



Penn State

Commission for Adult Learners

General Meeting Agenda

Date: June 21, 2023

Time: 10:30AM - Noon

Opening remarks (Bill F.)

Bill welcomed the Commission and shared that CAL is entering the 25th year.

First CAL meeting was May 9, 1998

Welcome to Matt Melvin

Opened to remarks from Matt Melvin

Matt thanked the CAL for the opportunity to attend and share his thoughts

Framework for enrollment and importance of a balanced portfolio. Challenges of non-consumption of higher education and changing demography.

The ability to position Penn State in the future is going to be dependent upon solidifying markets on traditional age side, expand into secondary and tertiary markets, looking at the international market and also adult learners, non-traditional learners.

You may need to look beyond marketing to solve these issues. Cost, curriculum or services can all play a part. This is where the CAL can provide a lens about what is happening with adult learners and the issues they encounter.

What is PSU doing about micro/stackable credentials? How do we align with an enterprise-wide approach to these concerns?

What about the cost? Should this be different for adult students?

Students don't care how you are organized; they just want to be challenged by the classroom experience not the administrative side. The application process is a barrier/friction point for adult learners. We need to take steps to fix this process. What about transfer students? They have 3 big questions.

1. What counts?
2. What do I have to take?
3. How fast can I graduate?

What policies and processes can we update? If you cannot answer these 3 questions quickly, your competition will. This will increase enrolment. You need to answer in a timely manner. Adults want these answers quickly. We want to increase convenience and make the process less burdensome for adults.

How can we attract those PA residents who have some college but no degree? And how do we serve these students? We want them to benefit from Penn State and we want to serve them. Word of mouth is very powerful.

Opened for Questions to Matt

Q: Clayton – How can we do a better job of having engagement with students prior to admissions?

A: Matt- we need to identify the pain points in the processes that exist. For example, we know that the application process is an issue. This is being worked on to expedite the process for application. We need to identify the friction points and find out where is the best use of resources. How can we be "speedier" to respond.

Michele: We know how courses transfer in; we don't know how they will be applied. Until this is answered, we can never say how much this will cost and how long it will take. This is an on-going conversation. We need to put resources towards this effort.

Matt is hopeful that we are working towards this- we need to push this work over the finish line. We need to

update the degree audit and a self-service tool that allows students to do this work up-front. Matt is more concerned about the process- the technology can help with the identification of courses- a bigger pain point is how do we articulate with schools that are not currently on our radar.

Ruth Ann- Thanked Michele for her work with transfer credits. On the advising side, it is hard to advise transfer students on how credits will transfer in. The commonwealth campuses have different agreements with community colleges. There are too many questions to be answered in one advising session. The non-traditional students required a faster turnaround time.

How do we position ourselves to use technology, processes, system and politics to move this forward? Matt appreciates the conversation.

Bill F discussed the degree audit and how to address the question of “how long will it take me to complete” – Matt is looking at this and understands that the transfer credit issue is a major concern and that we need to be more responsive, and we need to take a holistic approach to this.

They will be doing an RFP and Matt will engage with CAL to make sure input is included. Advising will also be included.

LionPath does have the capability to bring in articulation agreements, but we did not receive this in our package.

“Speed can be a strategy” Resonates with CAL

Q Bill F- multiple start dates and accelerated course?

A Matt- We would have to look at buy-in. Matt is a big proponent of accelerated courses. There are some issues in processes, billing, start/end dates. Multiple start dates would require a huge overhaul. Accelerated courses are more adult friendly. Use mini-mesters – especially with military. Worth a conversation. Faculty on the UG side are not supportive at this time of this idea. It would need to be driven by the faculty. Matt asked what has been experience with having faculty support accelerated courses? Seem to more accepted at the G level than the UG level. The majority of faculty is on 9-month appointments and the faculty workload model would need to be revamped. It is impactful to the currently in-place faculty model. We have system issues, and we also have faculty issues. Any discussions need to have faculty input and we need to work together. Faculty has to drive the 8-week courses. Learning Design is also impacted by this change. This university works on a 9-month plan – we need to move to a 12-month plan.

Great Valley is formatted as an accelerated, Adult friendly campus. GV can be used as a model and provide best practices and can be used as a resource.

Final Thoughts- Transfer credits are number one on our list of issues that should be addressed.

Matt will be an executive sponsor moving forward- Matt encouraged CAL to continue the conversation and share with him.

[April](#) and [May](#) Minutes Approval (Bill F.)

Approved

April Minutes- Please correct Leslie Laing last name

Matt Melvin-Vice President for Enrollment Management

CAEL Conference Opportunity- Jeff submitted a proposal to Executive Sponsors to see if we could use some of the money in the CAL budget to send some members to the CAL conference. This has been approved. Bill will share more information later in summer.

Hendrick Update -we still need keynote speak. Please send suggestions over to Chuck. Theme- Recommitting to Adult Learners. Outreach marketing will promote this event.

Committee Meetings – Skipped for today’s meeting

Committee Reports

Sponsors' Comments

Announcements

Jeff working on annual report and will be submitted to executive sponsors in July

Jeff Adams taking over for Yvonne Gaudelius

Next years first meeting in September- In-person option is available.

Kelly Wolgast thanked everyone. This is her last CAL meeting.

Adjournment