WKU Online | ONLINE STUDENT SERVICES

Retention and On Demand

ONLINE STUDENT SERVICES

Tanya Vincent
Tammy Dorris

Support the Student - Build Student Confidence - Develop Strategies

WKU Online Student Services

WKU Online Student Services

- https://www.wku.edu/online/services/index.php
- (270) 745-3028
- online.success@wku.edu
- South Campus Academic Wing C170
- 2355 Nashville Rd., Bowling Green, KY 42101

WKU Online | ONLINE STUDENT SERVICES

WHO ARE WE?

Online Student Services-
Retention and
On Demand

- **Tanya Vincent- tanya.vincent@wku.edu**

  ○ Program Manager, Online Services

  ○ South Campus C173

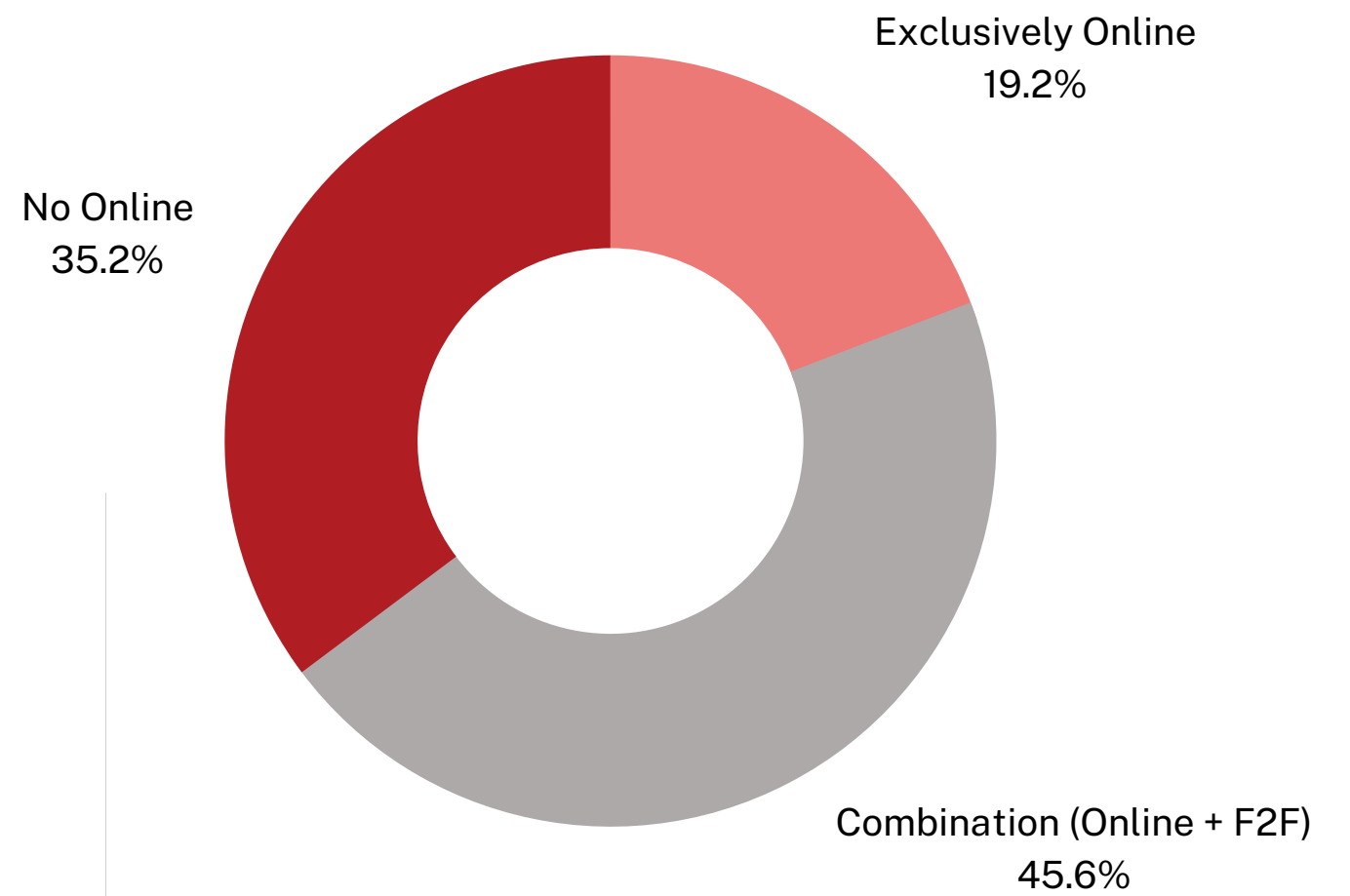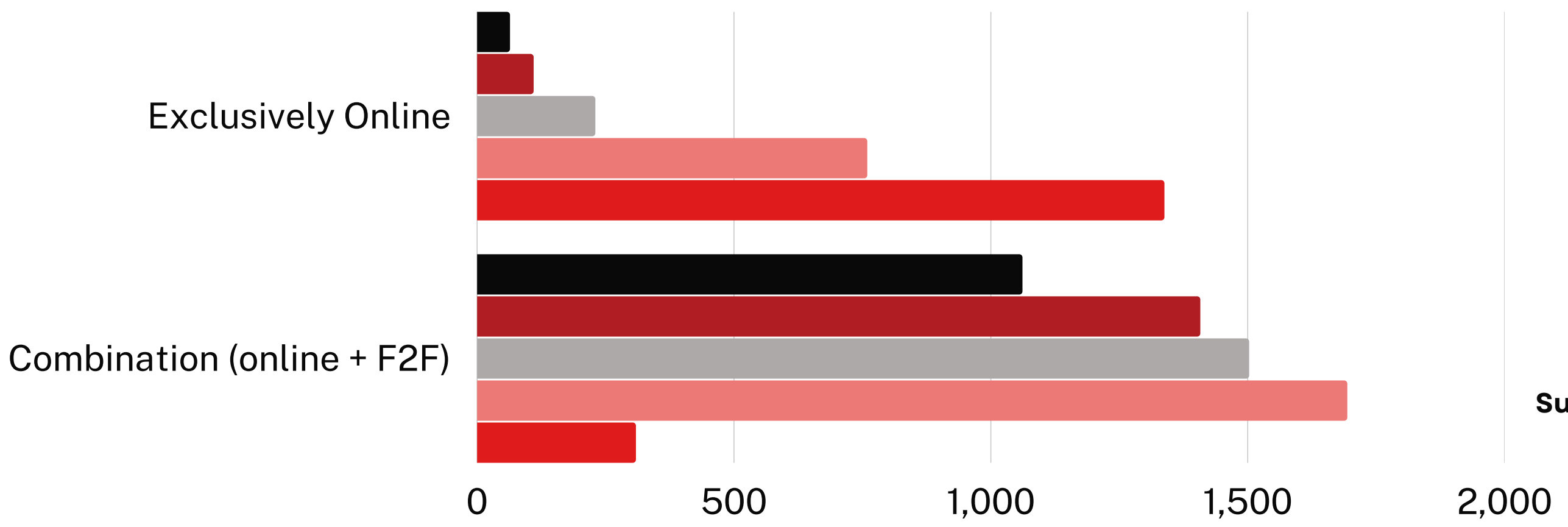 ○ 270.745.3815

- **Tammy Dorris- tammy.dorris@wku.edu**

  ○ Specialist, Online Student Services and Outreach

  ○ South Campus, C 171

  ○ 270.745.3028

OVER 60%

Over 60% of students enrolled at WKU in Spring 2023 were registered in a WKU Online course. (not including Dual Enrollment or Gatton Academy)

WHO IS WKU Online?

- ■ Freshman ■ Sophomore ■ Junior ■ Senior
- ■ Graduate and Beyond + Post-Bac

Exclusively Online

Combination (online + F2F)

Exclusively Online
19.2%

No Online
35.2%

Combination (Online + F2F)
45.6%

Supported by data from WKU Infoview reports and WKU's SAS reporting system, June 2023.

WHAT WE DO

WKU C.A.R.E.S.

Success coaching allows students to actively reflect on their current circumstances and to evaluate strategies that support/undermine their academic success.

WKU C.A.R.E.S.

WKU Online | ONLINE STUDENT SERVICES

Coaching *for* Academic Readiness, Excellence, *and* Success

WKU Online | ON DEMAND

WKU On Demand Courses

Online option that provides quality courses which students can complete in as little as 7 weeks or an extended time frame of up to 9 months.

Overview of Student Services- Retention

- Online Student Services, main page
  - https://www.wku.edu/online/services/index.php
- On Demand Courses
  - https://www.wku.edu/ondemand/index.php
- Online Success Coaching (WKU C.A.R.E.S.)
  - Coaching for Academic Readiness and Success
  - https://www.wku.edu/online/coaching/index.php
- Testing Center (Bowling Green, Regional, Off-Site)
  - https://www.wku.edu/testing/index.php

- Student Resource Portal
  - https://www.wku.edu/online/srp/
- WKU Cares, Blackboard Organization
  - online only students
  - undergraduate and graduate
- BEP Online Program, Blackboard Organization
- New Scholars Program, Blackboard Organization

Tuition Cheat Sheet
WKU Online Learning

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

Online: 270-745-3028 | online.success@wku.edu

https://www.wku.edu/bursar/home-tuition-fees.php

On Demand + F2F/Web

- **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 + per credit hour rate for the additional On Demand class(es).

Part-Time Undergraduate

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.

Full-Time Undergraduate

Fully Online Students (Web/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.

COMPARE OPTIONS!

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

The short answer is: Anyone!

WKU Online

	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*		✓
Flex-paced Courses *Allows students to set their own due dates*		✓

	WKU Online	WKU On Demand
Complete Anywhere *All students need is an internet connection*	✓	✓
Special Tuition Rate for Active Duty Service Members	✓	✓
Tuition-Free Classes for Senior Citizens who are Kentucky Residents	✓	✓
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 rate. Please see opposite side for more detailed tuition information.