



The Challenge: How to Support Students Online

West Los Angeles College is one of nine schools in The Los Angeles Community College District—the largest district of its kind in the U.S.

Approximately 44% of students at West enroll in online courses during fall and spring terms. During the intersessions (winter and summer), that number increases to 66%. With most of their students learning virtually, West needed more ways to support students online.

Number of students enrolled online

44% Fall & Spring Terms

66% Winter & Summer Terms

According to Dean of Student Services Christopher Sweeten, “It was crucial that we expand our services, not just from a counseling perspective, but also for admissions and records, financial aid, and business services.”

Sweeten said he was looking for “an online platform that would allow us to interface with all of our students and ensure they were supported by the campus community.”

The Solution:

Why West Chose ConexED

- Cloud-based video conferencing that’s FERPA, HIPAA, and ADA compliant for privacy and accessibility
- Virtual classrooms that allow students, staff, and instructors to connect in real time from any device
- Additional features such as instant messaging, appointment scheduling, and seamless calendar integration

The Result:

Online Support for Student Success

After using the platform in a limited capacity for several years, West implemented ConexED campuswide in summer 2019. Now, rather than making a special trip to campus, students can meet with advisors and instructors virtually. Those who choose to meet in person get the convenience of online self-scheduling, a check-in kiosk, and queuing system.

Education is changing—it's evolving. The way we meet our students' needs is also changing and evolving. [ConexED] allows us to think outside the box in terms of what that looks like.

Christopher Sweeten
Dean of Student Services
West Los Angeles College

 Type of institution:
Community College

 Location:
Culver City, California

 Number of students:
10,000+

For campus departments, ConexED provides virtual tools to connect and engage with students wherever they are—without sacrificing face-to-face interactions. And, with more flexible access to support services, students at West are better equipped to succeed.

“Education is changing—it's evolving,” Sweeten said. “The way we meet our students' needs is also changing and evolving. [ConexED] allows us to think outside the box in terms of what that looks like.”

He said ConexED has also enabled administrators “to truly start making data-driven decisions.” For example, using the scheduling system for test proctoring made it possible to track high and low traffic times, and to adjust service hours for greater efficiency.