# Transcript: It Podcast – ep 68 - New Student Series – 3 truths and a lie with course instructors – julianne koch and jessica gelterio

*The following transcript is a verbatim account of the video or audio file accompanying this transcript.*

Speaker #1 (Narrator):

WGU's IT audio series. Flexible, portable, profound.

Speaker #2 (Julianne Koch):

Hello and welcome to the IT Audio Series. Today we wanted to chat with you about some topics specifically for new students, although the information can certainly be helpful for anyone. Before we get started, we want to introduce ourselves. I'm Julianne Koch, and I've been a program and run the IT college since 2012.

Speaker #3 (Jessica Gelterio):

I'm Jessica Galterio and I've been a program mentor in the IT college since 2015. In our experience, we've seen a lot of different strategies for success as a student at WGU. We wanted to share with you some of the best tips and tricks for your first term.

Speaker #2 (Julianne Koch):

One of the get to know you team-building activities thatI actually really like doing is three truths and a lie. For each person says something that isn't true, mixed in with three things that are, and then the rest of the group has to try and figure out which one is the lie. Today, we're going to use that format to talk about how to work with your course instructors. Jessica, are you ready to hear my three truths and a lie about course instructors?

Speaker #3 (Jessica Gelterio):

I sure am.

Speaker #2 (Julianne Koch):

Alright, here we go. Number 1, a course instructor's number one goal is to help you pass your course. Number 2, course instructors hate it when you bothered them with questions. Number 3, the majority of the course instructorsday is set aside for one-to-one appointments with students. Or Number 4, course instructors host regular live webinars to discuss the most difficult topics in the course. Which one's the lie?

Speaker #3 (Jessica Gelterio):

I think I know this one. The lie is that courseinstructors hate it when you bother them with questions, isn't it?

Speaker #2 (Julianne Koch):

Yeah. Course instructors actually really like it when you ask them questions. Because it makes the rest of their job easier. You're not bothering them with your questions and trust me, it saves you time and energy to reach out to them when you aren't sure about something.

Speaker #3 (Jessica Gelterio):

That means a course instructor's number one goalis to help you pass your course, that's a truth?

Speaker #2 (Julianne Koch):

Definitely, that is what your course instructor is there for, their job is to help you succeed. There are a few different ways that they do that. To get in touch with your course instructor, you just log into your course of study andthen you look in the top right corner of your screen.

Speaker #3 (Jessica Gelterio):

Oh, okay. I see their picture, their phone number, office hours, a link to chat. Wow, that's really helpful. Then I also see a link directly totheir calendar so I can set up an appointment with them. That's really awesome. It's so easy to get in touch with them, isn't it?

Speaker #2 (Julianne Koch):

It definitely is. That gets me to the next truth. The majority of the course instructors day is set aside for one-on-one meetings with students. When you set up that appointment, it can feel a little intimidating. But know that your course instructor really wants you to set up that call. Because it gives them the chance to sit down and talk with you about what you know, what you need to know, and figure out a great approach to the course material so that you can be successful.

Speaker #3 (Jessica Gelterio):

What if I have really specific questions though?

Speaker #2 (Julianne Koch):

That's great. You can set up an appointment, you can email them, you can chat with them. There are a lot of ways, but I personally recommend setting upthe appointment because odds are probably have a follow-up question too.

Speaker #3 (Jessica Gelterio):

That's great. I always have follow-up questions. What else can course instructors do?

Speaker #2 (Julianne Koch):

Course instructors also put together webinarsor cohorts which are more structured webinars, to discuss topics that students might find more challenging. There's no reason to reinvent the wheel. If there's a difficult topic in a course, there's a good chance the course instructor already has time set aside on their calendar todiscuss that topic live with a group so that you can discuss the topic, ask questions and get good information. Some course instructors will have a webinar series where they'll do several webinars throughout the month, go to all of them, follow along with the course material and you'll finish that course right on time.

Speaker #3 (Jessica Gelterio):

What if I can't make the live event? My schedule can be really busy sometimes between work and my family?

Speaker #2 (Julianne Koch):

No problem. Go ahead and reach out to your course instructor, you can either do a one-on-one appointment withthem and go over the webinar material that way, or you might be able to get a copy of the slides or see if there's a recorded version. Going live is always the best way to do it but sometimes our lives are pretty hectic and that's difficult to do.

Speaker #3 (Jessica Gelterio):

Course instructors sound like such a wonderful resource. I'm so glad we have the opportunity to have one-on-one time directly with an industry expert who is passionate and excited about working with students and helping them to be successful.

Speaker #2 (Julianne Koch):

Absolutely. If you're listening tothis episode and you're on the fence about reaching out to your course instructor, I want to encourage you, do it today.

Speaker #1 (Narrator):

Schedule time with your program mentor to explore more deeply. WGU, a new kind of you.