

From: [Todd Steffan](#)
To: [Joel Gagnon](#)
Subject: Zoom Implementation at the LPC Veterans Resource Center
Date: Friday, October 07, 2016 11:51:00 AM

Hi Joel,

The Veterans First Program has been searching for various program applications that would allow face to face communications via online, to provide better services for student Veterans or active duty who are unable to come to the college to receive information on VA benefits, services, and programs, including but not limited to counseling and academic planning (i.e Veterans Evaluations).

I was able to attend a training at the League of Innovation Conference in Chicago, March 2016 on utilizing electronic tools to serve students, which was presented by some of the staff from Foothill college. One of the items was utilizing the application Zoom.

Zoom is similar to skype, but also allows various features such as showing documents to the student via online while having a face to face conversation. The tools with Zoom are very user friendly.

After the conference, I immediately set up a training of Zoom by a couple of the individuals from Foothill who presented.

I put in request to install cameras on all of the computers in the Veterans Resource Center office. Currently working on materials for marketing Zoom.

We have been able to start using Zoom for individuals who are currently serving in the military and are located on a military base for educational planning with our Veterans counselor. The first student was in North Carolina on an army base this fall 2016. An informal e-mail was sent to this student for some feedback. A formal 3-4 question online survey is being developed to follow-up with those who are served with Zoom to collect feedback on items such as ease of access and usage, including over all student satisfaction.

The plan is to also extend this online service to the students who live far from the campus, such as those who live in towns such as Manteca, Patterson, etc. It will be used for both academic planning as well as general benefits and services information. In addition, a peer to peer or Veteran to Veteran online service is being planned.

Feedback from the first Zoom student on 9/11/16.

Mr. Stefan,

Overall it was a great experience. For being the first time using this program the only issue we had was the use of sound on the computer. That was easily fixed by sticking with the phone although it was a little tough at times to hear. The ability to see Jose's computer screen was the most beneficial portion because I could see clearly what was going to be expected of me for a years worth of school work. I appreciate the quick responses and the confidence that was demonstrated in helping me

obtain my college education. I will signing these forms and sending them back as soon as I am able to. Thank you very much for your time and effort.

Very Respectfully,

Sean Bostick

On Sat, Sep 10, 2016 at 12:12 PM, Todd Steffan <TSteffan@laspositascollege.edu> wrote:
Hi,

How did the online counseling go. Any suggestions in making it better or easier to do? We are trying to figure how to get this out to others around the world, especially on bases. Also, we want to make it simple for individuals to understand how to log in and set up a meeting, We are hoping to also have it set up as well for individuals with VA benefits and services/programs questions for individuals who want face to face time and are not nearby. Any information and suggestions is greatly appreciated. You were the 1st Zoom Veteran counseling.

Thanks,

Todd

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"To care for him who shall have borne the battle and for his widow, and his orphan."
Abraham Lincoln