

A S C A   W E B I N A R   S E R I E S



## School Counseling in a Virtual School Setting

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October 3, 2017



A S C A   W E B I N A R   S E R I E S

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Stanford Online High School (OHS)*



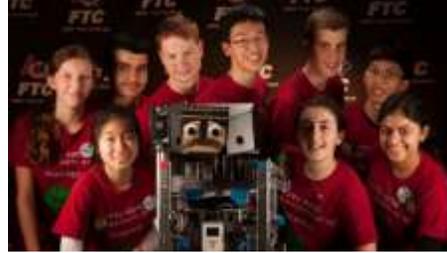
EDUCATION

- B.A., University of California, San Diego
- M.Ed., Secondary Teaching, College of New Jersey
- M.A., School Counseling, Cal Poly
- Ph.D., Stanford University



## School

- Founded in 2006 as one of the nation's first independent online high schools,
- Stanford Online High School (OHS) draws students from more than 46 states and 32 countries.
- Students meet together twice a week together in a collegiate schedule.



## About Our Audience

- For those in the audience who are currently working as school counselors,
  - with what grade levels are you working:
    - Elementary
    - Middle School
    - High School
  - In what type of school setting:
    - Brick and mortar
    - Online or Virtual
    - Blended
  - In what type of school
    - Public
    - Private
    - Independent or Charter



The slide content is set against a white background. At the top left is the ASCA logo and name. A green banner at the top right contains the text "A S C A W E B I N A R S E R I E S". Below this, the title "Learning outcomes:" is written in a large, blue, sans-serif font. Underneath the title is a bulleted list of two items.

**Learning outcomes:**

- Describe the landscape related to school counseling in a virtual school, including the types of programs and schools available to students
- Identify and discuss the technologies available to deliver a comprehensive school counseling program across the four ASCA domains in a virtual educational setting



## Learning outcomes:

- Describe recent research on how school counselors in all settings are using online technologies to meet students' needs
- Identify the benefits and limitations inherent in an online counseling environment, including the use of protocols to address urgent situations that may occur in virtual school settings



## Landscape

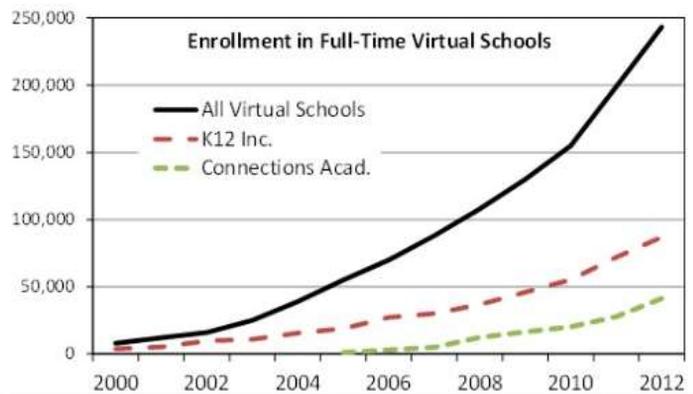


## Virtual Schools in the U.S.

- ~528 Virtual Schools
  - 278,500 students enrolled
  - 34 states
  - Enrollment: Full time (diploma granting); part time, and single course.
  - Small percentage of overall student enrollment.
- ✓ State virtual school
    - ✓ Florida Virtual (FLVS)
  - ✓ State charter school
    - ✓ Georgia Cyber Academy
  - ✓ Private independent school
    - ✓ Laurel Springs
  - ✓ University online high schools
    - ✓ Stanford, University of Nebraska

### Citation:

Molnar, A., Miron, G., Gulosino, C., Shank, C., Davidson, C., Barbour, M.K., Huerta, L., Shafter, S.R., Rice, J.K., & Nitkin, D. (2017). Virtual Schools Report 2017. Boulder, CO: National Education Policy Center. Retrieved September 23, 2017 from <http://nepc.colorado.edu/publication/virtual-schoolsannual-2017>



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## Current Projection

Total number of students taking online classes:

➤ 2,254,000

Total number of semester equivalent online: courses taken by students:

➤ 3,800,000

Average course load per student per semester:

➤ 1.69

Citation:

Evergreen Educational Group. (2015). Keeping pace with K-12 digital learning. Durango, Co: Evergreen Educational Group. Retrieved September 23, 2017 from [http://static1.squarespace.com/static/59381b9a17bffc68bf625df4/59382263a6525a8458e86b64/5938230da6525a8458e888d0/1496851213867/Evergreen\\_KeepingPace\\_2015.pdf?format=original](http://static1.squarespace.com/static/59381b9a17bffc68bf625df4/59382263a6525a8458e86b64/5938230da6525a8458e888d0/1496851213867/Evergreen_KeepingPace_2015.pdf?format=original)



## Counseling



## Counseling Departments



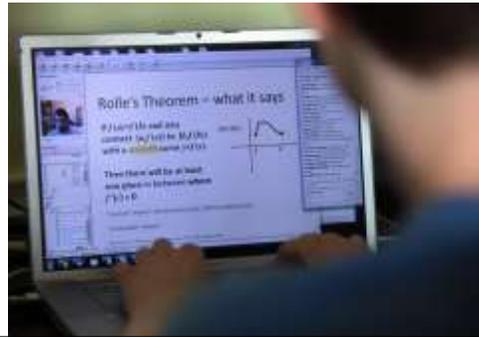
- ❖ Address students' academic, career and social/emotional development
- ❖ Enrollment
  - ❖ Part time or Full Time
  - ❖ Ratios may depend on enrollment or configuration
- ❖ Strengths-based approach to work with students proactively to support academic and personal goals, as well as provide responsive services.





## Why do students choose an online school?

- Flexibility
- Credit recovery
- Advanced courses
- Homeschool
- Health
- Social/emotional
- Efficiency



## Online Academic, Career, Personal/Social Counseling

- Advent of virtual schools and courses
- Increase number of students taking classes and interacting in this online environment
- School counselors have a unique and vital opportunity to support students in this space.





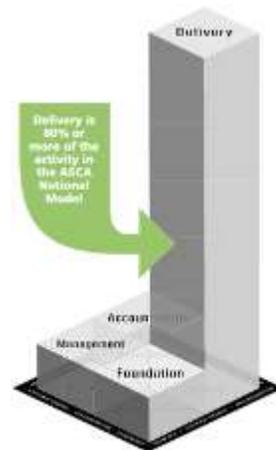
The image shows a content slide for an ASCA webinar. The background is white. At the top left, there is a dark blue rectangular box containing the ASCA logo, which consists of three stylized human figures standing under a semi-circular arch, with the text "AMERICAN SCHOOL COUNSELOR ASSOCIATION" to its right. To the right of this box, the words "ASCA WEBINAR SERIES" are written in a smaller, dark blue, all-caps, sans-serif font. Below this header, the title "Social and emotional needs" is written in a large, dark blue, sans-serif font. Underneath the title, there is a single bullet point containing the text: *I've just been hired as a school counselor at a virtual school. What technology can I use to deliver counseling services?*



## Technologies to Deliver Counseling Services in a Virtual School Setting

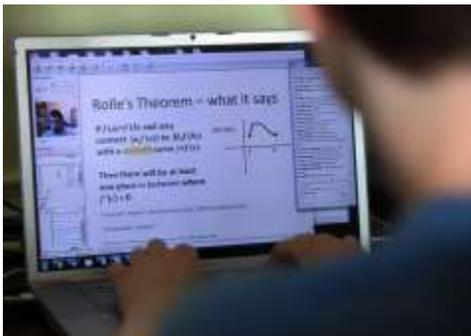
### Delivery

- Direct Student Services
  - School counseling core curriculum
  - Individual student planning
  - Responsive services
- Indirect Student Services
  - Referrals
  - Consultation
  - Collaboration



## Synchronous Technologies and Platforms

- One on one counseling
- Small group counseling
- Workshops and mini courses





## What kinds of counseling groups or classes work well?



- Peer support group
- Social emotional learning
  - Empathy Circles
- College readiness
- Mentoring groups
  - Pixel Pals



## Video Conferencing Platforms

- Adobe Connect
  - Managed Services,  
HIPPA compliant
- Go to Meeting
- Zoom
- Blue Jeans
- Skype





## Features of Video Conferencing

### Features

Providing students with various means of communication

- Text
- Microphone
- Video

Lowers barriers

### Examples of using texts

*Student:* “Do you have some time to meet next week?”

*Counselor:* “How is the time management plan we discussed working for you?”

*Student:* “What is the deadline for SAT registration?”



## Asynchronous Technologies

- Email
- Discussion Forums
- Webinars and/or recorded presentations
- Websites
- Course pages in student learning systems such as Canvas
  - Resources
  - Articles
  - Crisis information



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## Online Apps and Tools to Support Students

**Time Management**



**Mindfulness breathing**



**College (Naviance)**



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## Recent Trends



2014-2015 Texting Program Participants and Contributors



[www.appstream.org/relapp/app/commit\\_text](http://www.appstream.org/relapp/app/commit_text)



## Technologies to Deliver Counseling Services in a Virtual School Setting

### ASCA Model

- Foundation
- Management
- Accountability



### Technologies

Platforms to collaborate, develop and share both in real time and asynchronously.

Student information systems to house student data and to document student progress toward academic and/or personal goals.



## Technologies for Comprehensive Counseling Program

### Collaboration

- Google Docs
- Skype
- Slack
- Google Hangout
- Dropbox

Google docs



### Student Information & Learning Systems

- Powerschool
- Canvas
- Aries
- Infinite Campus
- Illuminate
- Blackboard



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## School Counselors Use of Technology

In a survey of 973 school counselors, approximately 50% of school counselors reported using online technology at least occasionally in the areas of:

- professional development,
- consultation,
- collaboration,
- program management and operations.

25% of counselors indicated using online technologies at least occasionally in:

- delivering classroom lessons,
- events, activities,
- student planning tasks such as advising.

Steele, T., & Stone, C., Nuckols, G. (2017, March). [School counselors and cyberspace survey].



*Do you feel online communication is compatible with your school counseling role?*

Compatibility	Respondents in 2017	Respondents in 2013
Extremely compatible	7.4 %	7%
Very compatible	20.7%	17%
Moderately compatible	34.8%	33%
Slightly compatible	24.7%	27%
Not at all compatible	12.5%	16%

Steele, T., & Stone, C., Nuckols, G. (2017, March). [School counselors and cyberspace survey].



*What barriers do you face in using online communications?*

Barriers	Respondents in 2017	Respondents in 2013
Lack of professional development	70.3%	64%
Lack of time	67.1%	55%
Lack of access to online technologies	26.5%	32%
Little or no applicability to my role	23.3%	19%
Lack of interest	24.2%	13%

Steele, T., & Stone, C., Nuckols, G. (2017, March). [School counselors and cyberspace survey].



## What about our students?

- ~75% of teens have access to a smart phone
  - 94% go online daily
- Texting: dominant form of communication, particularly with friends
  - 88% text friends occasionally
  - 55% do so daily

Lenhart, A. (April, 2015). *Teens, Social Media and Technology Overview: 2015*. Pew Research Center.  
Retrieved from: <http://www.pewinternet.org/2015/04/09/teens-social-media-technology-2015/>



## Benefits & Limitations



## School counseling in a virtual setting

### Benefits

- Accessibility
- Safer, less emotionally exposed
- When online some people self-disclose more frequently than in person
- Opportunities to control disclosure (text, mic, video)
- Familiarity in online mediums
- Preference to write/type
- Teens can prefer online counseling over face-to-face

Stone, C. (2013). *School counseling principles: Ethics and Law*. (3<sup>rd</sup> ed). Alexandria, VA: American School Counselor Association.



## Challenges: Scenario

- *Seth, one of your students in your online high school, has been in a tailspin academically and emotionally since his mother died a year ago. In a panicked call to you, Seth describes using his father's gun or pills and ending it all. What do you do?*



## Student safety

### Challenges

- Ensuring availability of counselor to respond to urgent issues that may occur at irregular hours (i.e. time zone differences).
- Providing assistance to a student in crisis from a distance.

### Responses

- Providing a school or counseling department webpage with after hours resources that direct students to 24/7 help.
- Creating protocols for urgent student issues and ensuring counselors are trained to respond appropriately.



## School counseling in a virtual setting

### Other Challenges & Limitations

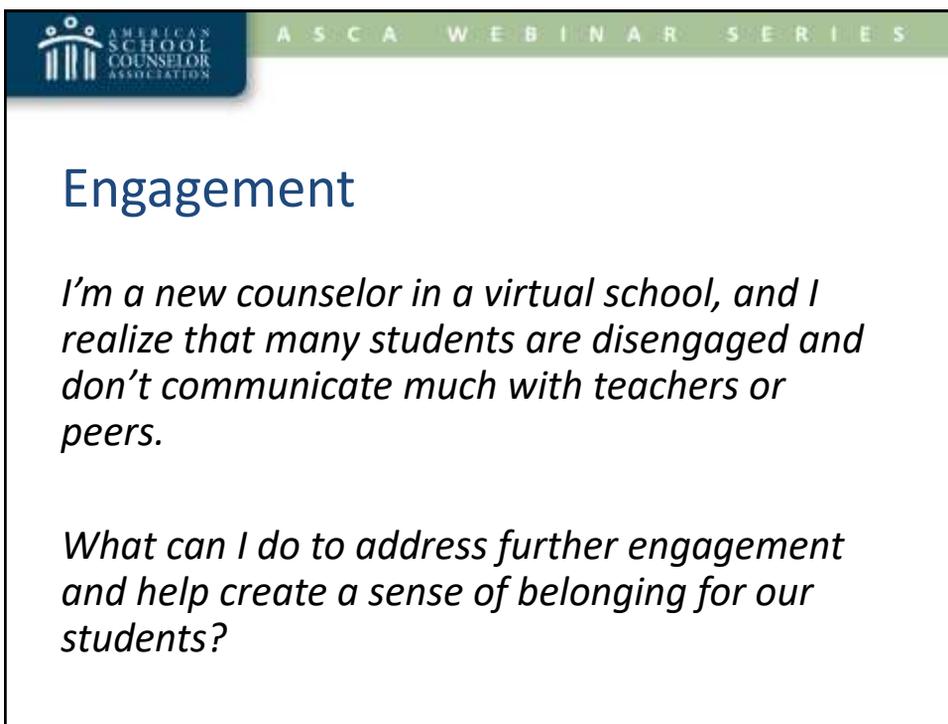
- Privacy
- Evasive
- Technical issues
- Not all issues may be suitable for online environment
- Counselor boundaries
- Non-verbal cues and observational data can be missed
- Network of local referrals

The slide features a green background with faint circular patterns. A dark blue banner on the left contains the ASCA logo and the text 'AMERICAN SCHOOL COUNSELOR ASSOCIATION'. A white rounded rectangle on the right contains the title 'Scenarios'. At the bottom, the text 'ASCA WEBINAR SERIES' is displayed in a spaced-out font.

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# Scenarios

ASCA WEBINAR SERIES

The slide has a white background with a green header bar. The header bar contains the ASCA logo and the text 'ASCA WEBINAR SERIES'. The main content area contains the title 'Engagement' and two paragraphs of text in italics.

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## Engagement

*I'm a new counselor in a virtual school, and I realize that many students are disengaged and don't communicate much with teachers or peers.*

*What can I do to address further engagement and help create a sense of belonging for our students?*



## Mobile Apps

- *You would like to use mobile apps as a way to help support behavioral changes among students. What might you consider before recommending a mobile app to your students?*



Thank you!

Questions?  
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