

ONLINE LEARNING AT WKU

WKU ONLINE & WKU ON DEMAND

Providing flexible learning opportunities, pathways to degree attainment, and nationally recognized student support for adult learners across the globe

WHAT'S NEW

- Inside DELO and WKU Online & On Demand
- CARE Updates
- New CBE Program
- TOP for Online Learners
- The Advisors' Guide to Online Learning
- ICYMI: Summer Issue Resources

MEET OUR STAFF

A GLIMPSE inside DELO

**\$2.6
million**

To WKU's General
Fund to Support
Incubator Programs

6,722

Credit Hours Earned in
Winter Term

nearly
**\$1
million**

In Graduate Assistantships
Funded in Partnership
w/The Graduate School

223

Summer Scholarships
Awarded

1,750

Audio and Video Presentations
Transcribed for use by WKU
Students and Faculty

3,692

Students from 87 area high
schools received college
credit via Dual Credit

17

New Faculty and Staff Positions
Created w/Support from Cohort
Program Partnerships

74

Faculty members worked
with instructional designers
to develop new online
courses

∞

Infinite possibilities to partner
w/DELO in credit and non-
credit ways to support
students, faculty, and the
community

SOME OF WHAT YOU'LL FIND online @ wku

1,080

Online learners who
took at least one class
through WKU On
Demand

2,401

WKU Students studied
exclusively online (that's 12%
of WKU's student population!)

101

Number of online degree
programs offered by
academic departments, and
supported in various ways
through DELO

2500+

On Demand and Term
Based Web Classes

12,892

Proctored Exams
administered across the
globe

4,998

WKU students took a
combination of on ground
and online courses

From CARE Students

"I was skeptical about this because I already had two other classes that needed my attention this semester, but the modules and strategies have helped me in my other courses."

Courtney B.

"This module reminds me a lot of a quote my dad burned into my brain, "mind over matter". You give your mind power with what you feed it. Basically, if you make yourself believe you can pass your math test, you will. But with the same token, if you tell yourself and others how terrible you are at math, that is what you believe and that is what you will continue to do. Be positive and you will have positive outcomes."

Morgan H.

"Thank you for all you have done through these modules. Not only have they caused me to contemplate these issues, but I know without a doubt, that they are going to be more than beneficial to the younger students."

David M.

COACHING FOR ACADEMIC READINESS & EXCELLENCE (CARE)

In our last issue we announced the expansion of Coaching for Academic Readiness & Excellence (CARE).

ICYMI The CARE program is designed for undergraduate, degree-seeking students who are studying exclusively online. Coaches in WKU Online & On Demand are assigned groups of students, and remain with those students through graduation, strengthening student ties to WKU.

We define coaching as a working partnership that focuses on the 'process of learning,' including development of a personalized learning plan that addresses the strengths and challenges of the student (time management, note taking and study skills, stress management, goal setting - all the things beyond what occurs in the classroom that helps or hinders a student's success). The coach's goal is to support the student, help build student confidence, develop strategies for student success, and keep the student connected to academic resources, such as the Writing Center, Online Tutoring, and the Online Math Lab.

To help accomplish these goals, the coach does the following:

- Interacts with the student regularly through multiple channels
- Provides weekly activities designed to help the student expand the strategies used to stay on track. Weekly activities are housed in Blackboard.

CARE CONT.

- Utilizes early intervention strategies through **Starfish EARLY ALERT**

- Connects students with academic support resources designed to help them succeed
- Remains available outside regularly scheduled conversations to act as a support resource for the student

About Starfish EARLY ALERT

Starfish is a retention software for monitoring student progress in their courses and degree program, and provides daily reports of critical action items. The list of action items are based on the parameters of the flags that coaches set-up in Starfish. Flags are among the key features in Starfish - they are customizable and can be set based on academic standing, type of course, student, student-group, course participation, assignments, and/or course average. They allow coaches to manage those most at-risk, first, through a comprehensive dashboard that reaches across all disciplines.

Starfish makes it possible for staff to provide high-touch support for a large number of students in an efficient manner without ever seeing inside the Blackboard course site. This, in turn, helps faculty manage their workloads.

It's scalable, and student centered. The implementation of Starfish EARLY ALERT has allowed us to increase the number of students who receive coaching from 12 to over 2,000!

CARE Resources

Visit the CARE website to access these resources, and more:

- Coaching Best Practices
- Starfish EARLY ALERT Features
- Tour of Starfish EARLY ALERT and Blackboard to discover how we use these tools to support our students in the coaching process
- View our Powerpoint Presentation on C.A.R.E.
- Review our workflow and coaching structure
- Meet our Student Success Coaches

Click here to learn more



Contact a Student Success Coach

Donna Kasznel or
Holly Young at
success.coach@wku.edu

Visit our website at
wku.edu/online/advising/care.php

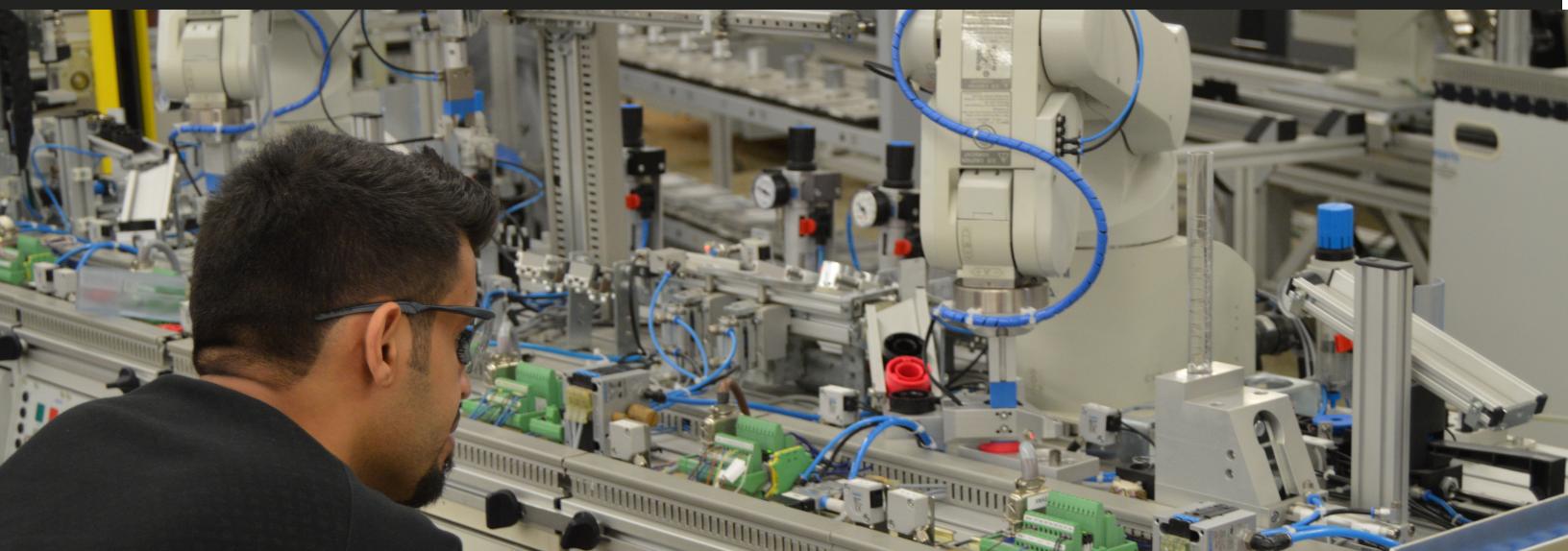
WKU School of Engineering & Applied Sciences and WKU On Demand Prepare to Launch New Competency Based Education Program

The School of Engineering & Applied Sciences is preparing for the launch of WKU's second Competency Based Education degree - the Bachelor of Science in Technology Management. This 100% online program will be delivered through WKU On Demand, and is designed to provide students with the tools needed to apply technology management skills and basic engineering principles to support business and industry. Graduates will be better prepared to move into management positions, and compete in the job market. Students receive proactive guidance and support from faculty and staff, including

student success coaching through CARE. Admission requirements include an earned credential (certificate, diploma or degree) with a minimum of 24 credit hours in technology

Competency-based education is designed with a focus on individualized learning outcomes. Each student moves through the modules at his or her own pace. Adult learners are guided to demonstrate competencies as they move through each module. Learners move through assignments that measure the knowledge and skills they already have in place by demonstrating mastery through multiple forms of assessment. Then, they can take extra time to work on mastering new knowledge and skills.

This follows WKU's launch of Kentucky's first CBE bachelor's program in 2015. More information about this opportunity is coming soon!



Learn more about competency based education and how students benefit by clicking [here](#) to watch WKU's CBE video.



TOPPER ORIENTATION PROGRAM (TOP) FOR ONLINE LEARNERS

What is TOP for Online Learners?

TOP for Online Learners is an orientation program designed to provide degree-seeking undergraduate students with campus location "web" a distance-friendly orientation that will equip them with the tools and information they need to be successful.

Here's what's included...

This orientation recognizes that the needs of an online student are unlike those of an on-campus student, which means we leave out topics such as parking, while focusing on things such as how to do the following:

- NetID and password
- Toppermail email account
- Using TopNet, including iCap, accepting financial aid awards, and locating advisor information
- Using Blackboard, including posting to discussion boards, forums, keeping a journal, and more

What Has Changed?

As we continue to improve the orientation process for online learners, the feedback we've received from students, faculty, and staff has been critical. This fall - effective for new spring admits - TOP for Online Learners moved to Blackboard. This replaces our previous version DL TOP. Through Blackboard, the orientation allows the student to:

- Gain practical, hands-on experience using Blackboard.
- Connect with staff who can guide them through the remaining steps of WKU account set-up, advising, and registration.
- Establish relationships early, which means the student is less likely to feel lost, isolated or alone.
- At the same time, it allows our office the ability to track orientation progress

Who is eligible to complete TOP for Online Learners in Bb?

All degree-seeking students with campus location "web," including:

- Transfer students with campus location "web"
- New WKU students with campus location "web"

THE ADVISORS' GUIDE

Checkout The Advisors' Guide, and downloadable tools created specifically for those working with online learners by clicking [here](http://www.wku.edu/online/advising) or visiting www.wku.edu/online/advising

WKU ONLINE | WKU ON DEMAND

Nationally, "more than one in four students (28%) now take at least one distance education course (a total of 5,828,826 students, an increase of 217,275)" from year-to-year (2015 Online Report Card).

WKU offers 101 fully online programs at the graduate and undergraduate levels. This includes certificates, associate degrees, bachelor's, master's, rank programs for teachers, and teaching endorsements.

Whether you work with students who plan to earn their degree online from their first day at WKU, those who have had a change in life circumstances and want to transition to an online schedule or a mixture of both, you will most certainly be touched by online degree seeking students at some point.

The needs of online students are different than those of face-to-face students. We know that it can be challenging to provide all the information needed in a timely fashion if part of your work includes researching availability of support services, classes and programs. That's where The Advisors' Guide comes in!

Visit The Advisors' Guide for Online Learning

Help us understand how we can support your department's work with online learners by emailing suggestions to Cindy Troutman at cindy.hawks@wku.edu.

About The Advisors' Guide

Our Goal Is Simple:

To provide a trusted tool that will help you access the latest information as you work with students who need extra flexibility or plan to earn their entire degree online. This is a dynamic tool that will work best with your input!

The Advisors' Guide is a comprehensive resource for those of us who work with online learners at WKU. The Guide is packed with valuable information, such as:

- Helpful videos that you can distribute to your students, including: how to set up your WKU email, and how to use TopNet
- How online courses (term-based and On Demand) are billed, and how this billing is impacted by various enrollment factors
- Completing Colonnade requirements online
- A guaranteed online Colonnade pathway that exists for most majors
- The basics of financial aid for online courses
- Online degree and certificate options (there are now over 100 online programs available!)



Online Learning

WKU Online | WKU On Demand



WKU ONLINE LEARNING | TUITION CHEAT SHEET

FULL-TIME UNDERGRADUATE STUDENTS

Fully Online Students (Web and/or on demand)

- No full-time rate for online learners
- Charged applicable tuition rate (on demand or Web) for all hours taken
- Web = DL Rate
- On Demand (OD) = Current **In-State** Per Credit Hour Rate

Web + Face-to-Face (F2F):

- Full-time undergraduate students who enroll in a combination of face-to-face classes + Web will be charged the applicable in-state or out-of-state tuition rate + an additional per credit hour fee for the Web class.

PART-TIME UNDERGRADUATE STUDENTS

Part-time undergrad students enrolling in a combination of delivery modes are charged the per credit hour rate for each course, based on course type.

- **On Demand Courses:** The per credit hour rate for in-state undergrad students is always charged, regardless of location (no out of state tuition is ever charged).
- **Web Courses:** The per credit hour Web course rate is always charged, regardless of location (no out of state tuition is ever charged).
- **Face-to-Face Courses:** The applicable in-state/out-of-state per credit hour rate is charged.

On Demand + F2F and/or Web (*see examples):

- **FT undergrad students enrolled in 12 credit hours:**
Those who enroll in a combination of on demand + face-to-face and/or Web classes are charged per credit hour, based on class type (face-to-face, Web or on demand) for all hours taken **up to 12 credit hours**.
- **FT undergrad students enrolled in more than 12 credit hours of F2F or Web + an on demand class(es)** are charged the applicable full-time tuition rate + the established per-credit-hour Web course fee for all "Web" sections + per credit hour rate for the additional on demand class(es).

***Examples of On Demand + F2F and/or Web:**

- **Scenario A:** Student enrolls in 9 F2F hours + 3 on demand.
Tuition = the per credit hour rate for every class. The F2F tuition charge is based on in-state or out-of-state status. The OD per credit hour rate is always the in-state rate.
- **Scenario B:** Student enrolls in 6 F2F credit hours + 6 Web.
Tuition = the full-time in-state/out-of-state rate + the per credit fee for Web sections.
- **Scenario C:** Student enrolls in 6 F2F credit hours + 6 Web credit hours + 3 on demand credit hours.
Tuition = FT in-state/out-of-state tuition + the per credit hour fee for 6 hours of Web classes + per credit hour tuition for on demand.

On Demand: 270-745-4158 | ondemand@wku.edu

Online: 270-745-4087 | learn.online@wku.edu

Compare Options!

WKU Online

WKU On Demand

Financial Aid Eligible



No Out-of-State Tuition Charged



Follows Term-based Calendar



Start Class Any Day

Students can finish in as little as 7 weeks or take up to 9 months



Self-paced Courses

Allows students to set their own due dates



Complete Anywhere

All students need is an internet connection



Special Tuition Rate for Active Duty Service Members



Tuition-Free Classes for Senior Citizens



Nationally Recognized Student Support Services Available



Student Success Coaching Available

Designed to keep students on track and connect them with needed resources



**Students who qualify may use Financial Aid to pay for On Demand courses. An On Demand agreement is required, which can be found under the Financial Aid tab on TopNet. Those paying with financial aid must complete the course within the semester.*

*** On Demand tuition is always billed at the in-state/Kentucky resident rate, regardless of location; Web courses, which follow a term-based calendar, are always billed at the in-state tuition rate + the Web course fee. Please see opposite side for more detailed tuition information.*

Who can take Web-based courses through WKU Online and WKU On Demand?

The short answer is: *Anyone!*

- Casual, non-degree seeking students
- Students who want to complete requirements for graduation and cannot fit a face-to-face class into their schedule
- Students who need flexibility in their schedules or want to earn a degree 100% online
- Military students who can use their benefits and continue their education while deployed
- Senior Citizen Kentucky residents (over the age of 65) who can take advantage of tuition-free classes
- WKU Employees who want to take advantage of their tuition benefit in order to continue their education

SUPPORTING FACULTY,
STAFF AND STUDENTS

our team

*[click here to access full DELO
Organizational Chart](#)*



As Director of Academic Outreach, **Laura Ricke** leads University initiatives for Online Program Services (WKU Online), Online Program Development, WKU On Demand, Summer and Winter Sessions, DL Testing Center, Dual Credit, and Cohort Programs.



As Program Manager for Online Program Development, **Tanja Bibbs** focuses on program development and marketing for online degrees, course development contracts, and state authorization compliance. Tanja is pursuing her Ph.D. at University of Kentucky.



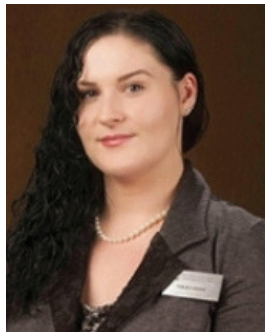
As Program Manager for Online Program Services, **Cindy Troutman** leads student recruitment, success, and retention initiatives, including development of student support services for WKU Online & WKU On Demand. Cindy is pursuing her Ed.D. at University of Kentucky.



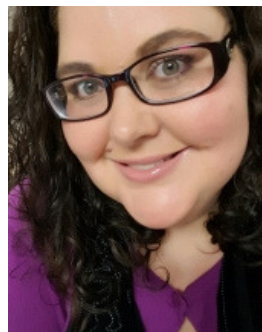
As Program Coordinator, **Tanya Vincent** oversees day-to-day operations of WKU On Demand. She is the primary contact for On Demand faculty, works closely with other WKU offices to improve and maintain On Demand procedures, and analyzes various On Demand reports and trends.



As WKU On Demand Specialist, **Donna Kasznel** provides direct support for WKU On Demand students. She's also involved in outreach efforts throughout the region, and manages social media for WKU Online and WKU On Demand.



As WKU Online Specialist, **Nikki Roof** provides direct support to prospective online learners, manages the CRM recruitment process, and tracks ROI for marketing efforts. Nikki is pursuing an MA in organizational leadership.



As WKU Online Specialist, **Holly Young** provides Success Coaching for online learners. Holly also assists with events, orientation processes, and recruitment. She is currently pursuing an MA in organizational leadership.



As a student worker in WKU Online & WKU On Demand, **Morgan Skaggs** assists with supporting prospective students, and provides general office support. Morgan is sophomore at WKU. This past fall and spring, she was named on the President's List for her academic standing.

*Dedicated to providing flexible learning
opportunities, pathways to degree attainment,
and nationally recognized student support for
adult learners across the globe*

WKU Online & WKU On Demand
Garrett Conference Center 101
www.wku.edu/study/online
WKU Online: 270-745-5173
WKU On Demand: 270-745-4158