



Miguel's Student Journey

Miguel is a hard worker and has been promoted to shift manager. He is single and lives with a roommate. He has always been good at tech stuff. He helps his family and friends with their tech.

He took some classes in IT at a community college, but he has not been to school for five years. He doesn't have the time or money to go further in his education.

He would like to pursue a degree in IT.

Miguel, 26, Columbus, OH

Shift supervisor of five years.

Challenges

Financial Challenges.

Time constraints—Works full-time.

Organization and time management—Needs a flexible schedule.

Had to pause his education because he didn't have enough funds.

Struggles with writing and English classes.

Education

Graduated high school with a 3.0 GPA. Some college credits.

PROSPECT TO ENROLLED

Apply

Applies to WGU and connects with an Enrollment Counselor.

Applies for WGU Code Your Own Path Scholarship.

Costs:

Free application



Month 1 ▶

Miguel has transcripts transferred from his community college.

Credentials are evaluated for admission.

Admitted to WGU.



Months 2–4 ▶

Enroll

Miguel meets with his Enrollment Counselor for an intake interview to align on expectations going forward.

Finalizes financial aid and scholarships.

Connects with his assigned Program Mentor for Welcome Call.

Prior to the first day of the term, Miguel completes the Orientation, Academic Planning Tools, and creates a study calendar with at least 20 hours a week blocked off around his work schedule.

Months 5–6 ▼



Term 2

Now that Miguel is comfortable with his learning, he and his mentor meet once every other week.

Miguel earns two certifications:

- LPI Linus Essentials
- ITIL Foundation Certification



Term 1

Miguel and his Program Mentor connect to set the term plan, and he enrolls on the first day of the term start. He has a goal of taking at least one extra course each term to graduate faster. He engages with Student Success for help with time management skills.

Each week, Miguel connects with his mentor to discuss progress toward his goals and set an action plan for the next week.



Miguel's first Course Instructor reaches out within three days of his starting the first course to offer tips on how to study and learn and provides contact information and a scheduling link in case he wants to virtually meet one-on-one to discuss course material.

ENROLLED STUDENT

EACH TERM IS SIX MONTHS LONG

Term 3

Because he struggles with writing and English classes, his mentor connects Miguel to the Writing Center.

Miguel earns two more certifications:

- CompTIA Network+
- CompTIA Security+



Term 4

Miguel continues earning certifications:

CompTIA Project+
CompTIA A+



Term 5

Miguel continues to meet his goal of completing one extra course per term and earns two more certifications:

- CompTIA IT Operations Specialist
- CompTIA Secure Infrastructure Specialist



Graduation

Miguel graduates!

Miguel decides to attend a virtual commencement online.

WGU alumni have access to career and professional development services for life.



Term 6

Miguel earns the following certifications:

- Amazon AWS Cloud Practitioner
- CIW User Interface Designer

Miguel completes his final courses to earn his BSIT degree and is cleared for graduation.



GRADUATION!

ENROLLED STUDENT