staff
  - Available 24/7
  - Learning paths
  - Pre & post assessments

- **Solution**
  - Go2K
Accessibility & Compliance

- All products are ADA Compliant
  - Ongoing & included
  - WCAG 2.0 standards
  - VPAT available
  - No extra charge
- Responsive on all Mobile Devices
- High FERPA & Security Standards

Tracking & Reporting

- Automated & Real-Time Reporting
  - Usage
  - Evaluations
  - Learner Engagement
- How View & Receive Reports
  - Admin view
  - Email
  - Webhooks
  - SFTP

Ongoing Support & Service Guarantee

- Support Provided
  - We handle technical issues
    - Email, phone, and chat
    - FAQs
  - Check-in & support calls with admins
  - Reporting & data analysis
  - Analyze student feedback/responses
  - Content adjustments
  - Accessibility updates
  - Future content planning
### Pricing & Contracts - California Colleges

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<th>Product</th>
<th>Regular Price</th>
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### Questions & Next Steps

Visit Website & Talk To One Of Our Experts
- College Buys Information
- Go2Orientation
- Free Trial
- Schedule A Demo

Contact Services
- No RFP
- HEOA Yates
- VPAT
- CARES Money

Get Started
- 30-90 day launch period

Q&A

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### Thank You

Contact Kristen@ieiinfo.org for more information.