

Commission for Adult Learners Annual Report for 2006-2007

The 2006-2007 year for the Commission was one of change and many accomplishments. This annual report will recap the Commission's activities, goals and outcomes.

First, we'd like to express our appreciation to the four sponsors of the Commission, Vice Presidents Pangborn, Romano, Triponey and Weidemann for their financial support, advice, and personal commitment to the Commission and adult learners. We could not make a difference for adult learners without their support.

For the past eight years, the Commission has benefited and enjoyed the professional support provided by the Center for Adult Learner Services, a unit of the Division of Student Affairs. The consistency and quality of this support, under the leadership of Dr. Charlene Harrison, has been instrumental in the accomplishments and stability of the Commission. Therefore, when the Center for Adult Learner Services was assigned to the Outreach Division, there was some concern by the Commission in two areas: the level of support the Commission would receive and the interpretation by the general university community that adults are only the concern of Outreach and Continuing Education. Both concerns were put to rest because of the support and commitment from Dr. Weidemann.

In February 2005, the Commission for Adult Learners distributed its position paper addressing several key issues and recommendations relative to adult learners at Penn State. The number one recommendation was for the appointment of an "advocate" for adult learners. With the 2005 University Reorganization Plan, Dr. Craig Weidemann was named the "Advocate" for adult learners at Penn State. In September 2006, Dr. Weidemann named Ms. Martha Jordan as Director for Adult Learner Advocacy and as one of her duties, to serve as liaison to the Commission and provide support as necessary. While the Commission experienced some confusion and communication challenges early on as expected with any change, it worked out because all parties were focused on the goal to improve the experiences for adult learners at Penn State.

The year began with the Commission following through on a prior issue, that is, financial aid and scholarships for adult learners by meeting with representatives from the Office of Development. As a result of this meeting, it was decided that Dale DiSanto, Director of University Development, would be invited to speak at our first commission meeting of 2006-2007. Other invited guests of the Commission this year were the following:

October 2006	Dale DiSanto, University Development
November 2006	Craig Weidemann, Vice President for Outreach
December 2006	Mark Wardell, Associate Dean for Graduate Student Affairs, Graduate School
February 2007	Cancelled due to snow storm
March 2007	Vicki Triponey, Vice President for Student Affairs and the Sponsor/Commission Dinner
April 2007	Rod Erickson, Provost

May 2007
June 2007

Hendrick Conference
Bill Minor, Outreach Marketing Communications

The work of the Commission is guided by guest presentations at Commission meetings, the committees of the Commission, the individual observations of commissioners and sponsors, and by research analysis conducted by commissioners and staff in the Center for Adult Learner Services.

Guest speakers provide critical information and suggestions to the Commission. For instance, Dr. Wardell's presentation helped the Commission understand the complexities and costs involved in offering graduate programs. Provost Erickson provided a national perspective on adult learners and suggested that future progress in enhancing services to adult learners at Penn State required greater faculty involvement.

This year the commission had four committees: Recruitment and Retention, Data Collection and Institutional Infrastructure, Awards and Incentive Grants, and the Hendrick Conference. Committee membership includes both volunteers and current Commission members. A list of committee chairs and members appears in Appendix A.

Accomplishments

The Commission is very pleased with the achievements of the 2006-2007 year. The committees were very focused and worked collaboratively and strategically to complete their goals for the year. A summary of the work of each committee follows.

Recruitment and Retention Committee

The primary task for the year was the completion of the Prior Learning brochure. After gathering final information and several reviews of the content, the Prior Learning brochure was completed. The commission will print 17,000 copies for ~\$2000: 9400 copies will be sent to campuses and 7600 copies are for general use and University Park offices of which Martha Jordan will distribute 300 at fall DUS, EMA, and Outreach conferences and one brochure to each Commission member. A PSU Newswire announcement from the Commission about the brochure is planned for the fall as well.

Data Collection and Institutional Infrastructure

The committee had four priorities this year.

- *To support the Adult Learner Indicator Technical group to implement the adult learner indicator in August 2007*

This goal is on track and will be implemented in August.

- *To recommend appointing and supporting a working group to determine the delivery of services and the training of the administration of the adult learner indicator.*

The Adult Learner Points of Entry group meeting regularly with Martha Jordan's leadership has been charged with the implementation.

- *To collaborate with university partners responsible for Prior Learning Credits Assessment to more effectively communicate with adult learners about transferable credits and to continue to review credit acquisition processes and policies.*

We supported this goal by collaborating with the Recruitment Committee in the development of the PLA brochure. Several members of the committee and of the Commission attended meetings in Harrisburg in the fall and in the spring regarding the state's initiatives in PLA.

- *Gather forecasting data to determine infrastructure recommendations that are proactive for recruitment and retention of adult learners.*

The committee will continue to review data relying on the Outreach marketing group to provide this information.

Hendrick Conference

The Hendrick Conference on Adult Learners was a tremendous success. While there was some concern about the conference attendance since the conference occurred during finals week (due to a change in the University calendar), attendance once again was 230+. Highlights included the following:

- Outreach Conferences & Institutes provided the conference management and registration service.
- With Dr. Craig Weidemann's assistance, we were able to secure Susan Porter Robinson, Vice President of the Center for Lifelong Learning at the American Council on Education, as the keynote speaker.
- Arranged for an interview and broadcast of Susan Robinson on *Pennsylvania Inside Out* and for the *Outreach* magazine. The *Pennsylvania Inside Out* interview is to be posted on the conference Web site. Ms. Robinson also agreed to have both her PowerPoint and an audio broadcast of her speech posted on the Web site.
- Produced a well-received luncheon PowerPoint presentation highlighting Incentive Grants and award recipients and thanking pre-conference and keynote speakers.
- Four tables were located in the conference registration area with displays for the World Campus, Continuing Education, Penn State's Adult Education Program Recruitment Center and the Penn State Shenango adult learner display of e-portfolios.
- Three Barnes & Noble gift cards were awarded to campus locations for them to award to an adult learner at their campus.
- Solicited feedback from conference presenters on our proposal process.

With Commission approval, the committee selected either Monday, May 5, 2008 or Tuesday, May 13, 2008 for next year's conference.

Awards and Incentive Grants

A total of 15 Incentive Grant proposals were received with ten proposals being funded. Incentive Grants were awarded to Altoona, DuBois, New Kensington, Shenango, Wilkes-Barre, Worthington Scranton, University Park and two at Hazelton. Seven of the ten programs were completed. See Appendix B for project details.

The Committee suggests that 1) If the Incentive Grant funding remains constant at \$4,000, consider increasing the maximum award value to \$1,000. Although fewer programs may be funded, it is believed that increasing the maximum award will help to ensure that the programs that are funded are of high quality and 2) Simplify the application process. According to some submitters, the application process was too complicated for the maximum amount of funds. It may be helpful to review similar proposal applications to see how this one can be simplified. They feel making these changes will encourage more submissions.

Once again, nominations for the Commission's Superior Service to Adult Learners and Outstanding Adult Learner Recruitment and Retention Program awards were solicited. This year's recipient of the Superior Service to Adult Learners Award was Kaye Keith from the Office of the University Registrar. The Abington Campus Adult Recruitment and Retention Committee received the Outstanding Adult Learner Recruitment and Retention Award. See Appendix C for more detail.

Commission Accomplishments

In addition to the committee achievements, the Commission had other key accomplishments as well. The following is a summary of those accomplishments:

1. Preparation of a Case Statement for Development regarding adult learner needs

Because of Dale DiSanto's presentation, the Commission decided to prepare a one- to two-page document that would establish the need for scholarships and other financial assistance for adult students. This document, "**Making the Case to Donors: Why Their Support Is Needed for Penn State's Undergraduate Adult Learners**" also provides several funding models for consideration. This case statement was shared with Dale DiSanto with a request that he share it with the leadership in the Office of Development and that it be given to development officers across the University as a tool they could use with potential donors. Anita McDonald placed this document on the agenda of the Council of Campus Chancellors and two chancellors reported incorporating some of the suggestions into their campus case statements.

2. The identification by the University Senate of a faculty liaison to the Commission

This was the second year that the Commission had a faculty member from the University Senate serve as a commissioner. However, last year the immediate past chairperson, Debora Cheney, was also an elected member of the Senate and agreed to serve as the

liaison. This year, a request was made to the Senate executive secretary, Susan Youtz, and endorsed by the officers to identify a faculty member willing to serve on the Commission. Roger Egolf was identified and joined the Commission in December 2006.

3. Interaction with the Board of Trustees

The Commission had two opportunities to interact with the Board of Trustees. First, once again, the Commission for Adult Learners was invited to join the other three commissions of the University for breakfast in January with the Board of Trustees. Six commissioners attended: Anita McDonald, Sandy Gleason, Eric White, Charlene Harrison, Martha Jordan and Buffy Holt, a student commissioner.

Vice President for Outreach, Dr. Weidemann, was invited by the Educational Policy Committee of the Board of Trustees to present on the status of adult learners at Penn State. Dr. Weidemann extended an invitation for the Commission to join him, Martha Jordan and three adult students in providing the presentation. This presentation on May 18, 2007 was extremely well received with our adult student speakers making a very positive impression. The last time the Commission provided a presentation to the Board was five year ago in 2002.

4. Adult Learner Presentations to the Commission

Each year the Commission hosts a dinner for the Commission sponsors. A highlight of the event is to hear from the invited adult learners about their experiences at Penn State. This year, three students attended and each brought a different perspective and experience. For example, the married male student addressed the cost of his education and concern as to whether he could pursue his bachelor's degree because his son was now starting at Penn State. A single mother traveled across the world (Japan) with her five children to find a good living and learning environment for them and found her way to Penn State experiencing some challenges with credit transfer. The third student was a single male student who spoke of the international trips he had been able to take at his campus and the financial aid challenges for adults who start, stop, and then start their college work again with previous loans.

Priorities for 2007 – 2008, the 10th Year Anniversary of the Commission

The 2007-2008 year will be the 10th year of the Commission. It will provide an opportunity to reflect on the impact of the Commission on University policies and practices that have changed for the benefit of adult learners and, in essence, all students. This would be a good time to truly make it "The Year of the Adult Learner." The following are some of the priorities for this coming year of celebration.

First, we will celebrate the implementation of the Adult Learner Indicator (ALI). To do so, documentation and training sessions will be developed and delivered by the Adult Learner Points of Entry group. A breakout session of the Enrollment Management Fall Conference will focus on the use of the Adult Learner Indicator. A strategy will be

developed on how to create University-wide community awareness of the ALI and how to provide a high level of service to adult learners.

Communicate with campuses' staff, advisors and others the opportunity for Prior Learning Assessment and that the new brochure is available to students. In addition, provide Web-based information through the Admissions Web site regarding Prior Learning Assessment.

Review the text and sequence of information requested for admission to the University in order to deliver an **adult-friendly Web application**.

The Hendrick Committee has recommended that several management changes be considered for the next conference. They are:

- Review the protocol for registration fee payment by 1) all presenters and/or 2) invited speakers.
- If we want to continue the keynote interview for *Pennsylvania Inside Out*, be sure to clarify the topic. Arrangements need to be made as early as possible.
- Consider the advantages/disadvantages of opening the conference to institutions outside of Penn State.
- Continue the luncheon PowerPoint; consider adding the two award recipients (Outstanding Adult Learner Recruitment and Retention Program and Superior Service to Adult Learners) to the presentation. Continue to provide award winner information in conference packets, as well.
- Consider having a presentation or other visible presence of the new adult learner advocates network for the 2008 conference.
- Add a preferred name option to the registration process for printing on name badges.
- Ensure the marketing processes (e-mails, newswire announcements, call for proposals) are delivered according to our timeline. This may involve the conference committee meeting prior to the Commission meeting in the fall.
- Decide whether the conference evaluation will be available online or only in paper form. This year, the evaluation was only offered via paper form.
- If the display table idea is continued, reach out to faculty and other units who might want a table for either a display of their services or their students' work.

The Awards and Incentive Grants committee suggest that prior year recipients be invited to present the awards at the Hendrick Conference. This gives them a second opportunity to be acknowledged for their dedication and hard work. Of course, that would mean finding funds to cover their travel, but it would be worth the expense.

Monitor the work and progress of the new campus adult enrollment coordinators.

Consider increasing the number of faculty members who serve on the Commission and on Commission committees.

Follow-up with the University Office of Development regarding the use of the Adult Learner Case Statement prepared by the Commission.

Continue efforts that support the recommendations contained in the ***Report to Attract and Retain Adult Learners***.

The Commission will acknowledge and celebrate its 10th year anniversary throughout the academic year. Much has been accomplished since 1998 and the Commission will utilize the year to highlight accomplishments such as the preparation and impact of the position paper in 2004 and acknowledge former commissioners and sponsors.

Finally, the commission extends its appreciation to Dr. Weidemann, Martha Jordan, Dr. Charlene Harrison and Cathy Bloom. For without their support, the Commission would not have accomplished the degree of success it has had this year.

Respectfully Submitted by Dr. Anita D. McDonald, Chair
2006-2007 Commission for Adult Learners
July 2007

Appendix A

Commission for Adult Learners

2006-2007
Membership

Ms. Esther A. Cali (2007)

Manager for Business Services
127 Bryce Jordan Center
University Park, PA 16802
E-Mail: evc4@psu.edu
Phone: (814) 863-1225
Fax: (814) 863-5705
Contact: Penny Royer
par5@psu.edu
Committee: Recruitment and Retention

Dr. Vicki K. Carter (2009)

Research Associate
Schreyer Institute for Teaching
Excellence
301 Rider Building II
University Park, PA 16802
E-mail: vkc1@psu.edu
Phone: (814) 865-2109
Fax: (814) 863-5513
Contact: David Ryan
dfr1@psu.edu
**Committee: Hendrick Best Practices
(Chair)**

Dr. Sharon E. Christ (2007)

Director, Student & Enrollment Services
Penn State York
19 Student/Community Center
York, PA 17403
E-Mail: sem1@psu.edu
Phone: (717) 771-4045
Fax: (717) 771-4005
Contact: Patricia Hoffman
plh4@psu.edu
**Committee: Recruitment & Retention
(Co-Chair)**

Ms. Janet S. Conner (2007)

Manager, Analysis & Planning
Outreach Planning & Administration
406 Old Main
University Park, PA 16802
E-Mail: jsc11@psu.edu
Phone: (814) 865-8282
Fax: (814) 865-3003
Contact: Cathy Bloom
cam4@outreach.psu.edu
Committee: Hendrick Best Practices

Contact: Luanna Howard
lfe1@psu.edu
Committee: Data Collection

Dr. William G. Curley (2009)
Executive Director of Statewide
Continuing Education
508D Keller Building
University Park, PA 16802
E-Mail: wgc2@psu.edu
Phone: (814) 865-9888
Fax: (814) 865-2074
Contact: Mary Cavanaugh
mcc6@psu.edu
Committee: Hendrick Best Practices

Ms. Karen Duncan (2007)
Interim Registrar
114J Shields Building
University Park, PA 16802
E-Mail: klb4@psu.edu
Phone: (814) 863-1926
Fax: (814) 863-1929
Contact: Kaye Keith
kxm1@psu.edu
Committee: Data Collection

Dr. William M. Farnsworth (2007)
Director
Office of Communications
Fourth Floor
Grange Building
University Park, PA 16802
E-Mail: wmf1@psu.edu
Phone: (814) 863-0828
Fax: (814) 863-7452

**Dr. Sandra E. Gleason (2007 and
Chair-Elect)**
Associate Dean for Faculty and
Research
112 Old Main
University Park, PA 16802
E-Mail: seg10@psu.edu
Phone: (814) 863-0327
Fax: (814) 865-3692
Contact: Yvonne Mongold
yjml@psu.edu
Committee: Recruitment & Retention

Dr. Charlene H. Harrison (Ex Officio)
Director, Center for Adult Learner
Services
3 Keller Building
University Park, PA 16802
E-Mail: chh1@psu.edu
Phone: (814) 863-3887
Fax: (814) 865-3810
Contact: Kelly Freeman
kdf5@psu.edu
Committee: Data Collection

**Ms. Carol E. (Buffy) Holt (Student
2008)**
Center for Adult Learner Services
3 Keller Building
University Park, PA 16802
E-Mail: ceh193@psu.edu
Committee: Awards & Incentive Grant
Programs

Federal and State Programs
314 Shields Building
University Park, PA 16802
E-Mail: jke1@psu.edu
Phone: (814) 865-2869
Fax: (814) 863-0322

Committee:
**Awards & Incentive Grant
Programs - Chair**

Ms. Priscilla A. Johnson (2008)

Director, Division of Undergraduate
Studies

Penn State Lehigh Valley
156D Academic Building
Fogelsville, PA 18051
E-Mail: paj4@psu.edu
Phone: (610) 285-5126
Fax: (610) 285-5130
Contact: Cathy Britton
cch7@psu.edu

Committee: Recruitment & Retention

Ms. Leslie A. Laing (Affiliate 2007)

Coordinator for Special Populations

135 Boucke Building
University Park, PA 16802
E-Mail: lal24@psu.edu
Phone: (814) 863-4926
Fax: (814) 863-7357
Contact: Diane McDermott
mdm6@psu.edu

Committee: Recruitment & Retention

Ms. Martha Jordan

Director, Adult Learner Advocacy

401B Keller Building
University Park, PA 16802
E-Mail: mhc4@psu.edu
Phone: (814) 863-5434
Fax: (814) 863-7590
Contact: Cathy Bloom
cam4@outreach.psu.edu

Committee: Hendrick Best Practices

Ms. Ina K. Lubin (2007)

Director, Continuing Education

Penn State Wilkes-Barre
Hayfield Building
P.O. Box PSU
Lehman, PA 18627
E-Mail: ikl1@psu.edu
Phone: (570) 675-9251
Fax: (570) 675-8308

Contact: Vacant at this time

**Committee: Recruitment & Retention
(Co-Chair)**

Ms. Betsy R. King (Student 2009)

201 South Frear Building
University Park, PA 16802
E-Mail: brk12@psu.edu
Phone: (814) 863-1918
Fax: (814) 865-7424

Committee: Recruitment & Retention

Dr. Anita D. McDonald (2007 Chair)

Chancellor

Penn State DuBois
109 Hiller Building
Dubois, PA 15801
E-Mail: adm10@psu.edu
Phone: (814) 375-4705
Fax: (814) 375-4724
Contact: Lisa Taylor
ljt2@psu.edu

Ms. Jane K. Kone (2007)

Assistant Director
Office of Student Aid

Contact: Julie Gibboney
jsg1@psu.edu
Committee: Hendrick Best Practices

Dr. Jacqueline A. McGlade (2009)
Chief Academic Officer
Penn State Shenango
147 Shenango Avenue
Sharon, PA 16146
E-Mail: jam838@psu.edu
Phone: (724) 983-2827
Fax: (724) 983-2820
Contact: Louise Brydon
lqb1@psu.edu
Committee: Awards and Incentives
Grant Programs (Co-Chair)

Mr. Kevin R. Musick (2008)
Associate Director of Development
Eberly College of Science
430 Thomas Building
University Park, PA 16802
E-Mail: krm2@psu.edu
Phone: (814) 865-4576
Fax: (814) 863-5354
Contact: Theresa Craig
tac6@psu.edu
Committee: Special Assignment

Ms. Ro Nwrański (2008)
Academic Adviser
Health and Human Development
Student Services Center
215 Henderson Building
University Park, PA 16802
E-Mail: rxn4@psu.edu
Phone: (814) 865-2156
Fax: (814) 863-0218

Dr. Larry R. Pollock (2009)
Chancellor
Penn State New Kensington
Faculty and Administration Building
New Kensington, PA 15068
E-Mail: lrp1@psu.edu
Phone: (724) 334-6050
Fax: (724) 334-6052
Contact: Sandra Williams
sjw7@psu.edu
Committee: Awards and Incentive
Grant Programs

Ms. Anne L. Rohrbach (2008)
Director, Admissions Services
and Evaluation
Undergraduate Admissions
201 Shields Building
University Park, PA 16802
E-Mail: alr3@psu.edu
Phone: (814) 863-1432
Fax: (814) 863-7590
Contact: Tena Ishler
tri3@psu.edu
**Committee: Data Collection
(Chair)**

Mr. J. Paul Rutter, III (Student 2008)
Doctoral Student, Adult Education
301 Outreach Building
University Park, PA 16802
E-Mail: jpr12@psu.edu
Phone: (814) 865-7600
Committee: Hendrick Best Practices

Coordinator of Veterans Outreach
Veterans Programs
325 Boucke Building
University Park, PA 16802
E-Mail: trt1@psu.edu
Phone: (814) 863-0465
Fax: (814) 865-3815
Contact: N/A
Committee: Data Collection

Ms. Gale J. Siegel (2009)
Penn State Abington
106 Sutherland Building
1600 Woodland Road
Abington, PA 19001
E-Mail: gxs1@psu.edu
Phone: (215) 881-7600
Fax: (215) 881-7655
Contact: Ashley Anthony
ala6@psu.edu
Committee: Recruitment & Retention

Dr. Melody M. Thompson (Affiliate 2007)
Assistant Professor of Education
315 Keller Building
University Park, PA 16802
E-Mail: mmt2@psu.edu
Phone: (814) 863-0614
Fax: (814) 865-2632
Contact: Cathy Watson
cgw2@psu.edu
Committee: Awards & Incentive Grant Programs

Dr. Eric R. White (2007 and Past Chair)
Executive Director
Associate Dean for Advising
Division of Undergraduate Studies
102A Grange Building
University Park, PA 16802
E-Mail: erw2@psu.edu
Phone: (814) 865-7576
Fax: (814) 863-8913
Contact: Patti Hoppes
pah28@psu.edu
Committee: Data Collection

Dr. Sophia T. Wisniewska (2008)
Chancellor
Penn State Delaware
111B Main Building
25 Yearsley Mill Road
Media, PA 19063
E-Mail: stw1@psu.edu
Phone: (610) 892-1231
Fax: (610) 892-1357
Contact: Denise Ripchinski
dqr7@psu.edu
Committee: Recruitment & Retention

Mr. Theodore R. Timmerman (2009)

Appendix B

2006-07 Incentive Grant Awarded and Completed

Altoona

Mapping My Future: Creating a Good Match Between Abilities and Career Plans

Students will have an opportunity to participate in interests, values, aptitude, and study skills assessments, which will provide for them a comprehensive overview of their skills and aptitudes as they pertain to the students' academic and career plans. Results of the assessments will be reviewed, and students will be invited to participate in workshops that will present study skills strategies, appropriate career planning, and exploring appropriate academic choices. Students will be encouraged to match their skills and abilities with appropriate career plans and available training.

DuBois

The Penn State Continuing Education and Community Education Council of Elk and Cameron Counties Peer Scholars Award

The partnership that exists between Penn State DuBois and the Community Education Council of Elk and Cameron Counties is more vital than ever, as the existing Penn State student population at the CEC contributes to nearly one-quarter of the campus' total student credit hours, to more than thirty percent of the total adult learner population, and serves the needs of 128 university students. The Peer-Scholars Award for Total Excellence seeks to recognize the superior contributions of one female and one male adult Penn State student each fall and spring semester that succeed not only in their academic pursuits but also in creating a more vibrant learning community for others at the CEC in St. Marys.

Hazleton

Putting All the Research Pieces Together: Using Library Resources, Web Tools, and Writing Tips for Preparing Research Papers

This proposal is collaboration between two areas of the Hazleton campus. The reference librarian and an English faculty member will offer a one-session workshop for adult learners who may not be aware of the "cool tools" available for research paper preparation. The attendees will also learn how to integrate the researched information into a college paper using various documentation methods. Each student who attends will receive a copy of a handbook for writers of college research papers.

New Kensington

Adult Open House and Luncheon

The Penn State New Kensington Office of Enrollment Management instituted an Adult Open House in July 2005. The intent of the event was to address the specific needs of prospective adult students interested in obtaining a Penn State degree. In response to the success of the 2005 program, a second Adult Open House was held in May 2006. The May 2006 event was not only utilized as a recruitment event, but was also opened up to

all current adult students at Penn State New Kensington. The purpose was for the current students to be on-hand to address the concerns and questions that many prospective adult students have when returning to school. Not only did the prospective student express gratitude for having the opportunity to talk with current students and staff, but the current adult students also expressed extreme appreciation for being involved in the event and having their voices heard. For the 2006-07 year, the Office of Enrollment Management in conjunction with Student Affairs, Career Services, and Continuing Education would like to expand the recruitment and retention event to include a Fall semester luncheon in addition to the annual summer luncheon. The luncheons will serve two main roles: recruitment/information session for prospective students and appreciation/retention strategy for current adult students.

Shenango

Achieving Professional Identity Transformation: Embedded Tutoring/E-portfolio Services for Adult and Returning Students

Many adult students face a daunting learning landscape complicated by financial, professional and family pressures and shifting personal expectations related to academic performance and professional identity. Actualizing identity transformation is then an important transitional experience for adult and returning students. With 52% of its campus population comprised of adult learners, Penn State Shenango is committed to assisting such students realize their emerging professional identities and goals. In Spring 2007, a new Career Planning course (CNED 296) will be offered each semester as part of this new initiative to prepare adult students for internships, job markets and graduate school. The course emphasizes self assessment and skills analysis as a platform for adult learners to engage in resume development, interviewing techniques, networking, professional practices, and career opportunities. The highlight of the course will be E-Portfolio training which will allow students to digitally track, document, reflect on and share their personal, academic and professional experiences, expertise and growth with faculty, external mentors and advisors, and potential employers. The students will build their E-Portfolios with the help of embedded peer tutors who will go through E-Portfolio training and be available in the class and through individual sessions at the campus' Learning Center. CAL funding matched by Shenango's Academic Affairs office will offset the costs of E-Portfolio training and salaries for the embedded student tutors.

Wilkes-Barre

Penn State Wilkes-Barre Adult Learner Brochure

The Adult Learner brochure will be used as a marketing tool to recruit adult learners to the Wilkes-Barre campus. The adult learner guidebook will outline information on the application process, degrees offered; services provided and frequently asked questions. Our goal is to create a user friendly guidebook thereby attracting more adult learners to the Penn State Wilkes-Barre campus.

Worthington Scranton

Adult Services Affecting Performance (ASAP)

Anxiety and fear are two feelings expressed by adults when deciding to attend college. In order to reduce anxiety and provide information to the adult, a tool will be given to each

student during the application process and adult orientation. This tool known as the “Its Your Time Tool Kit” will include a support service contact magnet, comfort kit and an adult brochure. These materials will have a consistent message that shows Penn State Worthington Scranton campus cares about the adults out of classroom experience as much as the academics. In addition to the message of an adult responsive environment, we will ease the transition with important information needed to complete their educational goal.

Appendix C

2007 Superior Service to Adult Learners Award

Kaye Keith, the administrative assistant in the Office of the University Registrar, received the 2007 Superior Service to Adult Learners Award. Among her many duties, she handles withdrawals for students who are called to active military duty while enrolled at Penn State. In all aspects of her job, Kaye goes above and beyond the call of duty, but in working with our military students, she goes the extra mile. She has helped numerous service people leave and return to their studies. In addition, she has developed personal relationships with some. Kaye's personal touch has reached the hearts of our soldiers abroad. One student responded to her that the letter she wrote to him regarding his withdrawal was the first letter he had received in months. She has become big sister, surrogate mother and beloved aunt to many of our students as she helped them through this process and the life challenges that go along with it. When a reserve unit from Bellefonte was activated, Kaye worked with the Company Officer to pick up the students orders directly from the base. She ended up going there three times over a weekend, but was happy to do it, given what the soldiers were facing. These are only a few examples of what Kaye has done to help these students undergoing a difficult transition. It is for this reason that Kaye was selected for the 2007 Superior Service to Adult Learners Award.

2007 Outstanding Adult Learner Recruitment and Retention Program Award

The Abington Adult Recruitment and Retention Committee was selected for the Outstanding Adult Learner Recruitment and Retention Program award. The goal when forming the committee was to include staff that are in a position to identify problems and make changes. The committee's meeting structure is set to meet quarterly as an entire group with its smaller task forces meeting monthly. The membership is large and includes staff, faculty, and students representing a large array of adult learner points of contact. Members include: Director of Continuing Education, Director of Enrollment Management, Registrar, Associate Director of Financial Aid, Director of Development, Director of University Relations, Division Head, Instructional Design Specialist, two Transfer Admission Counselors, Associate Coordinator of Advising, Director of Career Development, and Multi-Cultural Programs Coordinator. As a committee, we identified seven areas that affect the adult learner experience. We created smaller task forces for each area and divided the committee membership into these task forces. They are: Committee Management Recruitment, Student Orientation, Data Management, Technology, Pedagogy and Academic Issues, Customer Service and Communications, Scholarships. The committee co-chairs identified a few agenda items to begin the task forces' discussion and asked that the individual task forces develop their own plans to improve services for our adult students. One member of each task force has been named the convener. Each task force is expected to meet monthly between the quarterly committee meetings. The convener reports to the overall committee at each quarterly meeting on the accomplishments since the last meeting. The committee agreed to work on those things that we can change such as offering more Saturday and half-semester

courses. The members were adult learner advocates already, but we have noticed their increased sensitivity to adult learners and their willingness to spread the adult learner awareness through their contact with others on campus. Accomplishments include: Use of Admissions AUPC screens to capture inquiries from all points of contact; Local funding to create an e-Orientation program for adult students; First round of adult learner data warehouse reports; Several hybrid course offerings; Visual and content enhancements to website that reflect adults; Appointments with potential donors for adult scholarships; Review of course offerings planned for the future.