



Preparing for a Post-Pandemic World in the State University System
Delivering a Quality Student Experience: Tele-counseling Services

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Delivering a Quality Student Experience

- **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**

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- **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



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