



# Creating Visit Programs That Learn

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# Our Purpose

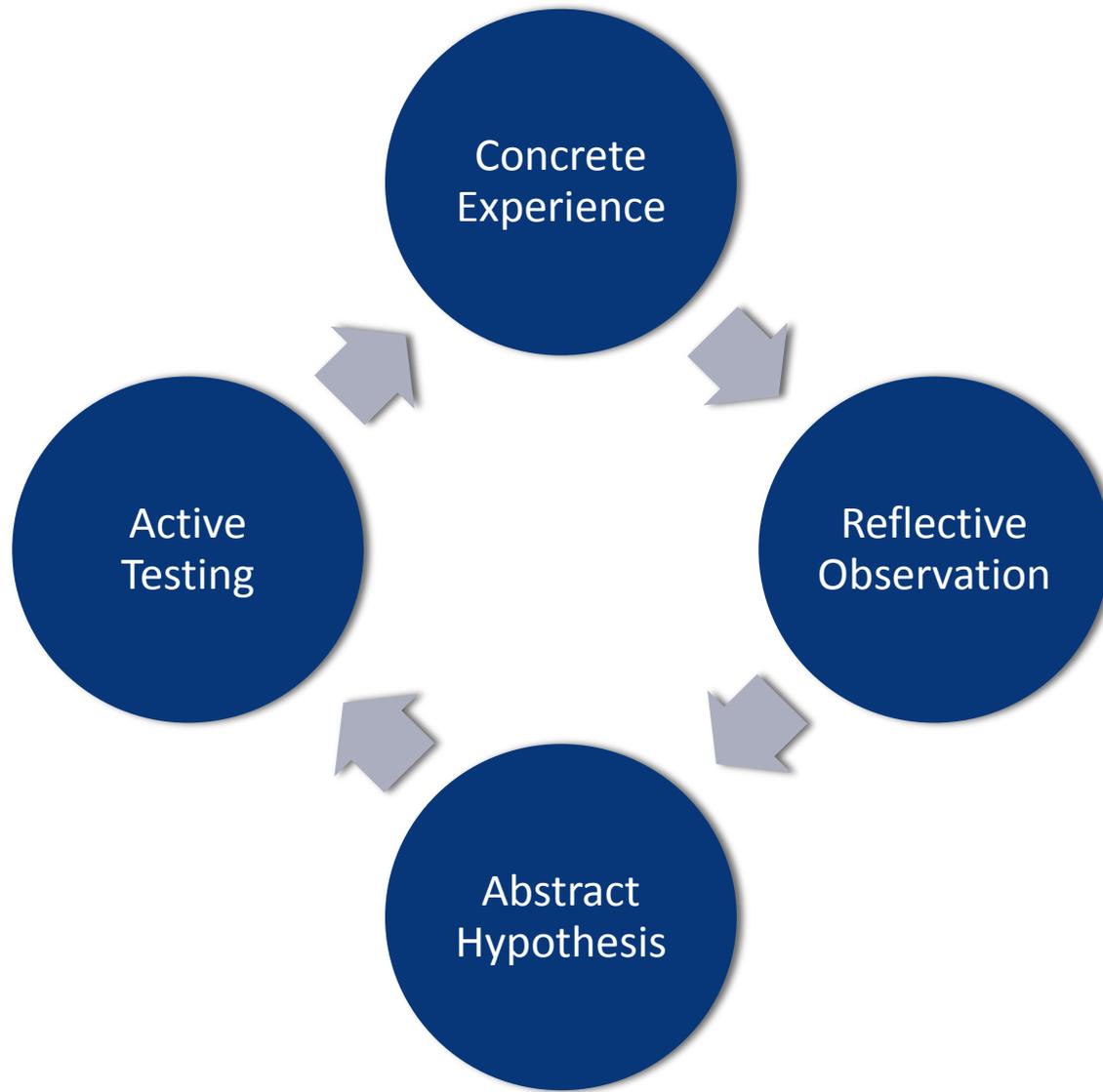
- As participants in this session, we hope that you will:
  - ...gain a deeper understanding of the learning process and how learning happens
  - ...identify and discuss the purpose for your on-campus programs
  - ...rethink the way feedback is received and how to use it to continually improve programs
  - ...reflect on who you are as an institution, as an office, and as a program

How do you define  
Learning?

# Learning is...



- “...change” - Zull (2002)
- “...experience. Everything else is just information” - Albert Einstein
- “...the act of acquiring new, or modifying and reinforcing, existing knowledge, behaviors, skills, values, or preferences and may involve synthesizing different types of information” - Wikipedia
- “...growth; growing to take on new information in a way that is meaningful to you” - Mandi Gilbert
- “...taking information, spending time dissecting it, using it for my needs, and owning it for the future” - Brandon Meyer



## **The Learning Cycle (Zull, 2002)**



Chew, swallow,  
repeat...Yum!

Concrete  
Experience

Reflective  
Observation

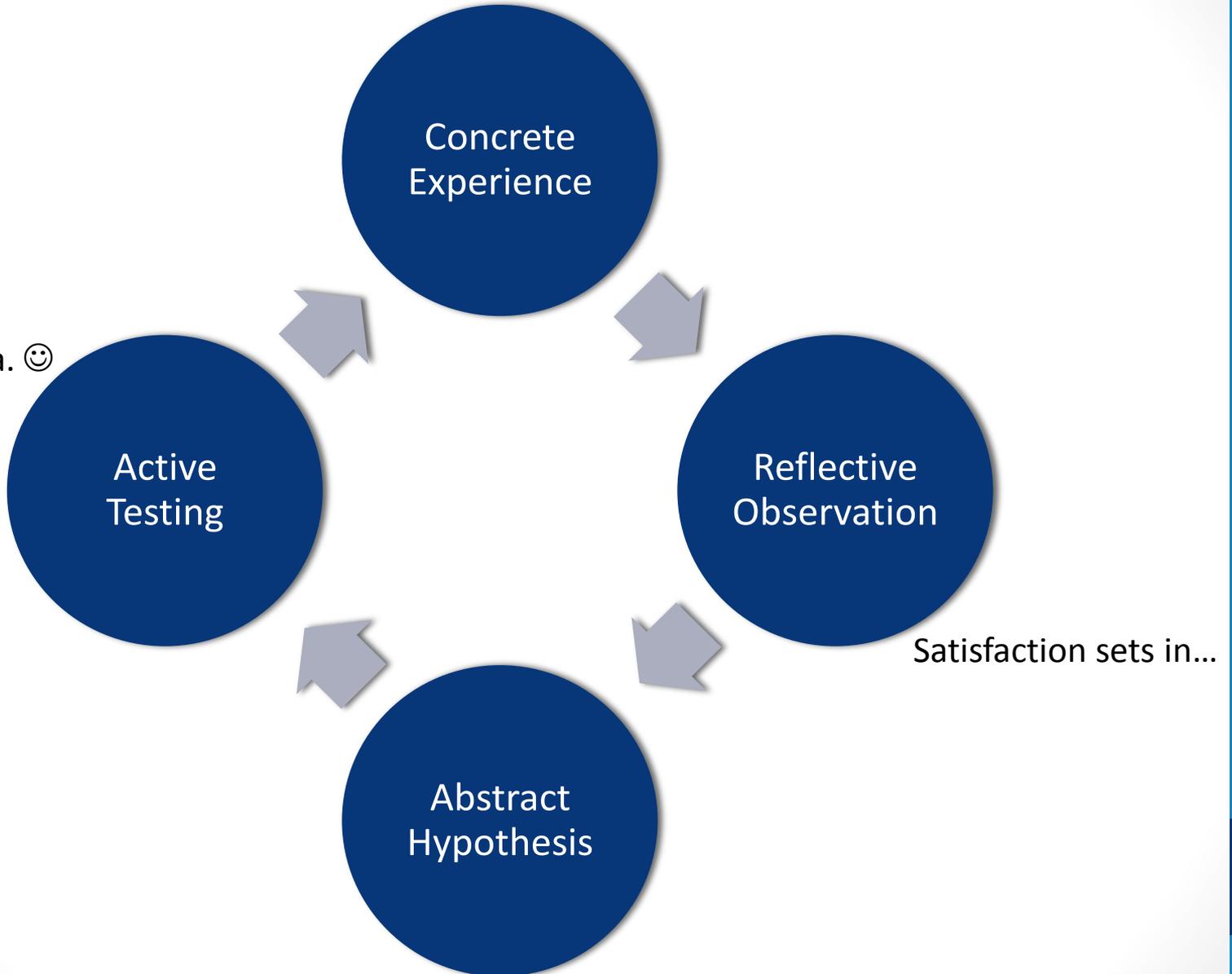
Satisfaction sets in...

Abstract  
Hypothesis

I'm hungry!!!

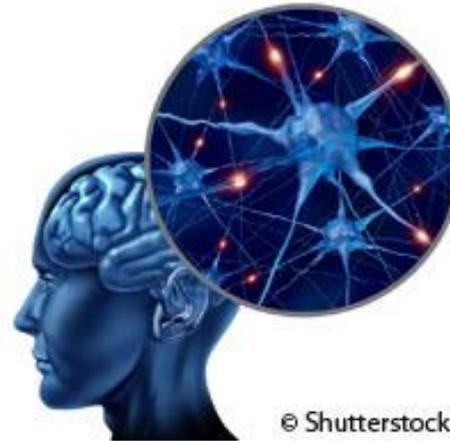
Active  
Testing

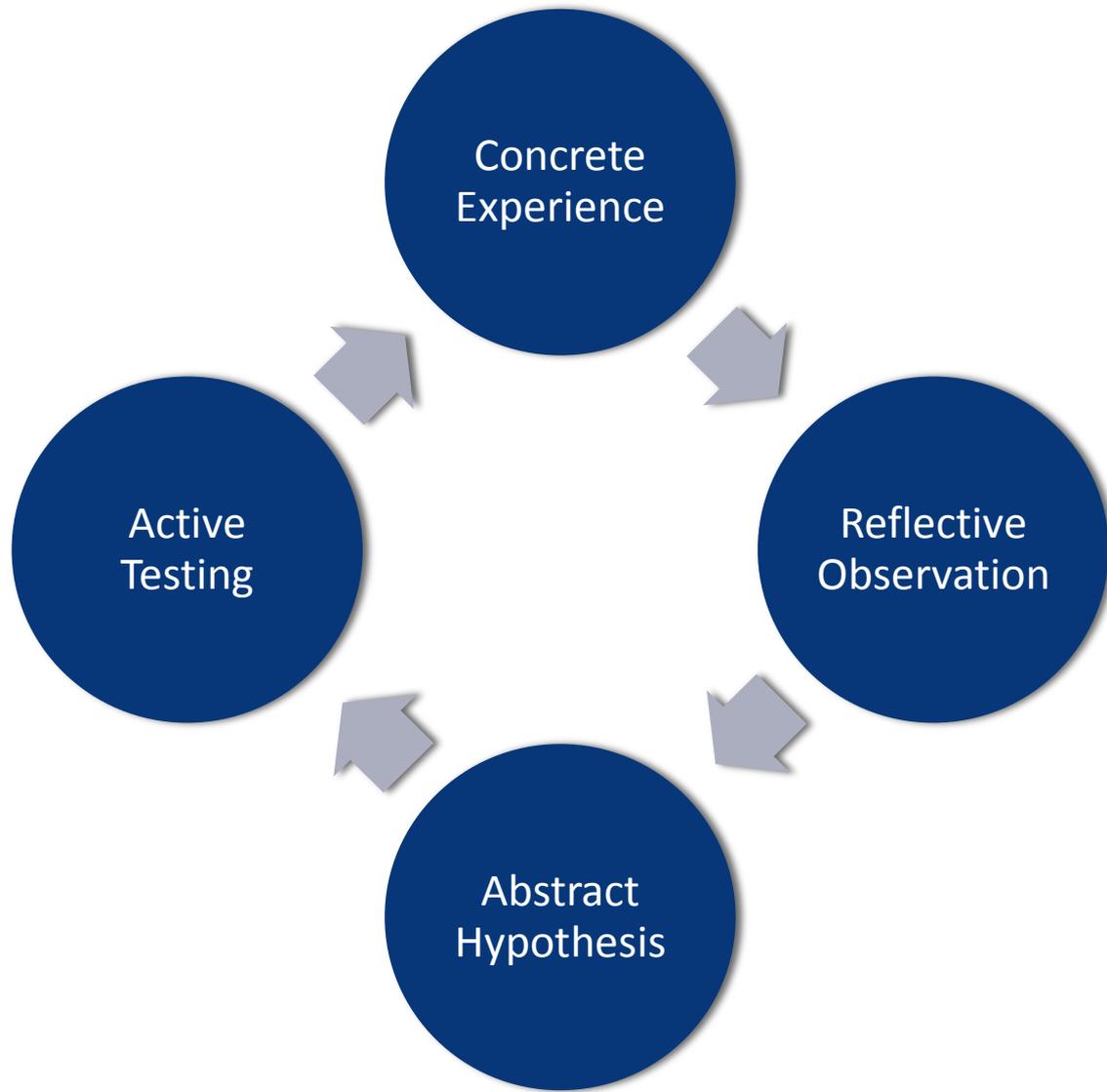
I want pizza. 😊



# Key Points about Learning

- Physical/biological process
  - building and firing the synapses
- Change and growth
- Exchange of ideas
- Emotions & feelings are directly tied to our ability to learn
- Receiving and owning information
- Repeat, repeat, repeat





## **The Learning Cycle (Zull, 2002)**



# Feedback







How did  
we do?



# Do What Works For You

- “Since relationships are different from place to place and moment to moment, why would we expect that solutions developed in one context would work the same in another?” (Wheatley, 2006, p. 173)
- Know who you are as an institution, as an office, and as a program



# Our Purpose

- What we want you to get out of this session
  - ...gain a deeper understanding the learning process and how learning happens
  - ...identify and discuss the purpose for their on-campus programs
  - ...rethink the way feedback is received and how to use it to continually improve programs
  - ...reflect on who you are as an institution, as an office, and as a program



# References

- Baxter Magolda, M. B. (2004). Learning partnerships model: A framework for promoting self-authorship. In M. B. Baxter Magolda & P. M. King (Eds.), *Learning partnerships: Theory and models of practices to educate for self-authorship* (pp. 37-62). Sterling, VA: Stylus Publishing.
- Kegan, R., & Lahey, L. L. (2001). *Seven languages for transformation: How the way we talk can change the way we work*. San Francisco, CA: Jossey-Bass.
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