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Adult Learner Institutional Support Diagnostic

Evaluate Your Progress Toward Effective Support of Adults

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Adult Learner Support Diagnostic

While there is no mold for the typical college student, more and more students arrive on campus with competing demands for their time. Use this diagnostic to assess your institutional support of adult learners who often struggle to balance their professional, personal, and academic demands while they pursue the next phase of their careers. This diagnostic is divided into four main categories and includes resources that will deliver the results you seek.

	My institution is doing this well					Initial Observations *Elements you're already doing, ways to integrate this idea into your current work, challenges this idea may help solve, implementation hurdles, etc.*
Part I: Career Integration	*Disagree*				*Agree*	
Credential Building Students have access to career/ credential ladders that include those earned at other institutions	1	2	3	4	5	
Program Outcomes Program information and regional demand is comprehensive	1	2	3	4	5	
Program Validation Advisors confirm that students understand intended outcomes/ job prospects of their credential	1	2	3	4	5	
Credit for Prior Learning (CPL) College awards CPL prudently to include portfolios, military and other workforce experiences, college-level testing, foreign education evaluation	1	2	3	4	5	
Stackable Credentials Programs include intermediate credentials (may include industry credentials or college certificates)	1	2	3	4	5	
Co-curricular Maps Maps include year-by-year integration of experiential learning, career skill-building, and suggested activities	1	2	3	4	5	
Work-Study Work-study opportunities are advertised with major alignment and intended skills development	1	2	3	4	5	
Workplace Skills Assignments and/or student learning outcomes (SLO) explicitly list skills in language appropriate for resumes	1	2	3	4	5	
Stress Management Advising and/or classroom discussions include the effects of work stress on academic success	1	2	3	4	5	
Assignment Relevance Assignments are offered with real-world professional options	1	2	3	4	5	

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Career Integration (cont'd)	*Disagree*				*Agree*	
Clubs and Organizations College has major-aligned campus organizations or clubs with options for working/off-campus students	1	2	3	4	5	
Employment Preparation Workshops resume, interviewing, networking, etc. are available virtually and/or on-demand	1	2	3	4	5	
Career Workshops Address potential adult learner gaps such as relevance of pre-professional work and use of technology in job search	1	2	3	4	5	
Job/Internship Database Students can easily find career-relevant experiences	1	2	3	4	5	
Professional Mentors Students have virtual/in-person access to mentors from their fields of study	1	2	3	4	5	
	Total points:					
Part II: Low-Income Student Support	*Disagree*				*Agree*	
Public Benefits Information about and access to public benefits on campus	1	2	3	4	5	
Staff Resource Guides Staff receive lists of local resources to support students in financial crisis	1	2	3	4	5	
Campus Liaison College has a designated liaison for students facing financial emergency	1	2	3	4	5	
Financial Literacy Virtual and in-person financial literacy training for students	1	2	3	4	5	
Financial Aid Promotion Marketing materials clearly explain financial aid eligibility and options	1	2	3	4	5	
FAFSA Guidance Evening and/or virtual FAFSA workshops and staff office hours	1	2	3	4	5	

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Low-Income Student Support (Cont'd)		
Financial Aid Nudges Students who not taken action on verification are contacted by staff to explain next steps	1 2 3 4 5	
Promotion of Scholarships Information about adult learner scholarships are visible on scholarship webpages and/or sent to appropriate students	1 2 3 4 5	
Aid for Second Degree Scholarship/work-study options are promoted to students with degrees (impeding access to Pell)	1 2 3 4 5	
Microscholarships Funds are available and promoted to appropriate students to prevent small debts from hindering future enrollment	1 2 3 4 5	
Course Materials College has OER, used/low-cost alternatives for textbooks to promote equitable access to course materials	1 2 3 4 5	
	Total points:	
Part III: Student Services	*Disagree* *Agree*	
Advisor Training College has dedicated advising specialists for adult learner needs	1 2 3 4 5	
Advising for Credential Building Advisors engage students to discuss stackable credentials including credit or non-credit certificates, workforce training, and industry certifications	1 2 3 4 5	
Student Ally Students are provided a single point of contact to resolve academic advising, financial aid, and student services questions	1 2 3 4 5	
Virtual Resources Students have access to virtual student services (live chat, text, phone, and email options) that provide reliable fast responses	1 2 3 4 5	

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Student Services (Cont'd)						
Targeted Communication Emails are limited to specific students rather than sent to large groups who *may or may not* be affected	1	2	3	4	5	
Urgency-Transparent Messages Communication that requires a response says "action required"	1	2	3	4	5	
Cross-trained Staff Staff are cross-trained on basic intra-departmental tasks and have a list of key personnel to limit student bounce	1	2	3	4	5	
	Total points:					
Part IV: Curricular Support	*Disagree*			*Agree*		
Flexible scheduling All of the following formats are available for students to earn a degree: evening, weekend, online, hybrid, and compressed terms	1	2	3	4	5	
Block scheduling Schedules offer strategic "blocks" of degree-applicable coursework during a set period	1	2	3	4	5	
Schedule Availability Academic schedules are planned at least a year in advance, so students can anticipate necessary modifications to their personal/professional schedules.	1	2	3	4	5	
Summer Momentum Summer course offerings support curricular demands	1	2	3	4	5	
Syllabi Availability Syllabi are posted online ahead of course start to allow students to integrate academic demands with parenting and professional obligations	1	2	3	4	5	
Assignment Scheduling Assignments are presented with time for other personal, professional, and academic obligations	1	2	3	4	5	

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Curricular Support (cont'd)	*Disagree*				*Agree*	
Flexible Testing Locations Allow lab-based testing on any campus rather than solely on the campus of course attendance	1	2	3	4	5	
Flexible Attendance Policies Faculty excuse absences when work, childcare, or illness prevents attendance	1	2	3	4	5	
Flexible Course Attendance Course continuation is aided through recorded/online classes	1	2	3	4	5	
Basic Skills Development Students have access to basic skills development available online (computer, math, English remediation; test-taking skills)	1	2	3	4	5	
Academic Renewal Option to recalculate GPA on old coursework	1	2	3	4	5	
Transfer Programs College has transfer agreements with adult-friendly institutions	1	2	3	4	5	
	Total points:					
Part V: Other Key Practices	*Disagree*				*Agree*	
Peer Connections In-person/virtual opportunities to interact with similar students	1	2	3	4	5	
Peer Mentors Mentor program for more senior adults to support first-term adults	1	2	3	4	5	
Childcare On-campus and/or partnerships with local childcare facilities	1	2	3	4	5	
Family Activities Activities on-campus include family-friendly events	1	2	3	4	5	
Workforce Development Board-WDB Established process for cross-referral between campus and WDB	1	2	3	4	5	
Policy and Practice Visibility Policies and practices are easy to find online and advertised to encourage use	1	2	3	4	5	
	Total points:					

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Results and Resources

Cumulative Total 51-100: **Aware of Opportunity**	Cumulative Total 101-150 **Emerging Adult Learner Leader**	Cumulative Total 151-210 **Ready to Mentor Other Colleges**
Your institution has yet to implement most of these practices. Use the resources below for ideas of how you can develop an adult-friendly campus.	Your institution is functioning at a high level and has demonstrated a commitment to its adult learners. Review the resources below to further improve their outcomes.	Your institution has demonstrated exceptional commitment to its adult learners. Consider sharing your stories with us to help other colleges follow your lead!

Career Integration

- ***Integrating Academic and Career Development*** "Equip Students to Align Curricular and Cocurricular Plans with Personal Goals," p. 29; "Syllabus Competency Matching," p. 29; "Augment the Core Curriculum to Address Skill and Experience Gaps," p. 47
- ***Adult Learner Recruitment Toolkit*** "Identifying Career Paths for Prospective Students," p. 67–72
- ***Recapturing Adult Learner Enrollments,*** "Stackable Certificate Career Roadmap" p. 37
- ***Reimagining Experiential Learning***

Low-Income Student Support

- ***Building Pathways to Community College Success*** "Use Existing Campus Resources to Boost Completion Rates" p. 29
- ***Bringing Guided Pathways to Life***
- ***Preventing Early Attrition Implementation Toolkit*** "Non-academic Resource Matrix," p. 87–88
- ***Preventing Early Attrition*** "Personalized Resource Nudges,", pg. 55–57
- ***Taking Action on Student Equity***

Student Services

- ***Bringing Guided Pathways to Life***
- ***Transforming the First-Generation College Student Toolkit*** "Student-Staffed One-Stop Resolution Center," in, pg. 21–25
- ***Eliminating Enrollment Pain Points***
- ***Strengthening Hispanic Student Success***

Curricular Support

- ***Bringing Guided Pathways to Life***
- ***Promoting Timely Degree Completion*** "First-Year Meta-major Schedules," p. 47–48
- ***Reengineering Developmental Math*** "Matching Curriculum to Career Goals," p. 75
- ***Building Pathways to Community College Success*** "Accelerating Completion with Mini-semesters," p. 26
- ***Overcome the Roadblocks on Your Route to Student-Centric Pathways*** Infographic
- ***Paving the Path to Transfer***

Additional Resources

- ***The Student Success Best Practices Library: www.eab.com/student-success-library***