



## Commission for **Adult Learners**

**March 20, 2019**  
**10:30 a.m.-12:00 p.m.**  
**324 Outreach Building**  
**Agenda with Zoom videoconferencing available\***  
**Minutes**

Attendees: L. Wright, A. Adams, A. Adolph, A. Bonchack, J. Campbell, G. Chinn, M. Corby, J. Cross, W. Fritz, D. Gruendler, D. Hochstetler, C. Horner, L. Laing, H. McGarry, B. Redmond, M. Rice, D. Rodgers, H. Sankey, B. Seymour, E. Shumac, D. Smith, T. Spevak, P. Staskiel, K. Wolgast, C. Anderson

Guests/Sponsors: R. Engel

Unable to attend: M. Hanes, R. Pangborn, D. Sims, M. Whitehurst, J. Edmondson, , A. Maxson, R. Thornton-Roop, J. Wills

### **1. Announcements and Updates**

a. Approval of minutes from December 19, 2018- Approved Ashley & Tammy

b. Announcements

Jamie- STAR conference next week streaming some of the sessions. Students can go in and registry.

Ashley- Brian Stevenson event –Social justice streaming.

### **2. Report from Charting the Course-**

21 Century –Patti is going to do an overview of the committee.

The lack of persistence 4 key parts that relate to one another.

1. Issues are the transfer credits and staff are working in many strides to work with students and see how to guide them.

2. Not having full Financial Aid. If a student is receiving PHEAA then the financial aid is reduce. Working on trying to help with the penalty so that financial aid will not be reduced for future students.
3. Scheduling –Road-blocks with different students needing different classes. Difficulty with the night classes and online classes. Best way to provide constant classes for all and working around schedules.
4. Dis-connect with Adult learners and University – providing support with ALEC to decrease the dis-connect.

**Ideas:**

Provisions of a handbook – all the information you would put in a handbook would be online. Posting it online – how to streamline and have access it with ease.

-Example: Financial aid

One stop place for information – portal customized for students within major’s make it more specific to their situation.

All the pieces are working together AEC and Financial Aid – needing things more spelled out for the Adult Learner.

Logistics who has the time and resources who coordinates the students. Are they able to apply for work-study?

We may need to think of our work differently and how that balances with the students.

Have someone who follows the student and can check in, answer questions to have a personal helper/guidance. This could be an advisor or faculty member. Having some kind of coaching.

InsideTrack has training to help if the campus cannot afford a 3<sup>rd</sup> party vendor. Currently coaching the students when they request information. Possibility of using Ucoach APP on their phone. For the first 2 semesters. About 90% of students opt in to have a resource from an advisor or faculty member. Helping them get a strong start would be a great way to see the students’ success.

Things to be in place with very little cost or no cost.

The Role of the Commission – Direction of knowing what that role is. Consideration of the best place moving forward. What is next?

Information focused – handbook is becoming too large. How do you get them through all the information would it be through Youtube channel, snapchat, or another source.

Second: coaching how, what, and who.

Reference the committee student engagement trying to help students navigate and engage with the University. Identify portals for students to engage.

Traditionally 2 issues every University has: access and persistence.

Possibility of moving towards One Penn State 2025

Guidance principles.

Finding a way to advertise through the WC.

Representation from the Commission charged to be focused on the adult learner.

Background on PHEAA: Pilot for 3 years to look at the success of online education. Did not provide state funds. Online education could receive funds through state funds. Legislation passed it but there were no funds this meant that PHEAA drew on their own funds to help online students.

Proceed with two things in regards to codes being changed. This was more beneficial for the residential student rather than the online student. Renata will be attending a PHEAA Board meeting in Harrisburg in a couple weeks. Will be working with Zack to see about moving forward.

### **3. Liaison and Committee reports**

- a. **Adult Learner Engagement Committee (ALEC)- See Box for Update. Working with WPSU working with disclosure 90 sec videos.**

**AEC Liaisons/Sharing adult learner initiatives at campuses**

**Summary of topics discussed and actions items:**

- Data request from the SA Assessment Office related to student experience survey expected by April 15<sup>th</sup>
- Recap of Data Meeting by Gary and Hailey
- AEC Questions were not answered by Executive committee due to cancellations, will follow -up on Wednesday
- Preparing for Hendricks, work on PP in April Meeting
- Documenting Disclosure Video Series

**Items to be placed on the Commission and/or Executive Committee Meeting Agendas:**

Questions Still Pending from previous month:

For executive committee: IS the AEC role one that there is plans of continuing?

If so, we recommend a more clearly defined charge, responsibility of duties and accountability

We understand our role as ALEC committee to be in part to engage AEC so that they will engage students, but we've been challenged to do so in the ways that we have tried up to this point? We want to ensure that this is something that we should be continuing.

- **The next committee meeting date, time, and location:** Our next meeting will be April 16<sup>th</sup> at 1pm EST via Zoom: Join from PC, Mac, Linux, iOS or Android: <https://psu.zoom.us/j/325660719>

**Submitted by:** A. Adams

No other updates. Future meeting transfer military ability credits.

**b. Charting the Course**

**Committee:** Charting the Course

**Date:** March 14, 2019

**Location:** via Zoom

**Attended:** Andrea Adolph, Jackie Edmondson, Kelly Wolgast, Eug McFeely, Michele Rice, Brian Redmond

**Unable to attend:** David Smith

## Summary of topics discussed and actions items:

- The group discussed items to report out to the Provost during his April visit as well as those items that will comprise the committee's recommendations. Items discussed:
  - Need for internal and external benchmarking. Michele shared a survey that has been sent out to certain institutions by U Pitt that provided us with a good idea of how to uniformly approach institutions about their practices for serving adult learners. Internal benchmarking will allow us to take inventory of what is already being done across units/campuses/colleges.
  - The need for a central web site where adult learners can locate quickly the services relevant to a majority of the demographic (e.g. PLA, transfer tool, veterans' services). Locating the virtual presence for the services already extended and then aggregating those links would be highly useful and easily achievable. Where would it live? Who would maintain?
  - Connecting adult learners virtually and in real time for peer mentoring and advocacy. This could be general, or it could be developed for targeted student groups (e.g. parents).
  - Approaching a plan for lifelong learning (CE, GO 60, and other services)
  - Advocating for a consistent set of terms that will be used across the University's platforms
  - The need for flexibility at the local level. Perhaps for funding that can be sought by units for specific needs. Some campuses may need childcare for events; some might wish to enable priority registration for adult learners.

### c. Hendrick Award and Conference Planning

**Committee:** Hendrick Award and Conference Planning

**Date:** 03/12/19

**Location:** Zoom

**Attended:** K. Armstrong, J. Campbell, E. Shumac, T. Spevak, J. Wills, C. Greggs, E. Wright, B. Rhine

**Unable to attend:** B. Seymour

### Summary of topics discussed:

- Keynoter has received and returned needed documents.
- 2018 registrant emails will be collected from c-vent to e-mail about registering for this year.

- Codes for registration groups are: (all caps for both) VOLUNTEER and PRESENTER
- Conference day volunteers are as follows:
  - Registration desk (7:30 to 9:15): Barb, Judy and Chuck
  - Room Monitors (am and pm): Jamie, Liz, Erin, Sonia Ramsey, and Tammy
  - VIP/Special Request Contact: Beth
  - Outreach and Marketing follow up: Chuck
- The presentation power point template will be updated and sent presenters with the registration codes. Room numbers will be sent closer to conference.
- The student panelist will be contacted to gather information and give registration code.
- A full run-through of the registration page/c-vent/agenda was completed. Should be near ready to go. Following suggestions:
  - Registration will run from 3/20 to 4/25 (5 weeks).
  - Last day for refund: 4/22
  - Barb will also add to registration a place for suggested questions for the student panel, as well as keynote.
- Please watch for the registration message, share it broadly, and register for the conference. Presenters and volunteers should use code provided when registering.

**The next committee meeting date, time, and location** 4/9 @ 3 PM (final 2 meetings will be 4/23 and 4/30); Zoom

**Submitted by:** C. Greggs

Tammy- everything is set- registration is setup

Kathy Bishop – survey out

**d. 21<sup>st</sup> Century Access Committee**

**Date:** January 30, 2019

**Location:** Phone Meeting

**Attended:** Michelle Corby, Bill Fritz, Doug Hochstetler, Courtney Horner, Patty Staskiel

**Unable to attend:** Diana Gruendler, Amanda Maxon, Renee Thorton-Roop

**Summary of topics discussed and actions items:**

- Request for our committee to present our preliminary findings at the November CAL meeting
- Part I of presentation - Common barriers hindering the retention of adult students
  - **Transfer Credits** – prior learning experience, advance standing/transfers, military credits. Despite the great improvements made recently, what else can we do to lessen the frustration some adult learners feel as they attempt to bring credits from past experiences to Penn State. Contact Michelle R. and Eugene M. for information.
  - **Limited Financial Aid Options** – adult learners often face financial roadblocks. Less aid available to part-time students, maxing out aid well before degree completion, limited institutional funding, possible reduction of PHEAA awards depending on type of class in which students are enrolled. What options are available as far as increasing institutional funding for adult students?
  - **Class Schedules** –adult learners benefit from a class schedule that offers various modes of delivery. How can we, at all campuses, determine the best way to offer the delivery method most of our students prefer?
- How do these barriers relate to our mid-year recommendations?
  - **Provision of an updated Adult Learner Handbook** – inclusion of sections addressing transfer credits, financial aid, and scheduling.
  - **Construction of the Canvas Dashboard** – will allow for adult learners to pose questions and receive answers, share information and resources, and hold discussions on pertinent topics.
  - **Implementation of a Peer Resource Network** – provide information in addition to the handbook and Canvas options, and more important, offer a “real person” connection.
  - **Offer coaching for prospective and matriculating students** – this will help applicants get a true sense of what needs to be done during the application process and guide them along the way. Continued interaction, varied with each student, provides information and support throughout the Penn State experience.
- All of these will increase the likelihood that the adult learners develop a real connection and a true sense of belonging to the Penn State community.

**Items to be placed on the Commission and/or Executive Committee Meeting Agendas:**

None at this time.

**Submitted by:** Patty Staskiel

**e. Faculty Senate Liaison**

Mega report coming 4200 series in April. Learning assessment

Issue military partial withdrawal

**f. Military and Veterans Affairs Liaison**

**g. Nominating Committee-Candidate slate and voting process: for 2020-2021**

Chairperson

\*JC: Next chair- discuss election strongly suggest nominating.

David and Andrea – information about Purdue supporting services – Purdue and Purdue global is different and they don't accept credits to transfer from Purdue Global to Purdue.

Meeting adjourned 11:59a.m.