



Facilitated Conversation: Supporting Students Online. Summary of whiteboard activity, completed by members of the HCA Community of Practice, May 21, 2020.

| What program/services have moved online? | What are some successes? | What are some challenges? |
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| Wellness workshops and webinars | Keeping in touch as a support group virtually meant we can also discuss how to adapt to the small opening - moving to physical distance support group walks | Some programs don't have option to be offered online (ASIST, MHFA, SafeTalk) |
| Telephone and online counselling | Live Chat allows students to feel connected and heard still | Promotion (knowing that the service is available) |
| New student orientation | More students at this time of year for counselling | Digital literacy (lack of), technical difficulties, students lack hardware or internet |
| Classroom presentations | connecting students who are feeling isolated | Deciding which online platform to use for what kind of programming; and having IT agree. |
| Online orientation and having all student services have a virtual resource hub | creating a virtual resource hub for wellness resources on Moodle | Students are overwhelmed by emails, information overload, too much screentime |
| Live Chat | Increased resources/info available online | Building effective community and meaningful connections |
| Book club on alcohol policy to support health, post-secondary people are participating | peer connection/conversations with student volunteers | General student engagement, struggling to get students to attend groups |
| Community peer grief group | Giving us ideas of how we can continue to offer programming post-COVID that would be more successful with students and the way they access information | Pick ups for Food Hampers while the campus is closed |
| Yoga group | Creative problem-solving | Student recruitment |
| Peer support offerings for connection | | Lots of learning about how to move online meeting ethical guidelines |
| | | Lots of students didn't continue counselling |
| | | Using technology that feels safe |