PENNSTATE

Commission for
Adult Learners

The Pennsylvania State University
301 Outreach Building
University Park, PA 16802

Phone: 814-863-1316
Fax: 814-865-3810
Web site: cal.psu.edu

December 18, 2013
324 Outreach Building, University Park
10:30 a.m.
Minutes

Attended: Paula Milone-Nuzzo, Chair; Jamie Campbell, Martha Jordan, Apryl Kadish, Leslie Laing, Sonya Leitzell, Albert Lozano-Nieto, Bert McBrayer, Paula Pierce, Pat Shope, Terry Speicher, Ken Thigpen, Judy Wills (Recorder)

By Polycom: Francis Achampong, Diane Chamberlin, Kevin Snider

Unable to attend: Sueann Doran, Paula Hogard, Durell Johnson, Gary Lawler, Mike McNeese, Sherry Robinson, Maria Schmidt

Guests: Dr. Rob Pangborn, Dr. Nick Jones, Cheryl Seybold, Brian Beiswenger and Scott Reid

1) Paula Milone-Nuzzo called the meeting to order and opened the floor to announcements
   a) Martha Jordan noted that Pat Shope was recently quoted by Nora McGann (2013, December 12) 'Counting Credits' *Military Advanced Education,* pp. 71-73[Online], Available http://www.kmimediagroup.com/component/k2/5325-counting-credits [January 3, 2014]. The article mentions Credit by Exam, CLEP and PLA opportunities.
   b) Jordan also shared enrollment figures through end of November. There was a 3% increase in undergraduate and graduate adults overall for 2013-14, with a total 29% of the overall University headcount being adult learners. Total headcount is 28,372 and continued growth is in the World Campus.
   c) Jordan noted that a 'For the Future' development ad in the November/December 2013 *Penn Stater Magazine* features an adult learner and that the current Faculty/Staff Newswire features five adult learner graduate stories: one from New Kensington, four from World Campus and one University Park resident instruction student.
   d) Milone-Nuzzo asked Mary Beth Williams to attend a future CAL meeting for a conversation around areas of interest and impact.
2) Conversation with Provost Nick Jones
   a) Milone-Nuzzo introduced Provost Jones and asked attendees to introduce themselves with name, campus, and role.
   b) Provost Jones shared his history and experience with adult learners. At Johns Hopkins University, he became sensitive to the unique needs, constraints, and aspirations of part-time students in the engineering programs.
   c) Then he opened discussion with members around opportunities and challenges faced by adult learners at Penn State and how his office can help.
   d) PLA and how we recognize learning accomplished before students arrive at the University.

        (1) Would faculty typically know about PLA? There is a knowledge gap that creates misperceptions.

        (2) Is there a need for cultural change around PLA? Rob Pangborn, Yvonne Gaudelius and Craig Weidemann convened a PLA task force, chaired by Ken Thigpen and including CAL members Pat Shope and Gary Lawler, during summer 2013 and its recommendations are pending.

        (3) Lack of consistency among departments in evaluating transfer credits and misperceptions about PLA and current policy.

        (4) Mike McNeese noted how he assists students in navigating the process as single point of contact.

        (5) Shope stated that the current system needs institutional consistency and standardization and that lack of faculty awareness prevents engagement.

        (6) Demand is growing, creating a greater need for the process to be seamless.

  e) Milone-Nuzzo invited Dr. Jones to make brief remarks during the opening of the May 15 Hendrick conference and Dr. Jones agreed to do so.

3) Course Substitution Request System Pilot - Cheryl Seybold - Director of Solutions, Services, and Support, ITS/AIS; Brian Beiswenger - Manager, ASP/.NET Development, ITS/AIS; Scott Reid - Programmer/Analyst, ITS/AIS; Martha Jordan

  a) Martha Jordan gave a history for the project. This is a new web-based system that replaces current paper forms and can become a mechanism of pre-approval planning tool for students. Work on the system began in the Commission about seven years ago. Penny Carlson is the administrative steward of the project team. A pilot of the workflow began in September 2013 for Penn State Altoona, and the Colleges of Science and Nursing. There are 862 requests to date. The efficiency that the tool will bring is a benefit to faculty who do get involved in the review process. There will be one easy place to get to the work, and check it off the list of things to do. It's a good investment of the faculty's time.

  b) Scott Reid ran a demo of the workflow process and presentation slides are attached. The system has two-factor authentication and roles are determined by the college or unit. Requests are retained for seven years per University policy. Comments are posted chronologically and canned comments are available for use.

  c) Questions which arose from the presentation were subsequently answered by Cheryl Seybold via email.

    Q: Are we tracking approve/deny rates for the requests? As a base number, we should be able to say something along the lines of "PSU accepts 80% of the transfer requests for students."

    A: This is not a CSRS reporting requirement, but rather a workflow for students and advisers to request exceptions for substitution of approved courses, both transfer and PSU courses.

    Q: Can we get to a place where we know that 800 requests for the same transfer have been processed - 50% of these approved, 50% denied?

A: CSRS facilitates the workflow and efficiency of processing the requests - but the college still makes the final call, not the system. Data can be provided to the college.

Q: Can we mine this data for information? Can you run your own report?

A: Currently reporting is built in for basic and advanced to be able to run a report for the appropriate role/college/dept.

Q: Engineering has a similar system - have we worked with them yet?

A: We have not yet delved deeply into Engineering's advising system, but they're on the list to be added.

Q: Who gets the email reminder/tickler that something is in the queue?

A: The person on the next workflow step gets the reminder.

Student and advisor see email of the results.

2 weeks out is the maximum setting (can't set it to look once every 6 months, as the example)

Q: How receptive have the units who are using this been?

A: Nursing largest portion - have been great to work with.

Science also likes the email/configurability of the email.

Q: Have you worked with the Admissions office to get the often substituted ones back into the ISIS list?

A: Not at this time - that is a separate (though connected) process, but are scheduled to talk to Admissions in the Spring.

(Questions about the applicant portion)

Q: When we're bringing students in to help them plan, if they get another advisor who hasn't done the work to look at transfers, will they get a different answer from that advisor when it's time to schedule?

A: This is beyond the scope of the current version of CSRS, which will be a post admissions tool. Colleges are responsible for advising and should be working to keep their advisers up-to-date and on the same page regarding transfer course substitution policies.

4) Updates and Committee reports

   a) Faculty Senate Liaison—No report. Martha Jordan will follow-up with Durell Johnson about conversation with Karen Duncan around the new student system addressing the

reenrollment procedure for adult returning to the same major stopping out for three to four years. Currently they may bypass a criminal background check. If legislation changes are required, the matter would also need to go through Faculty Senate.

b) Awards and Recognitions Committee—Paula Pierce reported that current committee focus is on soliciting Shirley Hendrick Award nominations with an eye on the upcoming January 17 deadline. The committee sent out a targeted reminder to nominate email message. After the recipient is selected, focus will shift to soliciting and selecting the Annual Recognitions, looking for areas of impact and programs which can be replicated campus to campus. The Shirley Hendrick Awardee and Recognition recipients will participate in the Hendrick conference.

c) Hendrick Conference Planning Committee—Apryl Kadish reported that the committee will structure the overall agenda similar to the 2013 conference. The selection subcommittee will meet to review breakout session proposals in January. Space is reserved for the Shirley Hendrick Awardee, Annual Recognitions, Military Support Services committee, a student panel, and a chancellors panel, Dr. Roxanne Gonzales will be invited to deliver the keynote address. Dr. Nicholas Jones will participate in opening remarks. Target date for opening registration is March 3.

d) Military Support Services Committee—Leslie Laing reported that the committee continues to work on the planned student survey and are collaborating via Google Docs between meetings. The committee submitted a proposal for a Hendrick Conference session. Sueann Doran will share more detail on the survey of Certifying Officials at the February 19 meeting.

e) Prior Learning Assessment (PLA) Committee—Pat Shope reported that the group is considering developing a series of webinars with Kathy Jackson. Goal of the webinars will be to educate, engage and inform faculty and staff about PLA. Target timeframe for first webinar is March 2014. Shope also shared an update on the PLA Credit by Exam Pilot funded by the Commission in 2012-13. Dr. Veronica Godshalk is coordinating the writing of the exams among three faculty teams for MIS 204, BA243, and MGMNT 301. The groups are set up in ANGEL. Compensation is coming through World Campus per Karen Pollack. Target completion date is January 31, 2014.

5) The group approved minutes of November 20, 2013 by voice vote.

6) Milone-Nuzzo adjourned the meeting at 12:30 p.m.

Respectfully submitted,

Judy Wills

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