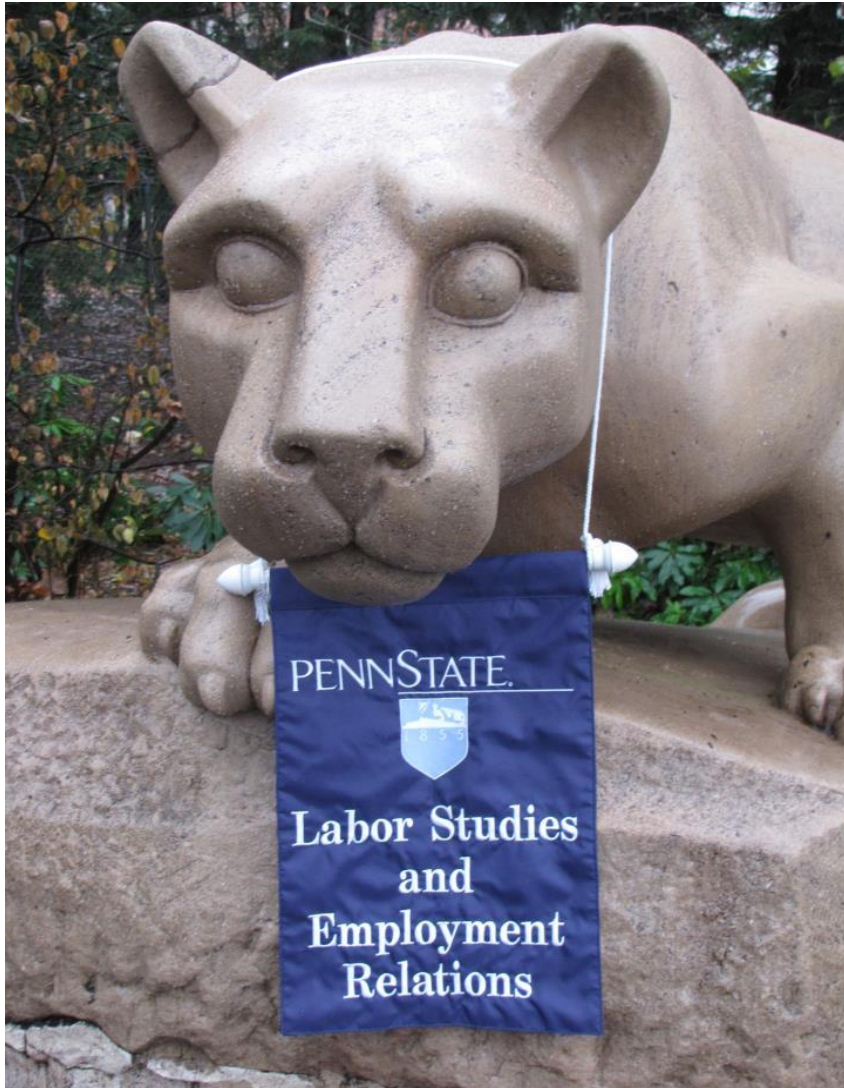




Engaged Students= Passionate Alumni= Increased Enrollments

Amy Dietz, Program Administrator and Adviser, HRER Master of Professional Studies (MPS) Program and Lecturer
May 15, 2014

About SLER



- Department founded in 1942
- Small student focused department, 176 UG majors/40 grad students "discovery major"
- HRER MPS on-line launched with 36 graduate students (summer 2008)
- LSER UG degrees (2011)
- OLEAD BS/BA & IUG (integrated LER/HRER degrees), OLEAD & LER minors (2013)

LSER TODAY

- Department became a **School** in 2013
- 800 on-line masters students
- 1200 on-line undergraduate students
- 4,000+ alumni
- 60+ on-line faculty
- On-line program team with specialized roles
- Increased pressure from external/internal competition



"I just want to tell you, that I absolutely love the school of Human Resources/Labor Relations. Everyone has been so wonderful to me. I am one of your biggest fans!"

- Cathy D.

Q: How does LSER stay agile, responsive, relevant, high quality, high energy and develop on-line student engagement?

"I definitely recommend Penn State and my program (World Campus HRER Program). I have continued to stay involved through the APG Board, the World Campus Ambassador Program, and my local PSU Alumni group. I felt very connected, but could see where some people might not. In the online program you have to make an effort to really get involved and stand out from the rest of the class. It is very easy to fade in with everyone else if you do not want to be recognized or get involved in anything."- Shannon E.'13



A: We strive to replicate the residential student focused "LSER culture" on-line!

Mission Statement

Our mission is to create an educational experience that develops LER professionals fully equipped to promote work environments that balance organizational efficiency with employee fairness and voice. Throughout this educational experience, we will strive to exceed the expectation of every student in all phases of our program from the admission process through graduation.



"Holy cow, as usual you are prompt and go above and beyond! Thank you for your help-I will reach out to everyone you suggested. I hope some day I will be in the position to help you and others at PSU." - Karla H.

Values

1. We respond to inquiries promptly and enthusiastically.
2. Wherever possible, we provide alternative solutions to problems that students experience.
3. We provide comprehensive written feedback without unnecessary delay as part of students' in-class assessments.
4. We provide developmental activities (e.g., webinars, discussion groups) that enhance in-class learning.
5. We provide students with exceptional administrative support and advisement.

*"Professor,
I am truly humbled by your feedback. While this is the last of many courses I have taken at Penn State, it is truly the first class where I feel as though I might have made a positive impact. You have been an inspiration to me, my writing, and ultimately my battle with TBI and PTS." -Respectfully, M. B*



On-line Student Engagement Opportunities

- Faculty interaction
 - “Live office hours”
 - Meet with students/alums when traveling
 - Videos
- Career counseling – resume review, job postings, alumni connections, study abroad financial support, etc.
- Webinars
- One week Summer Intensive Class
- Student-Faculty-Alumni networking/mentoring
- Social Media: LinkedIn, Facebook, Twitter
- Graduation



"One of the best things I realized is the consistency with communication between online and in-person articulation. It seriously felt as though I was in class (in a good way) as the familiarity was still there. I am lucky to have had the opportunity that many of my classmates never get (to meet in person). It has left me thinking a bit deeper about where I might be able to make a positive difference on the union side. And I sincerely appreciated lunch! Thanks again and I'll definitely swing by on commencement day." -Steve T.

LSE Professional Webinars

5-6 times annually at no charge to students, alumni, faculty, friends

An average of 30 participants at each webinar

Topics include:

- Leading at Day & Zimmerman through Emotional Intelligence
- HR Analytics
- Resilience Booster Shot with Dean Becker
- Scholarship, Evidence-based Management & Plagiarism
- Personal Branding

Human Resources and Employment Relations
Professional Development Seminar Series Pre-
sents:

Leading at Day & Zimmermann
through Emotional Intelligence

Sponsored by the
Academy for Human
Capital Development.



Free to all
participants.

Presentation & Discussion
Beth Albright

Tuesday, October 8, 2013
8:00 p.m. Eastern Time
Broadcast through Adobe Connect:
<https://meeting.psu.edu/albright/>

This session earns the participant 1.5 credit hours towards HRCI PHR, SPHR or GPHR recertification.

Note to students with disabilities: Penn State welcomes students with disabilities to participate in our webinar. If you have a disability-related need for modifications of this webinar please contact Jessica Steele at jgs18@psu.edu.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.



HRER MPS One Week Summer Intensive



- We offer three courses (57 students enrolled for 2014)
- Most students stay on campus in the air conditioned dorms
- Events include: a picnic, formal dinner, a campus tour by our Director, Paul Clark, Spikes game, ice cream socials

Student-Faculty-Alumni Networking

"My mentee is now an HRER World Campus student! I had a wonderful experience. I'm not sure every student utilized their advisor, but it made a world of a difference to me. I stay connected with several people I met and worked with in the program." –Kristin B, '10 HRER MPS alum





HRER MPS Student Representative on LSER APG Alumni Board



In 2009 we restructured our Alumni Program Group to include a on-line graduate student to act as a liaison and advocate. Several students apply for this seat when it becomes available. Representatives are invited to remain on the Board after graduation. The APG has raised almost 1 million dollars in scholarship funds, and provides enrichment and support activities for students, faculty and staff throughout the year.



LSER's Social Media Presence



2014 Spring WC Graduation Reception



"Amy,

It was an absolute delight to see you at the World Campus Graduation Ceremony this past Saturday. The entire day was memorable and one that I will cherish forever. I wanted to take this opportunity to thank you for all your assistance on my journey to graduation. Your guidance, suggestions, and advice have been invaluable and are being diligently applied. During one of our conversations you suggested that I should evaluate the master's programs and I have begun that process. Once again I thank you for all you have done. I will be forever grateful."

-Mindy B.

How Are We Doing?

- Average SRTE rating for instructors: **6.3**
- Exit survey results: **97%** of graduating HRER students characterize their experience in the MPS program as **extremely positive** (81%) **or positive** (16%) with zero students reporting a negative experience
- Enrollments remain steady despite scandal, competition, economy
- 60% of on-line students express an interest to stay involved with the School upon graduation
 - Ranked **#1 HRER on-line masters program**, TBS (<http://www.thebestschools.org/blog/2012/10/18/20-online-master-human-resources-degree-programs/>)
 - In 2011, the Sloan Consortium named Penn State the winner of the Excellence in Institution-Wide Online Education Award.

Thinking Ahead

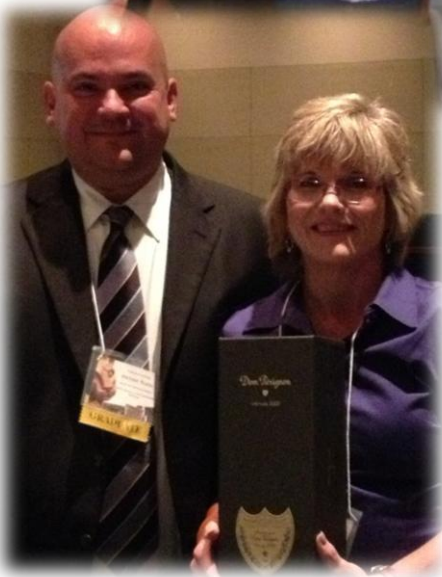
- Continuous evaluation and improvement
 - MPS/MBA?
 - Metrics
 - On-line student club
- Faculty mentoring
 - Faculty workshop June 2014 with 22 on-line faculty attending at University Park
 - Instructional videos added to the handbook/website for step by step help (i.e. Turnitin.com)
 - Designated faculty liaison, Rex Simpson '70, (August 2013)

Exit survey feedback: **students always ask for “more” connection**



- Brainstorm creative ways for our students to feel connected (i.e. annual “March Madness” competition or posting pictures of on-line students wearing with Penn State gear

Questions???





LSER/WC Team in 2009



LSER/WC Team 2012

THANK YOU!!

Thank you to the LSER and World Campus staff and faculty who go above and beyond EVERY DAY for SLER students!!