# Transcript: IT Podcast - Ep 69 - New Student Series - Resources in Student Success - 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. 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 wanted to introduce ourselves. I'm Julianne Koch and I've been a program mentor in the IT college since 2012.

Speaker #3 (Jessica Galterio):

I'm Jessica Galterio, and I've been a program mentor in IT college since 2015. In our experience, we've seen a lot ofdifferent 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):

Today I want to talk about the Student Success Center. Students success has a treasure trove of informationon how to jump-start your academic skills at WGU. Whether your last experience with education was last year or 20 years ago, you can find some excellent tools on how to be successful. Jessica, what's your favorite thing about the Students Success Center?

Speaker #3 (Jessica Galterio):

I love the articles. The best part about them is that you could read them atyour leisure and you can pick out the ones that are most beneficial for you. Other times I've gone in there to find an article about a specific topic to send toa student and I found two or three more topics that I know will help them as well. There's so much good information in there that willabsolutely help students to improve their study skills, their time management habits, their academic confidence. Some that deal with test-taking anxiety, how to set meaningful goals, life balance, really everything is covered.

Speaker #2 (Julianne Koch):

I know. It's so interesting thatso many students really don't even know about the Students Success Center, or they don't look into it because they think theyknow what they need to know to be a good student. Recently I've been a really big fan of the different articles about how to take notes. There are many different strategies for taking notes and most people try a few different ways before they settle into something that works best for them. Taking notes can have such a huge impact on how much information you can retain too. It's super-important.

Speaker #3 (Jessica Galterio):

Then there's also the Student Success Specialist. They are so amazing.

Speaker #2 (Julianne Koch):

What did they do?

Speaker #3 (Jessica Galterio):

Good question. Students Success Specialists are basically gurus on all things, Students Success. Your program mentor is really valuable to helpyou with things that are specific to your program, as well as your general Students Success. But the Student's Success Specialists can really dig in on topics like time management, study skills, test-taking anxiety and tons ofother topics to interest students who just want to be better students.

Speaker #2 (Julianne Koch):

That's awesome. I can just set up an appointment with them anytime?

Speaker #3 (Jessica Galterio):

Absolutely. There's also a Student Success call line and chat feature where youdon't even need to have an appointment to talk to one ofthe specialists there and the Student Success Department.

Speaker #2 (Julianne Koch):

That's cool. I had no idea that existed. That's great. How can our listeners find all this excellent information?

Speaker #3 (Jessica Galterio):

Easy. When you log into your portal, just click on the Success Centers tab and then click on Students Success Center, then your end and you're ready to find all these great tools that we've mentioned to you.

Speaker #2 (Julianne Koch):

Well, thanks for listening today, I hope that you check outthe Student Success Center and find something that will help you.

Speaker #1 (Narrator):

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