# Transcript: IT Podcast - Personal Recovery Plan

*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 (Dr. Dan Morrill):

Hi and good day. This is Dr. Dan Morrill from WGU again. Today we're going to talk about your personal recovery plan.

The personal recovery plan is really a process for you to go through and have access to tools and support here at WGU that will help you study for your next exam in a lot of ways. The one big thing is to remember that as you stay for your next exam or write your next paper, you got this. You've now taken the test, you know what to expect, you're not going to go in cold. You have that experience now that you can use to your advantage, which we definitely want to do.

The first thing that we want to do is we want to set up your support network within the school itself. There's a lot of people here to help you, whether it's math or papers or tests, whether it's third-party or internal OA. The idea is to pick the right group of individuals to help you. The first one and the most important ones are your Success Centers, the Student Success Centers. There's a specific math center, a specific writing center, and then for third-party or internal OAs your program mentor and your course instructor can really help you. Definitely set up time via TimeTrade if you can. Some course instructors or program managers will actually work over WebEx, which is important if you can get that. Any face-to-face is more likely to remember, so there's nothing wrong in asking for a WebEx or face-to-face, either working with the Math Center or working with the Writing Center or anyone else.

The next big step is to review your test results. You get something called a coaching report for all internal OAs, whether that's a Math or just a regular test, it's whatever you take. The one thing to remember about your OA coaching report is that you really want to focus on the red sections or the orange sections, and that's the important part of this. Anything that's red, you know you need to go back and really just do some in-depth study. For your yellows or oranges, you really need to go back and just study those. Then your greens, those are what you review before you take the test. That's that important part, is making sure that you've reviewed all the things.

Your steps for taking care of something that's math-oriented 955 or 957 or some other math course, the first thing you want to do is make an appointment with your Math Center and you want to work with your CI and PM with that coaching report and go through, what did they think your next best steps are? Focus on those red and orange sections and set the date for the test after you're finished with your Math Center appointment and have gone through everything with your CI and PM. Setting the date always means that it works better in your favor for that. Then review those tests, math questions, practice tasks, focus on those red and orange sections to manage your time, be realistic, how much time you actually had to get things done by, and then retake the test.

Papers are no different, but we use a different kind of language on that, so you're going to be working with the Writing Center. For the Cloud computing programs, the majority of papers don't pass for what's called professional articulation. All that is just grammar and spelling, so the Writing Center uses a program called Grammarly. You can go to Grammarly and run your paper through that and see what they recommend. That is a great first step. You want to make your appointment with your Writing Center, develop any changes with your CIPN against the rubric, write those changes in the paper, review those changes with the Writing Center, and then manage your time, again, realistically, how much time do you have to get this done by, and then submit your paper.

All third party. Now that's a little bit more interesting. Third-party exams are different in that they needs competencies or needs improvement. In general, a book on TEAISC squared or something else will give you an idea of what sections to go study. If you get a section that says, "Need improvement," that's really where you want to focus your process on. Needs competencies, those are things you just would want to review before you go. The same thing as an internal OA, make an appointment with CI, either WebEx or phone. You could partner with your PM and CI, make sure that you are working with this same coaching report. Focus on all the needs improvements sections and then set your date for your retest. Some tests have longer wait periods than others, most of the ones we have here are a 14-day wait, so you've got two weeks until you can go possibly retest. You want to make sure that you've used that time well to study and then review and then do your practice test. Always do your practice test. Again, manage how much time you have to reasonably do this and then retake the test. Same thing for your internal OAs. Again, it's all the same process where you're talking to your CI, your PM, you're working with the Success Center, focusing on red and orange sections, then go from there. There are sections in this personal recovery plan that you can use to customize for yourself.

Then in step 3, make sure that you do that test date, make sure that you are ready to go, and then setting the test date to help you focus and then go take the test. Watch and repeat as needed if we may need to do this again just in case. But when you're done, make sure you take time out to celebrate, you did it, and you want to make sure that you go and do fun to celebrate your whole win over this exam or test.

If you do have any questions, please do go ahead and pull this file down and take a look at it. Let me know if there's anything that you want to talk about. My contact information is in the file, and I am more than happy to talk to you about this. Thank you very much for your time and I wish you a best day.

Speaker #1 (Narrator):

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