

PENNSTATE



World Campus

Effectively Using Technology for Persistence

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

Shannon Telenko - slt13@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
 - Mission: Engage, empower, and inspire global learners. Every day. Everywhere.
- 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 Learners

- 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

The screenshot displays the UCS email/calendar interface. On the left, a sidebar lists various calendars, including 'Calendar', 'DailyNotes', and 'Trash'. Below this is a list of names with checkboxes, such as 'ALLI K DOWNS's Ca', 'BARBARA ANN RH...', 'BETH LAUREN KOCH...', 'BOBBI DEMPSEY's C...', 'BRIAN ERIC ALGEO's...', 'BRIAN R GRILL's Ca', 'CINDYE C RUDY's Ca', 'Cindy Rudy Cal', 'CLIFTON HOLMES JF', 'COURTNEY E KARMI', 'DANA AINA's Calen...', 'DAWN M CODER's C...', 'DONALD R RANDOL', 'DONNA ROSEMARY', 'ELISA MAE VANCISE', 'ELISE MARIE STEVE...', 'ELIZABETH ANN BRI', 'ELIZABETH LASHER', 'FAITH K NORRIS's Ca', 'GEORGE LLE SHANN', 'GICHUHI B KAMAU's', 'GLORIA L ORTEGA's', 'GREGORY WILLIAM', 'Heather Chakiris's Ca', 'HEATHER LOUISE CH', 'J BRUNGARD's Cale', and 'JACKIE YINGLING's I'. Below the list is a calendar for April 2013, with the 22nd highlighted.

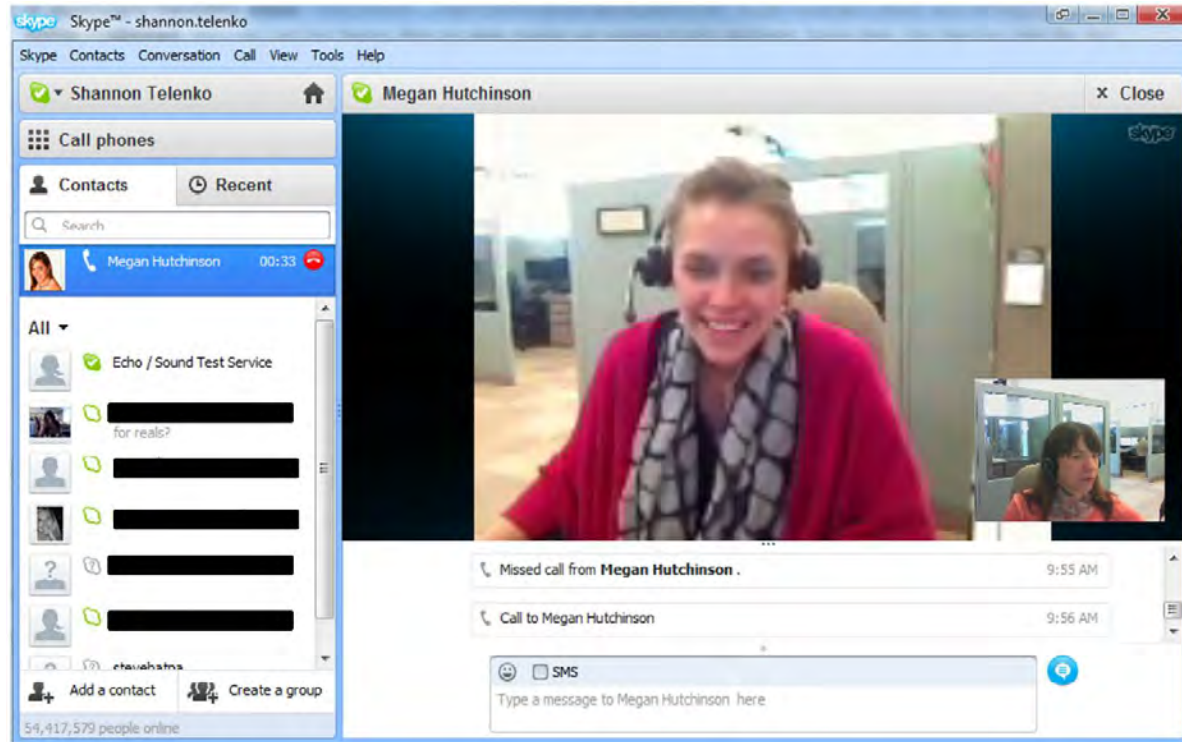
The main calendar view shows a grid for the week of April 22-24, 2013. The columns are labeled 'Mon, Apr 22', 'Tue, Apr 23', and 'Wed, Apr 24'. The rows are labeled with times from 8 AM to 9 PM. The calendar shows several appointments:

- Mon, Apr 22:**
 - 10:00 AM - Heather ...
 - 12:30 PM - Lunch Wa...
 - 1:00 PM - Donating...
- Tue, Apr 23:**
 - 8:00 AM - Phones
 - 1:00 PM - Lunch & meetings in Henderson (HHD Advisers & HD FS Program Planning)
- Wed, Apr 24:**
 - 10:00 AM - Cindye/Shannon Biweekly Meeting
 - 12:00 PM - Lunch Walk
 - 2:30 PM - Business
 - 3:00 PM - Expanded Advising & Learner Success Meeting (115 A&B, 329 Bldg)

Social media – Facebook, Twitter







Skype



ANGEL












Navigation: [About](#) [Calendar](#) **[Content](#)** [Resources](#) [Communicate](#) [Report](#) [Manage](#)

Home ► Group ► Content

Content

[Add Content](#) [Rearrange](#) [Reports](#) [Utilities](#) [Submissions](#) [Preferences](#)

-  **Society Information**
Constitution, General Information, Board Member descriptions, etc.
-  **Committees**
-  **Meeting Files**
Agenda, Minutes, Links, etc.
-  **Member Introductions**
Meet & Communicate with other BWS members.
-  **News & Notes From the Executive Board**
-  **Constitutional Review Committee Updates**
-  **Textbook Swap**
Trade or sell your books here with other BWS members.
[settings](#) [reports](#) [utilities](#) [submissions](#) [delete](#)
-  **Events & Activities**
Blue & White Society and World Campus Events & Activities (on campus or local)
-  **Constitutional Amendment Proposals**
-  **Director of Communications Campaigning**
-  **Vice-President Campaigning**

Campaign emails



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)

This communication is available in alternative media on request. Penn State is committed to affirmative action, equal opportunity, and the diversity of its workforce. 12-WC-0231/het/jms/smb

[Unsubscribe](#)

Phone client

[illegible]

eLion

Goals

Comments

Academic Performance

Sem Cr	SGPA	Cum Cr	CGPA	Def

Semester Average

N/A

Critical Course Grades

N/A

Cumulative Grade-Point Average

N/A

Comments

Scheduled Courses

Scheduled Courses

N/A

Comments

Recommendations

☐ Everything is OK; meet with me later in the semester.

☒ 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)

I recommend transfer to:

N/A (CCRR/CCP)

Other recommendations:

Additional Comments

N/A

N/A

Preview Academic Review e-mail before sending

Do not send a review

Cancel - return to list of advisees

(Academic review form)

Technology for Communicating Internally

ISIS

AURU60 - NO APP ON FILE

AURU REVIEW UPDATE UNDERGRAD DEGREE APPLICATION 1 04/17/13 10:31:26

ACTN 5 PSU ID [REDACTED] NAME TELENKO, SHANNON DOB 122576 RES _

SAT	SR	DATE	VER	MATH	WRIT	ADULT	MEDIUM	CRDT	CRD				
						TOEFL:	SCORE	SRC	DATE			TYPE	
						IELTS:	SCORE	SRC	DATE				

NS	PGPA		SCIPGPA		CAMP	CH		OFR	INT	MJR			
ADM	REQ		SUMMER		MAJR	CH			INT	MJR			
TYPE	SEM	CAMP	COLL	MAJR	STATUS	DATE	LTR	DATE	LTR	DATE	LTR		

								POOL		COMPL	DATE		
EXPIRE	DATE	1		2		RESVSPACE		CAMP		FEE	WAIVER		
ATHLETE			NCAA	HSGPA		NCAA	14.3	AMATEUR		COND	OFFER		
ETHNIC			ACT	DUTY		EARLY	ENRL			3-2	ENG		
DEF	FORGN	LANG		SVC		ALUMNI				EOP	APPR		
	MI			RN		LPN				BRD	TST	DATE	
	HS	GPA		RANK		HONORS					WTD		
	INQ		CONTACT							INCARCER			
PF5:COMMENTS			PF6:ADDRESS			PF8:FRWD		PF9:AUZR		PF10:MI		PF12:UPDATE	

AURU60 - NO APP ON FILE

eLion – Early progress reports



Early Progress Report

[Help](#)
[Logout](#)

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

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.

Course	[REDACTED]
Instructor	[REDACTED]
Reason	Late, missing, or incomplete assignments
Instructor Comments	Adrea submitted the first lesson assignment on 1/15, missing three assignments and one exam submission
Course	[REDACTED]
Instructor	[REDACTED]
Reason	Late, missing, or incomplete assignments
Instructor Comments	NONE

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

The screenshot shows the eLion Advising Notes application. On the left is a navigation menu with links such as 'Logout', 'My eLion Page', 'Advisers', 'Menu Help', and various academic and administrative links. The main content area is titled 'Advising Notes' and includes a 'Help' link and a 'Logout' button. Below the title, there is a redacted student ID and a message: 'You may send e-mail to this student at [redacted]'. A paragraph explains the application's purpose: '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.' It indicates 'Page 8 of 8' and has a '<< Previous' button. The 'Adviser Comments' section contains several entries with dates and advisor initials (SJT13) and their comments regarding SOQ (Student Outcome Questionnaire) and course selection.

Advising Notes [Help](#) [Logout](#)

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.

Page 8 of 8

[<< Previous](#)

Adviser Comments

02/12/13 SJT13: Can you add the following information to your SOQ and resend it? This is the 402 topic for fall 2013 - does it still fit with your SOQ theme? IST 402 Emerging Issues and Technologies (Social Media Organizations):

02/15/13 SJT13: If you can make the argument in your essay as to how PSYCH 100 will fit with the other courses then you should. Otherwise, you need to select another course, and I will have the PSYCH 100 course moved to another area of the degree audit.

02/28/13 SJT13: Sent student's SOQ to college.

03/12/13 SJT13: Unfortunately, you're going to have to make some additional adjustments to your SOQ by selecting something other than IST 402. Please let me know if you have any questions.

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

04/03/13 jdw1 updated DA: ART 263 for SOQ

ISIS – Admissions information

1 - Secure-AIS (connect.psu.edu)

File Edit Transfer Fonts Options Tools View Window Help

AURU ADMISSIONS COMMENTS 04/30/13 09:36:48
ACTN: S ID: [REDACTED] NAME: [REDACTED] PAGE: 1 OF 4

COMMENTS

10/11/11 RMM27: EMAIL TO STDT 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; PDACC

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

1 Sess-1 128.118.109.3 TCPS1625 24/2



eLion Demo

01100101 01101101 01101101 01101111 01101110

Search: [This Site](#) | [People](#) | [Departments](#) | [Penn State](#)

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.

[Privacy and Legal Statements](#) | [Copyright](#) | [Browser Compatibility](#)

This page is maintained by eLion | ©2006 The Pennsylvania State University

Last Update: August 1, 2006



Email/Listservs

New		Get Mail	Delete		Reply	Reply to All	Forward	Spam	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	From	Subject			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TERESA MCGOWAN	<No Subject> - http://admissions.psu.edu/apply/requireme			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TERESA MCGOWAN	Fwd: HD FS at WD requirements? - Teresa C. McGowan A			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MARGARET	NSO June 24 & 25 - Here is a recent response from Dan I			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MARGARET	Advising Meeting Tuesday, April 9, 2013 - Tomorrow's adv			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUSAN CONFER	Advising Meeting Minutes, March 26, 2013 - The Advising			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	... LAURA, TISH, SUSAN	Re: Emails to HDFS Alumni and Prospects - Hi Mandy, Sorr			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUSAN CONFER	Advising Meeting Minutes, Tuesday, March 12, 2013 - Thr			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MARGARET	Advising Meeting Tuesday, March 26, 2013 - Advising Mei			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUSAN, Shannon, MARGARET	Re: my NACADA Region 2 presentation - Thanks, Shanno			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TERESA, Shannon	Re: 229 or 239 w/395 - Hi Shannon: Thanks for clarifying.			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DAWN, Shannon	Re: WD Registration Flow Chart for FA13 - Hi Shannon, Ja			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUSAN, Shannon	WD Fall 2013 Registration Flow Chart - Hi Shannon, I am fi			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MARGARET, Shannon	Re: Advising Meeting Tuesday, March 12, 2013 - HI Shann			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUSAN CONFER	Advising Meeting Minutes - Tuesday, February 19, 2013 -			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shannon, SHAWNA	RE: OL 2000 - Sure, that's totally fine. Shawna M. Cassick			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DAWN, Shannon	RE: CCRR responsibilities as outlined in HHD MOU - Hi Sha			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shannon Telenko	Re: Candidates for TR CR SP -			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shannon, MARGARET	Advising Meeting Tuesday, February 19, 2013 - Good mor			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUSAN CONFER	Advising Meeting Minutes, Tuesday, February 5, 2013 - I h			

Yammer





Barbara Rhine ▶ **Advising and Learner Success** 🛡️

Happy Birthday, Yana! Make it another great year. Best wishes!!

[Like](#) · [Reply](#) · [Share](#) · [More](#) · 4 hours ago



Shawnee Burns, Allie Downs and Matthew Thompson like this.

[Show 16 older replies \(15 unread\)](#) »



Terry Watson: Happy B-Day

55 minutes ago · [Like](#) · [Reply](#) · [Share](#) · [More](#)



Tim Balliett: Have a wonderful birthday, Yana!!

42 minutes ago from Desktop · [Like](#) · [Reply](#) · [Share](#) · [More](#)





Richard Brungard ▶ **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 Brungard: 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 Liompart, 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=syqsqWfKNGU>.



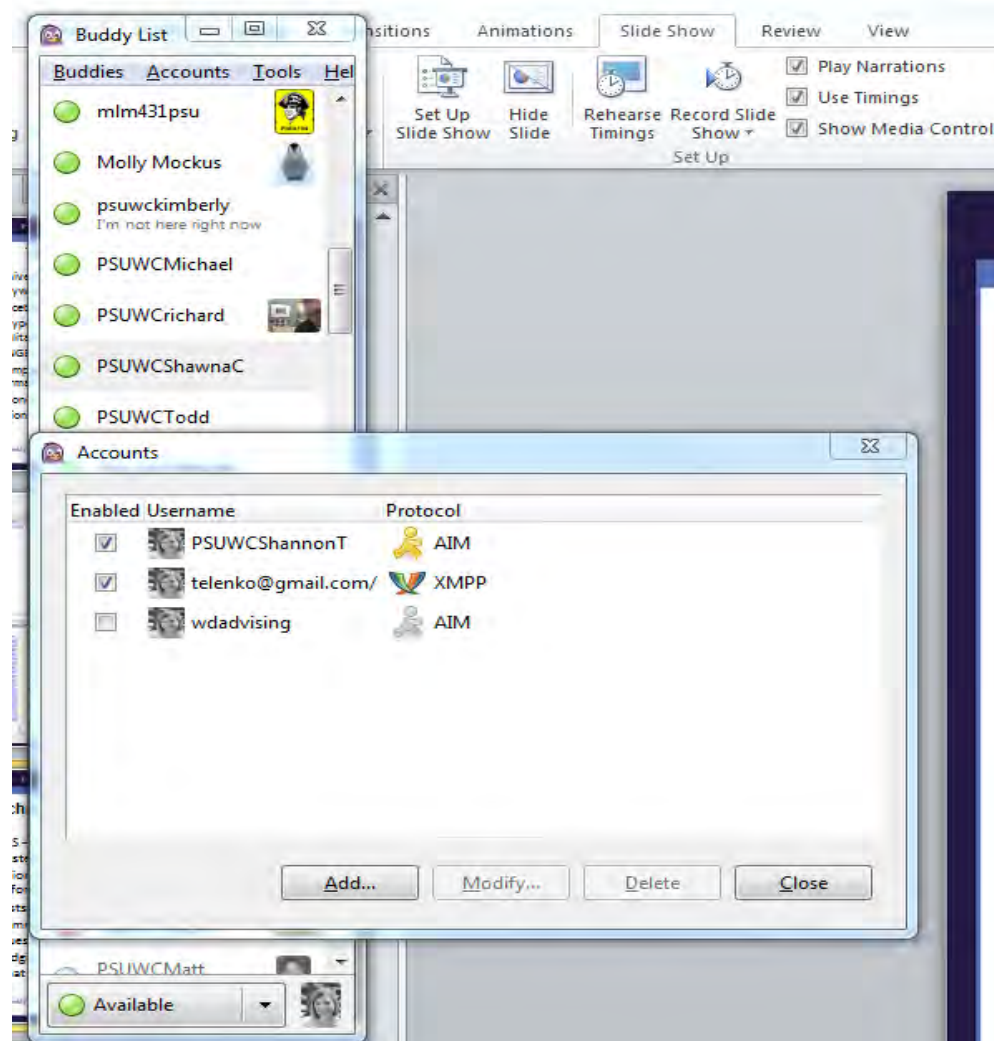
My Life, My Penn State - Jose Liompart Quiros (Full)

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

wh

Pidgin/IM



Phone client

Company Directory VM_Advising  Advising Voicemail Workgroups and Profiles					
<input type="text"/>					
Last Name	First Name	Extension	Department	Status	On Phone
Bilak-Crist	Georgelle	51729		 Away from de...	
Chakiris	Heather	53323		 In a Meeting	
Yingling	Jackie	74139		 At Lunch	
Mills	John	38301		 At a Training...	
Kryst	John	36230		 At Lunch	
Trevino	Jorge	74714		 Available	
Glover	Julia	73668		 In a Meeting	
Shively	Leslie	35736		 At Lunch	
Chadwick	Linda	36245		 Available, No...	
Kwok	Maggie	35375		 Away from de...	
Rupert	Matthew	32551		 Available	
Hutchinson	Megan	73670		 At Lunch	
Schiffhauer	Meggan	73673		 Away from de...	
Parise	Mia	34027		 Away from de...	
Cohenour	Michael	34022		 Available	
Mockus	Molly	39880		 Available, No...	
Belinda	Rachael	73665		 At Lunch	
Northamer	Rachel	51177		 Away from de...	
Brungard	Richard	36142		 Available, No...	
Albandoz	Roberto	36392		 At Lunch	

Technology as Resources for Students

eLion and other university-wide resources

The screenshot shows the eLionDemo web application. At the top, there is a blue header with the Penn State logo and the text "eLionDemo". Below the header, there is a search bar and a navigation menu on the left. The navigation menu includes links for "All Services", "Favorite S", "Advising", "Financial", "Grades", "Graduation", "Major/Minor", "Personal Profile", "Policy", and "Schedule". The main content area is titled "Message Center" and displays two tables of messages. The first table, "Personal Messages", shows a message from "Penn State University" with the ID "1341319900951" and a link to "more". The second table, "General Messages", shows three messages: one from the Registrar dated 01/01/2012 about a new eLion function, one from the Bursar dated 09/01/2011 about a test message, and one from Student Aid dated 01/01/2012 about a new schedule planner application. Each message in the "General Messages" table has a link to "more".

Penn State eLionDemo

Search

All Services **Favorite S**

Advising
Financial
Grades
Graduation
Major/Minor
Personal Profile
Policy
Schedule

Message Center

Personal Messages	From	Message
	Penn State University	1341319900951 more

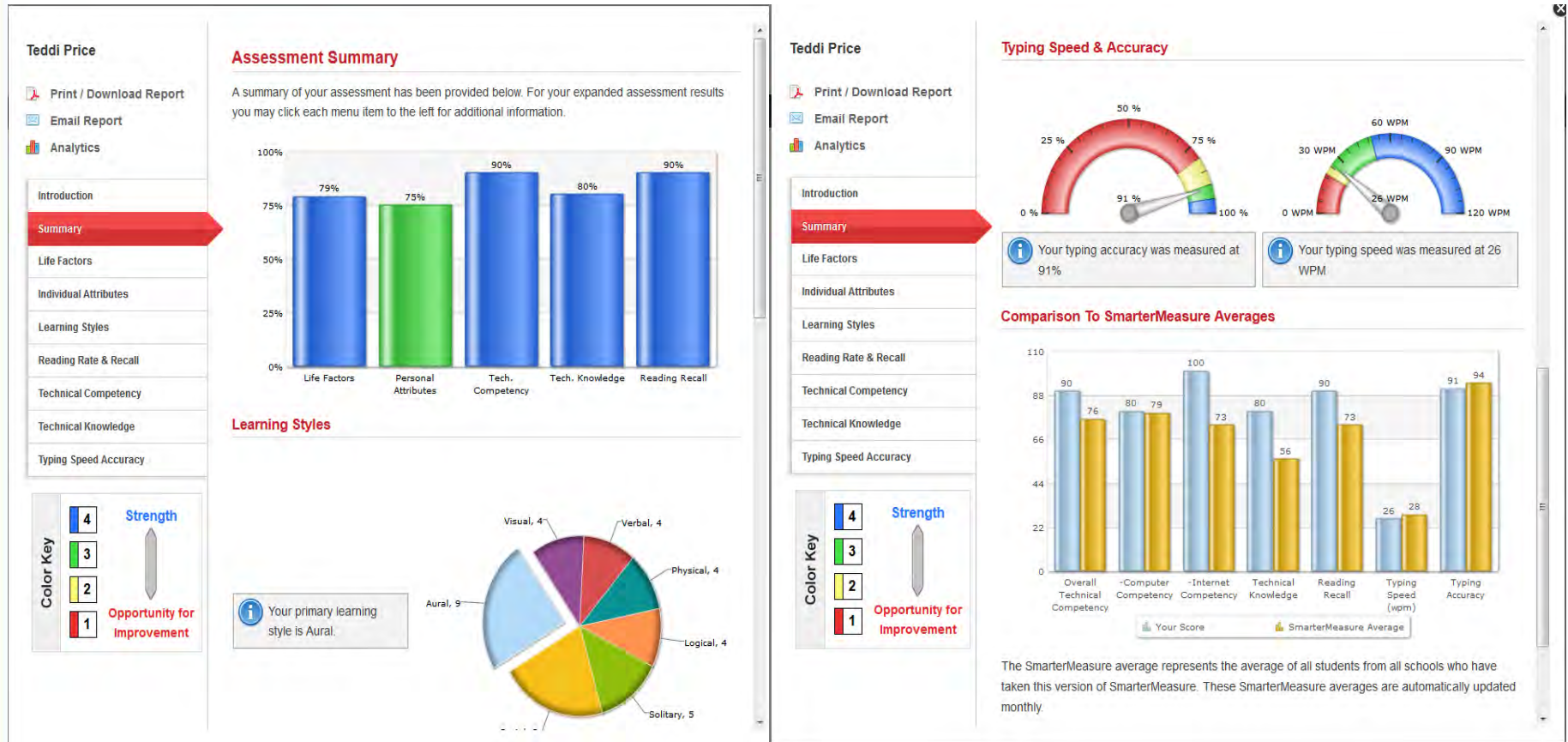
General Messages	Date	From	Message
	01/01/2012	Registrar	New eLion function allows students to declare minors online more
	09/01/2011	Bursar	Test Message for eLionStudent more
	01/01/2012	Student Aid	New Schedule Planner Application more

Webinars

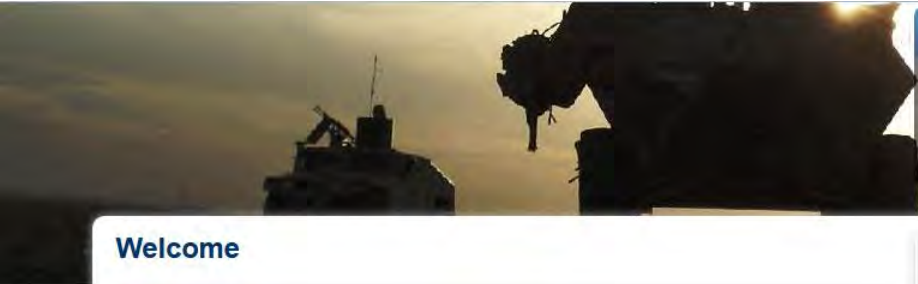
The screenshot displays a webinar interface with the following components:

- Top Bar:** Includes tabs for Meeting, Layouts, Pods, and Audio, along with icons for volume, mute, and other controls.
- Left Panel:**
 - Participant Avatars:** Shows Shawna Culp and Matt Rupert.
 - Chat (Everyone):** A list of chat messages from participants, including "Shawna Culp: Good deal!", "Ronald M: good morning afternoon", and "Daniel M: yes...sounds good too".
- Center Panel:**
 - Welcome!:** A text box with the message: "Thank you for attending the Penn State World Campus New Student Orientation webinar. If you have technical difficulties during this session, contact the World Campus HelpDesk at 800-252-3592 (option #4). This webinar is intended for newly accepted students or students who have been away from academia for a period of time. Our goal is to better help you understand Penn State University and the curriculum, what is needed to be a successful online".
 - Old Main, aerial view:** A small video window showing an aerial view of a building.
 - Main Presentation:** A slide titled "New Student Orientation" with the subtitle "Penn State World Campus Advising". The slide features the Penn State logo and a photo of a lion.
 - Outline:** A list of topics, including "New Student Orientation" and "Penn State Blue Band".
 - Timer:** A progress bar and a timer showing "0 Minutes 5 Seconds Remaining".
- Right Panel:**
 - Attendees (20):** A list of participants, including Matthew Rupert, Richard Brungard, and Shawna Culp.
 - Adviser webcams:** A section with a "Start My Webcam" button.
 - Host Chat (Everyone):** A chat window with messages from Shawna Culp, including "here and play with my headset so when it's my turn I can make it work.", "Shawna Culp: ok", "Shawna Culp: just don't mess us up", and "Shawna Culp: D".

Online learning readiness assessment



Lion Lounge



Lion Lounge • Undergraduate

Learn how to navigate Penn State and prepare to take your first course.








[New Students Orientation](#)

Welcome


IMPORTANT UPDATES

Feb 19 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, because all food isn't good for you. 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...](#)
17 hours 44 min ago.

- Academic Advising
- My Degree or Certificate
- Academic Support Resources
- Course Catalog
- Paying For Your Education
- Your Courses: How-to Guide
- Policies
- Career Services
- Community
- Technical Support
- Military and Veteran Students
- New Student Orientation

PENNSTATE
 World Campus

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



Become Our Fan on Facebook


Penn State World Campus


 You like this.



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

Penn State | Understanding Your Psychology Major's Requirements
student.worldcampus.psu.edu

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



 Facebook social plugin

Follow Us on Twitter

Receive updates about important dates and deadlines, academic resources, and events.



Academic Support Resources

Course Catalog

Paying For Your Education

Your Courses: How-to Guide

Policies

Career Services

Community

- [Blue & White Society](#)
- [Events and Activities](#)
- [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

The screenshot displays the Penn State World Campus ONLINE portal. At the top, the Penn State logo and 'World Campus' text are on the left, and 'PENN STATE | ONLINE' is in the center. A search bar is on the right. Below the header, a navigation bar shows 'Change Student Information: Undergraduate Graduate | 12:31pm Penn State Time'. The main content area is titled 'My Campus: Home » Academic Support Resources' and features a 'Tutoring' section. This section includes a sub-header 'How Tutoring Works at a Distance' with a paragraph explaining that sessions are available through Penn State Learning and Blackboard Collaborate. It also mentions that students make appointments through an online scheduler and use chat. Below this is 'Online Math Tutoring', which describes peer tutors helping with questions and test preparation for various math courses (MATH 004, 021, 022, 034, 110). A 'Refresh Your Math Skills at Your Own Pace' section mentions the ALEKS math tutor. 'Online Writing Tutoring' describes peer tutors helping with writing projects. 'Online ECON 102 Tutoring' mentions study sessions for the introductory microeconomic analysis course. 'Online STAT 200 Tutoring' mentions help with organizational tools and exam preparation. On the right side of the page, there is a 'My Campus' sidebar with a list of resources: Academic Advising, My Degree or Certificate, Academic Support Resources (highlighted with a sub-menu showing Library Services, Strategies to Improve Online Learning, Students with Disabilities, and Tutoring), Course Catalog, Paying For Your Education, Your Courses: How-to Guide, Policies, Career Services, Community, Technical Support, Military and Veteran Students, and New Student Orientation.

PENNSTATE
World Campus

PENN STATE | ONLINE

Search Go

Change Student Information: Undergraduate Graduate | 12:31pm Penn State Time

My Campus: Home » 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).

[READ MORE](#)

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.

[READ MORE](#)

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.

[READ MORE](#)

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.

[READ MORE](#)

Online STAT 200 Tutoring

Tutoring for STAT 200 (Elementary Statistics) can help you develop organizational tools, prepare for exams, and

SHARE PRINT

My Campus

- Academic Advising
- My Degree or Certificate
- Academic Support Resources**
 - Library Services
 - Strategies to Improve Online Learning
 - Students with Disabilities
 - Tutoring
- Course Catalog
- Paying For Your Education
- Your Courses: How-to Guide
- Policies
- Career Services
- Community
- Technical Support
- Military and Veteran Students
- New Student Orientation

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)

2000 Serving Adult Learners in Higher Education: Principles of Effectiveness. Executive Summary.

Drake, Jayne K.

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

Gravel, Carol A.

2012 Student-Advisor Interaction in Undergraduate Online Degree Programs. NACADA Journal 32(2):56-67.

Penn State News

2013 Penn State to Invest \$20 million to Grow World Campus to 45,000 Students. <http://news.psu.edu/story/275043/2013/04/29/academics/penn-state-invest-20-million-grow-world-campus-45000-students>, accessed April 30, 2013.