



Commission for Adult Learners  
May 14, 2014  
Mt. Nittany Room, Nittany Lion Inn, University Park  
5:30-8:00 p.m.  
Minutes

Members present: Paula Milone-Nuzzo, Chair; Francis Achampong, Diane Chamberlin, Sueann Doran, Paula Hogard, Martha Jordan, Apryl Kadish, Leslie Laing, Gary Lawler, Sonya Leitzell, Bert McBrayer, Paula Pierce, Sherry Robinson, Maria Schmidt, Pat Shope, Terry Speicher, Kevin Snider, Ken Thigpen, and Judy Wills, Recorder

Sponsors present: Madyln Hanes, Rob Pangborn, and Damon Sims

Unable to attend: Jamie Campbell, Durell Johnson, Terrell Jones, Sponsor; Albert Lozano Nieto, Mike McNeese, and Craig Weidemann, Sponsor

Guests: Daad Rizk, Jodi Harris, and Jennifer Wilkes

1. Paula Milone-Nuzzo called the meeting to order, welcomed sponsors and guests, and asked attendees to introduce themselves.
2. Adult Learner Data
  - a) Jodi Harris, Data Operations Manager, Outreach Analytics and Reporting, presented an update for BAY 13/14 adult learner profile data. The data is unduplicated and driven by the adult learner indicator for students registered as of April 14, 2014. The figures cover summer, fall, and spring in that order.
  - b) Overall adult headcount at the University is up compared with 2012-13 data, with University Park relatively steady, campuses down slightly, and growth in the World Campus.
  - c) Data was presented based on age, military status, gender, race/ethnicity (self-reported), type of degree program, part- or full-time status, average course load by semester, cumulative GPA, course delivery method, course delivery times, and PLA activity.
  - d) Harris noted top degrees sought and top ten each associate and baccalaureate degree majors.
  - e) Pat Shope noted that the PLA activity is not yet accurate due to data entry backlog in Admissions.
  - f) Harris distributed data breakdown for each campus. Members may share the reports with their campus leadership and Martha Jordan will distribute the information to the Adult Enrollment Coordinators.

3. 2013-14 Year-end report and accomplishments
  - a) Paula Milone-Nuzzo reviewed a summary of the highlights for the 2013-14 Commission and committees:
    - i) Awards and Recognition, Chaired by Paula Pierce

The committee promoted and solicited nominations for the 2014 Shirley Hendrick Award and selected Dr. Ann Williams, Chancellor of Penn State Lehigh Valley as the 2014 recipient. Dr. Williams will present her accomplishments during the opening general session of the Hendrick Conference May 15. Four additional nominations were considered.

The committee also solicited and identified ten recipients for Annual Recognitions. Three recipients will present their programs at the Hendrick conference. All ten will be honored during the lunch program. Judy Wills will arrange to have recipient contact information and summary of each program added to the 2013-14 information on the Commission's web site.

Pierce will schedule a discussion meeting over the summer to share information and ideas for expanding nominations for both programs with Martha Jordan.
    - ii) Hendrick Conference Planning, Co-Chaired by Judy Wills and Apryl Kadish

The 2013 conference in Harrisburg was the day after the 2012-13 year-end meeting. Although impacted by a major traffic accident, the event, hosted nearly two hundred attendees. In addition to being the first Hendrick conference held at a campus, the agenda also included a new first-timers' session and then-PA Secretary of Education, Ron Tomalis delivered the keynote address.

The 2014 conference will be held May 15. More than two hundred seventy-five attendees are expected. The content includes remarks by Provost Nick Jones, a video presentation by the 2014 Hendrick Award recipient, a selection of twelve breakout presentations, three poster sessions, recognitions, Hendrick family remarks, and keynote address by Dr. Roxanne Gonzales, President at Granite State College, New Hampshire.
    - iii) Military Support Services, Chaired by Sueann Doran

This new committee surveyed campus certifying officials in the fall to gather baseline information on services available to military and veteran students. The group gave an update at our February meeting and will also present findings at the Hendrick conference.

The group will also provide suggestions to inform content relevant to this population for the student satisfaction survey by Student Affairs.
    - iv) Prior Learning Assessment (PLA), Chaired by Pat Shope

The Credit by Exam Pilot which started in 2012-13 continued and developed exams for the BSB program under Dr. Ronnie Godshalk. Plans to expand into IST are in the works.

The committee plans to develop a series of webinars around PLA for next year and going forward.

- b) Milone-Nuzzo thanked the sponsors for their support and reported that the Commission had a productive year and addressed all our stated goals for 2013-14. She noted that the adult population will become increasingly important for the overall University and approved growth goals of the World Campus. Her annual report will be posted to the Commission's web site in June.
- c) Milone-Nuzzo recognized and thanked the members who have completed their terms of service: Paula Hogard, Durell Johnson, Gary Lawler, Paula Pierce, and Kevin Snider.

#### 4. Transition to 2014-15

- a) University-wide updates on Adult Learner Initiatives

##### Adult and Veteran Focus Group Report

Leslie Laing hosted focus groups with six University administrators in February. Twenty-one students participated. Outcome was similar to previous years: suggestion for separate adult and veteran orientation sessions, designated study lounges/campus space and adult and veteran career fairs. Laing also noted that adult-specific questions were included in the student satisfaction survey in progress and that each campus will have access to its own results.

##### Course Substitution Request System (CSRS)

Martha Jordan reported that the pilot is in progress at Penn State Altoona and in the College of Nursing and College of Science. This initiative was first launch by CAL seven years ago and has developed to benefit all students. As of May 1, 2,989 requests have gone through the system. The next phase is to implement into eLion, then continue roll-out among campuses and colleges. Smeal College of Business, the University College, and Penn State Harrisburg are the next planned locations with an implementation target of mid-June.

##### PLA Task Force Recommendations

Martha Jordan reported that in response to one main PLA Task Force recommendation, a job description was developed and a search team is forming for an overall University coordinator. This position and function will be centrally housed in Undergraduate Education. Additional updates will be shared as they are available.

##### Re-enrollment Process

Martha Jordan shared that the registrar's office is looking at the reenrollment process for adults. Currently, reenrolling adults bypass a form for disclosing any dismissals or criminal offenses.

Considering an option of a web-based form for re-enrolling adults to complete that answers those specific questions.

### Financial Literacy

Martha Jordan introduced Daad Rizk, Financial Literacy Coordinator.

The Financial Literacy initiative started with an adult learner focus and has growing interest among the overall student population. In conjunction with the University Business Library and with the support of the Commission, Rizk developed and is delivering a series of webinars and workshops. Over two thousand participants have been reached to date.

Rizk also worked in partnership with Dr. Cathy Bowen and the Undergraduate Student Association to launch a peer-to-peer group around financial literacy. Peer counselors must attend training and pass an exam demonstrating mastery of the required competencies.

Rizk worked with the New Student Orientation office to add the topic to their content. The goal would be to develop financial literacy with intended outcome of reducing borrowing of loans.

The program will also have a link on the main University web page. The requested url will be ‘financialliteracy.psu.edu.’

Rizk is working with campuses on her ‘Making Ends Meet’ program around budgeting and the financial aid application process, especially seeking to make an impact in regions with lower socio-economic levels.

### b) Quarterly Communication Plan

Paula Milone-Nuzzo shared the intended plan to communicate CAL initiatives and adult learner needs to inform administrators and to dispel pockets of misinformation. Jordan shared a draft of the planned dashboard-type format. Projected frequency is to update the information quarterly around changes. Quarterly updates will be sent to sponsors and President’s Council through Craig Weidemann.

### Strategic Plan

Milone-Nuzzo noted the need for longer term time frames to implement some of the initiatives on behalf of adults. As incoming chair, Ken Thigpen will expand the planning scope to include a flexible, three- to four-year vision.

## 5. Reflections from sponsors

- a) Dr. Pangborn commended the Commission on its progress, noting the CSRS workflow process. Ideally, this initiative could lead toward articulation so students could do a ‘what if’ scenario and have it recognized as part of a degree audit.

He noted that the PLA position will be at Director level and will focus on the prior learning which occurs outside formal coursework. One initiative of the

- position may be to develop workshops to help faculty understand the rubrics or to help students build a portfolio to demonstrate their prior learning.
- b) Dr. Hanes suggested including metrics in data reports to address the number of adults who transfer from other institutions and noted the importance of retention rates and the need to look at how to look at CEUs may fit for possible PLA opportunities.
  - c) Damon Sims commended the Commission on its continued trend of making a positive difference. He invited the Commission to call on the sponsors for more than financial support, especially in advancing its mission and engaging senior level administrators. The planned quarterly communications will be helpful in having conversation around adults at President's Council meetings. Francis Achampong noted a planned veterans' center at Mont Alto, and Sims noted such a resource would be an excellent addition to the resources offered, including at University Park. Sims encouraged the Commission to dig deeper into the data and continue to find ways for leadership to engage face-to-face with adults.
6. The group approved of minutes from April 16, 2014 by voice vote.
  7. Jordan extended thanks on behalf of members to Paula Milone-Nuzzo for her leadership. Milone-Nuzzo adjourned the meeting at 8:00 p.m.

Respectfully submitted,  
Judy Wills