

Academic Triage: Increasing Success for Rural Adult Learners

Rebecca Beatty

Bill Fritz

Liz Lasher



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

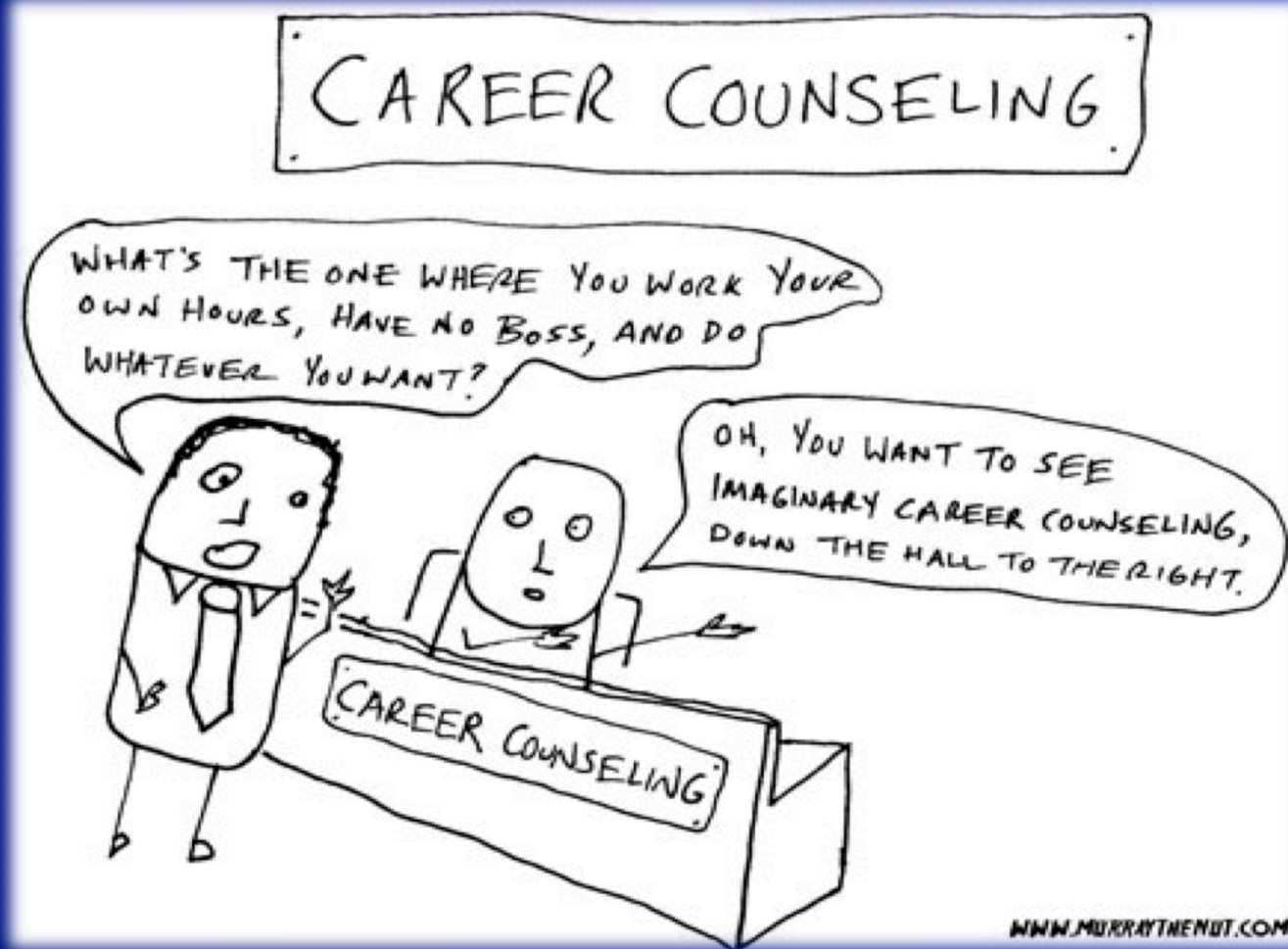
Team Triage



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



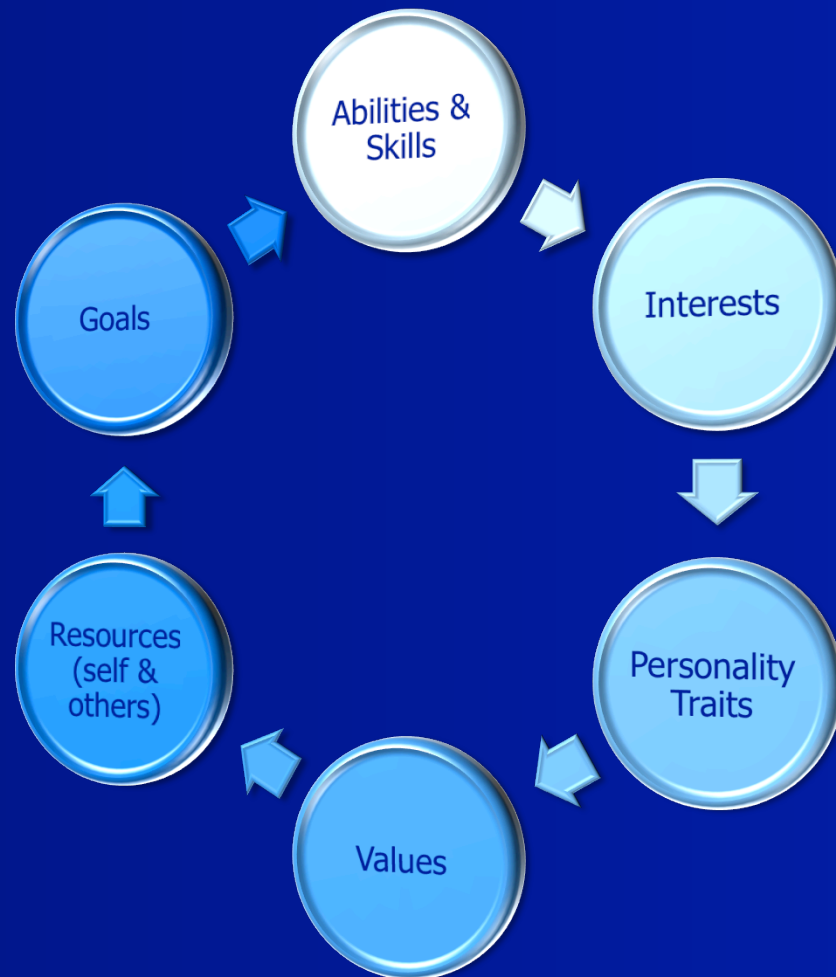
Career Services

- 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”

