# Transcript: IT Podcast - EP 165 - Resiliency - Lavendar Boyles and Jodi Milliner

*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 (Lavender Brown):

Hi, this is Lavender. I'm a program mentor in the MSITM program.

Speaker #3 (Jodi Milliner):

I'm Jodi, I'm also a program mentor in the MSITM program.

Speaker #2 (Lavender Brown):

Today we're going to talk about resiliency. What does that mean? It means not giving up. It means persevering through difficult times, whether that be not passing a test or having a paper returned, or just finding the motivation to continue on in your program when things seem difficult. Getting a degree and committing to a program that can be anywhere from a year to two years long is a big deal. It is not an easy choice and there may be bumps in the road that hinder your progress. But students need not let those bumps discourage them to continue on.

Speaker #3 (Jodi Milliner):

That's right. The Mayo Clinic has an article on building skills to endure hardship. The article lists six ways to improve resiliency and we wanted to look at these points and how to apply them for this program. Number 1, get connected. Make sure you have a good support network of family and friends who can share in your academic and career visions with you. Don't forget your support network here at WGU. Your program mentor and course instructors are here to support you. Number 2, make every day count. Do something every day. Whether it's from reading a chapter to writing a piece of a task or just committing to study 30 minutes a day, short benchmark goals can make a huge difference in your success. Number 3, learn from your experience. Remember strategies that you have used in previous challenging times to help carry you through or try something new, like journaling. Sometimes the simple process of writing down your thoughts can help you to achieve your goals. Number 4, remain hopeful. Remember your why. Why did you start this academic journey? It may not always be smooth, but anticipating challenges along the way makes it easier to adapt. Number 5, take care of yourself. Eat well, sleep, study, exercise frequently, and use relaxation techniques to decrease feelings of stress. Number 6, be proactive. Don't walk away. Stay engaged with your program mentor and course instructors. Keep an action plan moving forward. An action plan is especially important when assessments require a second look. What happens when a task is returned for revisions?

Speaker #2 (Lavender Brown):

Well, you had some really good advice there. But I got to tell you when the task is returned, it's not the end of the world. Look at the feedback, the evaluators will have some good feedback in your evaluation. Is the feedback more simple or is it more complex? Watch for the plurals in the rubric. If it says examples, be sure that there's more than one. If it's a simple fix, send it back in for grading, just fix it and send it back. If you have questions on the evaluator's feedback, reach out to your course instructor for more information. If more than half the rubric points are not passed, or this is your fourth attempt at revisions, the task will be locked and you'll have to go to your instructor to get it unlocked. That can be as simple as an email or a quick phone call just to review your changes to make sure that they'll pass the next time. Make sure your visions are complete, and then also resubmit all parts of the task. You can do this as many times as you need to until it passes although you do want to put your best work forward first because that'll save you time.

Speaker #3 (Jodi Milliner):

That's the performance assessments, but objective-based assessments are a little bit different. What happens when you fail an exam?

Speaker #2 (Lavender Brown):

Don't worry, it's not the end of the world and you can take it again, at least this time, you'll have a better idea of what to expect and you can prepare accordingly. When you get that notification that you didn't pass, get in touch with your instructor, set some time on their calendar so you can talk and they will help you get a study plan together and figure out your best way forward. Your instructor will give you access to reschedule the test again, and they usually require you to reread or review parts of the exam you didn't do well on. The first attempt is free, you don't need approval. The second attempt, if you get to that, your instructor will have to approve that for you, and that will be free. Your second attempt is also free. If you get to a third attempt, there is a $65 proctor fee that you'll have to pay. You can request to have that waved if it's going to be a financial hardship and you will have to do more work for your instructor. Then subsequent attempts, you'll have to work closely with your instructor for. We try not to get past four although occasionally we do. We want you to do your best every single time.

Speaker #3 (Jodi Milliner):

Your program mentor can also talk with you about test-taking tips or other resources. If you have an issue with the proctor or questions on anything else related to taking tests, your mentor can also help give advice on proceeding forward. Students Success centers and the assessment services help too so any questions we are all always here to help you.

Speaker #2 (Lavender Brown):

Just remember your program mentor and instructor, we're here for you. We're dedicated to helping you overcome these obstacles and seeing you succeed in the program. We can't do it alone, you have to put in the time, so be sure to ask questions and be prepared to work hard to ensure your success. School is an investment in yourself and you have the power and the means to make that investment pay off.

Speaker #3 (Jodi Milliner):

We hope this podcast help give you some guidance on resiliency. Those bumps in the roads are manageable. You can do this.

Speaker #2 (Lavender Brown):

Thank you for joining us today.

Speaker #1 (Narrator):

Let's get a little time with your mentor to explore more deeply. WGU, a new kind of you.