Effectively Using Technology for Persistence

A Day in the Life of a Penn State World Campus Academic Adviser

Shannon Telenko - sjt13@psu.edu
Shawna Culp - svb9@psu.edu
Donna Anderson - dra4@psu.edu
What is the Penn State World Campus?

- 1892 - Penn State develops one of nation’s first correspondence courses
- 1998 – Penn State becomes one of first major accredited universities to provide online education
- Report to Vice President of Outreach
- Advising & Learning Success (70) – Advising, Learning Support, Student Engagement, Continuing Education, Help Desk
- Majority of students adult learners & military/veteran population – 12,800+ students
Adult Learner definition at Penn State:
- New student over 24 years old
- Veteran of the armed services
- Student of any age returning to school after four or more years
- A person who assumes multiple adult roles such as parent, spouse/partner, employee, and student (including those under 24 years of age)
- Staff member who is taking courses

According to the Council for Adult and Experiential Learning, adult learners need:
- “Different kinds of information about their educational options
- Institutional flexibility in curricular and support services
- Academic and motivational advising supportive of their life and career goals
- Recognition of experience and work-based learning already obtained”
Advising at a Distance

• Advisers vitally important for the distance learner:
  – “George Kuh makes the point that just as important as coursework is the way institutions support strategies that connect students to the campus environment and high-impact learning experiences.” – Drake 2011

• Distance education and retention:
  – “Colleges and universities continue to struggle with effective provisions of academic advising for students in online degree programs. In addition, the dropout rate among online students is significantly higher than that of traditional on-campus students. The results of this study indicate the need to establish practices and tools that would make student-advisor interaction more developmental.” – Gravel 2012
  – “O’Bannion emphasized that advisors need to focus on student’s goals and values rather than simply course selection and registration...O’Bannion’s model...might improve student-advisor interactions for those in online degree programs.” – Gravel 2012
A Day in Our Advising Lives

• Our priorities and work space
• What technology is kept open at all times and do we check frequently?
  – Serving students
  – Communicating internally
  – Resources for students
• Efficiencies
• Persistence
• Discussion
A World Campus Adviser: Hard at Work!
Technology for Serving Students
UCS – email/calendar

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
</thead>
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<tr>
<td>9 AM</td>
<td></td>
</tr>
<tr>
<td>9 AM</td>
<td></td>
</tr>
<tr>
<td>10 AM</td>
<td>10:30 AM - Heather</td>
</tr>
<tr>
<td>11 AM</td>
<td></td>
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<td>11 AM</td>
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</tr>
<tr>
<td>12:30 PM</td>
<td>Lunch Walk</td>
</tr>
<tr>
<td>1:00 PM</td>
<td>Lunch &amp; meetings in Henderson (RD Advisers &amp; IID FS Program Planning)</td>
</tr>
<tr>
<td>2:30 PM</td>
<td></td>
</tr>
<tr>
<td>3:00 PM</td>
<td>Business</td>
</tr>
<tr>
<td>3:00 PM</td>
<td>Expanded Advising &amp; Learner Success Meeting</td>
</tr>
<tr>
<td>5:00 PM</td>
<td></td>
</tr>
</tbody>
</table>
Social media – Facebook, Twitter
Skype
If you are thinking about adding or dropping a course this semester, I want to let you know that the deadlines are approaching quickly for doing so without academic implications — so I encourage you to finalize your course load now.

Following are deadlines for standard 12-week and 6-week courses, but please check your syllabus, as deadlines could differ:

Session 1 (12-week courses)
- Drop Deadline: May 21
- Add Deadline: May 22 (8:00 a.m. Eastern Time)

Session 2 (6-week courses)
- Drop Deadline: May 18
- Add Deadline: May 19 (8:00 a.m. Eastern Time)

Once these deadlines have passed, dropping or adding courses can have financial and academic implications; for example, even if you log in only once to a course you plan to drop, you could owe a tuition balance for that course.

Please let me know if you plan to drop any course; I can guide you through the process and explain how it will affect you.

Thank you,

SHANNON TELENKO

Academic Advising

Penn State World Campus
Phone: 800-252-3592 (toll free within the United States)
Phone: 814-865-5403 (local and international)
Phone client
# Academic Review Form

**eLion**

## Goals
Comments

### Academic Performance

<table>
<thead>
<tr>
<th>Semester Average</th>
<th>Critical Course Grades</th>
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<tbody>
<tr>
<td>N/A</td>
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<table>
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<th>Cumulative Grade-Point Average</th>
<th>Comments</th>
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### Scheduled Courses

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<th>Scheduled Courses</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
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</table>

### Recommendations

- [ ] Everything is OK; meet with me later in the semester.
- [x] Add to Advising Notes
- [ ] Meet with me early in the semester.
- [ ] See an adviser immediately to discuss:
  - N/A

I recommend transfer to:
- N/A (University Park advising center)
- N/A (CCRR/CCP)

### Additional Comments

- N/A
- N/A

---

(Academic review form)
Technology for Communicating Internally
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<tr>
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<th>PSU ID</th>
<th>NAME</th>
<th>TELENKO, SHANNON</th>
<th>DOB</th>
<th>122576</th>
<th>RES</th>
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<td>SR</td>
<td>DATE</td>
<td>VER MATH WRIT</td>
<td>ADULT</td>
<td>MEDIUM</td>
<td>CRDT</td>
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<td>SRC</td>
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<td>PGPA</td>
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<td>SCIPGPA</td>
<td>CAMP</td>
<td>CH</td>
<td>OFR</td>
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<td>ADMI REQ</td>
<td>SUMMER</td>
<td>MAJR CH</td>
<td></td>
<td>INT</td>
<td>MJR</td>
<td></td>
</tr>
<tr>
<td>TYPE</td>
<td>SEM</td>
<td>CAMP COLL MAJR STATUS</td>
<td>DATE</td>
<td>LTR</td>
<td>DATE</td>
<td>LTR</td>
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<table>
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<tr>
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<th>2</th>
<th>RESYS SPACE</th>
<th>CAMP FEE WAIVER</th>
<th>COMPL DATE</th>
</tr>
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<tr>
<td>ATHLETE</td>
<td>NCAA HSGPA</td>
<td>NCAA 14.3</td>
<td>AMATEUR</td>
<td>COND OFFER</td>
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<tr>
<td>ETHNIC</td>
<td>ACT DUTY</td>
<td>EARLY ENRL</td>
<td>3-2 ENG</td>
<td>EOP APPR</td>
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<tr>
<td>DEF FORGN LANG</td>
<td>SVC</td>
<td>ALUMNI</td>
<td>LPN</td>
<td>BRD TST DATE</td>
</tr>
<tr>
<td>MI</td>
<td>RN</td>
<td>HONORS</td>
<td>WTD</td>
<td></td>
</tr>
<tr>
<td>HS GPA</td>
<td>RANK</td>
<td>CONTACT</td>
<td>INCARCER</td>
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<tr>
<td>INQ</td>
<td>CONTACT</td>
<td>INCARCER</td>
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<td></td>
</tr>
<tr>
<td>PF5:COMMENTS</td>
<td>PF6:ADDRESS</td>
<td>PF8:FRWD</td>
<td>PF9:AUZR</td>
<td>PF10:MI</td>
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</table>

AURUG0 - NO APP ON FILE
eLion – Early progress reports

Listed below are the course(s) for which this student has received an Early Progress Report and the reasons submitted by instructor(s) for the student's unsatisfactory performance. Refer to the Help document for the advice that is given to students for ways to improve their grades for each reason.

<table>
<thead>
<tr>
<th>Course</th>
<th>Instructor</th>
<th>Reason</th>
<th>Instructor Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Late, missing, or incomplete assignments</td>
<td>Adeeq submitted the first lesson assignment on 1/15, missing three assignments and one exam submission</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Late, missing, or incomplete assignments</td>
<td>NONE</td>
</tr>
</tbody>
</table>

Students who receive these reports should take steps to improve their grades and continue to monitor their progress.

If their grades don't improve in the next few weeks, they may want to consider one of these “last resort” options:

- Late course drop (deadline: end of twelfth week for most courses)
- Deferred grade (with instructor's approval)
- Withdrawal (deadline: last day of classes)

Note: This report does not necessarily mean that this student is earning a C or better in each of his/her other courses. Listed below are some reasons:

- Not all instructors participate in the Early Progress Report process.
- This student may not be included in the group of students who are being evaluated in this process.
- The student’s instructors may not yet have submitted an evaluation of the student's performance.

As always, it is the student's responsibility to monitor his/her academic progress. Students are encouraged to contact their instructors if they're not sure how they are doing in their courses.
eLion – Advising notes

Advising Notes

You may send e-mail to this student at [redacted].

The Advising Notes application allows you to view and/or enter advising contact summaries and comments. Professional judgment should be exercised when entering advising comments because (1) students have a legal right to request access to their academic records and (2) the comments you enter can be viewed by many other individuals. Please refer to the Help document for guidelines and caveats.

Adviser Comments

02/13/13 SJT13: Can you add the following information to your SSO and resend it? This is the 402 topic for fall 2013 – does it still fit with your SSO theme? (Networking, Cybersecurity, Emerging Issues and Technologies (Social Media Organizations)).

02/13/13 SJT13: If you need to select another course, consider the following options: (1) another area of the degree audit, (2) IST 402, (3) another area of the degree audit.

03/13/13 SJT13: Unfortunately, you need to make some adjustments to your SSO by selecting something other than IST 402. Please let me know if you have any questions.

03/21/13 SJT13: Discussed tentative SSO proposal. Student is going to use all ART courses and maybe with psychology and will resubmit proposal for college review.

04/03/13 [redacted] updated the section list.

[Log in to advise other students]
ISIS – Admissions information

AURU
ACTN: S ID: NAME: ADMISSIONS COMMENTS

04/30/13 09:36:48

Page: 1 of 4

10/11/11 RM27: EMAIL TO STOT RE: INT IN BR
10-12-2011 MJG35 REC’D COLL TRANS; CC OF BEAVER CTY
10-20-2011 CMP12 ADDED HS TRANS.
10-20-2011 EFM3 REC’D RES DOCS, ALREADY P
10-24-2011 CBW106 CALL FROM STU CHECKING STATUS-ADVISED UNDER REVIEW-
DISCUSSED OPTION IF MISSING MATH.
10-25-2011 TMA140 STU HAS 3.41 GPA W/66 CR, SENDING TO OFFER POOL
10-25-2011 SLR29 ADDED CREDIT FROM CC OF BEAVER CTY; HOLD FOR
CREDIT EVAL.
10-25-2011 SLR29 ADDED CREDIT EVAL; POACC

PF7(PAGE BACK) PF8(PAGE FRWD) PF9(LEAVE SCREEN) PF12(UPDATE)
eLion Demo

Login
- Students
- Advisers
- Faculty
- Parent/Other
- Prospective Students
- Former Students

Information
- About eLion
- "Advising @ PSU" Web Site
- eLion Demo
- FAQs
- Related Systems

Messages and Alerts

10/15/2007: Student Emergency Contact Application now available [more]
8/7/2006: This is the DEMO version of our eLion site. For more information please visit "Login" and "Information" links above.
## Email/Listservs

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<th>Subject</th>
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<td>TERESA MCGOWAN</td>
<td>&lt;No Subject&gt; - <a href="http://admissions.psu.edu/apply/requirements">http://admissions.psu.edu/apply/requirements</a></td>
</tr>
<tr>
<td>TERESA MCGOWAN</td>
<td>Fwd: HD FS at WD requirements? - Teresa C. McGowan</td>
</tr>
<tr>
<td>MARGARET</td>
<td>NSO June 24 &amp; 25 - Here is a recent response from Dan M.</td>
</tr>
<tr>
<td>MARGARET</td>
<td>Advising Meeting Tuesday, April 9, 2013 - Tomorrow’s advising</td>
</tr>
<tr>
<td>SUSAN CONFER</td>
<td>Advising Meeting Minutes, Tuesday, March 12, 2013 - They are working</td>
</tr>
<tr>
<td>... LAURA, TISH, SUSAN</td>
<td>Re: Emails to HDFS Alumni and Prospects - Hi Mandy, Sorry for the</td>
</tr>
<tr>
<td>SUSAN CONFER</td>
<td>Advising Meeting Minutes, Tuesday, March 26, 2013 - This is helpful</td>
</tr>
<tr>
<td>MARGARET</td>
<td>Advising Meeting Tuesday, March 26, 2013 - Advising Meeting</td>
</tr>
<tr>
<td>SUSAN, Shannon, MARGARET</td>
<td>Re: my NACADA Region 2 presentation - Thanks, Shannon</td>
</tr>
<tr>
<td>TERESA, Shannon</td>
<td>Re: 229 or 239 w/395 - Hi Shannon: Thanks for clarifying,</td>
</tr>
<tr>
<td>DAWN, Shannon</td>
<td>Re: WD Registration Flow Chart for FA13 - Hi Shannon, January</td>
</tr>
<tr>
<td>SUSAN, Shannon</td>
<td>WD Fall 2013 Registration Flow Chart - Hi Shannon, I am fine</td>
</tr>
<tr>
<td>MARGARET, Shannon</td>
<td>Re: Advising Meeting Tuesday, March 12, 2013 - Hi Shannon</td>
</tr>
<tr>
<td>SUSAN CONFER</td>
<td>Advising Meeting Minutes - Tuesday, February 19, 2013 - They are</td>
</tr>
<tr>
<td>DAWN, Shannon</td>
<td>RE: CCRR responsibilities as outlined in HHD MOU - Hi Shannon</td>
</tr>
<tr>
<td>Shannon Telenko</td>
<td>RE: Candidates for TR CR SP -</td>
</tr>
<tr>
<td>Shannon, MARGARET</td>
<td>Advising Meeting Tuesday, February 19, 2013 - Good morning</td>
</tr>
<tr>
<td>SUSAN CONFER</td>
<td>Advising Meeting Minutes, Tuesday, February 5, 2013 - It's good</td>
</tr>
</tbody>
</table>
Yammer

Barbara Rhine » Advising and Learner Success
Happy Birthday, Yana! Make it another great year. Best wishes!
Like · Reply · Share · More 4 hours ago

Show 16 older replies (15 unread)

Terry Watson: Happy B-Day
55 minutes ago · Like · Reply · Share · More

Tim Balliet: Have a wonderful birthday, Yana!
42 minutes ago from Desktop · Like · Reply · Share · More

Richard Brunyard » Advising and Learner Success
It looks like SmarterMeasure is temporarily down. See the email I sent everyone.
Like · Reply · Share · More · Tuesday at 12:03pm from Desktop

Richard Brunyard: SmarterMeasure is fully up and running again. I sent an email with more detail.
2 hours ago from Desktop · Like · Reply · Share · More

Liam Jackson » Advising and Learner Success
WPSU, Marketing, and the Student Engagement team worked together on a video about one of our recent graduates, Jose Lompart, who lives in Spain. The video, which is now on our YouTube channel, highlights his experience as an international student and his first-ever trip to State College in December for commencement. You can check it out at http://www.youtube.com/watch?v=cspscqWFrNgU.

My Life, My Penn State: Jose Lompart Quiros (Full)
www.youtube.com
Penn State World Campus graduate Jose is a practicing lawyer who chose to continue his law studies at Penn State—while living in Spain. Learn more...
Pidgin/IM
### Phone Client

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<th>First Name</th>
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<td>Georgelle</td>
<td>51729</td>
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<td>Heather</td>
<td>53323</td>
<td></td>
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<td>Jackie</td>
<td>74139</td>
<td></td>
<td>At Lunch</td>
<td></td>
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<td>John</td>
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<td>Leslie</td>
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Technology as Resources for Students
eLion and other university-wide resources
New Student Orientation

Penn State
World Campus Advising
Online learning readiness assessment

Assessment Summary
A summary of your assessment has been provided below. For your expanded assessment results you may click each menu item to the left for additional information.

Learning Styles
- Visual, 4
- Verbal, 4
- Physical, 4
- Logical, 4
- Solitary, 3

Your primary learning style is Aural.

Typing Speed & Accuracy
- Typing accuracy was measured at 91%
- Typing speed was measured at 26 WPM

Comparison To SmarterMeasure Averages
The SmarterMeasure average represents the average of all students from all schools who have taken this version of SmarterMeasure. These SmarterMeasure averages are automatically updated monthly.
Lion Lounge

Welcome

IMPORTANT UPDATES

Feb 29  Applications for university scholarships are due March 1, 2013. Learn more about Penn State’s scholarships for World Campus students and apply online.

MY BACKPACK

eLion  WebMail  Course Materials  Forms  Policies  Proctor  My Courses

Corner of College and Allen

A Healthy Academic Diet
February 26, 2013

Your education is like food; essential for growth and success. However, you must be cautious of what you eat. As such, there is such a thing as a balanced academic...

Stop Procrastinating
February 25, 2013

Apply for World Campus Scholarships by March 1
February 25, 2013

Student Community

Penn Staters love to be around other Penn Staters. Geography can’t keep us apart. Join us in our online communities and you’ll see what we mean.

Check out student blogger Kelvin...
1 hour 56 min ago.

Apply for university scholarships by...
37 hours 44 min ago.
Community page

Events and Activities
Stay up-to-date about webinars, online events, and other activities available to World Campus students!

Blue & White Society
Interested in joining the biggest, the best, the most ambitious alumni association in the world? For just $15 a year, you can become a member of the World Campus chapter of the Blue & White Society, the student contingent of the Penn State Alumni Association.

Learn more about the Blue & White Society.

World Campus Merchandise
Penn State World Campus merchandise is available to order online! Here's your chance to show your school spirit and let everyone know you're a proud member of the Penn State World Campus family!

Visit our special section of the Student Book Store site, where you can browse through our selection of t-shirts, hats, mugs and other items, all adorned with the World Campus name and logo.

Share Photos on Flickr

Follow Us on Twitter
Receive updates about important dates and deadlines, academic resources, and events.

Become Our Fan on Facebook
Penn State World Campus
Psychology majors: We are hosting an "Understanding Your Psychology Major's Requirements" webinar tonight at 8:00 p.m. (ET). Find out more and how to register: http://bit.ly/W6u5ip --Kim, student engagement

You and 4,151 others like Penn State World Campus.

PawCast
Buy World Campus Merchandise
Alpha Sigma Lambda
The Corner of College and Allen Student Blog
Visiting Penn State

Technical Support
Military and Veteran Students
New Student Orientation

MY BACKPACK
Tutoring and other academic support resources

Tutoring

How Tutoring Works at a Distance
Tutoring sessions for World Campus students are available through [Penn State Learning](#) and take place in [Blackboard Collaborate](#), a web collaboration tool with a built-in chat feature and headset–microphone communication capabilities.

Students make an appointment through their online appointment scheduler, "show up" at the appointed time to the session, and use chat to correspond with the tutor. Students are also encouraged to evaluate the tutoring process, using online surveys to submit feedback following their tutoring sessions.

Online Math Tutoring
Peer tutors can help you answer questions, review materials for tests and quizzes, provide test preparation and test-taking tips, and assist you in establishing short- and long-term study goals for free. Available for MATH 004 (Intermediate Algebra), MATH 021 (College Algebra), MATH 022 (College Algebra and Analytic Geometry), MATH 034 (The Mathematics of Money), and MATH 110 (Techniques of Calculus).

Refresh Your Math Skills at Your Own Pace
Penn State also offers an online, artificially intelligent math tutor known as ALEKS. The application gives you the opportunity to brush up on your math skills and learn new ones as they are taught in Penn State math courses. The cost is $32 for a six-week access period.

Online Writing Tutoring
Peer tutors will engage you in conversation to help you clarify your purpose, better address your audience, and strengthen supporting evidence, all at no charge. Available for for ENGL, CAS and writing intensive courses (W and Y suffix courses) as well as an other writing project in an undergraduate course.

Online ECON 102 Tutoring
Tutoring for ECON 102 (Introductory Microeconomic Analysis and Policy) is offered online study sessions with a tutor. You'll have the opportunity to discuss readings, develop organizational tools, learn how to integrate course content with study skills, prepare for exams, and connect with your classmates.

Online STAT 200 Tutoring
Tutoring for STAT 200 (Elementary Statistics) can help you develop organizational tools, prepare for exams, and
On a Quest for Efficiencies

• Penn State investing $20M to grow World Campus to 45,000 students (link included in handout)
  – Growth rate of 20% each year for the last five years
  – Second-highest-enrolling Penn State campus behind University Park.
  – Adding new academic programs each year
  – Physical space needs for new staff members

• Transfer credit specialists – use of course description database, handle transfer credits/audit changes with colleges
On a Quest for *(Even More)* Efficiencies

- CRM – software that allows advisers to share responsibilities, create template messages, and have additional documentation
- Student Engagement Team – communications, campaigns
- Learning Support – readiness assessments, ALEKS, tutoring
- Help Desk – Tech Camps, extended hours, screen sharing
- Group advising – UYMR webinars
- Need for efficiencies in registration – highly controlled courses, first semester registration process
Questions?
Discussion

• How do you maintain a high level of service and quality of academic advising as enrollment grows?
• How might theory and research inform our practice for working with predominantly online, non-traditional, and military/veteran populations?
• What suggestions do you have for developing our own advising models that take into consideration our special populations and advising for persistence & retention?
• What other questions do you have for us?
References

Council for Adult and Experiential Learning (CAEL)

Drake, Jayne K.
2011 The Role of Academic Advising in Retention and Persistence. ACPA About Campus/July-August:8-12

Gravel, Carol A.

Penn State News