Preparing for a Post-Pandemic World in the State University System

Delivering a Quality Student Experience: Tele-counseling Services

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• Short-term Initiative to Address:

Expand and sustain digital services for student outreach and engagement for mental health and substance abuse tele-counseling. Develop a mechanism for SUS staff to share counseling support at other institutions in times of crisis.

• The Council for Student Affairs & Counseling Center Directors collaborated on four (4) Action Steps identified in the report
  – October 1, 2022 deadline for each action step
• Action Step #1: Expand needed digital services for student outreach and engagement for tele-counseling
  – Capacity will be determined and implementation plans developed

• Action Step #2: Monitor the availability of digital services for students using the Florida Online Student Services Scorecard
  – Expanded tele-counseling services will be documented and shared during crisis period
  – Mechanism for delivering tele-counseling will be determined and shared
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• Action Step #3: Share best practices for services among SUS institutions. Collaborate across the System on the effectiveness of services and the changing needs of students
  – Document will be finalized after Health & Wellness Summit

• Action Step #4: Propose policies and procedures that would allow SUS staff to provide supplementary tele-counseling support at other SUS institutions
  – Mutual Aid Agreement will be updated to include new tele-counseling support