

## VIDEO TRANSCRIPT

**Support**

**0:05** We have teams second to none. Between our faculty engaging with learners on a day to day basis seeing them through their curriculum. Learner affairs, our academic counselors are phenomenal. We really have a community centered approach to helping the learner persist through our program, be successful, and have a little fun along the way too. *(Laura Sankovich – Faculty)*

**0:25** I really, really loved my accounting tutor. He was amazing. He gave me a ton of help. It was an area that I had no experience in and he was really, really patient and walked me through all the different steps...stuck with me through the whole course and answered the same question about three times sometimes. *(Jennifer Baker – Alumni)* \*Actual Capella learner who agreed to appear in promotional materials for Capella.

**0:40** Yeah, I think that the support structure built for me throughout this adventure was really critical. And they were mentors, in a way, and really kind of were stewards throughout this whole process start to finish. *(Adam Weller – Alumni)* \*Actual Capella learner who agreed to appear in promotional materials for Capella.

**0:55** Wow, my coach and I were very close. I spoke with him all the time and left him very long voicemails. We had a really great relationship. I really leaned on him a lot, especially just to help me get through the program and help me to understand it. He did check in on me on his own just to see if everything was going okay...if I needed help...if I had questions. He did that throughout my whole program. *(Maybeth Moses – Alumni)* \*Actual Capella learner who agreed to appear in promotional materials for Capella.

**1:18** We don't do a one-size-fits-all approach to education. We really take the time to get to know each learner individually. *(Phil Molling – Enrollment Counselor)*



**1:26** But I put in that extra touch because I was an online learner and you can feel like you're out there by yourself. And so I want them to know that they're not by themselves. They're not alone. That I am there with them every step of the way. And I will work with them to help them achieve their goals, even when they leave my course. They can still call me. They still have my number. It's about what I can do for the learners and what they take with them when they leave. (*Diana Dayson - Faculty*)