# Transcript: IT Podcast - Ep 75 - Realistic Expectations For Success with Julianne Koch and Jessica Galterio

*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. I'm Julianne Koch and I've been a program mentor at WGU since 2012.

Speaker #3 (Jessica Galterio):

I'm Jessica Galterio and I've been a program mentor in the IT college since 2015.

Speaker #2 (Julianne Koch):

Today we have a special episode of the IT Audio Series. This episode is for new students and potential students. We're talking about what you can expect it to look and feel like when you're a student at WGU as well as what the expectations there are for students.

Speaker #3 (Jessica Galterio):

For many people, WGU seems too good to be true. I can work at my own pace, I can get IT certifications. I can do it on my own time. That sounds amazing. Sign me up.

Speaker #2 (Julianne Koch):

Absolutely. Those things are totally true, but there's also another element that many people forget about. You're still enrolled in a fully accredited university that does have minimum expectations of you. For example, students are expected to meet on time progress which is at least 12 CUs for undergraduate programs and eight CUs for graduate degrees. Many students are able to complete more, but that's that minimum expectation every term.

Speaker #3 (Jessica Galterio):

What do successful students look like then? Well time management is a huge component to success at WGU. We know that you are balancing a busy life with school, things like work, family, personal health, and hobbies. They are important and continue to be important for our students.

Speaker #2 (Julianne Koch):

We expect you as a WGU student to bean expert at time management by the time you graduate. No one is perfect at the beginning, but we have many episodes of the IT Audio Series that are dedicated to managing your time and your program mentor is also a wonderful resource.

Speaker #3 (Jessica Galterio):

Yes. The most successful students devote as much time as they can to studying. Usually this comes out to at least 20 hours a week. When my students are able to put 20 hours in every week of study time, it is incredible what they're able to accomplish, but you can spend more time too.

Speaker #2 (Julianne Koch):

Absolutely. Consistency is also really important, so you have six months to complete your courses, but it would generally be a bad idea to try and finish all of them in the last month. Usually that just ends in stress, anxiety, not actually learning the material very well and often failure. Consistency, working on your courses every week in order to keep getting forward momentum, making good progress, retaining what you are learning, those things really do make for the best students.

Speaker #3 (Jessica Galterio):

Not to mention, the students that do that are more likely to finish their initially enrolled courses sooner and have that opportunity to accelerate.

Speaker #2 (Julianne Koch):

Absolutely. Students who accelerate one or two courses a term, end up graduating a year earlier than initially planned. You don't have to do your whole program in one term, even though you can if you really want to and you work hard, but if you just accelerate a couple of courses a term, actually will end up saving a ton of money in the long run.

Speaker #3 (Jessica Galterio):

Not to mention, you have your degree sooner, and you can get that job you got your eye on that pays more.

Speaker #2 (Julianne Koch):

Though it pays off in multiple ways, future you will be so grateful for the hard work that you put in today.

Speaker #3 (Jessica Galterio):

Yeah. We know that using your time well is important, so let's talk a little bit about how you'll be spending that time.

Speaker #2 (Julianne Koch):

Yes. Our programs have a lot of different opportunities for learning in different ways. We use a variety of reading materials, video-based materials, interactive labs, quizzes, and practice exams to help you learn the material.

Speaker #3 (Jessica Galterio):

These materials are designed by instructional designers to give youthe best resources they can in orderto understand what you need to know to complete each course. We also use resources that align very clearly with industry certification. For example, we've partnered with CompTIA and Cisco to get resources to you that come directly from the same people that design your certification exams.

Speaker #2 (Julianne Koch):

You also have access to wonderful course instructors who areindustry experts and they're there to help you learn the material as well. They are available in many ways, they do one-on-one live phone calls.

Speaker #3 (Jessica Galterio):

Which are awesome.

Speaker #2 (Julianne Koch):

Definitely. They also answer emails, conduct webinars and cohorts where you can gothrough some of the more difficult concepts in each course. These course instructors know their stuff andtheir entire job is helping you to be more successful in your course.

Speaker #3 (Jessica Galterio):

Let's talk about assessments. In order to pass each course in your program, you'll be expected to complete an assessment. Some of our programs have extensive writing elements especially in the graduate degrees. Many of our courses will require you to earn industry certifications. The cost of two attempts at those certifications are included with your tuition.

Speaker #2 (Julianne Koch):

That's definitely a value. Earning credit while also earning the certificate is a great thing. Just to remember that these certs are required, so expect to take some high-stakes exams.

Speaker #3 (Jessica Galterio):

Now if all this sounds overwhelming, that's okay. We're just talking about what workload to expect while you're in your program at WGU.

Speaker #2 (Julianne Koch):

We also want to talk about the excellent supportthat you will receive from faculty and staff at WGU. We've already talked a bit about your course instructors who are wonderful individuals who will help you on your journey to your degree. Let's talk a little bit about program mentors.

Speaker #3 (Jessica Galterio):

Yes, let's. We're both program mentors in the IT College.

Speaker #2 (Julianne Koch):

I can sum our job up in one sentence. Our job is to help you, the student, to be successful and earn your degree at WGU.

Speaker #3 (Jessica Galterio):

We are there to have regular conversations with you about your progress, your goals, and any obstacles you encounter on the way.

Speaker #2 (Julianne Koch):

Let's be honest, there are always obstacles. They may be big or small, but I've had students who have needed to get back on track because they just had a bad week: flat tire, forgot to pick the kids up on a half-day, it's snowing, those types of things. They were still able to get back on track when we talked because we were able to find new ways to help them still be successful.

Speaker #3 (Jessica Galterio):

There are also big life events. Life doesn't stop just because you are going to school. I've had students who've been successful through things like new babies, getting married, health scares, taking care of sick family members. Things are going to happen and our job is to help support you and help you to be successful as a student no matter what's going on in your life.

Speaker #2 (Julianne Koch):

We also know about your program, about WGU policies, about who to contact with that form you need to get for your employer, where to get started on financial aid. Your mentor is your guide and will absolutely be there for you throughout your program.

Speaker #3 (Jessica Galterio):

Ultimately the hard work that you put intoyour degree into managing your time and working forany setbacks or challenges that you have along the way will help you to be a more marketable graduate.

Speaker #2 (Julianne Koch):

Absolutely. Employers know that WGU graduates have time management skills, have the ability to self-motivate, and be great self-starters. They know that WGU graduates already know how to take initiative and how to utilize their skills inan industry standard certifications and programs as well as utilize the people around them to help them succeed.

Speaker #3 (Jessica Galterio):

That's why WGU degrees are so highly respected by so many employers andwhy they consistently rank WGU graduates as some of their most capable employees.

Speaker #2 (Julianne Koch):

Hopefully, this episode has helped you to understand the expectations that WGU has ofstudents as well as the resources andthe people that are available to you to help you succeed.

Speaker #3 (Jessica Galterio):

Some parting words. There will be challenges, but you will have help. There may be setbacks, but you can beat them. You can find out more information about expectations as well as many students' success stories on the IT College website at WGU. edu.

Speaker #2 (Julianne Koch):

Thank you for listening to this episode. Check out the other episodes of the IT Audio Series for more resources on time management and overcoming obstacles as well as specific course content.

Speaker #1 (Narrator):

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