Facilitated Conversation: Supporting Students Online

Themes and Resources

Theme: Everything's Online!

- Many people expressed that, as campuses abruptly moved to online course delivery and offices moved to work-from-home, all services moved online, too.
- Highlights included peer support resources, 1-on-1 counselling, group workshops, campus apps (e.g., TalkCampus at Portage College, Lakeland College mobile app), and larger-scale events.
- Activities have been communicated to students via email, app, social media, and in classes.

Theme: Offering Peer Support

- Peer support has been a great way to connect students with one another. There have been success and challenges with moving peer support programs online.
- Some peer support activities have included book clubs, online escape rooms, fitness activities, intramurals, yoga, and casual chats.

Resources: Peer Support Programs

- AHS Peer Leadership Guide
- CICMH Peer Support Toolkit
- Example: SAMU Online Peer Support

Theme: Counselling Support Across Provinces

- Check with your campus and regulatory body about providing support to students who are living out-of-province.

Resource: Cross-Province Mental Health Resources

- Resource created in collaboration with CICMH

Theme: Safe Ways to Provide Support to Students Online

- New conversations are being had about how to support students in a way that ensures privacy and choice on behalf of the student.
- Some supports are completely anonymous, some supports link student ID, some only allow access with an institutional email address, others collect information that is stored elsewhere.

- Whatever the arrangement, it is important to make an intentional decision about protecting student privacy, that fits with the context of the support and institutional policies.

Resources: Online Counselling/Video Conferencing Privacy

- Feature on online therapy from the APA
- Overview of teleconferencing privacy concerns from Consumer Reports
- Privacy resources from Zoom
- Choosing online counselling platforms from the CCPA
- Counselling during COVID-19 resources from the CCPA

Resource: HCA Supporting Student Online Privacy Checklist

☐ Does the platform offer password protected meetings?
☐ Does the platform offer encryption?
☐ Can participants choose whether video is used?
☐ Does the platform require an institutional email address for access?
☐ Does the platform collect information on the student (name, student ID, email, etc.)?
☐ Are notes or chatboxes saved? Where does the platform store data?
☐ Has your team discussed procedures for addressing student privacy?
☐ Will volunteers (e.g., peer support volunteers) be briefed on privacy concerns?
☐ Do you have a plan for if a privacy breach occurs?
☐ Does your privacy plan align with other policies on your campus about privacy and student conduct?
☐ Have student participants been informed of how their privacy will be protected?

This checklist is not exhaustive. It has been modified for the purposes of supporting students online from the sources listed above. If there is something missing from this checklist, let us know!

Theme: Creativity and Adaptability

- Many campuses are coming up with new and creative ways to support students online.
- We are all excited to continue learning from each other!

Resource: Community Hub

- Continue the conversation on the Community Hub!