



## Marissa's Student Journey

Marissa started working at McDonald's part time in high school. She now works full time as a McDonald's crew member. Marissa still lives at home and helps her family with her younger siblings.

Some of her friends went to college. She thought about it, but it never seemed possible. No one in her family has gone to college. She needs to work to help her family financially.

She would like to pursue her education, but she doesn't know where to start. The education benefits provided by her work seem like a great opportunity.

**Marissa, 20**  
Crew member for three years.

**Challenges**  
Financial struggles.  
Tech constraints—She doesn't have a computer or internet at home.  
Time—With work, family and friends, her life is very busy.  
Doesn't know how to navigate starting her education.  
Was terrible at math in high school.

**Education**  
Graduated high school with a 2.2 GPA. No college.

**PROSPECT TO ENROLLED**

**Apply**

Completes Pre-Enrollment form and selects Academy.

Connects with Academy Enrollment Counselor.

Requests Archways to Opportunity tuition assistance.

**Costs:** Free application.

Month 1 ▶

**Academy**

Enrolls in Academy.

Completes Program for Academic and Career Advancement (PACA) course.

Fills out FAFSA in preparation for transfer to WGU Academy English course.

Earns six credit hours.

**Costs:** McDonald's is billed.

Months 2-4 ▶

**Enroll**

Connects with Enrollment Counselor for degree plan discussion and intake interview.

Months 5-6 ▼

**ENROLLED STUDENT**

**Term 3**

Marissa is struggling with her math class; the Mentor helps her connect with the Math Center.

**Term 2**

Now that Marissa is comfortable with her learning, she and her Mentor meet once every other week. She decides with her Mentor that she wants to graduate within four years, so she sets a goal to complete 15-18 CUs per term.

Earns the Business Essentials micro-credential.

**Term 1**

Marissa and her Mentor set the term plan, and Marissa enrolls on the first day of the term start.

Each week, Marissa connects with her Mentor to discuss progress toward her goals and to set an action plan for the next week.

Marissa's first Course Instructor reaches out within three days of starting the first course to offer tips on how to study/learn and provides contact information and a scheduling link for when Marissa wants to meet for one-on-one support.

**EACH TERM IS SIX MONTHS IN LENGTH.**

**Term 4**

Marissa earns her Applied Business Skills micro-credential, which also satisfies ACBSP Common Professional Components (CPCs).

**Term 5**

Marissa completes 15 CUs and continues on track for graduation.

**Term 6**

Marissa has earned her Management micro-credential and has completed six of her major courses for Marketing, which means she now has three to four items she can add to her digital portfolio with the help of Career and Professional Development Services.

**Graduation**

Marissa graduates!

Marissa and her family attend Commencement Weekend.

Marissa connects with the WGU Career & Professional Development Center to update her résumé and engages in one-to-one coaching on how to leverage her recent achievement for career progression.

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

**Term 8**

Marissa has earned her Human Resources Management micro-credential and has completed all the required competency units to earn her Bachelor of Science in Business Administration—Marketing.

**Term 7**

\*Financial aid and scholarships may change annually based on her current FAFSA.