

# Better Service for Your Adult Learners, Better Enrollment, Persistence, and Completion for Your Institution

## **FROM ANALYSIS TO ACTION: AL 360 Translates Assessment Data Into a Blueprint for Student and Institutional Success**

AL 360 is an integrated diagnostic tool and consulting solution that not only assesses your institution's effectiveness in serving adult learners but charts a clear path forward to continuous improvement. Along the way, your progress will be guided by a series of practice-proven KPIs and the most important standard of all: the perspective of your adult students.

### **Adult Learner 360 Includes:**

- Parallel Institution and Adult Learner Surveys
- Alignment with the 10 Principles for Effectively Serving Adults
- Data-derived recommendations focused on Strengths and Areas of Opportunity
- Comprehensive consulting support for program implementation and change management, including options for campus summits and workshops
- Web portal enables seamless benchmarking and other comparative analysis, including cross tabulation tools that can help maintain a focus on underserved students

Institutions can close the gap between what adult students need and what institutions deliver. It may seem like a daunting task. Like any process, it all starts with understanding where you are so can get where you need to go.

# 20%

**of undergraduates today are older than 25.**

Enrollment of students between the ages of 25 and 34 increased 43 percent between 2000 and 2016, and automation alone could require up to a third of the U.S. workforce to learn new skills by 2030.

# 40%

**of employees report that their program of study was relevant in their current vocation.**

Considering the additional challenges adult learners face, it's no wonder that many feel they're on the sidelines of both higher education and high-growth careers.

Learn more at [cael.org](http://cael.org)



We understand what qualities make a difference for adult learners. AL 360 is backed by CAEL's breakthrough **Ten Principles for Effectively Serving Adults**, which were developed through decades of research and engagement.



		STRENGTHS	CHALLENGES	AREA FOR INVESTIGATION	
TABLE: ADULT LEARNER 360 ASSESSMENT - PRINCIPLE SCORES AND DESIGNATIONS					
SCORE / PRINCIPLE	Designation	Student Importance	Student Satisfaction	Institution Importance	Institution Quality
Outreach	●	88	76	86	80
Life & Career Planning	●	83	66	85	50
Financing	●	87	63	86	57
Assessment of Learning Outcomes	●	85	71	84	61
The Teaching - Learning Process	●	87	72	85	65
Student Support Systems	●	84	66	85	62
Technology	●	87	74	85	59
Strategic Partnerships	●	80	60	80	53
Transitions	●	86	72	83	59
Adaptivity	●	82	69	84	60

“The Adult Learner 360 was a helpful tool in understanding the experiences of our adult learner and our own practices. The feedback informed our thinking on how to approach enhancing the entire lifecycle (recruitment to completion) for our adult learners and how to measure our successes.”

*Dr. Jenni Murphy, Dean,  
Sacramento State College of  
Continuing Education*

**AL 360 helps you define your strategy for serving adult learners.** By pinpointing areas of strength and opportunity, AL 360 facilitates planning that will have the most impact on their experience at your institution. Informed by student and institutional feedback, AL 360 helps you meet the needs critical to the success of both:

- Professional Development and Advancement
- Career Advising
- Strategic Partnerships, Mentorships and Internships
- Prior Learning Assessment
- Enrollment, Persistence, Completion



Recognizing that adult learners are the backbone of the U.S. economy, CAEL helps forge a clear, viable connection between education and career success, providing solutions that promote sustainable and equitable economic growth. CAEL opens doors to opportunity in collaboration with workforce and economic developers; postsecondary educators; employers and industry groups; foundations and other mission-aligned organizations. By engaging with these stakeholders, we foster a culture of innovative, lifelong learning that helps individuals and their communities thrive. A national membership organization established in 1974, CAEL is a part of Strada Collaborative, a mission-driven nonprofit. Learn more at [cael.org](http://cael.org) and [stradacollaborative.org](http://stradacollaborative.org).