



A District and Comprehensive Approach to Distance/Virtual School Counseling

Presented by: Murrieta Valley Unified School District

April 7, 2020

Q: How can I get the resources and links?

A: The recorded webinars, PPT, materials, Q&A, and virtual folders will be available on www.rcec.us. You must create a free account to log in and access the materials under the School Counselor Leadership Network On the Go Webinar Series tab. Website registration is FREE and assists us with tracking utilization and future needs.

Q: Can you put the link for the virtual school counselor notification form in the chat box?

A: All of the MVUSD district forms are embedded in the PPT.

Q: What method did your district use to disseminate virtual school counselor notifications to all students? Email? Mail?

A: MS- Attached the form to the weekly administration/counseling email that went out on Monday and included a link to the document in the newsletter. We will also be verifying with our families/students that they have received this information when providing the consent form.

A: ES- Some counselors sent through aeries communication (email) to all parents and staff. We attached documents to communication. Some of us sent the principal and had him/her send out.

Q: Will these documents be in the folders for school counselors? For ex. permission for at risk students.

A: All of the district forms will be in the PPT.

Q: How did they pass out the information to all students?

A: General notification form was sent to a counselor's caseload or school-wide (for elementary) as a part of the weekly school message/newsletter. This would be a general notification to all of your stakeholders the delivery of services is changing and the modes that will be used.

Q: 1:1 counseling support raises red flags such as confidentiality and ethics. It puts counselors in a vulnerable situation, unlike when they are at the school site they have others to consult with immediately. How do you deal with that?

A: Please log into April 10, 2020 webinar for guidance on navigating these questions.

Q: Is the newsletter a template also?

A:

ES- An example has been provided in the ES presentation. Check the Elementary resource slide in the PowerPoint notes.

MS- It has not been created as a template, however, it is available to download with the PowerPoints. It was created using word, however, publisher is a user friendly application as well.

HS-An example has been provided in the HS presentation.

Q: Are you using zoom for 1 on 1? Or other platforms?

A: For ES, MS and HS counseling we are using Microsoft Teams. It's an application within the Microsoft 365 group (is district approved and protected) and works in a similar fashion to zoom, however, is linked to all the other Microsoft Applications that we use (outlook and bookings).

Q: Do you have issues of confidentiality when doing virtual counseling?

A: Please log into April 10, 2020 webinar for guidance on navigating these questions.

Q: What was the resource for counselors on Facebook called?

A: Elementary Counseling Exchange for Elementary School and Caught In the Middle for Middle School.

<https://www.facebook.com/groups/590701787640166/>

<https://www.facebook.com/groups/176582632507419/>

Q: Was the permission to record granted from Second Step, or was it S.H.?

A: The permission to record came from Second Step.

<https://www.secondstep.org/covid19support>

Q: How do you do the bitmoji?

A: You can download the bitmoji from google chrome. You have to add the free extension. You can also download the app onto your phone. Follow instructions in the app to make your bitmoji.

Website: <https://www.bitmoji.com/>

Bitmoji App for iPhone: <https://apps.apple.com/us/app/bitmoji/id868077558>

Q: When will we have access to the ppt and where?

A: The recorded webinars, PPT, materials, Q&A, and virtual folders will be available on www.rcec.us. You must create a free account to log in and access the materials under the School Counselor Leadership Network On the Go Webinar Series tab. Website registration is FREE and assists us with tracking utilization and future needs.

Q: What was the quote?

A: You are not working from home; you are at your home during a crisis trying to work.

@marriageandmartinis

Q: How are you sending out the newsletters? Parent email?

A: Parent email through aeries communication and posted on our school website (we created a folder to hold each week.)

Q: How are they created?

A: Was created with a newsletter template I bought from TPT. Under my resources slide I included a link you can follow to purchase

Q: What do you include in your needs assessment?

A: MS- there have been two assessments sent out by sites, one as a simple check in for daily attendance and well-being and the other a more in-depth check in RE: access to materials, internet, etc...

Q: Cherrie, yesterday we were informed that a Zoom meeting was hacked during a coworkers husband's online college meeting. Inappropriate language/gestures were used by the hackers during that meeting. I think our district is reconsidering the use of Zoom, this is not the first time I have heard of security issues with Zoom. Just thought I would share to see what your thoughts are.

A: Yes our IT team has shared this with our office as well due to other incidences of "Zoom bombers" in our districts. Zoom is currently updating their security and we have been sent best practices for using the Zoom platform that make it harder to hack so we are taking steps to ensure the safety of our webinars as much as possible. We have not used this platform when speaking with students so I don't know what our organization would recommend for that but we do also utilize Google and Microsoft Teams in our office. Our priority is making sure that we can support our districts supporting our students. If we find that these webinars or an exchange of information is no longer a suitable option on this platform, our dedicated IT and Ed Tech team will research and vet other avenues for us to use because the work will not stop.

Note from another participant: This was why our district has gone to the district approved video platform of Office 365 and Teams video (an application within 365).

Q: Is there any way to get the webinar numbers increased?

A: Our Webinar 500 feature is only licensed to hold 500 connections so we try to confirm people on a first-come, first-serve possibility. We are talking with our tech team regarding enlarging our

license and cost. We always make sure to record the webinars and give you the materials after so everyone can have a chance to use the materials and go help our students.

Q: What are Mitel phones and how would our district get them or specialized numbers for our counselors?

A: Mitel is our phone system. Check w/ your district as to the capability of phone lines through your computer. Our district shut down all of our regular phones so messages wouldn't be left that won't be answered.

Q: Two part question, what teleconferencing app or software has the district approved that takes into account confidentiality for high-risk students? Also, there is concern with elementary teleconferencing one-on-one for some students as some parents may be listening. There is concern for student backlash. How is Murrieta School District dealing with those concerns?

A: Platforms are listed in the PPT. A requirement for any student within MVUSD is for the parent to be in the home when 1 on 1 meetings are held. School counselors will make a determination of the best mode and availability of the student communication to provide confidentiality between student and school counselor.

Q: How do the office hours look like? Is it via email? Registration is one of the biggest task during the spring. How do you manage your time to meet all these needs?

A: The office hours are designated days and times where the counselor will be available via phone, email or teams.

Q: Could we get a copy of the teleconferencing form that you are having parents fill out.

A: All handouts are embedded into the PPT

Q: Can panel team clarify how they have rolled out permission slip form for counseling with students?

A: MVUSD SC's will send the notification form out to a counselor's caseload to clarify the various ways of communicating with students and families. The consent form for face to face and continuous meeting requests. Once parent has requested 1:1 counseling a permission slip link will be sent to them through Microsoft Forms.

Q: We were told by CTA that no NEW students can be added to APEX classes. Are you aware of that? Does that sound right?

A: This is a district by district decision and made at the local level.

Q: In regards to the elementary level, how are you conducting virtual group counseling? Is this allowed during the school closures?

A: No group counseling allowed. Only 1 to 1 counseling.

Q: Any suggestions for calling students from home besides *67?

A: Mitel program we are discussing. It's a private school line that is accessible remotely. Google phone or determine if your district has the ability to set up phone #'s via a district issued computer.

Q: What is the link to provide feedback on the webinars?

A: www.surveymonkey.com/r/scotq

Q: Is there a Facebook group just for high school counselors?

A: Found this one, but I am not a member. You can search High School Counselor Exchange on Facebook and a few pages pop up. This was the first one:
<https://www.facebook.com/groups/149658681898931/>

Q: What about permission for read alouds?

A: You may not generally post read alouds on a school website but you may send it to specific students or families. There are many authors giving permission for you to read their books aloud. Julia Cook and Todd Parr are a couple. Usually if you do some google searching you can find out the author is giving permission. Most authors are asking you not to do it through YouTube, but use one drive...etc.

Q: How do we sign up for the specific grade level webinars?

A: You will receive a follow up email with the new webinars for the coming weeks.

Q: Do we have any college awareness, campus tours, career assessments for elementary age students?

A: We are not able to incorporate the career focus of the elementary school program during COVID-19. Students are welcome to go on virtual tours of many college campuses and RCOE can provide that list if needed.

Q: Will the permission slips and virtual counseling notifications be available later as well?

A: All handouts and tools are embedded into the PPT.

Q: What platforms are you using?

A: Platforms are listed in the PPT slides.

Q: What is the platform of the Virtual Counselor notification? Is it a document that populates Counselor info to their caseload?

A: We will send the word doc version. The platform in our district would be Aeries Communication. You would use the SIS in your district.

Q: Why don't you use Google in your District?

A: Platform utilization is a local school district decision.

Q: How does the school keep track of the student activity and those that "go dark"? Do you have an excel spreadsheet?

A: Each site has developed a series of internal processes' to determine the students who have not accessed virtual learning. There are a set of protocols and personnel who make contact with the student and family to determine needs.

ES: Our fabulous AP created a form in Microsoft forms that was sent out to teachers. Teachers fill in the form weekly for students that have “gone dark.” Excel sheet populates list of “dark” students. AP and counselor review the form weekly and call all contacts in aeries to try to get a hold of someone so we can offer support.

Q: Can you give some examples of journal prompts that have to do with SEL?

A: In the various newsletters, you will see activities related to writing and journal prompts.

A: ES

1. What is your greatest talent?
2. What is the best compliment you’ve ever received?
3. How do your parents encourage you to be more confident?
4. Write about a unique quality you have that makes you special.
5. Write down five things that define who you are, listing them as “I am _____,” statements. Take a few minutes to think about each one. Which quality feels the best?
6. Write about a time when you did something you were afraid to try. How did you feel afterward?
7. When you’re feeling confident, what emotions do you experience?
8. Write about a person you admire. What qualities do you have in common with this person?
9. What is your favorite thing to do? How do you feel when you work on this activity?
10. What does it feel like when someone recognizes something you worked hard to do?
11. What makes you feel like a strong person?
12. What do you do when you see a classmate struggling with something?
13. Of the people in your life, who makes you feel the most confident?
14. Name three qualities you love about yourself.
15. How do you think other people see you?
16. What is self-esteem?
17. Why is it important to have high self-esteem?

18. How do you know when you've succeeded at something?
19. Write a poem that describes the feeling of confidence.
20. What kinds of things hurt self-esteem? How can you discourage these activities?
21. What is your greatest strength?
22. What is the greatest feeling you've ever had?
23. Why is it important to congratulate people who do well?
24. Write about your greatest success.
25. What do you see when you look in the mirror?
26. What does it mean to have confidence?
27. How do you think confidence relates to happiness?
28. How do you feel when you earn good grades?
29. What makes you happy?
30. What are some positive things you can say to yourself when you are trying to do something challenging?

Q: Where can we find those links to the different webinars?

A: www.rcec.us

Q: Can you give us the link to the college board schedule sample tool?

A: Here is the AP Exam Schedule during COVID-19
<https://apcoronavirusupdates.collegeboard.org/students/taking-ap-exams/ap-exam-schedule>

Q: For elementary school, are you reaching out to students who were in groups separately than the school wide efforts?

A: Yes

Q: For Nicole, How are you still collecting summer school applications?

A: Summer school applications are being collected via email at this time.

Q: Can we get the link for the high school telecounseling consent form?

A: The consent form is for all levels and will be located in the PPT.

Q: Have you guys talked about using google voice? That's what I'm using to call home

A: Our district is a Microsoft district.

Q: Can you share more about the Mitel Office phones... what does that look like and how it works?

A: Mitel is the phone program used throughout our district. With a download on your computer you can use your computer w/ a phone # to dial and receive call and individuals can leave a message that you can retrieve later.

Q: How do you deal with confidentiality in group virtual counseling? Parents/Siblings can possibly hear other students.

A: We are not providing group counseling during COVID-19.

Q: Are counseling services that you are provided services that were already set up, or for new requests?

A: The at-risks lists were originally created of students prior to COVID-19 but due to the pandemic, students and/or parents or guardians may need and request counseling support. The purpose of the notification letter is to inform your stakeholders, counseling services can be requested.

Q: Where do I look for the Elementary Resources that the presenter mentioned?

A: In the PPT you will see the page of elementary resources w/ links

Q: Was permission granted for read aloud done by teachers?

A: You may not generally post read alouds on a school website but you may send it to specific students or families. There are many authors giving permission for you to read their books aloud. Julia Cook and Todd Parr are a couple. Usually if you do some google searching you can find out the author is giving permission. Most authors are asking you not to do it through youtube, but use one drive...etc.

Q: RUSD is asking staff to:"Record Google Meet" interactions to protect staff and in case a site administrator Personnel or CPS needs to access the video. Please advise the steps needed to meet this district requirement and maintain FERPA and confidentiality.

A: Murrieta Valley is not recording video 1 on 1 sessions but documenting in Aeries meetings that are taking place.

Q: Please repeat the grade level specific webinar days of the week. Is it: ES = Wed, MS = Tues, HS = Thurs

A: It will depend on the week. The day won't be specific. It will be based on the line up. We will just gear one day to ES, one day to MS, and one day to HS per week but each week may vary

Q: How can we get a Telemental Health Permission slip?

A: Forms will be in the PPT.