

# PCCD Student Guide

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## What is ConexED?

ConexED is an online platform where students, faculty, and staff at one of the Peralta Colleges can interact with each other. Features include face-to-face video conferencing, screen sharing, document sharing, and an interactive whiteboard.

## Technical Requirements

You can use ConexED on your computer or on the go with your mobile device. Some things to keep in mind:

- 1) Laptops or desktops are preferred
  - a) If using a mobile device, some features may be limited.
- 2) Compatible browsers: Google Chrome, Mozilla Firefox, Safari, and MS Edge
- 3) Webcam and microphone availability are preferred, but if you do not have access to that, please try to have a microphone available to communicate with the other person.
- 4) Accessibility features available such as real-time closed captioning & voice-to-text functions.

## Logging in for your booked counseling appointment

### Option 1: From your email confirmation

- 1) Copy and paste the link from your email confirmation and open the link in a compatible browser (Google Chrome, Mozilla Firefox, Safari, and MS Edge)

Meeting Reminder


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**Hello Bubba CoA Student,**

You just scheduled a cafe meeting with Julie Saechao.

**When:** Dec 7, 2021 1:45 PM - 2:15 PM PST  
**Location:** In ConexED Cafe  
**Topic:** Meeting with Bubba CoA Student

To join the meeting, use this link:  
<https://peralta.craniumcafe.com/juliesaechao/cafe?m=39pom>



[Click Here to Reschedule this Meeting](#)

[Click Here to Cancel this Meeting](#)

Thank you for using ConexED!

[Add meeting to your calendar](#)  
[calendar icon](#)






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- 2) Click on “Current Students” and log in using your Peralta Email Login Credentials


ConexED [Not your school's page? Click here.](#)


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Choose a login button below to access ConexED

Login






**Current Students:**  
Login with your passport  
userID Credentials



**Current Faculty/Staff and Guests:**  
Use the button above to login to ConexED

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 **Student Portal**

**Sign in**

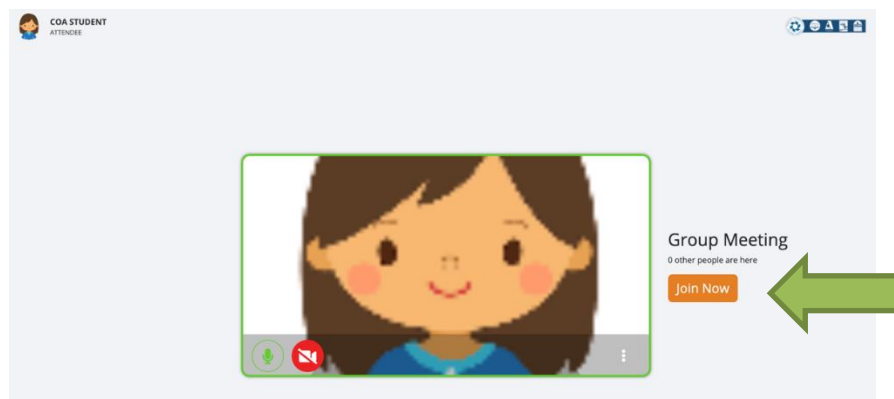
PassportUserID@cc.peralta.edu

[Can't access your account?](#)

[Back](#) [Next](#)

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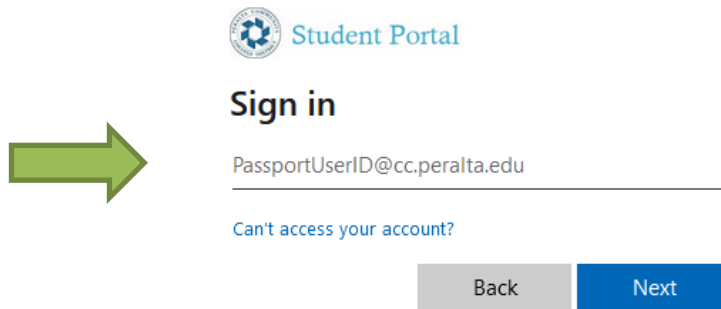
- 3) Click on “Join Now” to enter the meeting
- Note: You can only enter the meeting 5 minutes before your scheduled time.
  - You will be prompted to allow access to your audio and your video.



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## Option 2: From your ConexED Icon in your Peralta Student Portal

- 1) Log in to your Peralta Student Portal: <https://tinyurl.com/pccdstudentportal> using your Peralta Email Login Credentials



- 2) Once you are logged in, go to your applications and click on ConexED Icon which will bring you to your ConexED landing page.



- 3) Click on "View Meetings" on the left-side panel and you will see your scheduled appointment/s. Copy and paste the meeting link into a new browser or click on "Join Cafe" to join the meeting. The "Join Cafe" button will show up on your account 5 minutes before your appointment start time.

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ConexED

My Office Appointments

Upcoming Meetings

**Tuesday, Dec 28, 2021**  
11:30 AM to 12:30 PM Pacific Standard Time

**Meeting Reason Codes:**  
Career and/or Major Exploration

**Institution:**  
College of Alameda

**Meeting Location:**  
In Julie Saechao's Cafe

**Department:**  
Counseling - COA - General Counseling

**Meeting Time/Day:**  
(This meeting has already started!)

**Meeting attendees:**

**Meeting Link:**  
<https://peralta.craniumcafe.com/juliesaechao/cafe?m=3b614>

Join Cafe

Cancel

- 4) Click on **“Join Now”** to enter the meeting
- Note: You can only enter the meeting 5 minutes before your scheduled time.
  - You will be prompted to allow access to your audio and your camera.

COA STUDENT  
ATTENDEE

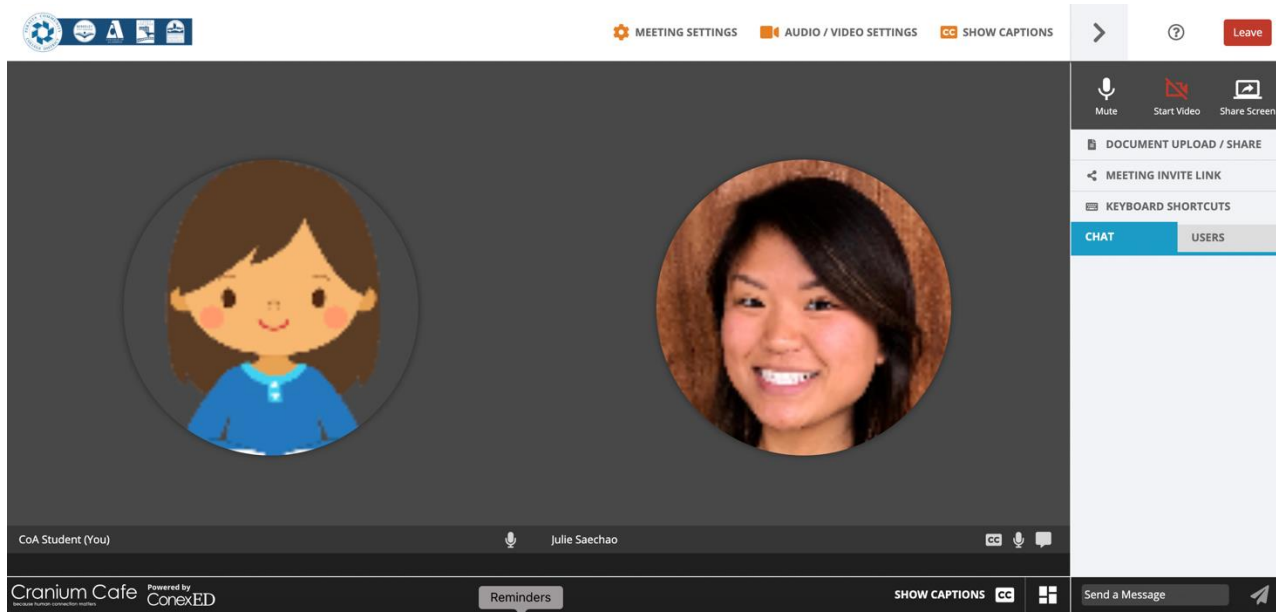
Group Meeting  
0 other people are here

Join Now

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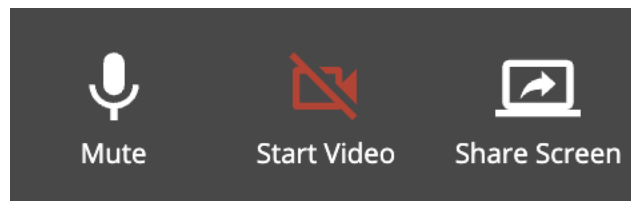
## Virtual Meeting Space

This is what your virtual meeting space will look like:

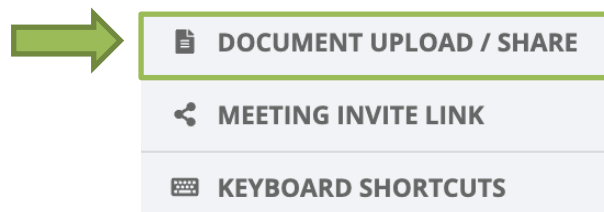


### 1) Audio, Video, and Sharing your screen

- Audio – We highly encourage you to turn on your audio if you can't turn on your video during the meeting. Once you have allowed access to your Audio settings, you can press the “Mute” button to turn your audio on and off.
- Video – Once you have allowed access to your camera settings, you can press the “Start Video” button to turn your camera on and off.
- Share Screen- To share your screen with your counselor, press “Share Screen” and select which screen you would like to share.



### 2) Document Upload/Share

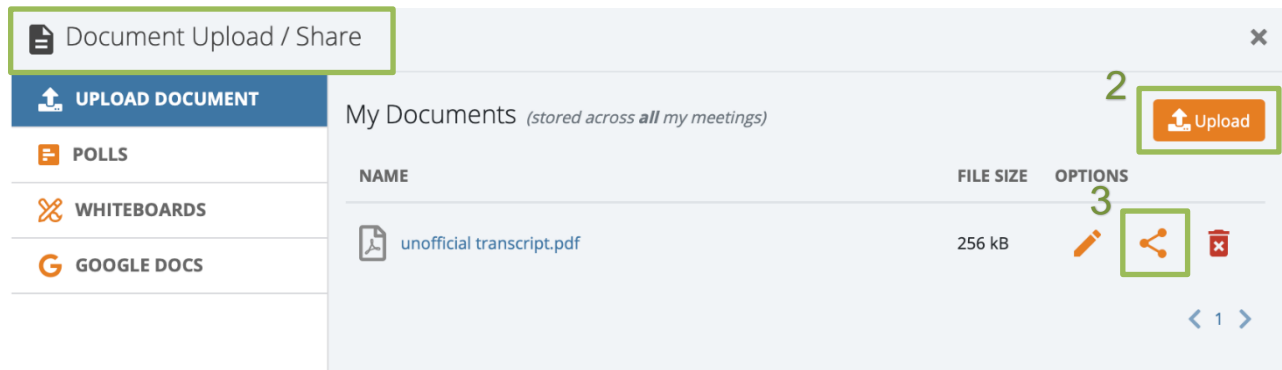


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- a. Document Upload/Share - You can upload documents from your computer and share them with your counselor during your counseling session. For example: unofficial transcripts

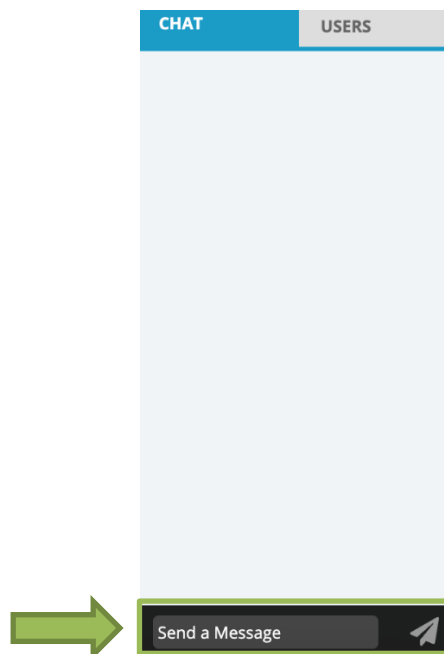
1. Click on “Document Upload/Share”
2. Click on the orange “Upload” button and select the file on your computer you would like to upload
3. Click on the sharing link button to share your document with your counselor

1



## 3. Chat

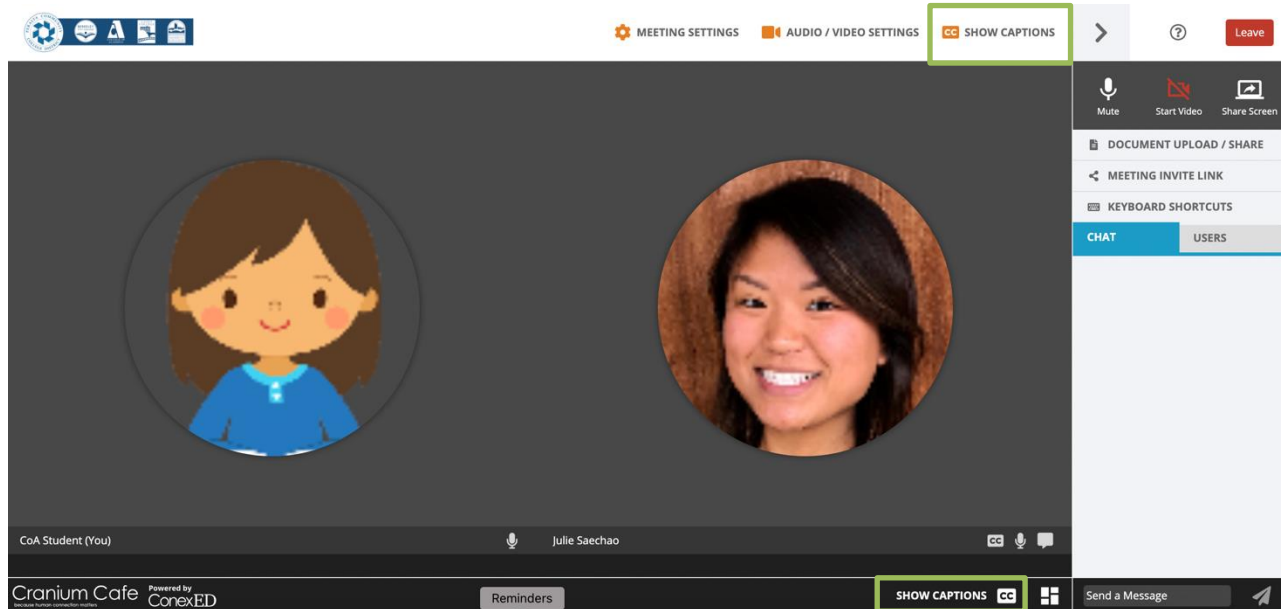
- a. Type in the chat box and press the paper air plane icon (  ) to send a chat message to the counselor



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## 4. Closed Captions

- a. To show captions, you can click on “Show Captions” at the top of the screen or at the bottom of the screen



## 5. End of Meeting Survey

- a. After you are done with your appointment, you will receive an end of meeting survey. Please complete and submit this survey.

We value your feedback! Please take a moment to answer a few quick questions about your experience today.

How satisfied were you with your experience today? \*

☐ Very Satisfied

☐ Satisfied

☐ Neither

☐ Dissatisfied

☐ Very Dissatisfied

My counselor was respectful and friendly. \*

☐ Strongly Agree

☐ Agree

☐ Neither

☐ Disagree

☐ Strongly Disagree

Did your counselor address your questions and concerns during your appointment? \*

☐ Strongly Agree

☐ Agree

☐ Neither

☐ Disagree

☐ Strongly Disagree

Would you be interested in a follow-up appointment? \*

☐ Yes

☐ No

If you have not received a phone call to set up another appointment, contact the General Counseling Department at (510) 748-2209.

Is there anything else you'd like to share with the counseling department regarding your experience? \*

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## Virtual Drop-in Lobby

- 1) Click on "Virtual Drop-in Counseling" link on the counseling webpage which will bring you to our ConexED Login Page.
- 2) Click on "Agree" after reading the Informed Consent Statement.






### Informed Consent Statement

To all current and prospective College of Alameda students. Below are the terms and conditions for using online and in-person Counseling Services at College of Alameda. Please read carefully and click the agree button below in order to move forward.

- I agree to represent myself authentically in all aspects when participating in online and in-person counseling session and/or group workshop. I will provide accurate personal information, educational history, and information related to my educational and career goals so that online counselors can provide the most accurate information.
- Per the Family Rights and Privacy Acts, I hereby grant permission for College of Alameda counselors to discuss information related to my academic records during a live counseling appointment and/or group workshop, via the online Cranium Café meeting center, which I understand to be encrypted and secure. Although Cranium Café encrypts and secures all files using 256-bit SSL encryption, there is no assurance of confidentiality should the system be breached.
- I authorize College of Alameda counselors, relevant College of Alameda personnel, and Cranium Café administrators to, when necessary and for the sole purpose of improving the online meeting services, have access to recorded information from a live online counseling session and/or workshop between myself and a counselor.
- I grant permission to the College of Alameda staff and faculty to access my personal information, including but not limited to my name, e-mail address, phone number, Student ID, academic program, courses enrolled, and other information needed to provide the appropriate academic support I need.
- I understand that when using College of Alameda Counseling Services, I must protect my personal information from others; therefore, if I choose to share my Peralta Colleges login credentials, I release the College of Alameda Counseling Department


DisagreeAgree

- 3) Click on the Peralta icon to log in using your Peralta Email Login Credentials.



Choose a login button below to access ConexED

Login






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- 4) Select the reason/s why you would like to meet with a counselor. Keep in mind, these are the only appropriate reasons for a quick drop-in:

- Academic Advice
- Excess Units
- General Questions (i.e. program/transfer information)
- Prerequisite Clearance
- English, ESOL, math placement
- New student process
- College policy and procedures

If it is determined your situation may require more time, you may be asked to schedule a counseling appointment.

Note: If you see a message similar to the following, that means our drop-in services are currently not available (department is closed, counselors not available, etc.)

 This lobby is **LOCKED!**

Thank you for visiting the College of Alameda General Counseling Department. You have reached our drop-in counseling lobby.

Our drop-in services are currently not available. Please check again later or click on the following link to schedule a counseling appointment: [CoA General Counseling Appointment Scheduling](#)

- 5) If the lobby is open, you will arrive at the counseling department virtual drop-in lobby.

Direct Messages

Julie Saechao

Bubba CoA Counselor

Click here to schedule a...

COA Student (You)

Click here to schedule an appointment Lobby

Thank you for visiting the College of Alameda General Counseling Department. You have reached our drop-in counseling lobby. You will be helped in the order in which you arrived. Please keep this window open to hold your spot in line.

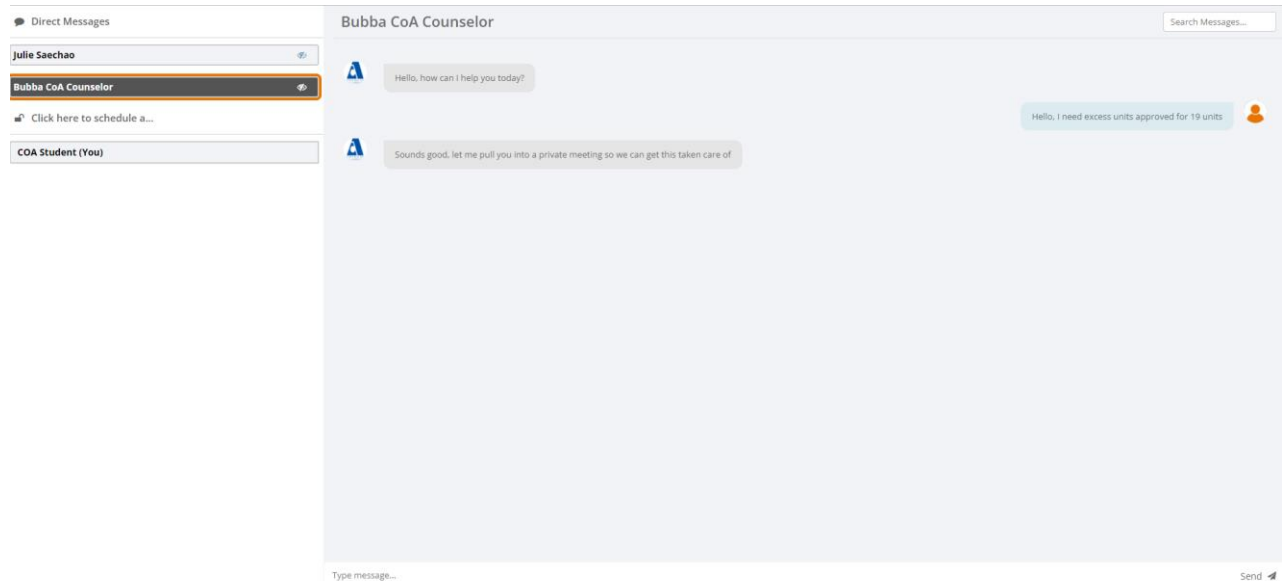
Please keep in mind drop-in services are for **quick 10-15 counseling services**.

Reasons to stay and wait for a counselor:	Reasons to <b>make an appointment</b> with a counselor:
<ul style="list-style-type: none"><li>• Academic Advice</li><li>• Excess Units</li><li>• General Questions (i.e. program/transfer information)</li><li>• Prerequisite Clearance</li><li>• English, ESOL, math placement</li><li>• New student process</li><li>• College policy and procedures</li></ul>	<ul style="list-style-type: none"><li>• Developing a Student Education Plan</li><li>• Degree Petitions</li><li>• Financial Aid Appeals</li><li>• Major Exploration</li><li>• Probation/Dismissal Hold</li><li>• Transcript Evaluation</li><li>• Degree/Transfer Requirements</li><li>• Progress check</li></ul>

If it is determined your situation may require more time, you may be asked to schedule a counseling appointment.

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- 6) Once you are in the lobby the counselor or staff member can send you a message in case they are possibly still helping another student.



**Please make sure to keep the window open so you can be added to the video meeting room when the counselor is available**

- 7) When a counselor is available, they will pull you into a private meeting to assist you.

