



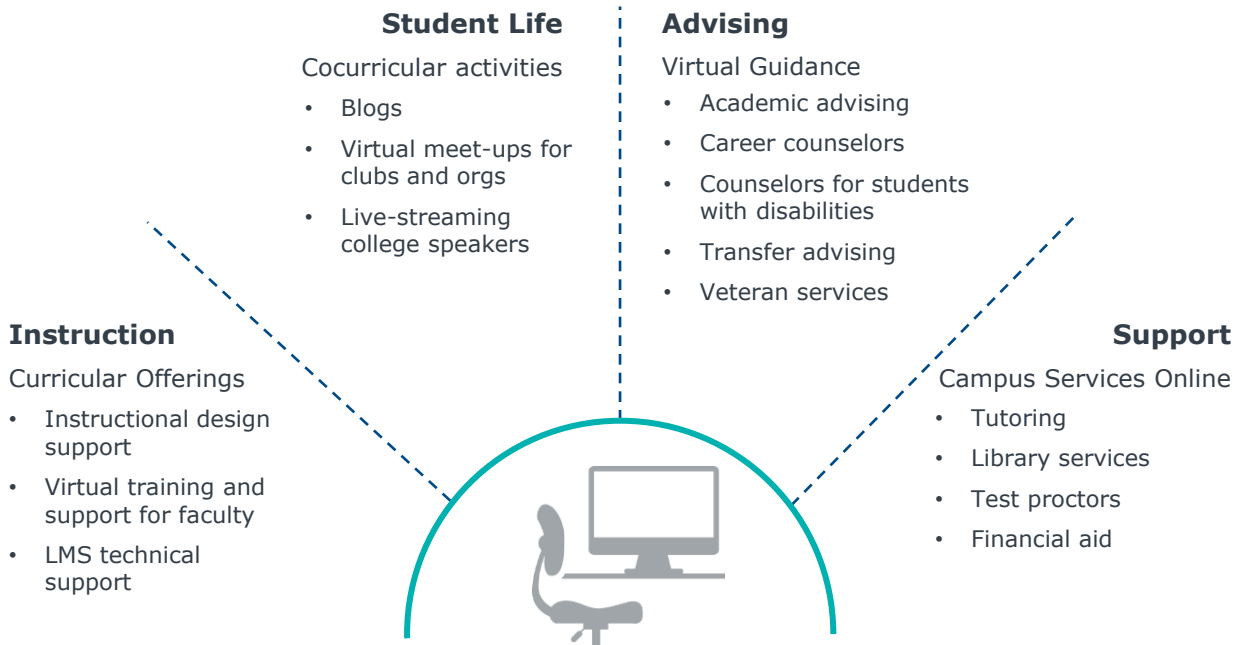
EAB

# Providing Virtual Support to Students and Staff During Crisis



# Online Student Support 101

## What Are The Fundamental Resources To Serve Students Online?



# Managing Virtual Student Support Teams



## 1 Communicate Regularly

- Encouraging connections
- Actively seek criticism

## 2 Collaborate on Solutions

- Schedule virtual team meetings
- “Swarm” to solve problems fast

## 3 Check In Regularly

- Meet virtually each week
- Reach out daily for support

## 4 Report on Activities

- Celebrate accomplishments
- Send weekly reports

## 5 Track Productivity Metrics

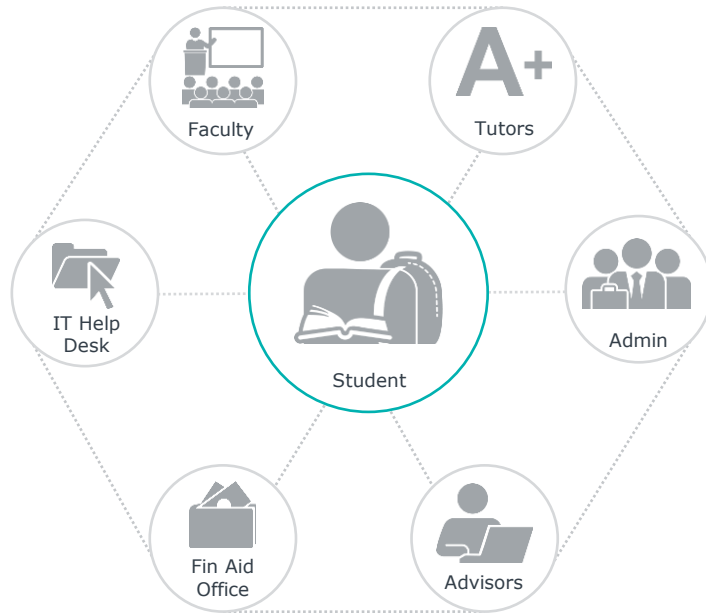
- Focus on weekly goals
- Adjust goals to student needs

## 6 Coordinate in **Navigate**

- Document activities in notes
- Use case management

# The Answer May Be Simple

Each Decision Has to Have Interest of the Student at Its Core



► **Want to learn more?**

**[www.eab.com/  
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- Advice from experts
- Relevant EAB research and resources
- What others are doing
- Sample communications



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