

WKU[®]

C.A.R.E.S.

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

 **WKU[®]**
Online







**ONLINE
STUDENT
SERVICES**



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

Online Well-Being Framework: A Helping Philosophy

- Meet students where they are
- Empower them to take charge of their academic and personal growth

-  **COLLABORATION**
-  **EMPATHY**
-  **ACTIONABLE SUPPORT**
-  **RESILLIENCE**
-  **SELF-ADVOCACY**
-  **CONFIDENCE**

MEET OUR TEAM



John Carter
Online Student Support Specialist
john.carter@wku.edu



Tammy Dorris
Specialist, Online Student
Services and Outreach
tammy.dorris@wku.edu

**Winner
of the
Prestigious
UPCEA**
EXCELLENCE IN ADVANCING
STUDENT SUCCESS
AWARD
2023



WKU
Online



Alex Peach
Online Student Support Coordinator
alexandra.peach@wku.edu



Tanya Vincent
Program Manager,
Online Services
tanya.vincent@wku.edu

WESTERN KENTUCKY UNIVERSITY

 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.

STUDENT SUPPORT CHALLENGES

- limited programming resources
- lack of student engagement and motivation
- institutional buy-in for student support services

SPRING

20
24

CENSUS

Total WKU Enrollment

*Includes Dual Credit

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

SPRING

20
24

CENSUS

WKU Online Enrollment

*Includes Dual Credit

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

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)

100% Online UG

*Does not include Dual Credit

10%

100% Online Grad

65%

1st Generation UG

49%

GPA below 2.0

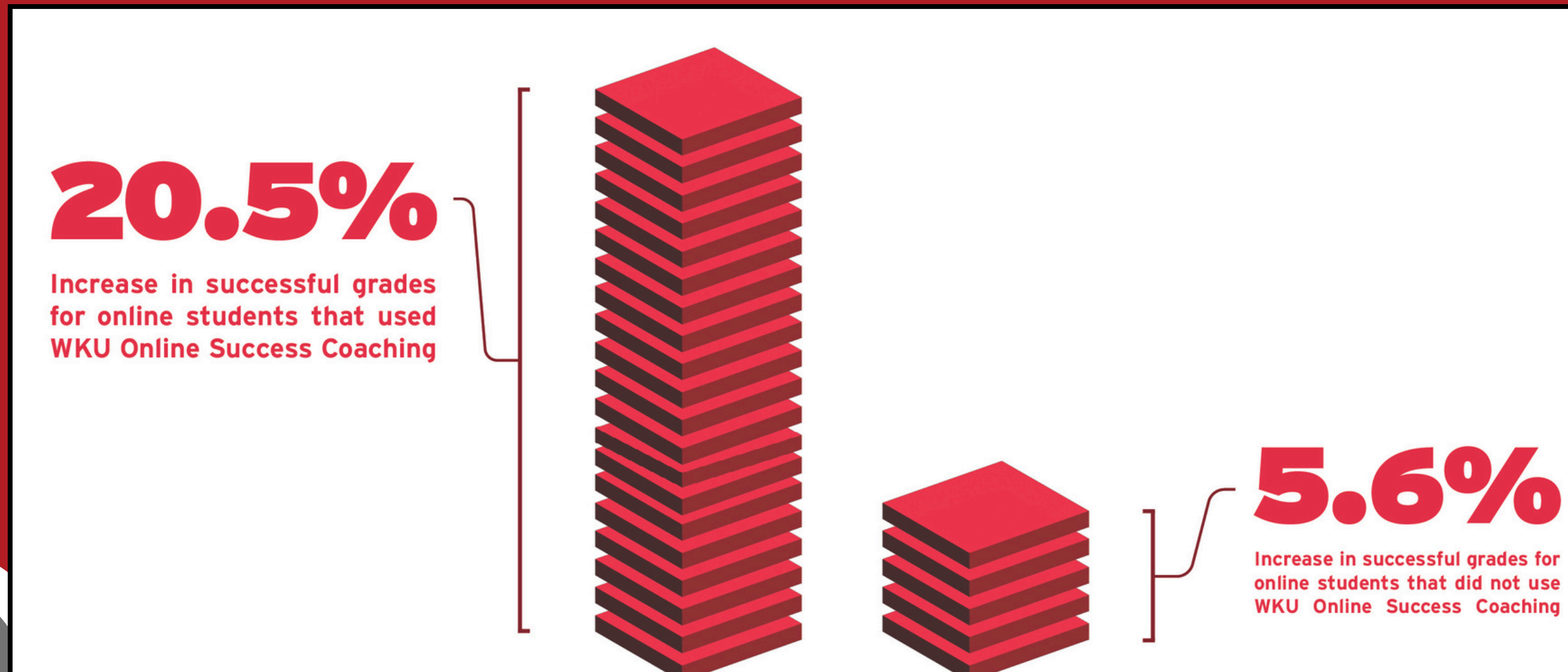
9%

AGE DEMOGRAPHICS:

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

STUDENT SUPPORT OUTCOMES

**The Difference
Support
Services Make
for Students**

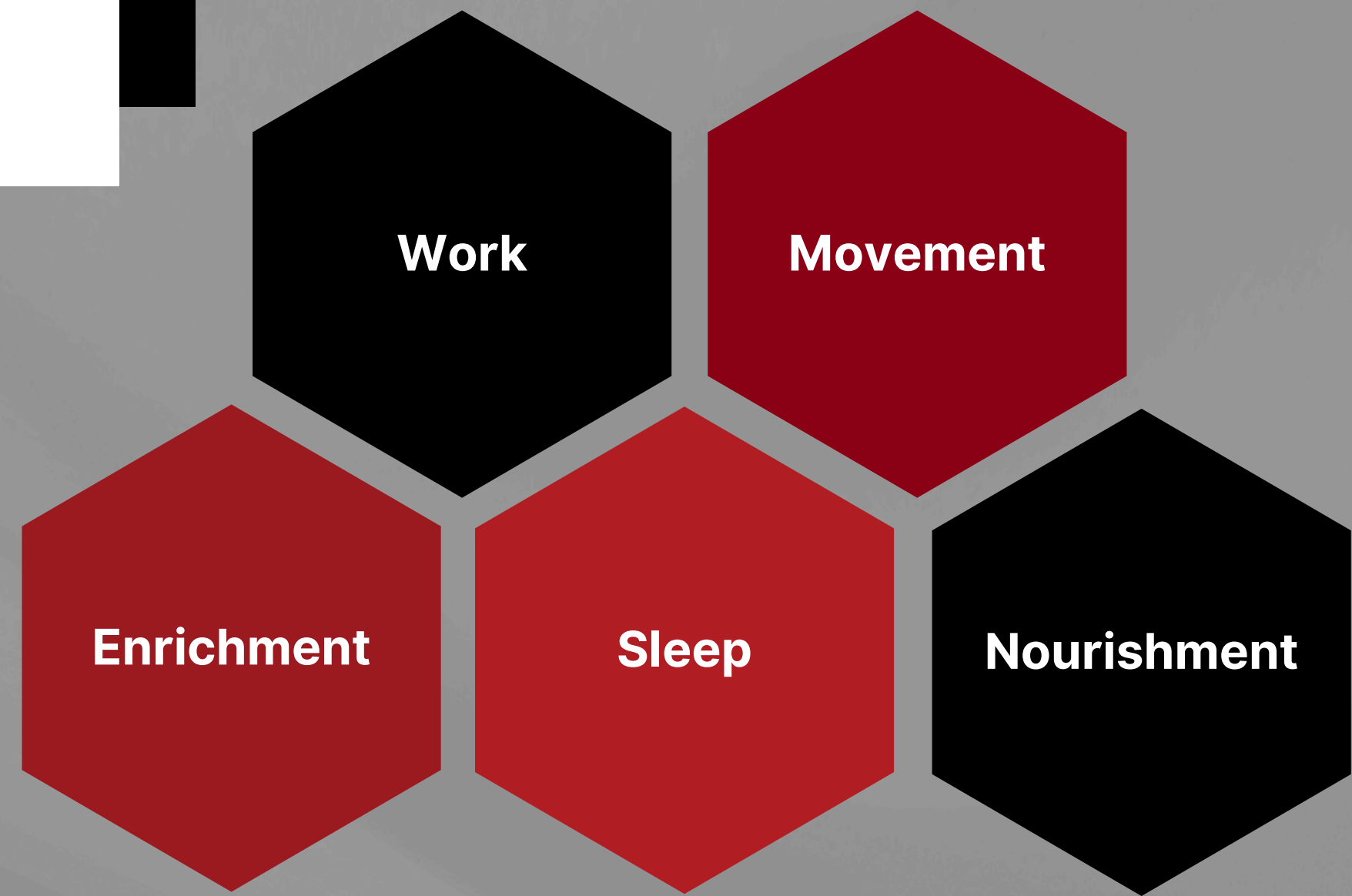


WKU Online students who interacted with our Student Support Coaches were 20% more likely to succeed in courses than other students who did not receive coaching services. They also made substantial improvements to their GPA's after coaching services were utilized.

- **Support Services**
 - **empower students**
 - **give them a voice**
 - **advocate for needs**
 - **increase awareness of challenges**
 - **help build connected community**

BALANCING OUR TIME

How we manage the time given to us in a day is often responsible for our stress levels. If an important task in our life is not given the proper amount of time to complete, we will become stressed when we are rushing to finish it before the deadline. If we do not take the time to care for ourselves, we put our minds and body under both emotional and physical stress. It is important to encourage our students to start looking for the balance in their lives and remember that we have to maintain our own before we can be helpful to others.



ENCOURAGING WELLNESS



Plan to have free time in your day and dedicate it to things that make you feel relaxed, happy, or fulfilled.

Whether that means spending time with loved ones, catching up on a television show, or scrolling social media for a bit; that time is yours to make the most of.



It is important to dedicate the appropriate amount of time in our day to completing necessary tasks. Once you have planned when you're taking some free time, it'll be easier to get through some of the more strenuous parts of your busy day.

We are not able to balance our days if we are not giving our bodies the proper amount of rest and recovery. If you aren't sleeping enough, you are less likely to adhere to your plan to achieve your work-life balance. It is the foundation of having a successful day.

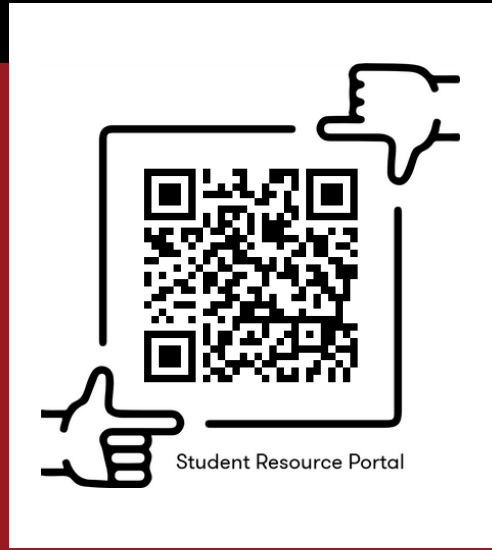


Moving our bodies consistently every day is so important to our physical and mental health. Make sure to use your body, whether that's taking a walk, mindful stretching, or getting a workout in. It'll help break up the more boring parts of your day as well as reduce stress levels.





CONNECTING TO RESOURCES



- Financial Aid
- Advising
- Career Development

- Counseling
- Tutoring
- Accessibility Resources

- ITS
- Library Services
- Military Student Services

- F1rst Gen Programs
- Student Activities
- TRIO Support Services

- Academic College Connections (undergrad and grad)

WKU Online | ONLINE STUDENT SERVICES

- Academic Student Success Coaching
- On Demand courses
- Distance Learning Testing Center

**Walk through of essential campus resources
available in person and online.**

FUTURE PLANS

■ Peer Mentorship

Develop a peer mentorship component that empowers experienced students to support their peers. It will build community, enhance engagement, and offer relatable support.

■ Enhanced Cross-Campus Collaboration

Strengthen partnerships with faculty, advisors, and other offices to provide a more unified support network so we can offer coordinated interventions.



FUTURE PLANS

■ Targeted Outreach to Specific Populations

Expand outreach strategies to better serve underrepresented student groups with customized coaching, resource recommendations and proactive communication.

■ Increased Utilization of Online Resources

Grow and promote our YouTube channel and digital content library to deliver support on pertinent topics for online learners as an on-demand resource that will offer an accessible way to connect



OUR CONTACT

■ tanya.vincent@wku.edu

■ tammy.dorris@wku.edu

■ john.carter@wku.edu

■ alexandra.peach@wku.edu

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