

PENNSTATE



World Campus

Serving Those Who Serve

A mission-based online course for
faculty and staff on supporting
military/veteran students

Kristin Bittner

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Who are you?



**Faculty or Staff
Member**



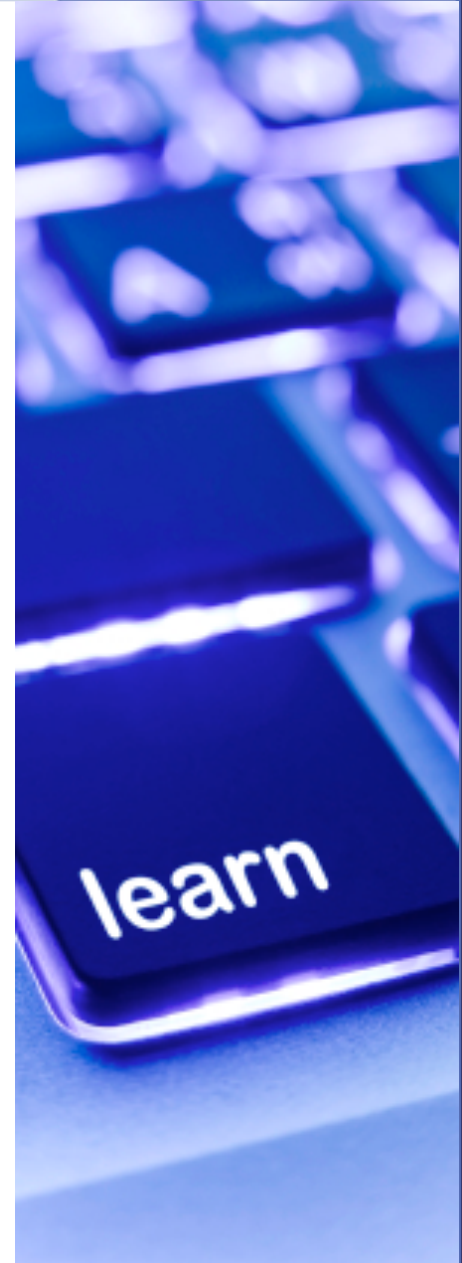
Administrator



**Government /
Military**

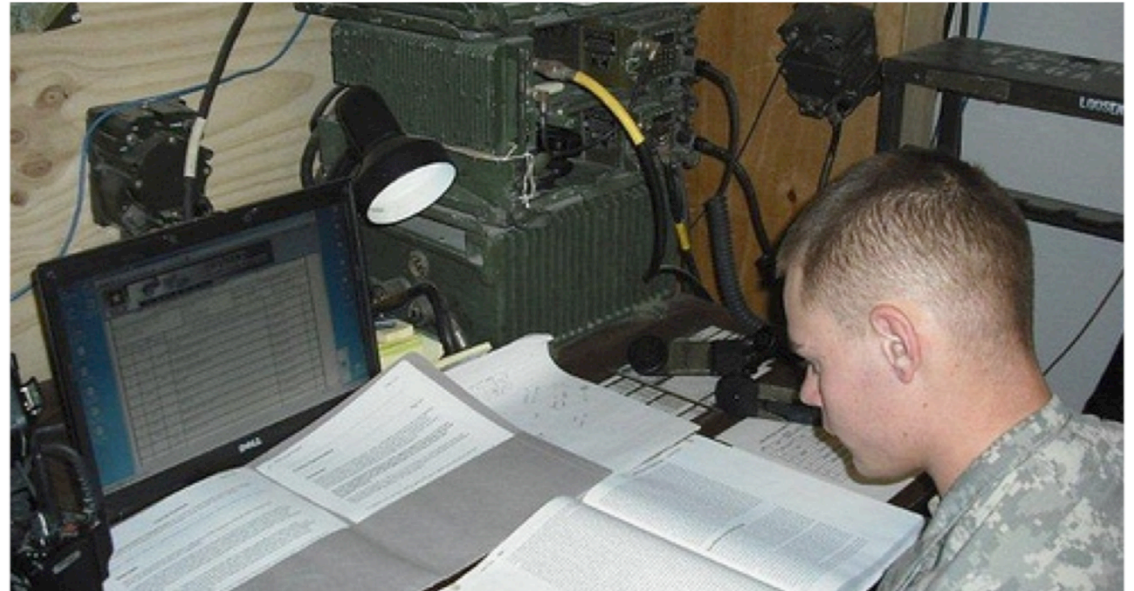
World Campus

- Launched Spring 1998
 - 5 programs and 8 enrollments
- Today
 - Over 100 programs (certificates, minors, bachelor's, and master's degrees)
 - 2nd largest campus of Penn State
 - Fastest growing component of Penn State
 - Serves learners in all 50 states, the District of Columbia, three territories, and 73 countries



Serving Military Students

- 17% of World Campus enrollments are military students
 - The largest % of military/veteran enrollments at any Penn State Campus



Serving Military Students

- Penn State recognized by *U.S. News & World Report* as the #1 Veteran Friendly school
- Designated repeatedly as a military friendly school by *GI Jobs Magazine*, *Military Advanced Education Journal*, and the *American Association for Adult and Continuing Education*



World Campus Faculty Development



Faculty Development

Outreach and Online Education



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Register for Online Learning (OL) Courses

Helping Faculty to Teach Online

[Course Catalog](#)

[Certificate for Online Teaching](#)

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World Campus Faculty Development

Mission:

“...to help our faculty succeed in their online teaching practice through World Campus and Continuing Education by identifying and supporting their professional development needs.”

Online Learning Courses

OL 1000: Introduction to the World Campus

OL 1700: Serving Those Who Serve

OL 1800: Accessibility

OL 1900: Provelt!

OL 2000: Effective Online Teaching

OL 2700: Online Presence

OL 2600: The Adult Learner

OL 2900: Course Assessment & Evaluation

OL 3000: Technology Showcase

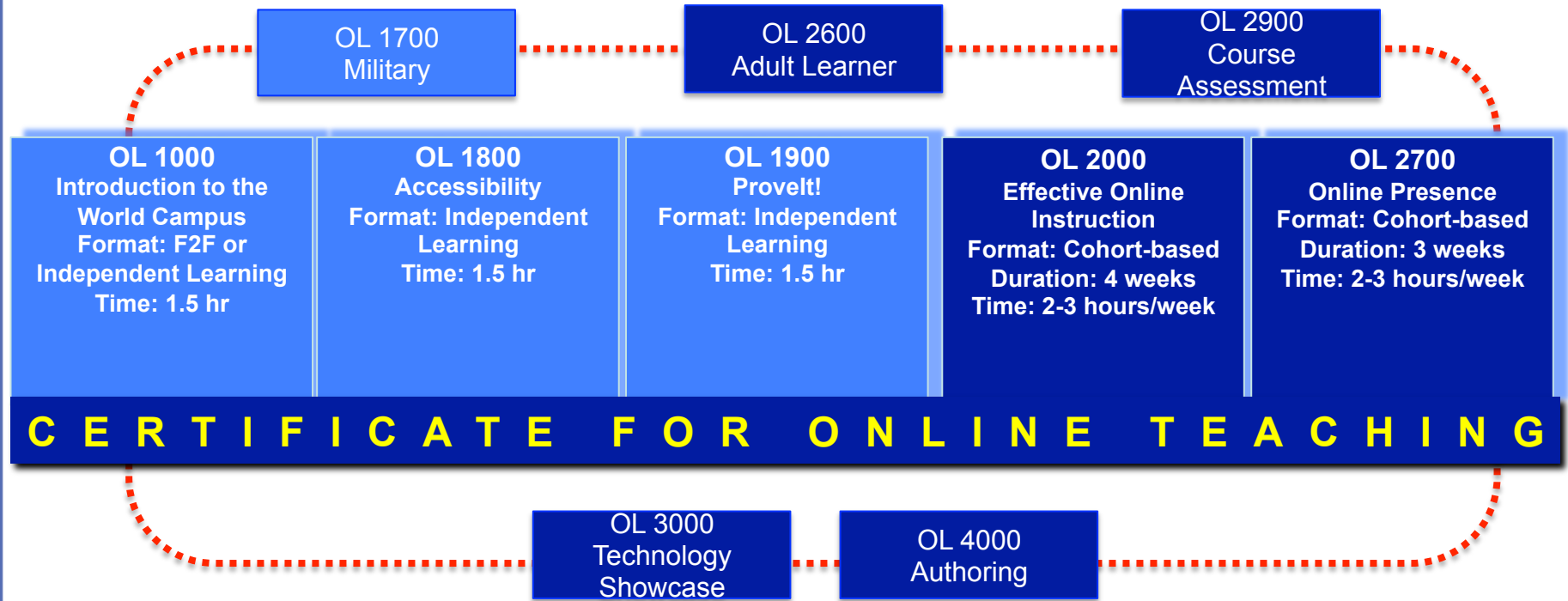
OL 4000: Course Authoring

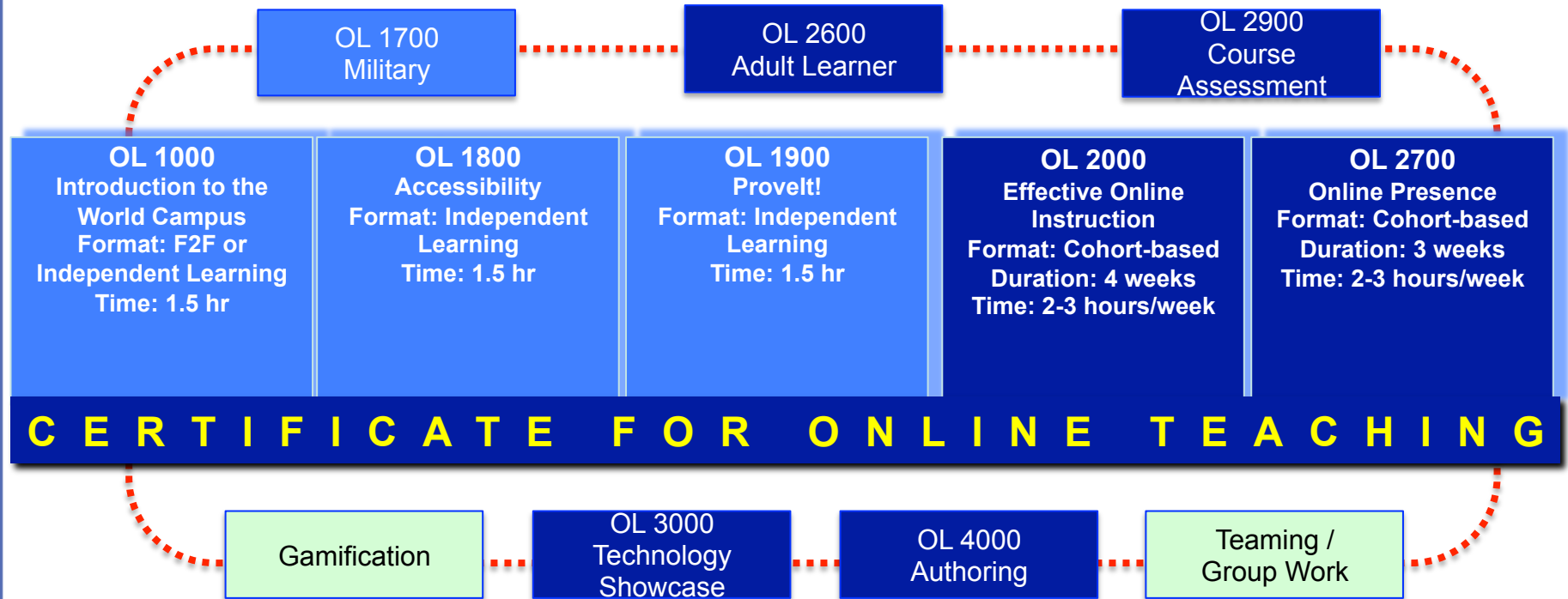
C E R T I F I C A T E F O R O N L I N E T E A C H I N G

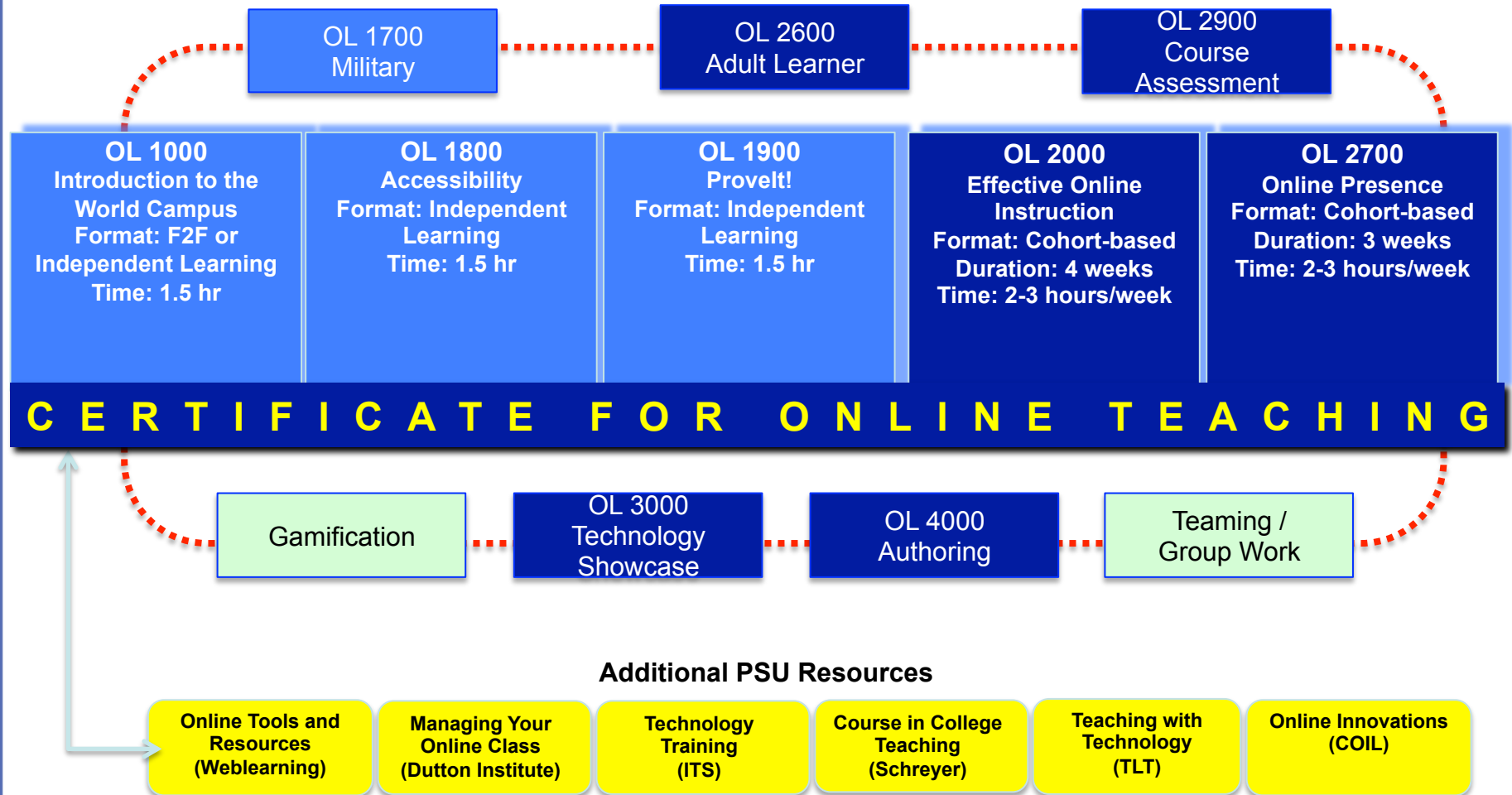


OL 1000 Introduction to the World Campus Format: F2F or Independent Learning Time: 1.5 hr	OL 1800 Accessibility Format: Independent Learning Time: 1.5 hr	OL 1900 Provett! Format: Independent Learning Time: 1.5 hr	OL 2000 Effective Online Instruction Format: Cohort-based Duration: 4 weeks Time: 2-3 hours/week Prior to or during 1 st offering	OL 2700 Online Presence Format: Cohort-based Duration: 3 weeks Time: 2-3 hours/week After completion of 2-3 offerings
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C E R T I F I C A T E F O R O N L I N E T E A C H I N G







OL 1700: Serving Military Students

- PSU military student input
- Mission oriented
- Self-paced
- Just-in-time
- Reference resource

OL 1700: Serving Military Students

- PSU military student input:
 - Understand where I'm coming from – I'm not your typical undergrad
 - Set fair standards, and be clear about expectations
 - *Believe me, I wouldn't ask to take the final early if I didn't have to*



DEPARTMENT OF SPECIAL ASSIGNMENTS
OFFICE OF THE ASSISTANT SECRETARY
123 PENTAGON
WASHINGTON DC 20310

Subject: Your country needs you.

Because of your specialized skill set, you are being asked to go on an important mission. You must report to your duty station no later than 0700 hours (7:00 am) next Monday. An airline ticket, packing list, official orders, and other required travel documentation will be delivered via certified mail to you later this afternoon. You are permitted to say NOTHING to ANYONE regarding this mission. You may tell them only that you must leave, and that you will return as soon as possible.

Your first order of business is to prepare for departure by going through the pre-deployment processing line. There will be several stations along the way, and you must successfully complete the requirements at each station in order to be sent on this mission. The processing line stations will provide you with the necessary intelligence briefings and information you need to have a successful mission.

Your current mission is to process through each station on the pre-deployment processing line and successfully complete the requirements of each station. You will then be given a full mission briefing and travel orders to your final destination.

We are depending on you, please do your very best.

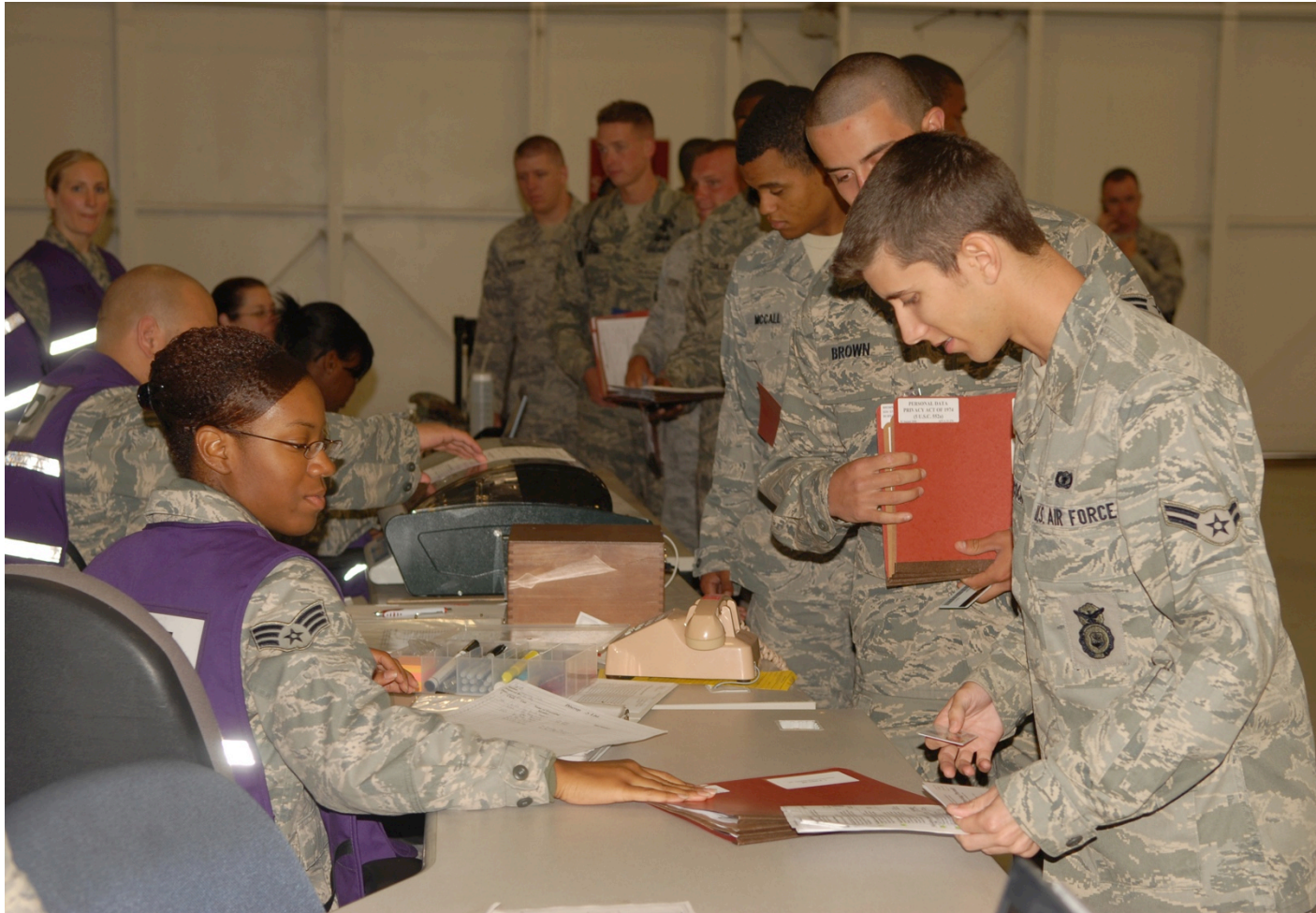
What do you do first?

How will you plan?

How will you respond when
someone questions your
actions?

What will you tell them
when you've been instructed
by official order not to
disclose any information
about where you're going?

Pre-deployment Processing



Briefings, briefings, briefings...



Briefing Stations

Alpha: Culture

Bravo: Population

Charlie: Policy

Delta: Situational Awareness

Echo: Final Assessment

Alpha Station: Culture

- U.S. Service Branches
- Active Duty vs. Guard/Reserve
- Military Rank Structure
- Military Benefits
- Military Challenges
 - PCS, TDY/TDA/TAD, Deployments, Academic challenges, TBI & PTSD



Bravo Station: Population

- Stats of the military/veteran population at Penn State



Bravo Station: Population

- Stats of the military/veteran population at Penn State
- Military Learner Profile
 - Motivated
 - Respectful
 - Tenacious
 - Hard-working
 - Structured
 - Disciplined

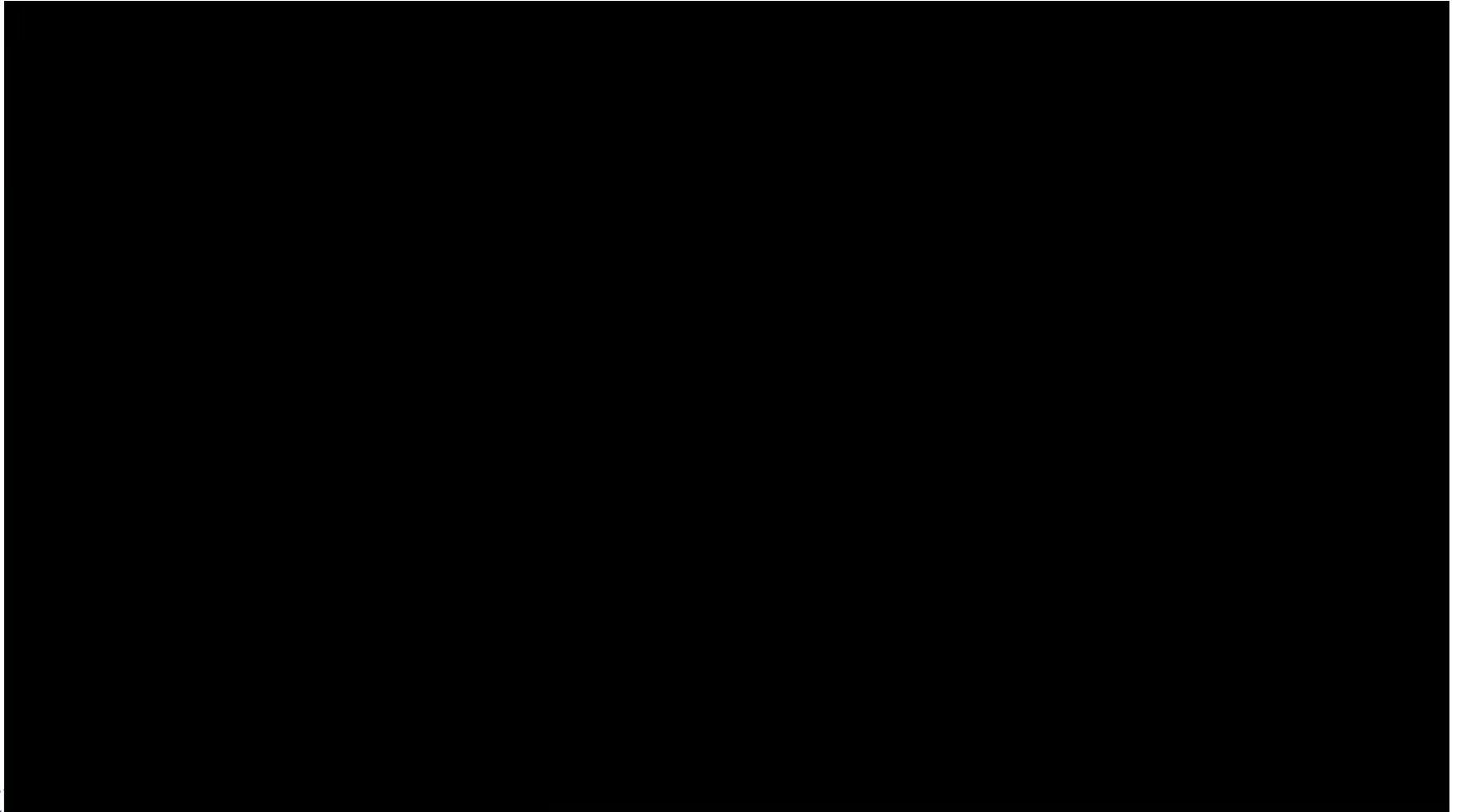


Bravo Station: Population

- Videos:
 - Military Academic Advisor
 - Faculty Member experienced in working with military/veteran students
 - Meet our Military Students



Military Student Videos



PE



World Campus

Charlie Station: Policy

- Encouraging Accommodation
 - Common faculty questions
- Deferred Grade Policy
- Military Withdrawal Policy
- Military Syllabus Statement



Military Syllabus Statement

“Veterans and currently serving military personnel and/or dependents with unique circumstances (e.g., upcoming deployments, drill/duty requirements, VA appointments, etc.) are welcome and encouraged to communicate these, in advance if possible, to the instructor in the case that special arrangements need to be made.”

Delta Station: Situational Awareness

- Student input
- Sample email requests (from real student situations)
- Scenarios based on actual situations our students have faced



Mon, Nov 17, 2014 08:05 AM

FROM: student@university.edu**Subject:** Support request for next semester**TO:** you@university.edu

Good morning Professor,

I am active duty Army Sergeant, and I am enrolled in your Spring 2015 course CRIMJ 220 – Courts and the Prosecution Process. I saw in the course description that there are several videos in the course. I will be stationed in Afghanistan during next semester and I know from the last two times I was there that we were not allowed to access streaming videos. Too much bandwidth. I'm trying to finish my degree and since this course is only offered in Spring, I need to take it next semester to be able to graduate next Fall. Is there any way you could work with me??

FROM: Dr. Vexed**Subject:** Help**TO:** you@university.edu

I need your help. I have an active duty military student in my online CAS 100B, Public Speaking, class who is claiming that he has unpredictable access to the Internet over the next several weeks. He let me know he was military as early as two weeks into the semester, Navy, I think, but it was never an issue until now. He claims that he has completed the coursework that he was able to given the access to Internet that he has been granted; however he must wait until he is granted permission from his ship IT to upload his coursework on ANGEL to be able to turn it in. He also needs to watch and review his classmates uploaded speech videos, and he has not been able to complete this yet due to lack of access to the Internet. This is a speech course - I can't let him complete the course without finishing this requirement.

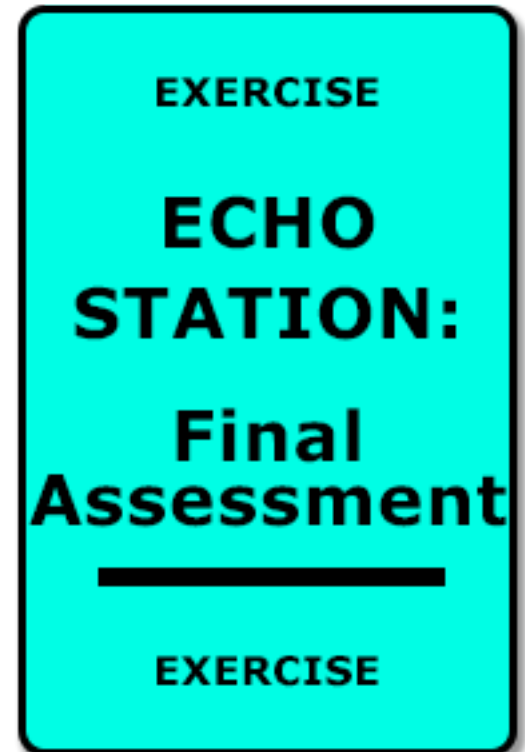
I told him that he should not even bother uploading his remaining coursework at this point and that he should talk to his adviser about late dropping the course. I just don't understand how he could have done the work in the course up to this point, and now he is having all these problems. He uploaded other work to ANGEL before without any issue. What should I do?

Options

- Request an email or letter from his/her supervisor or commanding officer.
- Allow the student to turn in the work when he can, understanding that connectivity on a ship is intermittent and unpredictable.
- Offer to give the student a deferred grade if the requirements can not be met within the semester.
- Recommend she contact a World Campus Military Advisor to discuss the issue and see what recommendations they have.

Echo Station: Final Assessment

- 20 question multiple choice/true false assessment
- Certificate of Completion



Echo Station: Final Assessment



Considerations & Best Practices

- What are your students saying?
- What policies does your institution have?
- Team up with your support centers
 - Academic Advising
 - Helpdesk
- Careful not to perpetuate stereotypes
 - Support with research
- Stay out of “the weeds”

Get the resources!

<http://goo.gl/8NFuyv>



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Thank you!

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