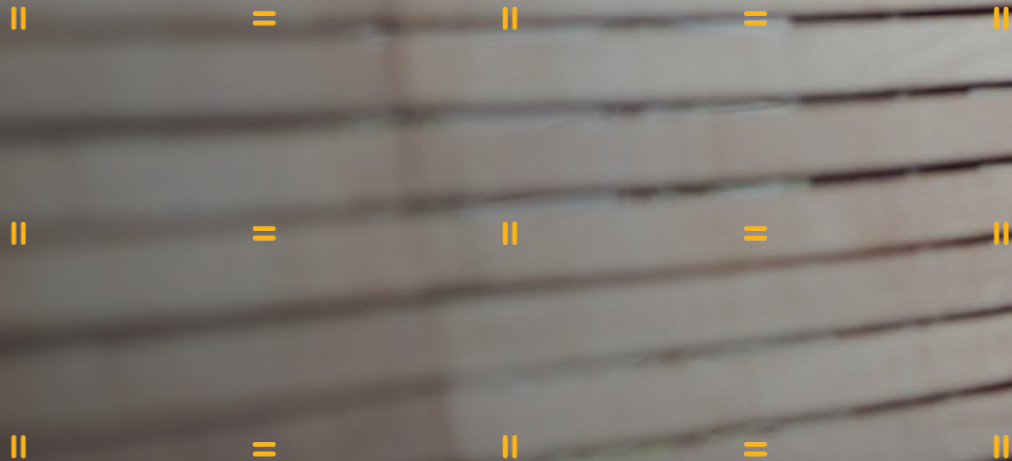


Oregon State University Ecampus

SUPPORTING ONLINE POST-TRADITIONAL ADULT LEARNERS THROUGH COACHING WITH PRESENCE - A SYSTEMS VIEW



**Oregon State
University**



Agenda

- Overview of Oregon State University & Ecampus
- Defining the Ecampus Student
- Student Success Team
- Coaching Foundations
- The Evolution of Coaching
- Campus Collaborators
- Breakout Rooms



Your Presenters



Bethany Ulman
Student Success Coach



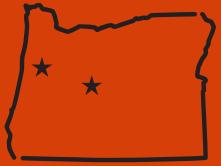
Aaron Worley
Student Success Coach

Oregon State University/ Ecampus Overview





Established **1868**



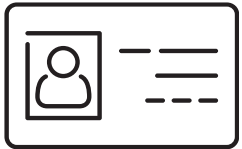
2 Oregon campuses



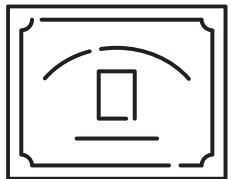
Students in all **50** states
and **50+** countries



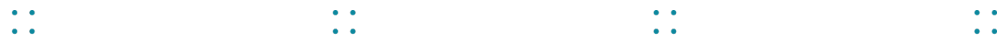
100 programs



12,000+ students



9,000+ degrees earned










Taniah Johnson – Human Development and Family Sciences graduate



Hope Nelson – German graduate

The Ecampus Student

Student Demographics (n=12,836)

 Average age	 Part-time	 Oregon	 First gen	 Military
31	80%	26%	41%	10%

Degrees Earned in AY 21-22

Bachelor's



Postbacc



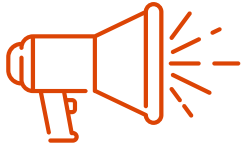
Nondegree



Graduate



Ecampus Student Characteristics



Ecampus students often require more frequent and detailed communication – additional follow up, meetings, and are likely to be in different time zones

Come with a wealth of knowledge – including transfer credits, work history, military experience, and more

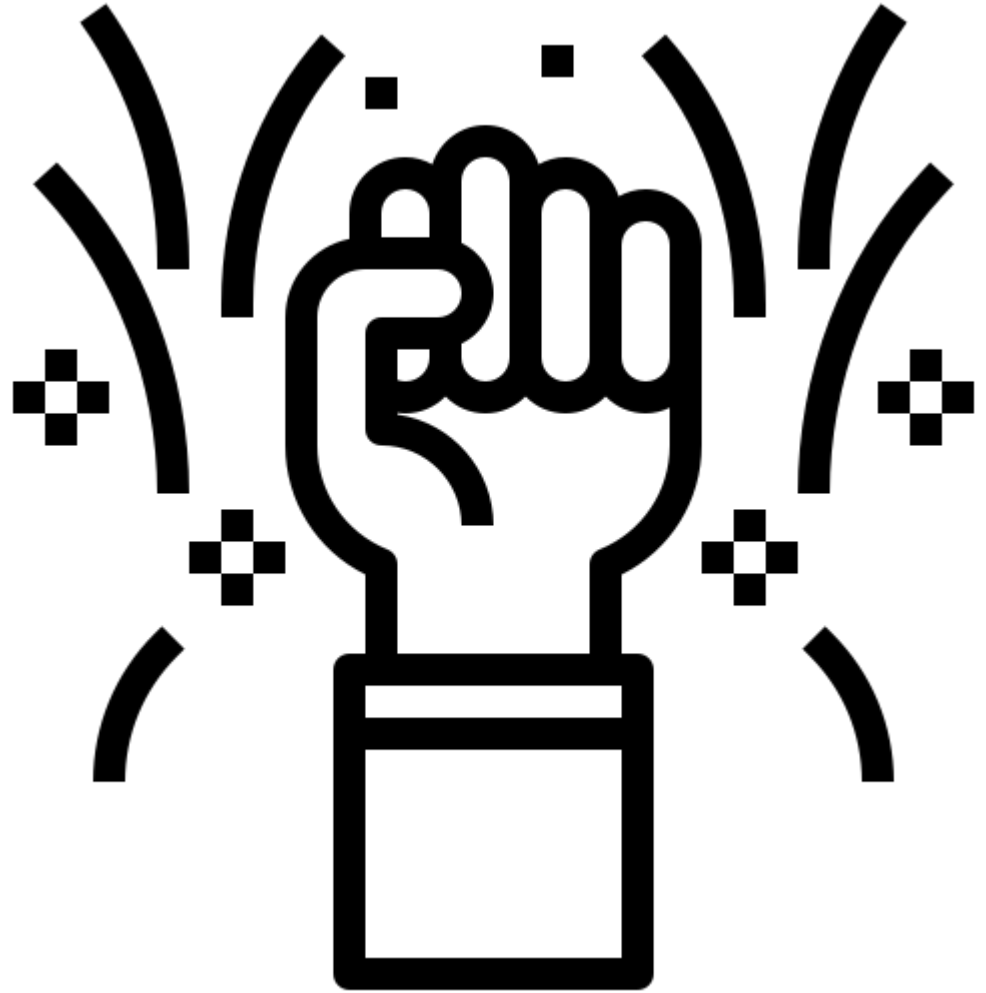


Deeply appreciate connection with faculty and other students – are searching for a sense of belonging which can be more challenging to create

Want and need to be seen as an individual requiring support services to meet them where they are



Ecampus
Student
Success Team



Student Success Team



Tay McEdwards
Proctoring Manager



Gina Rogers and Joan Oakes
Student Service Specialists



Eddie Rodriguez
Student Engagement
Program Manager

Student Success Coaches



Aaron
Worley



Rachael
Guenthner



Rebeka
Phelps



Bethany
Ulman

How do you define
coaching?

Coaching at OSU Ecampus

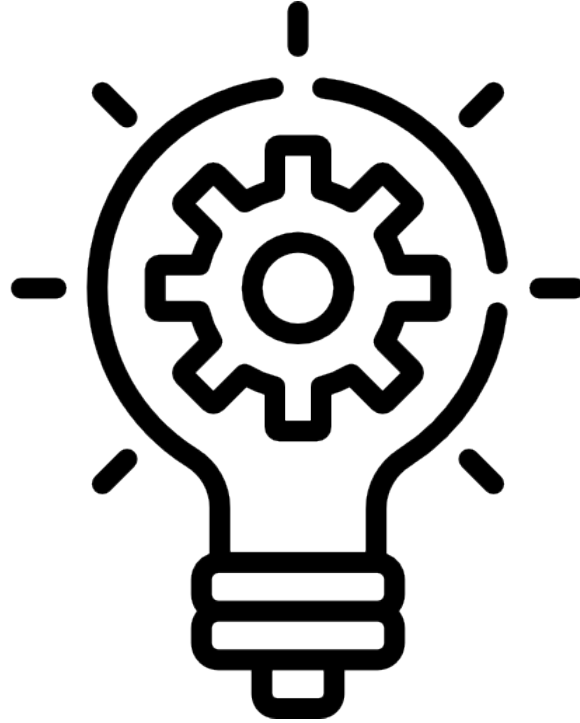
*Coaching is an individual, one-on-one meeting to help students outline their unique goals for success. We discuss topics that make a difference in online learning success, and we help students identify resources and people in their support networks they can rely on while they pursue their education. At the core of coaching, we focus on **presence and awareness** to help students bring new perspectives into the way they take on challenges.*

Coaching Foundations



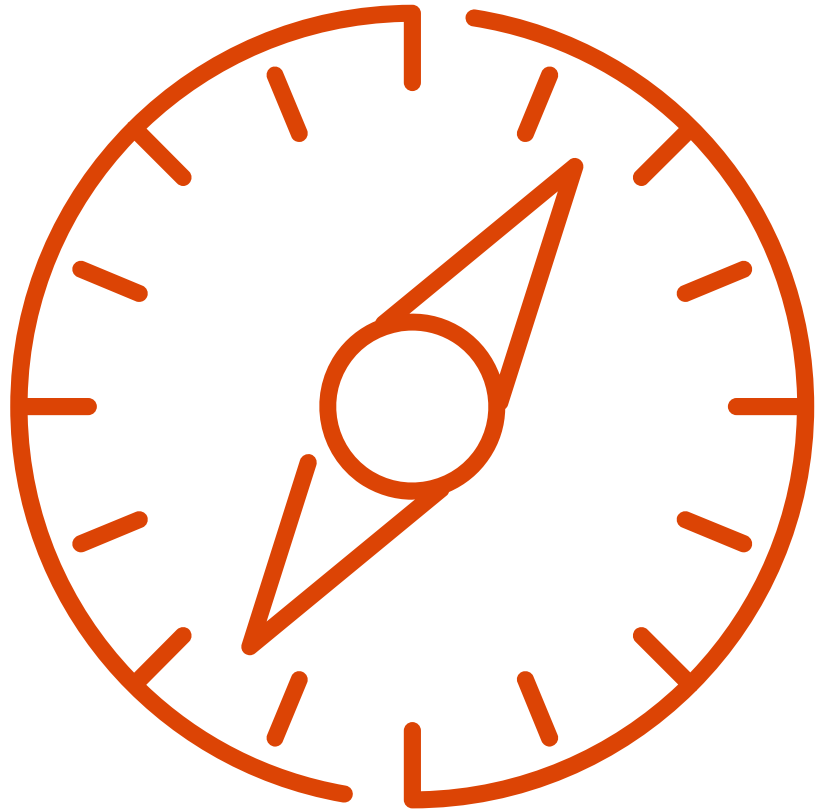
Coaching Foundations

Presence-
Based
Coaching



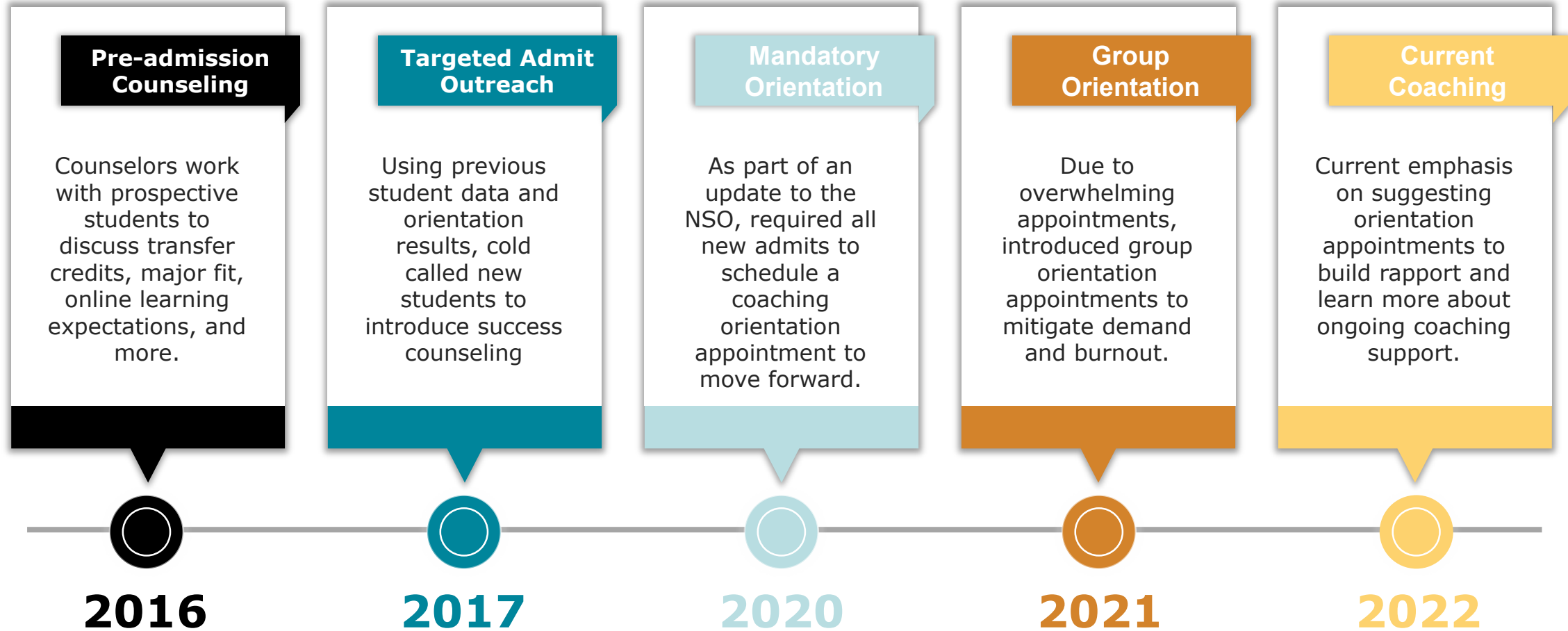
Motivational
Interviewing

Appreciative Coaching



The Evolution of Coaching

Coaching Program Evolution



Coaching Types

Orientation

- Scheduled as part of the orientation
- Focus on rapport building
- University navigation including next steps
- Online learning readiness

First-term

- Focus on the transition to OSU (could include transition to online learning, returning to school)
- Identifying OSU resources
- Recognizing and building on strengths

Issues/Course Concerns

- Course issues
- Tutoring/academic support resources
- Petition support
- Financial issues

Ongoing

- Students past their first term
- Often focuses on life circumstances impacting academic success
- Creates a connection to the university

Coaching – By the numbers

Scheduled

3303

Completed

2288

Orientation

886

**Completion
Rate**

69%

Coaching Student Demographics

Female	60%
Age	31
Resident	24%
Veteran	7%
First generation	30%
Corporate collaboration	4%

Top 6 Majors

- Computer Science (postbacc and B.S.)
- Business Administration
- Zoology
- Fisheries and Wildlife
- Psychology



Coaching Collaborations

Campus Partners

Ecampus

The success team collaborates with both our Marketing and Enrollment Services(MES) team and our Course Development and Training (CDT) team to share student stories, help others learn about coaching and address student course concerns.

Academic Advisors

Coaches work with advisors in the different academic units and colleges across campus. As partners, we work to support the whole student. In the evolution of our coaching program, rebuilding trust and respect was crucial for buy-in.

Campus Committees

Coaches sit on many campus committees to serve as an advocate and bring a voice to the Ecampus student experience.

Search Committees

As new advisors are needed, coaches sit on search committees to help ensure potential candidates are aware of the unique challenges of this population. Coaches also help in onboarding new advisors to Ecampus.

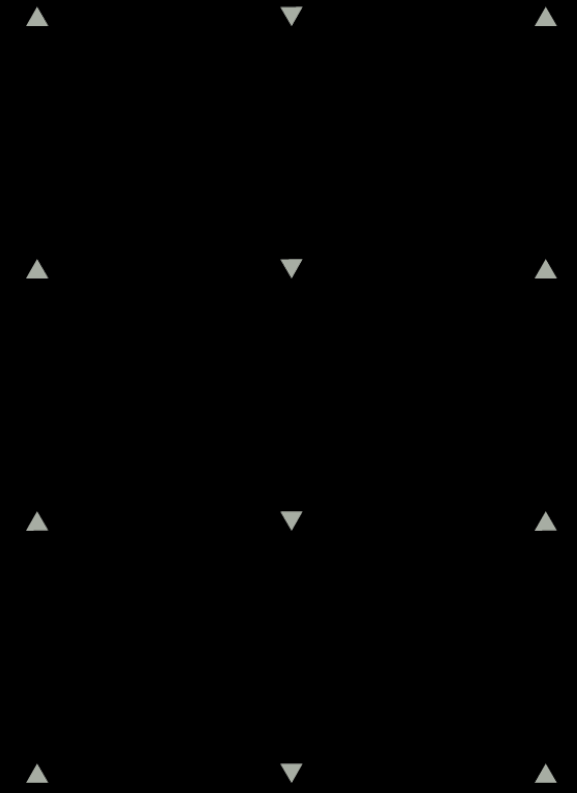


Breakout Room

What is your next step?



THANK YOU!



Contact Me



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Oregon State University Ecampus

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