**Support Services Promising Practices for Distance Education at Joliet Junior College:**

**Support Services**

Our transition staff, Volunteer Literacy program, and educational support staff use:

- Google Voice so students can text for help (easier for them)

- Zoom meetings to discuss student needs

-Provide technology assistance for students who struggle to engage in their content.

- FAQ Videos are popular with students. So far, we have: Steps to GED and Signing Into Burlington English on your phone: [https://youtu.be/\_sEeGxJ0FD0](https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoutu.be%2F_sEeGxJ0FD0&data=02%7C01%7Cmdwyer%40jjc.edu%7Cafe7b63bf4ad42aadecd08d8438d6335%7C581e94de7e2f4d699d5f791d2fb8f31a%7C0%7C0%7C637333621822889863&sdata=p5bpcfM6zgztpPWWqV7N1aiHP%2BAOMbxZ1UaKh1aN8u4%3D&reserved=0)