Academic Triage: Increasing Success for Rural Adult Learners

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How can Continuing Education Improve Services for Adult Learners?

- ALFI Study Spring 07
- What’s important to adult learners?
- Where do we stand with our students?
- How can we get better?
Most Identified Area of Weakness: Student Services

- We needed to get the right people on the bus!
Advising

- Ability to work well with adult learners
- Knowledge of multiple curriculums and student needs
- Student advocate
Coordination

- Experience with coordinating PSU Student Services
- Experience with adult learners
- Knowledge of key facets--Financial Aid, admissions, community and cross-university networking, Prior Learning Assessment, and scholarships
- Student advocate
Career Counseling

- Expertise in Career Counseling
- Ability to provide personal counseling relative to meeting one’s educational goals within a higher education setting
- Understanding of adult development and life stage issues
- Student Advocate
Recruitment

- Experience in College Admissions
- Familiar with the art of recruiting adult students
- Community Outreach
- Skilled at getting the right people involved in recruitment
- Student Advocate
Triage Defined

- The sorting of and allocation of treatment to patients and especially battle and disaster victims according to a system of priorities designed to maximize the number of survivors
Our Model: Academic Triage

- The assigning of priority & other resources to where it can be best used, are most needed, or are most likely to achieve success
Recruitment

- Rural adults learners with specific needs
- Proactive approach to recruitment (information sessions, individual appointments, community events & referrals)
- Programs that are in demand
Team Triage

1. Identify prospective students
2. Ability for each member to handle first contacts
3. Provide a general overview of processes, programs & services
4. Assess and prioritize the adult learner needs – Be honest!!!
5. Promote empowerment, information & informed decision making
6. Advise and refer
Team Triage

Advising

Admissions

Financial Aid

Scheduling Options

Career Counseling

Course Delivery Options

One-Stop Shop
Starting the relationship

- Student centered approach
- Keep students’ best interest in mind
- Assess needs – provide next steps
- Make the appropriate referral
- Follow-up
Career Counseling

CAREER COUNSELING

WHAT'S THE ONE WHERE YOU WORK YOUR OWN HOURS, HAVE NO BOSS, AND DO WHATEVER YOU WANT?

OH, YOU WANT TO SEE IMAGINARY CAREER COUNSELING, DOWN THE HALL TO THE RIGHT.

CAREER COUNSELING

www.murraythenut.com
Career Services

- Meet the adult learner where they are
- Listen to their story and how their path has led to where they are today
- Build a professional, trusting and genuine relationship so the student knows without a doubt that you have their best interest in mind
- Begin defining and prioritizing the issues that will need to be addressed for the individual to be successful
Career Counseling
My Role within the Triage Model

Individualized Services:
Provide whatever is needed, whenever it is needed.
The Career Counseling Process

- Pre-enrollment counseling
- Relationship is ongoing
- Based on empowerment, education, and self responsibility
- Securing employment, being prepared to manage one’s career, job satisfaction
The Advising Role

- Knowledge of programs and curriculum
- Experience with credit for prior learning
- Creating a schedule that works for the student
- Penn State systems (eLion, degree audits, & ANGEL)
- Keeping things on track – graduation
Success = Team Triage
“It Takes A Village”