EMPOWERING STUDENTS AND FAMILIES IN A VIRTUAL WORLD: SCHOOL COUNSELOR STYLE

MINDFULNESS MINUTE - WARM UP:

TAKE OUT A PIECE OF PAPER AND JOURNAL, DRAW A PICTURE OR JUST CLOSE YOUR EYES AS YOU LISTEN TO THIS SONG.

POINTS TO PONDER:

- WHAT COMES TO YOUR MIND AS YOU LISTEN
- HOW IS YOUR BODY FEELING
- PUT YOUR FEELINGS INTO WORDS OR DRAW YOUR FEELINGS OUT

HTTPS://WWW.YOUTUBE.COM/WATCH?V=WFMZT-LRMBM – DEAR EVAN HANSEN - "YOU WILL BE FOUND" VIRTUAL CHOIR
EMPOWERING STUDENTS AND FAMILIES IN A VIRTUAL WORLD:
SCHOOL COUNSELOR STYLE

FLORIDA COUNSELING ASSOCIATION

ANNE FLENNER, ED.S – FLENNER.FLACOUNSELING@GMAIL.COM

PROFESSIONAL SCHOOL COUNSELOR

2016-2017 FLORIDA COUNSELING ASSOCIATION PRESIDENT
A DEEP BREATH

• You have the skills
• You know your students
• You are not alone
• You CAN do this

• Free resources from Calm
  https://www.calm.com/blog/take-a-deep-breath?utm_source=lifecycle&utm_medium=email&utm_campaign=difficult_times_nonsubs_031720
CHANGING NEEDS

- Less time on bullying issues and interpersonal conflicts
- More time in direct services (no lunch duty or counting pencils)
- More email and phone
- Academic Advising may increase — but lends itself to social/personal conversations
- Coaching parents, providing parents resources and assistance will increase
- Collaborating with teachers in a different way
TOPICS TO BE DISCUSSED

• Individual Counseling
• Small Group Counseling
• Large Group Counseling
• Tips for Working from Home

Disclaimer: This information is based on best practices used within Florida Virtual School. As every state, district and school may differ, have different protocol’s etc., please use this information as a guide. Be sure to follow direction from your local school districts.
FRAME OF REFERENCE:

FLORIDA VIRTUAL SCHOOL FLEX COUNSELOR

• 67 Florida Districts
• 200,000+ Student Body
  • Public, Private, and Home school
• 459,974 Course Completions 18-19
• 100+ Courses
• 10 FLVS Flex School Counselors
• Serves K-12
• 1,200+ FLVS Teachers
• 30 FLVS Principals
WHEN THERE IS NO DOOR TO KNOCK ON…

— Information Sessions
— Virtual Office Hours
   • Planned Academic Advising Topics
— Webinars
   • Financial Aid
   • Scholarships
   • Yearly Class Selections
— Podcasts / Blogs
— Website Postings of Resources
   • At Your Fingertips
- Social Media

Focus Remains on the ASCA National Model
Meeting Students:
Social/Emotional
Academic
Career
Direct/Indirect Services
MEETING THE STUDENTS WHERE THEY ARE: A DIFFERENT WAY TO COMMUNICATE

- Email
- Text
- Call
- Video Platform
- Social Media

- ~ 75% of teens have access to a smart phone
- Texting: dominate form of communication with friends. 88% text friends occasionally. 55% text friends daily

ASCA’S POSITION

School counselors working with students in a virtual setting should:

• Adhere to the same ethical guidelines in a virtual setting as school counselors in a face-to-face setting

• Recognize and acknowledge the challenges and limitations of virtual school counseling

  Challenges include:

  - Lack or lessening of visual/verbal cues
  - Limitations of technology
  - Learning curve for students and educators of technology
  - Asynchronous nature of email/text
  - Urgency
  - Vigilance of Confidentially and Privacy in Shared Environments
ASCA’S POSITION

• Implement procedures for students to follow in both emergency and nonemergency situations when the school counselor is not available
  - Review your threat assessment protocol and determine what changes need to be made in this environment. Provide county emergency numbers to all staff.

• Recognize and mitigate the limitation of virtual school counselor confidentiality, which may include unintended viewers or recipients
  - Be sure to use settings on online platforms as appropriate. Keep session closed. Use waiting room to only allow those in session as planned. If using video, blur background. Let students know if session will be recorded/not recorded.
ASCA POSITION CONTINUED…

• Inform both the student and parent/guardian of the benefits and limitations of virtual counseling

• Educate students on how to participate in the electronic school counseling relationship to minimize and prevent potential misunderstandings that could occur due to lack of verbal cues and inability to read body language or other visual cues that provide contextual meaning to the school counseling process and school counseling relationship

• Educate students about appropriate conduct in the online setting and using digital literacy as a tool to have an impact on students

• Incorporate lessons that align with academic, career and social/emotional domains
COMMUNICATION

Every district will have different technologies that they would like you to use. Work with technology experts in your district to find the best platforms for you!

Do not use personal email/phone to communicate with students.

Phone options may include:  
Jabber (used with Cisco Phones)  
Google Voice/Text
INDIVIDUAL COUNSELING

- Address student social/emotional, career and academic needs
- Focus on soft skills for online learning
- Building relationships in an online environment
- Knowing who your student is and their goals
- Providing resources and information in their area is important
- Note-taking essential
- Refer out for intensive therapy needs
SOFT SKILLS NEEDED FOR VIRTUAL EDUCATION

- Mental Clarity and Focus
- Active Communication
- Time Management
- Self-Motivation
- Team Building
- Lateral Thinking
- Independent Study Skills
- Patience

8 Essential Soft Skills Your Online Learners Need for 2017. Pappas, Christopher
https://elearningindustry.com/essential-soft-skills-online-learners-need-2017
INDIVIDUAL COUNSELING BY PHONE

• Just as a student may walk into your office, when a student calls, you speak with them about their concerns. You will do the same over the phone. In Florida, we do not need parent permission to talk with students over the phone if they call.

• Follow same protocol as you would in your school office.
  - Close door for confidentiality.
  - If a social/emotional topic, explain confidentiality verbally
  - Document as you would normally

Pro Tip: Update your VM everyday! Include a quote, etc. An upbeat message can change the tone for a student/family and inform them about your day!
INDIVIDUAL COUNSELING BY EMAIL AND TEXT

• Email may become a larger part of your correspondence with students and families. Generally used for basic academic advising questions.

• Create templates for commonly asked questions (SAT/ACT, testing, etc.)

• Be aware of tone. (Yours and how you interpret someone else's)

• Take time to reflect.

• Use Sandwich Technique.

• If it is a tough conversation, call/create a meeting time is best.

• Continue to take good notes as you would in a traditional setting.
Email correspondence to or from “School” and associated email addresses are subject to public disclosure unless protected by law or otherwise exempted from disclosure under Chapter 119 of the Florida Statutes.

Know that what you email (and text) to students and families is not confidential and is subject to public record requests.
INDIVIDUAL COUNSELING BY VIDEO PLATFORM

• Set up an at home office (Be aware of what is behind you if you turn on your webcam. Be aware of what you are wearing.)
• Plan times to meet with students. (ScheduleOnce, Calendly, Google Calendar, etc.)
• Learn platform settings.
• Practice, practice, practice
• HIPPA Compliance in Crisis: https://www.hhs.gov/hipaa/index.html
• Have student only log in with first name. (Instead of last name, student number or other identifiable information)
Hey Titans!

We miss seeing you and would love to hear from you!

Google Form to check in – created by Kim Cullen Price

Check in on your “Frequent Flyers”

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We are setting up a way to meet with students virtually if needed. Would you like to visit with one of us? If you say yes, we will contact you by email to set up a time.

- Yes
- No

On average, how have you been sleeping? *

- 5 - I’m getting an adequate amount of sleep and sleeping well
- 4
- 3
- 2
- 1 - I’ve hardly been sleeping and/or not sleeping well

If you want to explain your sleep eating

Your answer

How are you feeling about your grades right now? *

- Great
- Okay
- Not very good
- Bad

Even though we aren’t at school in class right now, it’s important you challenge yourself to keep your mind working! How are things with your schoolwork? *

- Green - I’m all caught up and have no missing work
- Yellow - I have a few things to finish up

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First Name *
Your answer

Last Name *
Your answer

How are you feeling today? *

- 5 - I’m great
- 4 - I’m okay
- 3 - I’m meh
- 2 - I’m struggling and need a check in
- 1 - I’m in a dark place and need help
SMALL GROUPS

Pros

• Ability for students to connect with peers
• Focus on an area of need (social, college/career readiness)
• Mentoring opportunities

Cons

• Commitment of students to meet
• Finding best fit for the small group in an online environment

Pro Tips:
- Parental Permission/Involvement Encouraged
- Screen group members
- Decide Permission if using Video Platforms
- Have Clear Goals for Every Group
Webinars allow participants to actively participate in the presentation and interact with the presenter while being able to reach out to a large audience from any location.

- STEM CAREER FAIR
- SUICIDE PREVENTION
- SAY NO TO BULLYING & CYBER BULLYING!
- COLLEGE JUMPSTART!
- VOCATIONAL & COLLEGE PLANNING
- FINANCIAL AID & FLORIDA BRIGHT FUTURES
- MIDDLE & HIGH COURSE PROGRESSION
- TEST PREPARATION TIPS
- AP PARENT NIGHT
- TEEN DATING VIOLENCE
- NCAA INFORMATION NIGHT
WORKING WITH CONTENT – SMALL/LARGE GROUP

• 7 Habits of Highly Effective Teens by Sean Covey – Collaboration with ESE courses and Leadership

• CyberSafety and Bullying – Collaboration with HOPE

• College Essay Writing – Collaboration with English III courses

Collaboration with subject area teachers proves to be very effective to get students engaged.
TIPS FOR LARGE GROUP

• Set settings as appropriate. Turn off camera/mic/texting to each other.

• Create PowerPoint Presentation to keep on track.

• Record all sessions as you can send these out to any family who wasn’t able to attend at a given time.

• Have a teammate – One person to present, one to “person” the chat box and answer questions.
USING TECHNOLOGY FOR EFFECTIVE SCHOOL COUNSELING
TECHNOLOGY TO COMMUNICATE

• Zoom - Free
• Adobe Connect – Free 90 Access
• Google Hangout - Free
• Skype – Free
• Google Voice
• FreeConferencecall.com
BLOGS

• Blog’s are interactive websites in which the user and participants can post information on a variety of topics.

• Can be searched and viewed at any time.

Tips for Effective Blogs for students:
- Keep them short and sweet
- Infographics
INTEGRATING TECHNOLOGY INTO NON-VIRTUAL SCHOOL COUNSELING PROGRAMS -

88% of American say that the Internet plays a role in their daily routine (Pew Research Center)

Websites are one of the fastest way to get information across to the largest amount of people.

Pro Tip: Instead of sending an email a day, choose one place to post updates that you can guide students to!

Use a Digital Bulletin Board or dedicated webpage on website. Create a google site.
HELPFUL TOOLS

Google Classroom/Google Forms

Microsoft 365 - Outlook

Reach Out To Students/Parents Using THEIR Form Of Communication

Develop Needs Assessment From Data PollEverywhere.com
HELPFUL TOOLS

Create free infographics for students and families
CHALLENGES

• Safety Concerns
• Cybersecurity
• Technology
• Face to Face Interaction Minimal or Not at all
• Resources in the Community – Have a list handy!
OUTSIDE RESOURCES TO SHARE WITH STUDENTS

• Emergency: 911
• Referral services: 211 | 211.org
• Suicide Prevention (United States): 1-800-273-TALK (8255) | suicidepreventionlifeline.org
• Suicide Prevention (International): befrienders.org
• Self-Injury/Cutting: 1-800-366-8288 | selfinjury.com
• Eating Disorders: 1-800-931-2237 | nationaleatingdisorders.org
• Runaway Hotline: 1-800-231-6946 | 1800runaway.org
• Child Abuse Hotline: 1-800-422-4453 | childhelp.org/hotline/
• Sexual Assault Hotline: 1-800-656-4673 | rainn.org
• Domestic/Relationship Violence Hotline: 1-800-799-7233 | thehotline.org
• Trevor Hotline for LGBTQ Youth: 1-866-488-7386 | thetrevorproject.org
• Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline | samhsa.gov/find-help/national-helpline
• Other resources for developing healthy lifestyles, including mental and emotional help: helpguide.org
TIPS FOR WORKING FROM HOME

• Get dressed (Jammies sure are comfy though.)
• Set up a dedicated work space
• Create a Schedule: Be cognizant of your hours (Time flies when you are having fun)
• Connect with your colleagues (Skype, Weekly Meeting, etc.)
• Stay Organized
• Communicate, Communicate, Communicate
• Choose where you work wisely (i.e. coffee shops, airport etc.)
PROFESSIONAL DEVELOPMENT

• Starr Commonwealth is offering its Trauma Class for free: Use Code TRAUMAINFORMED in coupon area. [www.store.starr.org](http://www.store.starr.org)

• ASCA Webinars free to everyone until May 15th.

• **ASCA U Specialist** trainings for only $29 for members (regularly $99) and $49 for nonmembers (regularly $249).

• ASCA Webinar: Pop Up! Ethical Considerations: School Counseling in a Virtual Setting
  March 23, 2020, 11 a.m.-12 p.m. Eastern

• Kuder Career Advisor Training®: Essentials™: This self-paced professional development course is ideal for teachers, administrator, parents, and others who are new to career development. Essentials provides you the skills and knowledge you need to deliver life-changing career services. Upon completion, you will receive a certificate of completion for the 10-hour course, showing your competence and preparing you to better guide and positively impact the career path of your students. [Click here](https://www.hatchingresults.com/course-options)
ANY QUESTIONS?

Anne Flenner - flenner.flacounseling@gmail.com

Data, Data, Data – Please complete this survey:

https://www.surveymonkey.com/r/TQ6ZPCZ