



PennState
World Campus

Opening Doors to Resources

**Are We Hearing What Our Students
AREN'T Saying?**

Penn State World Campus

Meet the Panelists



- Margaret Oakar—Admissions
- Rory Hammock—Enrollment Coach
- Michelle Bates—Financial Aid
- Todd Lawton—Academic Advising
- Terry Watson—Disability Services
- Jorge Trevino—Academic Advising



Objectives



- Examine what it means to be more than “veteran friendly”
- Overview support services that span the timeline from prospect to graduation day
- Discuss tracking data growth and areas for improvement through student services
- Building relationships across work units as a key to success for our students
 - Identify issues that matter to military connected students
 - Collaboration on projects to address concerns
 - Use of technology

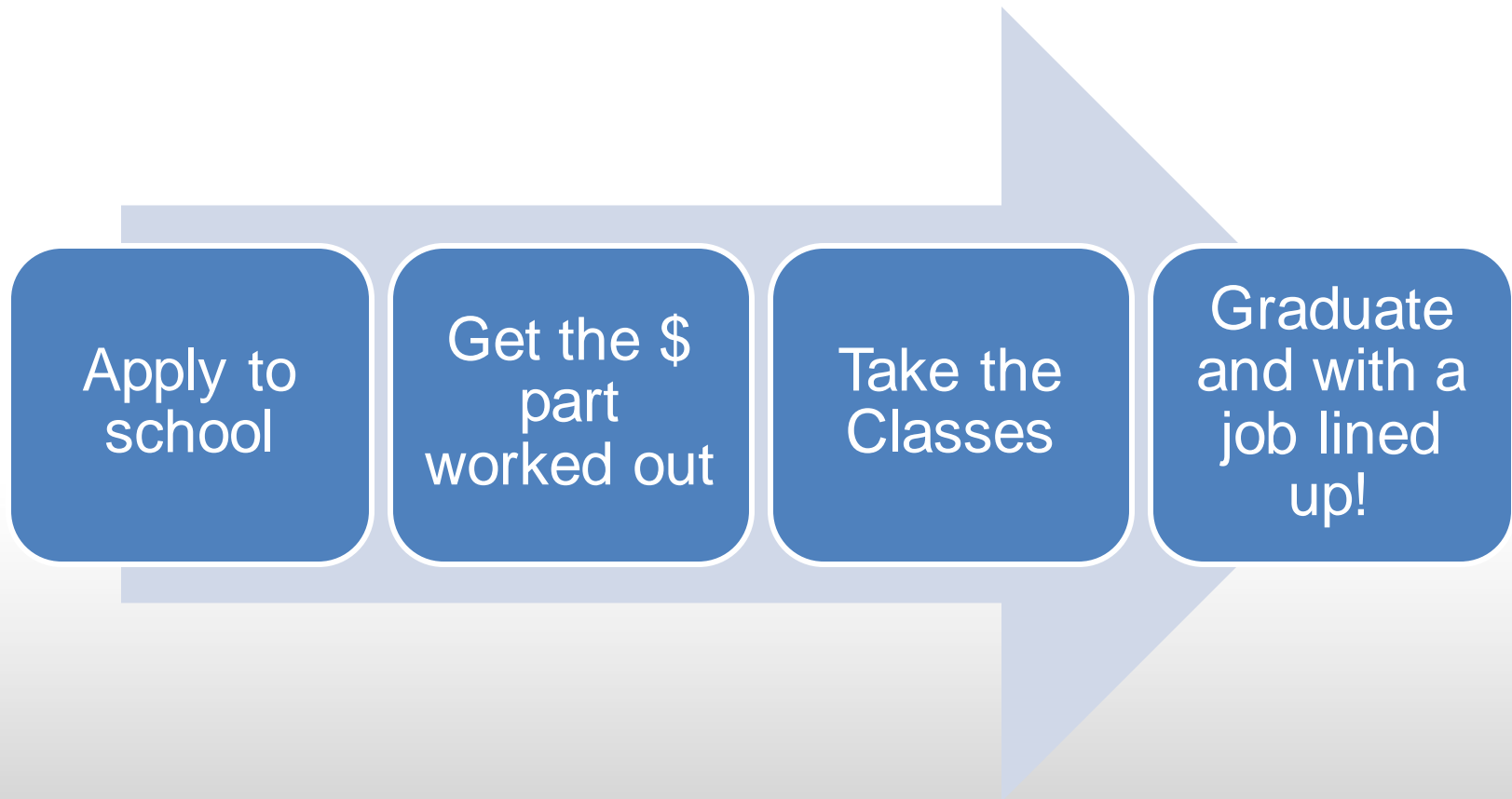
Baseline Institutional Competencies



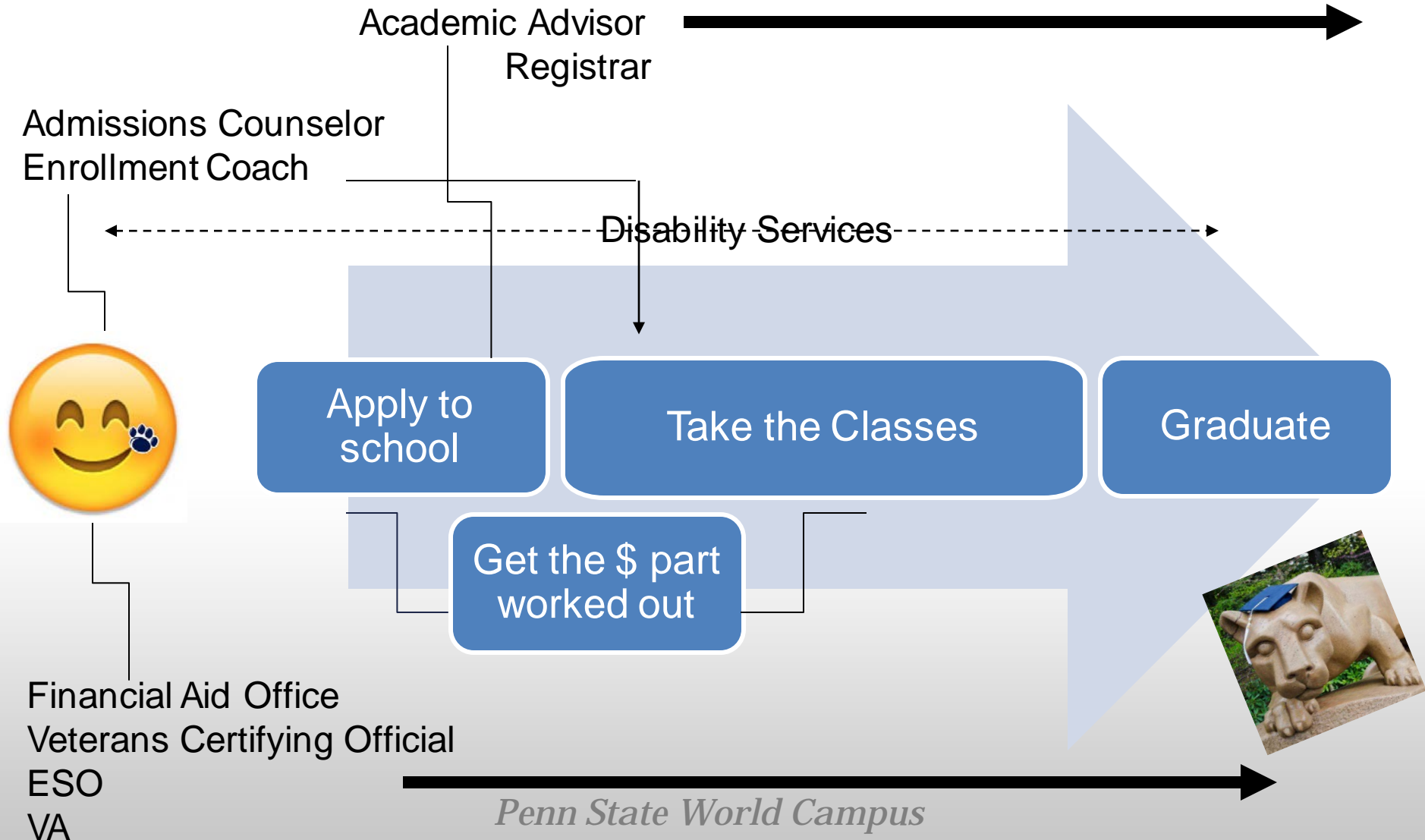
- **Military Connected Students**
 - Veteran, active duty, reserve, national guard
 - Dependent using parent benefits
 - Spouse with transferred benefits or other eligibility
- **Academic Institutional Culture**
- **Veteran On-line Student with Disabilities (VOSD)**

Student Time Line

- The way they see it!



What the Students Don't See



Admissions



- Intro to dedicated PSU Military Team approach
 - Begins with admissions counselor and/or enrollment coach
- Act as internal liaison for student by recommending resources
 - From the RFI to the 1st month of class, and sometimes beyond
- Data driven decisions

Financial Aid



- Awareness of vast types of aid resources
- Early Alert—paying attention to key words
 - Job reduction/loss
 - Change in household size
 - Death of spouse/parent
 - Transfer student
- Roadblocks
 - High number of credits / appeal / delays
- Streamline the process

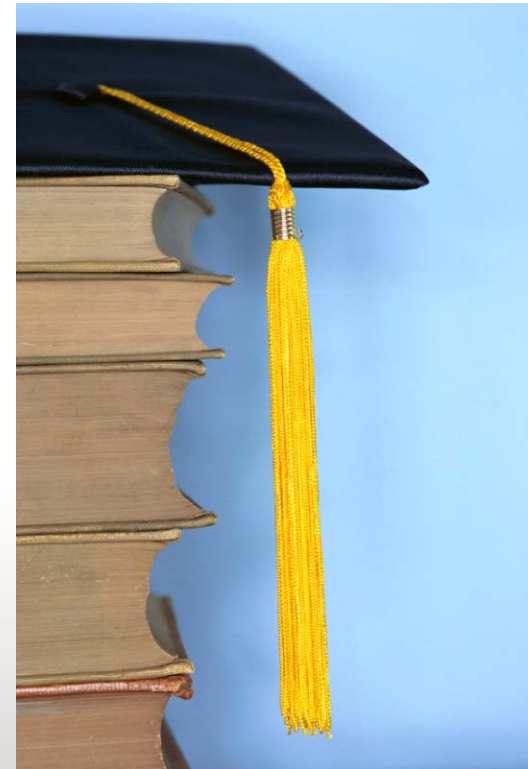
Academic Advising



- Military Advising Team
 - Academic planning
- At risk students
 - Life choices and emerging issues

Disability Services

- Veteran On-line Student with Disabilities (VOSD)
- DCL / DS / ODS
- Contact / Categories
- Referral
- Triggers
- Follow-up
- Follow-through



Veteran On-line Students with Disabilities

- Veterans are returning home from conflicts overseas and are enrolling in higher education
- Some of these students are Disabled Veterans that have chosen an on-line format to meet their needs.
- The culture of this population group is different from that of the other students with disabilities and the challenges they face are compounded by the unfamiliarity of the on-line education delivery format.



Institutional Competencies: Veteran Culture

- All Veterans / Military members should not be stereotyped into one group
- Veterans respond to other Veterans
- Institutions should consider using Peer to Peer mentoring / Advising
- Advisors should be very up front with Veterans since they are not the typical freshman student, but rather adults. This is why many of them chose on-line programs





- All Veterans & Military member do not start their military career as a disabled person. It is acquired during service and is classified differently
- Many do not acknowledge they have a disability “Black Knight Syndrome”
- Many do not know that there are services available “Misconceptions – “...it is not for me”
- Trained to only disclosure on a “Need to know” bases.
- Veteran on-line Student with Disability (VOSD)
- Institutional Awareness: (Triggers / Indicators) is key factor to direct VOSDs to resources.

Links to resources mentioned during the Q&A :

Faculty Development Catalog--<http://wcf.d.psu.edu/>

- OL1700—Serving Those Who Serve
- And other GREAT options for strengthening skills as an online instructor or staff member

Transitions Program--<http://www.worldcampus.psu.edu/how-online-learning-works/transitions-college-and-career-prep>

Upcoming Events--<http://www.worldcampus.psu.edu/calendar>

New Student Orientation--
<http://student.worldcampus.psu.edu/orientation-new-students>

Questions and Discussion

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www.WorldCampus.psu.edu

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