

Online Admissions Interview Guide

INTRODUCTION

Hello, my name is _____ and I am an admissions counselor with Pacific Oaks College. May I please speak with _____?

Hello _____, my name is _____ and I am an admissions counselor calling to follow up with you regarding your interest in Pacific Oaks College.



Conversation Starters:

- Tell me about yourself.
- What led you to inquire?
- So tell me about your educational background.
- What program are you interested in?

Follow-up Questions:

Tell me about....In what way(s)....Elaborate on....How would you... Explain.... Describe....Why....What is it about... Define...Tell me more...

DISCOVERY/MOTIVATION

No selling in Discovery/Motivation! Stay focused on the student!

General

- What led you to inquire about Pacific Oaks?
- Have you spoken with someone from Pacific Oaks before?

Past/Current Education

- Please tell me a bit about your educational background
- Have you taken [human development / early childhood education] courses in the past?
- What goals are you hoping to attain from continuing your education?
- What is important to you when choosing a college? Why is that important?
- What are some of your favorite classes?

Past/Current Jobs

- What type of work are you currently doing?
- What do you like/dislike about what you're doing?
- If you could change something about your position, what would it be?
- What is your work schedule like?
- What motivates you?

- Describe your ideal working environment.

Career Field of Interest

- What are some of your career goals? Short term? Long term?
- How did you get interested in that?

Ideal Future Education

- When are you hoping to begin a program? When are you hoping to have it completed?
- What other schools are you looking at?
- What do you like/dislike about [other schools]?
- Have you begun the admissions process at [other schools]?
- Describe the ideal environment for you for continuing your education.
- Is there anyone helping you make your decision to go back to school?
- How long have you been thinking about going back to school?
- What has prevented you from returning to school in the past?
- What is different now?
- What does your schedule look like?

Skill Attainment/Enhancement

- What kind of skills are you hoping to enhance or to learn by returning to school?
- What skills are you hoping to gain?
- What do you consider to be some of your greatest strengths?
- What would you like to improve upon?
- What would you like to learn in your classes?

Future in General

- What is important to you in the future? Where do you see yourself in 5 years? 10 years?
- What would completing _____ / obtaining this degree mean for you?

Interest/Hobbies

- What do you like to do in your free time?
- How did you get interested in that?

Concerns

- What are your concerns about returning to school?
- What has prevented you from reaching your goals?
- What might prevent you from starting school / reaching goals now?
- What were the reasons you were able to continue/pursue your education before?
- What has changed?
- What are some of the deciding factors to inform your decision?

Examples of Motivation:

*Self-Esteem...Pride...Control...Integrity...Accomplishment...Challenge...Creativity...Power...Status
Recognition...Success...Respect...Independence....Fulfillment...Freedom*

Summarize and Gauge Interest- Discovery/Motivation

So let me make sure I understand you correctly. It sounds like you are looking to pursue your ___ degree because (recap their motivations). Does that sound correct? Have I missed anything?

- Address most important needs, goals, and values identified in summary fashion.
- Do not recite as a list, stick to most important needs, goals, and values. Summary should like a “vision statement.”
- Tell in story like manner.

Transition to program match:

Great! Let me tell you a little about Pacific Oaks and our program offerings.

PACIFIC OAKS ADVANTAGES / FEATURES & BENEFITS

Are you familiar with Pacific Oaks College and Children’s School?

If Yes: What have you heard about us?

If No: Ok, well here are some highlights about our institution and what we offer:

Pacific Oaks Advantages

(Focus on 2-3 areas that are most important to the student based on their comments above.)

History:

- Founded more than 60 years ago by a group of Quaker families
- Over 60 year legacy.

General:

- Non-profit
- Mission-driven
 - Dedicated to the Quaker principles of inclusion, social justice, and the value of every human being.
- Community
- Single Purpose
 - School of Human Development & Family Studies, School of Education
- Regionally accredited through WASC - Western Association of Schools and Colleges

Progressive approach to learning:

- Valuing real-world experiences as well as academic achievements. Everyone has value, potential, capacity to learn. Non-hierarchical culture with a focus on experiential learning.

- Non-traditional, nurturing approach with small class sizes and “narrative grading” – not only do students receive a letter grade, but also an assessment of strengths and areas of opportunity for a more richer story
- Professional faculty members are focused not just on theory and research, but on meeting the real-world challenges of individuals, organizations and society. They bring their years of professional experience into the classroom, providing a rich and practical educational experience for our students.

Notable Accomplishments:

- Helped pioneer Head Start
- Blue Ribbon Children’s school – College’s roots are in The Children’s School

Gauge Interest- Pacific Oaks Advantages

Does Pacific Oaks offer some of the things that are important to you in choosing a school?

If No: What else were you looking for in an institution? (*Go back and spend more time discussing the institution and its offerings*)

If Yes: Great! Let’s move on and discuss the ___ program.

PROGRAM MATCH FEATURES/ BENEFITS

Have you researched any other *Master / Bachelor Completion/ Credentialing* programs?

If Yes: What did you like about them?

What did you dislike?

If No: What factors/criteria will be important to you when choosing a *Master / Bachelor Completion/ Credentialing* program?

Summarize- Program match

Ok great, it sounds like X, Y and Z (*reiterate what student has stated they NEED*) are most important to you in a *Master / Bachelor Completion/ Credentialing* program. Let me tell you about the program offered by Pacific Oaks.

- Give your recommendation about the program that matches their interest
- Tie in skills and jobs that utilize some of the inquiry’s needs and values.

Areas to be covered

- Curriculum and course descriptions
- First possible start date
- Length of semester/terms
- Breaks between semester/terms
- Delivery format options
- Estimated time to complete program on year round schedule
- Credential earned upon graduating

Program advantages (see specific program handouts and briefly explain the highlights of the desired program. Call out certain courses that are applicable to the student.)

- MA in Human Development
- BA Completion in Human Development
 - *Credit for Life Experience Option (BA HD & application for MA HD program only)*
- BA Completion in Early Childhood Education
- BA Early Childhood Education with Dual Credential (CA only)
- BA in Early Childhood Education with Preliminary Multiple Subject Teaching Credential (CA only)
- MA Early Childhood Education
- MA Education with Preliminary Education Specialist Credential (CA only)
- MA Education Preliminary Multiple Subject Credential (CA only)
- Credential Program Education Specialist (CA only)
- Credential Program Preliminary Multiple Subject Credential (CA only)

- Look at notes from Discovery/Motivation
- Cover individual classes that relate strongly to inquiry's interests.
- Discuss curriculum and relate key course information of the key classes to inquiry's interests.
- Incorporate faculty highlights

Summarize and Gauge Interest- Program Match/Features and Benefits

So, based on what we've discussed so far, what things do you like about Pacific Oaks and our Master / Bachelor Completion/ Credentialing program? Do you feel that this is a program that would work for you?

If Yes: Move on to the next section

If No: What other things are you looking for in a school/program? (Return to the Program Match/Features and Benefits section)

Transition to Online Advantage:

Great! So let me tell you a little bit more about Online.

THE ONLINE ADVANTAGE

Have you ever taken an online course before?

If Yes: What did you like about online coursework?

Was there anything you disliked?

How were those courses set up?

If No: What are your expectations of online coursework?

Why are you interested in completing your degree online?

Discuss Benefits of Online Classes:

- Narrative Grading
- Convenience

- SmartThinking (writing assistance / tutors)
- GoToMeeting (have face to face interaction with fellow classmates and faculty)
- Community – next classmate, next instructor could be next job
- Ability to “attend” class at any time, fitting your education into your schedule.
- Faculty & Advisors

Discuss expectations of online classes:

- ✓ Generally, students login to class 3-4 times per week.
- ✓ In general, we are a writing institution as opposed to a testing institution. In the online classroom environment, there are threaded discussions between the professor and students.
- ✓ 8-12 hours per week on their school work.

Summarize and Gauge Interest- Online Advantage

So, how does everything sound to you thus far?

Can you see yourself being successful in online classes?

Do you feel that completing your degree online would work for you?

If Yes: Move on to the next section

If No: What other concerns do you have about online courses? (Return to the Online Advantage Section)

Transition to Student Services:

Great! Let me cover some of our student services.

STUDENT SERVICES

In addition to SmartThinking, Go-to-Meeting, and the online community, you have many other support services available to you while you work to complete your degree.

Areas to be covered

- Academic and student advisors
 - Support and coach you through process of earning your degree.
- CARE OFFICE

Summarize and Gauge Interest- Student services

So, how does everything sound to you thus far?

If Yes: Move on to the next section

If No: What other concerns do you have about student services? (Return to the Student Services section)

Transition to Financial Plans:

Now that you understand how the program and delivery format work, as well as what services you'll have available to you as a student, let's go ahead and talk about tuition and resources that will give you an idea of how to manage your educational costs.

FINANCIAL PLANS & TUITION

Have you thought about how you will be funding your education?

Are you familiar with Financial Aid?

Does your company offer any type of tuition reimbursement or tuition assistance? How does it work?

Summarize cost:

Our *Master / Bachelor Completion/ Credentialing* program is \$736/\$938 per credit hour. This means the total program cost will depend on the total amount of credit hours that you complete. The *Master / Bachelor Completion/ Credentialing* program is typically ___ credit hours. We have financial aid advisors that will assist you in completing financial aid documents and various options available for financing your education.

Resources:

Financial Aid for those who qualify

- Student Loans
- Federal/State Grants (undergraduate only)

Scholarships:

- President's Scholarship
- Community Involvement Scholarship (Master student, full time only)
- Academic Partner Scholarship (Undergraduate Student)
- Legacy Scholarship

Walk the student through scholarship application:

Are you at a computer now? Sometimes our scholarship application can be difficult to find, and I'd like to take you directly to it.

Additional Resources:

- Payment Plans
- Alternative Loans

Summarize and Gauge Interest- Financial Aid

So, based on our conversation it sounds like ___ is the best option for you in terms of funding. Do you have any further questions about financial aid, or the cost of the program?

If Yes: What additional questions/concerns do you have? (Return to Financial Aid portion)

If No: Great! Let's discuss the next steps

Transition to Financial Plans:

As you can see, there are many resources available to help students make their education affordable. Does this give you a better idea of how you might be able to finance your education? Let's review the steps for getting started!

NEXT STEPS

Conduct final summary on which to base recommendation to apply



Based on everything we've discussed (your desire to...you mentioned you wanted to do this...), I recommend the ____ program. You mentioned you wanted to begin _____. I would encourage you (invite you) to complete an application for admission and begin the admissions process. Our next term begins on _____. I will work closely with you to ensure all of your admission documents are received and submitted for review.

Application

Walk the student through the online application:

Are you near a computer with internet access? I'd be happy to spend some time walking you through our online application for admission. It will take about 10 minutes. Our website is www.pacificoaks.edu. On the right hand side, you should see the Apply Online Now link. Click the link, and we'll get started.

Walk the student through the entire application, with the exception of the essay, resume, and transcript portion. Direct the student to submit the application, and set a deadline for 24-48 hours for the student to email the resume, essay, and transcript to you.

If student is not available to log on and complete the application with you:

Ok, the next step is to complete an application for admission. You can do this on our website at www.pacificoaks.edu. I'll be sure to email the link to you once we are finished.

Next steps:

- Student will need to submit:
 - Application
 - Application fee \$55
 - Essay
 - Resume
 - Transcripts
 - CBEST scores (credentialing programs only)
 - Letter of recommendation (certain programs only and if GPA below 2.5)

Once we receive the documents we can review your file for admission.

Set firm dates/times for the student to complete the application documents. Inform the student that you will be following up to ensure he/she stays on track for the upcoming session.

Referrals:

Some students find it helpful to attend school with a friend or family member so they can support each other through the process of obtaining their degrees. Do you know of anyone who is also looking to attend school? Who else do you know who is thinking about attending school?