WKU Online | ONLINE STUDENT SERVICES

ONLINE STUDENT SERVICES

RETENTION

On Demand

Success Coaching

Testing Center

https://www.wku.edu/online/

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
- https://calendly.com/wku-online-success-coaching-team

WKU Online | **ONLINE STUDENT SERVICES**

WESTERN KENTUCKY UNIVERSITY

WKU C.A.R.E.S.
Coaching for Academic Readiness, Excellence, and Success

WKU Online | ONLINE STUDENT SERVICES

Maintaining a campus of distinctive history and character, WKU sustains a student population of increasing quality. It fulfills its responsibility for access through its main and regional campuses, and through extensive distance learning opportunities. WKU recognizes that its mission continues to evolve in response to regional, national, and global changes, and the need for lifelong learning.

CORE VALUES OF WKU ONLINE STUDENT SERVICES

SUPPORT THE STUDENT • BUILD STUDENT CONFIDENCE • DEVELOP STRATEGIES

SPRING 2024 CENSUS

Total WKU Enrollment
*Includes Dual Credit

15,221 - Total Students
13,089 - Undergraduate
2,132 - Graduate and Beyond

SPRING 2024 CENSUS

WKU Online Enrollment
*Includes Dual Credit

9,769 - Total Students
8,149 - Undergraduate
1,620 - Graduate and Beyond

Who are OUR students?

100% Online UG *Does not include Dual Credit	100% Online Grad	1st Generation UG	GPA below 2.0
10%	65%	49%	9%

OVER 66%

Over 66% of students enrolled at WKU in Spring 2024 were registered in a WKU Online course. (not including Dual Credit or Gatton Academy)

AGE DEMOGRAPHICS:
- 23 & below - 17%
- 24-29 - 30%
- 30-39 - 29%
- 40-49 - 17%
- 50 & above - 7%

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 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.

Distance Learning Testing Center

Facilitate admissions, certification, and online learning testing for Western Kentucky University students, the surrounding community, and other higher education programs; provide a facility that promotes a positive testing experience for examinees through a clean, comfortable, quiet and user-friendly environment.

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

- Office Hours: 7:30 am – 4:00 pm CST (by appointment: email, Zoom, or by phone)

- Retention Services: On Demand, WKU CARES coaching, Distance Learning Testing Center

WHO ARE WE?

Online Student Services-
Retention and
On Demand

HTTPS://CALENDLY.COM/WKU-ONLINE-SUCCESS-COACHING-TEAM

- **John Carter- john.carter@wku.edu**

  - Online Student Support Specialist

  - South Campus, C 172

  - 270.745.4171

  - Office Hours: 8:30 am – 4:30 pm CST (by appointment: email, Zoom, or by phone)

- To schedule a session with Coach John:

  - https://calendly.com/john-carter-2m0

- College Connection: College of Education and Behavioral Sciences, Ogden College of Science and Engineering, On Demand courses

WHO ARE WE?

Online Student Services-
Retention and
On Demand

HTTPS://CALENDLY.COM/WKU-ONLINE-SUCCESS-COACHING-TEAM

- **Tammy Dorris- tammy.dorris@wku.edu**
  - Specialist, Online Student Services and Outreach
  - South Campus, C 171
  - 270.745.3028
  - Office Hours: 8:30 am - 4:30 pm CST (by appointment)
- To schedule a session with Coach Tammy:
  - https://calendly.com/wku-online-coach-tammy
- College Connections: College of Health and Human Services and Graduate students

Who are We?

Online Student Services-
Retention and
On Demand

HTTPS://CALENDLY.COM/WKU-ONLINE-SUCCESS-COACHING-TEAM

- **Alex Peach- alexandra.peach@wku.edu**
  - Online Student Support Coordinator
  - South Campus C169
  - 270.745.2673
  - Office Hours: 8:00 am – 4:30 pm CST (by appointment: email, Zoom, or by phone)
- To schedule a session with Coach Alex:
  - https://calendly.com/alexandra-peach-wku
- College Connection: Gordon Ford College of Business and Potter College of Arts and Letters

On Demand At a Glance

- Rolling admission and enrollment.
- Tuition must be paid at time of enrollment.
- In-state tuition rate regardless of residency.
- Self-pay or financial aid payment options.
- Study any time, any where.
- More than 80 courses available, including graduate courses.
- Developed and taught by WKU faculty
- Supplemental pay for teaching.
- Students have 9 months to complete the course with the option to purchase a 3 month extension.

Registration Dates

Spring Registration
December 1st - April 30th

Summer Registration
May 1st- July 31st

Fall Registration
August 1st-November 30th

- Courses start the day they enroll
- Students have 1 week to drop at 100% refund and 6 weeks with 75% refund.
- Students can withdraw from an On Demand course within 4 months.
- If a student does not complete the course within the timeframe an F is received.
- To repeat a failed course with On Demand, department head approval must be given.
- All On Demand courses are listed as restricted.

Financial Aid and On Demand

Students may enroll in <u>WKU On Demand</u> courses that can be taken via web.

The WKU On Demand Agreement is a contract between the Department of Student Financial Assistance, the enrolled WKU student, and the WKU On Demand Office. This agreement determines if a student is eligible to utilize financial aid to cover the cost of his/her WKU On Demand courses.

Students who complete a WKU On Demand Agreement with the Department of Student Financial Assistance should complete the On Demand course(s) within the semester for which financial aid is awarded. Students who receive federal financial aid to cover the cost of their On Demand courses should complete the course within the semester time frame. This is because students who sign the agreement and fail to complete their On Demand courses within their semester may be placed on financial aid probation or possibly risk losing their financial aid eligibility.

In order to use your Financial Aid to pay for a WKU on demand class, you must complete the "WKU On Demand/Financial Aid Request for Registration" form under your Financial Aid tab on TopNet.

Students must be enrolled in good standing in a degree-seeking program in order to be eligible for financial aid. In addition, students must be enrolled at least half-time to be eligible to apply for federal student loans.

Since the charges for On Demand course(s) are completely separate from regular university course charges, they are not considered in a determination of full-time hours for fee assessment purposes. For more information, visit WKU On Demand's website.

Remember, if you are using Financial Aid to pay for On Demand courses, you MUST complete it two weeks prior to the end of the semester in order to maintain your Financial Aid eligibility.

Tuition and Fees and Timeframe

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 for 12-18 hours.

On Demand + F2F and/or 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 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.

Graduate Students

There is no full-time rate for graduate students. Those who enroll in in a combination of web, On Demand or face-to-face are charged per credit hour based on class type.

On Demand graduate courses are charged the current web rate.

Timeframe after initial enrollment*

1 week   Last day to drop an On Demand course w/out a grade. Last day to receive a 100% refund for a course.

6 weeks   Last day to receive a 75% refund with a grade of W. Last day to transfer to another On Demand course.

4 months   *Last day to withdrawal with a grade of W*

9 months   Last day to complete an On Demand course. May purchase a 3 month extension for $75 to continue.

Failure to complete an On Demand course by this date or purchase an extension will result in a grade of F.

9 + 3 months   Last day to complete an On Demand course for which an extension has been granted, no exceptions.

*Your initial enrollment date is the date on which On Demand processes your registration request.

Special Tuition Rates

On Demand honors the KY Educator rate of $350.00 per credit hour.

We also honor the military rate of $250.00 per credit hour.

WKU C.A.R.E.S.
Coaching for
Academic Readiness,
Excellence, and
Success

WKU Online | ONLINE STUDENT SERVICES

- How does WKU online define coaching?
- How is it being employed?

YOU ARE NEVER ALONE IN YOUR JOURNEY TO SUCCESS!

IF YOU NEED........

1) **some help reaching your goals**
2) **someone to cheer you on along the way**
3) **an advocate if you are struggling**

WKU Online Student Services are here to connect you to your available WKU resources!

SUPPORT THE STUDENT

BUILD STUDENT CONFIDENCE

DEVELOP STRATEGIES

WKU Online | ONLINE STUDENT SERVICES

COACHING for ACADEMIC READINESS, EXCELLENCE, and SUCCESS

Learn more about Online Student Services and CARES at wku.edu/online/services/index.php or visit the Student Resource Portal at wku.edu/online/srp/

With WKU CARES, we hope to create a supportive and empowering environment that nurtures growth and development

What to expect with a Coaching Session?

Each coaching session is different and unique to the student.
- break down goals into achievable parts
- suggest strategies to apply to reach the goals
- schedule 1 or 2 sessions or regular sessions
- conversations via email, Zoom, phone, or F2F

What kinds of issues can an academic success coach help with?

- Note Taking
- Goal Setting
- Study Strategies
- Test Preparation
- Time Management
- Motivation
- Self-Awareness

- Communication Skills
- Organization
- Stress Management
- Life Balance
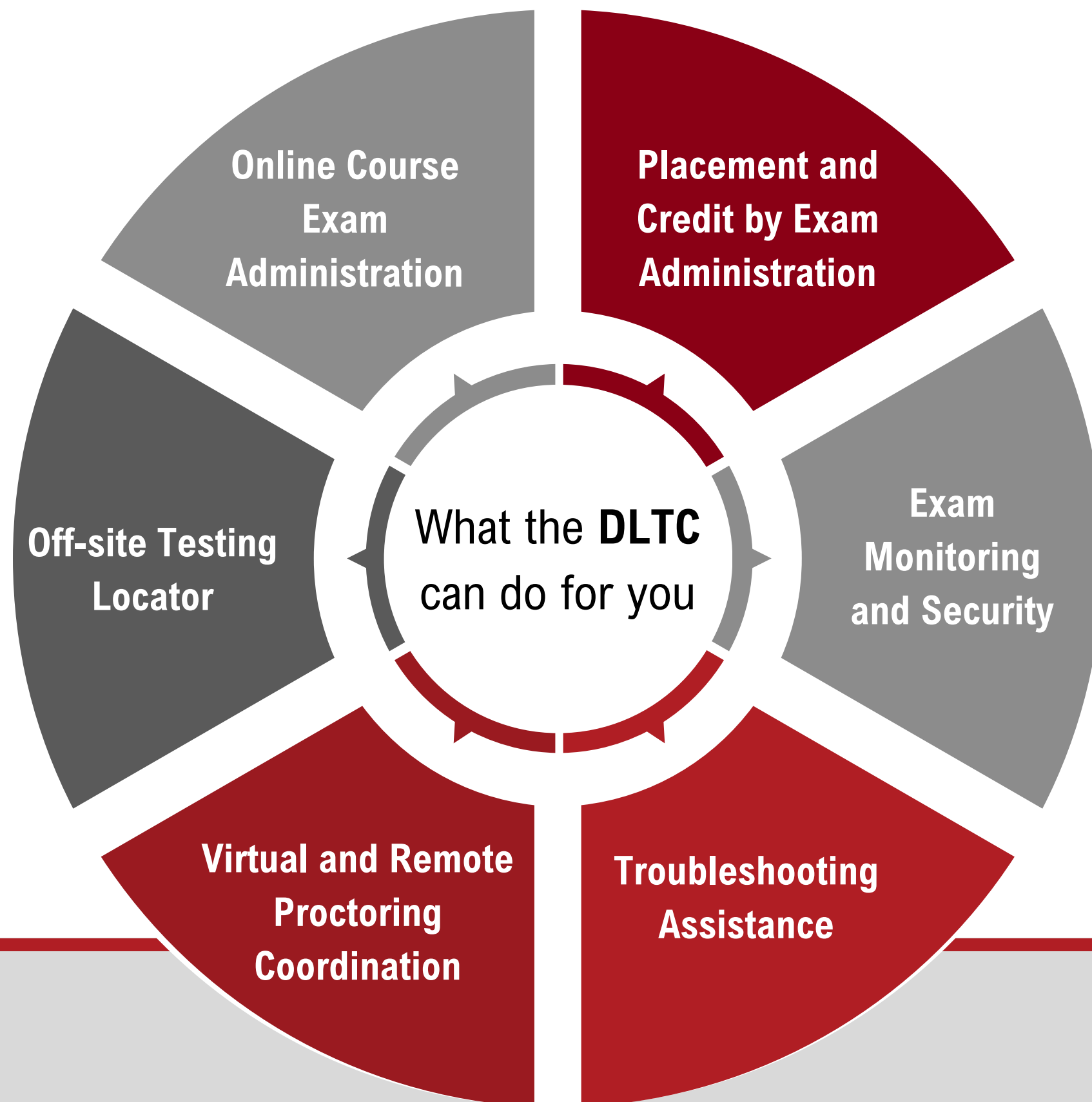- Campus Engagement
- Connection to Resources

SUPPORT THE STUDENT • **BUILD STUDENT CONFIDENCE** • **DEVELOP STRATEGIES**

DLTC

DISTANCE LEARNING
TESTING CENTER

What the **DLTC** can do for you

- Placement and Credit by Exam Administration
- Exam Monitoring and Security
- Troubleshooting Assistance
- Virtual and Remote Proctoring Coordination
- Off-site Testing Locator
- Online Course Exam Administration

☑ **For a list of acceptable placement exams for WKU admissions**
- *Visit https://www.wku.edu/getready/*

☑ **Scheduling at DLTC for admission, placement, and credit by exam**
- *Visit registerblast.com/wku*

☑ **Test Preparation through WKU Continuing and Professional Development**
- *Visit https://www.wku.edu/cpd/test-prep/index.php*

☑ **Test Preparation for CLEP**
- *Visit https://modernstates.org/*

☑ **Test Preparation for Accuplacer**
- *Visit https://practice.accuplacer.org/*

WKU Online | DISTANCE LEARNING TESTING CENTER

(270) 745-3158
testing-center@wku.edu
wku.edu/testing/students.php

Additional Questions?

Would benefit from an online success coach? Would you like to connect further?

- tanya.vincent@wku.edu

- tammy.dorris@wku.edu

- john.carter@wku.edu

- alexandra.peach@wku.edu

WKU
C.A.R.E.S.

WKU Online | ONLINE STUDENT SERVICES

Coaching *for*
Academic Readiness,
Excellence,
Success

Overview of Student Services- Retention

- 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
    - CLEP or College Readiness (Accuplacer)
    - Online and On Demand Course exams and more
- On Demand Courses
  - https://www.wku.edu/ondemand/index.php

- Online Student Services, main page
  - https://www.wku.edu/online/services/index.php
- Student Resource Portal
  - https://www.wku.edu/online/srp/
- WKU Cares, Blackboard Organization
  - online only students
  - undergraduate and graduate
- Collaborate with Retention programs:
  - BEP Online Program, Blackboard Org
  - New Scholars Program, Blackboard Org