

CAEL Adult Learner 360 Survey Results by Principle and Question - Employee Data

11/30/20

| Principle/Question  | Effectiveness |             |             |             | Effectiveness - Difference |             |             |
|---|---------------|-------------|-------------|-------------|----------------------------|-------------|-------------|
|   | LFCC-2020     | LFCC-2017   | 2-yrs       | All         | LFCC-2017                  | 2-yrs       | All         |
| <b>Outreach Principle Score</b>   | <b>4.09</b>   | <b>3.75</b> | <b>3.44</b> | <b>3.48</b> | <b>0.34</b>                | <b>0.65</b> | <b>0.61</b> |
| 1. This institution has taken steps to ensure that adult learners can enroll easily.  | 4.08          | 4.06        | 3.71        | 3.71        | 0.02                       | 0.37        | 0.37        |
| 2. Adult learners have easy and convenient access to help from the admissions office.   | 4.21          | 3.79        | 3.62        | 3.67        | 0.42                       | 0.59        | 0.54        |
| 3. Adult learners have easy and convenient access to course registration.   | 4.22          | 4.14        | 3.77        | 3.82        | 0.08                       | 0.45        | 0.40        |
| 4. This institution offers a planning, onboarding, or orientation course for adult learners.  | 3.76          | 3.78        | 3.30        | 3.32        | -0.02                      | 0.46        | 0.44        |
| 5. This institution provides several course delivery methods (e.g., online, face-to-face, hybrid) for students to select from.  | 4.52          | 4.52        | 4.08        | 3.94        | 0.00                       | 0.44        | 0.58        |
| 6. This institution promotes regular contact with mentors/advisors.   | 3.88          | 3.93        | 3.50        | 3.61        | -0.05                      | 0.38        | 0.27        |
| 7. This institution welcomes diversity of perspective and culture.  | 4.13          | 4.28        | 4.04        | 4.08        | -0.15                      | 0.09        | 0.05        |
| 8. Communication and branding emphasize a commitment to serving a diverse population of adult learners.   | 3.94          | 3.75        | 3.53        | 3.49        | 0.19                       | 0.41        | 0.45        |
| <b>Life &amp; Career Planning Principle Score</b>   | <b>3.71</b>   | <b>3.34</b> | <b>3.29</b> | <b>3.27</b> | <b>0.37</b>                | <b>0.42</b> | <b>0.44</b> |
| 1. Advisors share timely information that adult learners need to make decisions regarding course registration.  | 4.08          | 4.07        | 3.67        | 3.72        | 0.01                       | 0.41        | 0.36        |
| 2. This institution provides up-to-date online information regarding course sequencing.   | 3.90          | 3.78        | 3.42        | 3.41        | 0.12                       | 0.48        | 0.49        |
| 3. Adult learners have easy and convenient access to career advising.   | 3.68          | 3.43        | 3.52        | 3.49        | 0.25                       | 0.16        | 0.19        |
| 4. Advisors work with adult learners to ensure their learning plans align with their life and career goals.   | 3.89          | 3.59        | 3.48        | 3.46        | 0.30                       | 0.41        | 0.43        |
| 5. Career advisors provide adult learners with individualized advising based upon career assessments.   | 3.61          | 3.13        | 3.42        | 3.34        | 0.48                       | 0.19        | 0.27        |
| 6. Adult learners receive learning plans that incorporate their work, life, and family commitments.   | 3.58          | 3.20        | 3.03        | 3.00        | 0.38                       | 0.55        | 0.58        |
| 7. This institution consistently works with each adult learner to assess whether their prior learning through life and work experiences could qualify for credit through prior learning assessment. | 3.61          | 3.11        | 2.88        | 2.92        | 0.50                       | 0.73        | 0.69        |
| 8. Each term, adult learners have access to sufficient course offerings within their program of study.  | 3.88          | 3.93        | 3.57        | 3.50        | -0.05                      | 0.31        | 0.38        |
| 9. This institution provides adult learners with information on the prospective jobs and salaries available to them when they complete their program of study.                                      | 3.69          | 3.15        | 3.44        | 3.26        | 0.54                       | 0.25        | 0.43        |
| 10. This institution encourages adult learners to engage with career services early in their program of study.  | 3.55          | 2.88        | 3.34        | 3.31        | 0.67                       | 0.21        | 0.24        |
| 11. This institution integrates life and career planning activities into adult learners' programs of study.   | 3.38          | 2.92        | 3.04        | 3.00        | 0.46                       | 0.34        | 0.38        |

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|--|---------------|-------------|-------------|-------------|----------------------------|-------------|-------------|
|  | LFCC-2020     | LFCC-2017   | 2-yrs       | All         | LFCC-2017                  | 2-yrs       | All         |
| <b>Financing Principle Score</b>   | <b>3.97</b>   | <b>4.04</b> | <b>3.66</b> | <b>3.58</b> | <b>-0.07</b>               | <b>0.31</b> | <b>0.39</b> |
| 1. Adult learners have easy and convenient access to information pertaining to tuition and payment.  | 4.28          | 4.39        | 4.20        | 4.18        | -0.11                      | 0.08        | 0.10        |
| 2. Adult learners have easy and convenient access to scholarships for which they may qualify.  | 4.23          | 3.72        | 3.63        | 3.50        | 0.51                       | 0.60        | 0.73        |
| 3. Financial aid advisors help adult learners identify suitable sources of financial aid for which they may qualify.   | 4.43          | 4.38        | 3.83        | 3.74        | 0.05                       | 0.60        | 0.69        |
| 4. This institution adapts billing for tuition and fees in order to suit the needs of individual adult learners (e.g., flexible tuition payment plans).                  | 3.76          | 3.84        | 3.70        | 3.64        | -0.08                      | 0.06        | 0.12        |
| 5. Adult learners have easy and convenient access to one-on-one contact with financial aid advisors.   | 4.34          | 4.59        | 3.80        | 3.75        | -0.25                      | 0.54        | 0.59        |
| 6. Support for adult learners includes third-party billing to employers.   | 3.93          | 4.17        | 3.79        | 3.73        | -0.24                      | 0.14        | 0.20        |
| 7. This institution flexible addresses financial constraints that present barriers to adult learners.  | 3.72          | 4.12        | 3.44        | 3.34        | -0.40                      | 0.28        | 0.38        |
| 8. Adult learners have easy and convenient access to a bursar/business office.   | 3.86          | 4.44        | 3.83        | 3.74        | -0.58                      | 0.03        | 0.12        |
| 9. Support for adult learners includes variable fees based on use of services.   | 3.34          | 2.61        | 2.74        | 2.74        | 0.73                       | 0.60        | 0.60        |
| 10. This institution offers financial support (e.g., scholarships) designated specifically for adult learners.   | 3.77          | 3.91        | 3.53        | 3.39        | -0.14                      | 0.24        | 0.38        |
|  |               |             |             |             |                            |             |             |
| <b>Assessment of Learning Outcomes Principle Score</b>   | <b>4.09</b>   | <b>3.91</b> | <b>3.64</b> | <b>3.56</b> | <b>0.18</b>                | <b>0.45</b> | <b>0.53</b> |
| 1. Instructors at this institution teach adult learners how to self-assess their learning.   | 3.79          | 3.77        | 3.46        | 3.36        | 0.02                       | 0.33        | 0.43        |
| 2. Institutional assessments measure whether adult learners have attained the skills and knowledge required for success in their post-completion goals.                  | 3.87          | 3.73        | 3.45        | 3.34        | 0.14                       | 0.42        | 0.53        |
| 3. Instructors evaluate student learning through multiple modes of assessment.   | 4.24          | 3.88        | 3.71        | 3.61        | 0.36                       | 0.53        | 0.63        |
| 4. Adult learners' academic skills are assessed and/or evaluated via transcripts for placement in the appropriate level of reading, writing, and mathematics coursework. | 4.07          | 4.52        | 4.06        | 3.87        | -0.45                      | 0.01        | 0.20        |
| 5. In advance of an assessment, instructors provide adult learners with the explicit criteria used to evaluate their performance.  | 4.04          | 3.71        | 3.62        | 3.55        | 0.33                       | 0.42        | 0.49        |
| 6. Instructors provide adult learners with clear and meaningful feedback on their course and program performance.  | 4.14          | 4.28        | 3.83        | 3.78        | -0.14                      | 0.31        | 0.36        |
| 7. This institution's methods and process for evaluating student learning are fair.  | 4.27          | 4.41        | 4.11        | 4.03        | -0.14                      | 0.16        | 0.24        |
|  |               |             |             |             |                            |             |             |
| 8. Instructors base assessments upon established course and program learning outcomes.   | 4.27          | 4.32        | 4.01        | 3.95        | -0.05                      | 0.26        | 0.32        |
| 9. Adult learners are evaluated based on competency mastery as well as graded assessments.   | 4.08          | 3.40        | 3.53        | 3.38        | 0.68                       | 0.55        | 0.70        |
|  |               |             |             |             |                            |             |             |
| <b>The Teaching-Learning Process Principle Score</b>   | <b>3.96</b>   | <b>3.88</b> | <b>3.66</b> | <b>3.63</b> | <b>0.08</b>                | <b>0.30</b> | <b>0.33</b> |
| 1. Instructors are flexible in meeting with adult learners.  | 4.06          | 4.24        | 3.83        | 3.79        | -0.18                      | 0.23        | 0.27        |

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|   | LFCC-2020     | LFCC-2017   | 2-yrs       | All         | LFCC-2017                  | 2-yrs       | All         |
| 2. Instructors provide clear learning expectations in all courses.  | 4.11          | 4.46        | 4.03        | 3.98        | -0.35                      | 0.08        | 0.13        |
| 3. Instructors respect different perspectives and beliefs.  | 4.22          | 4.27        | 3.99        | 4.01        | -0.05                      | 0.23        | 0.21        |
| 4. Instructors use multiple methods for instruction in each course.   | 4.22          | 3.91        | 3.83        | 3.76        | 0.31                       | 0.39        | 0.46        |
| 5. Course activities and assignments allow adult learners to reflect upon their learning in context of their work and life experiences.           | 3.92          | 3.52        | 3.65        | 3.62        | 0.40                       | 0.27        | 0.30        |
| 6. Required courses have clearly-articulated learning outcomes that feed into a larger credential network.  | 4.31          |             |             |             |                            |             |             |
| 7. Instructors proactively communicate with adult learners if they fall behind in their course(s).  | 4.02          | 4.20        | 3.71        | 3.65        | -0.18                      | 0.31        | 0.37        |
| 8. Instruction of adult learners includes substantial peer interaction to create learning communities.  | 3.83          | 3.50        | 3.47        | 3.56        | 0.33                       | 0.36        | 0.27        |
| 9. This institution regularly offers faculty professional development that addresses principles and approaches for instructing adult learners.    | 3.80          | 3.23        | 3.33        | 3.22        | 0.57                       | 0.47        | 0.58        |
| 10. This institution assigns instruction of adult learner-focused courses to faculty trained in andragogy.  | 3.40          | 3.10        | 2.90        | 3.85        | 0.30                       | 0.50        | -0.45       |
| 11. Instructors assign activities during which students can apply what they have been learning to real-world examples.                            | 4.06          |             |             |             |                            |             |             |
| <b>Student Support Systems Principle Score</b>  | <b>4.03</b>   | <b>4.13</b> | <b>3.77</b> | <b>3.69</b> | <b>-0.10</b>               | <b>0.26</b> | <b>0.34</b> |
| 1. Support staff are responsive to adult learners' requests for help or information.  | 4.37          | 4.71        | 4.04        | 4.00        | -0.34                      | 0.33        | 0.37        |
| 2. Adult learners have easy and convenient access to academic resource centers (e.g., mathematics lab, writing center).                           | 4.36          | 4.46        | 3.94        | 3.83        | -0.10                      | 0.42        | 0.53        |
| 3. This institution provides support services to adult learners when and where they are needed.   | 4.23          | 4.38        | 3.69        | 3.63        | -0.15                      | 0.54        | 0.60        |
| 4. This institution provides one primary point-of-contact for each adult learner to connect them with support services.                           | 3.69          | 3.90        | 3.11        | 3.24        | -0.21                      | 0.58        | 0.45        |
| 5. Adult learners have easy and convenient access to tutoring assistance.   | 4.23          | 4.39        | 3.92        | 3.80        | -0.16                      | 0.31        | 0.43        |
| 6. Adult learners have easy and convenient access to disability-related staff and services.   | 4.47          | 4.41        | 4.10        | 4.05        | 0.06                       | 0.37        | 0.42        |
| 7. All support services are accessible to adult learners with disabilities.   | 4.42          | 4.57        | 4.18        | 4.12        | -0.15                      | 0.24        | 0.30        |
| 8. This institution provides adult learners with appropriate referrals or resources for high quality, affordable childcare.                       | 2.73          | 2.44        | 2.77        | 2.64        | 0.29                       | -0.04       | 0.09        |
| 9. This institution provides adult learners with appropriate referrals or resources for mental and physical health services, if needed.           | 3.75          | 3.81        | 3.83        | 3.77        | -0.06                      | -0.08       | -0.02       |
| 10. This institution provides adult learners with appropriate referrals or resources for social services, if needed (e.g., food pantry, housing). | 4.08          | 4.04        | 3.97        | 3.79        | 0.04                       | 0.11        | 0.29        |
| <b>Technology Principle Score</b>   | <b>4.03</b>   | <b>3.85</b> | <b>3.54</b> | <b>3.52</b> | <b>0.18</b>                | <b>0.49</b> | <b>0.51</b> |

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|---|---------------|-------------|-------------|-------------|----------------------------|--------------|-------------|
|   | LFCC-2020     | LFCC-2017   | 2-yrs       | All         | LFCC-2017                  | 2-yrs        | All         |
| 1. Adult learners have easy and convenient access to guidance and instruction for improving their technology skills.  | 3.68          | 3.75        | 3.41        | 3.38        | -0.07                      | 0.27         | 0.30        |
| 2. Adult learners have easy and convenient access to technological support.   | 3.93          | 3.89        | 3.66        | 3.63        | 0.04                       | 0.27         | 0.30        |
| 3. This institution consistently communicates with adult learners via technology.   | 4.53          | 4.45        | 4.01        | 4.06        | 0.08                       | 0.52         | 0.47        |
| 4. All student services are accessible online or via other technological means.   | 4.36          | 3.88        | 3.68        | 3.66        | 0.48                       | 0.68         | 0.70        |
| 5. Adult learners have easy and convenient access to an orientation to this institution's technology.   | 3.87          | 3.00        | 3.01        | 3.02        | 0.87                       | 0.86         | 0.85        |
| 6. Instructors are adept at using the most current technology.  | 3.74          | 3.56        | 3.42        | 3.35        | 0.18                       | 0.32         | 0.39        |
| 7. This institution stays current with innovations related to educational technology.   | 4.09          | 4.33        | 3.66        | 3.58        | -0.24                      | 0.43         | 0.51        |
| <b>Strategic Partnerships Principle Score</b>   | <b>3.42</b>   | <b>3.67</b> | <b>3.45</b> | <b>3.32</b> | <b>-0.25</b>               | <b>-0.03</b> | <b>0.10</b> |
| 1. This institution partners with local and regional employers to provide suitable internship opportunities for adult learners.   | 3.45          | 3.36        | 3.60        | 3.57        | 0.09                       | -0.15        | -0.12       |
| 2. This institution partners with local and regional employers to provide suitable opportunities for informational industry/occupational interviews for adult learners.             | 3.58          | 3.05        | 3.43        | 3.35        | 0.53                       | 0.15         | 0.23        |
| 3. This institution partners with local community organizations to provide adult learners with educational opportunities.   | 3.82          | 3.78        | 3.63        | 3.58        | 0.04                       | 0.19         | 0.24        |
| 4. This institution partners with local community organizations to provide adult learners with wraparound support services (e.g., child care, public benefits, mental health care). | 3.11          |             |             |             |                            |              |             |
| 5. This institution partners with local and regional employers to develop learning outcomes for adult learners' courses and programs of study.                                      | 3.66          | 3.86        | 3.50        | 3.27        | -0.20                      | 0.16         | 0.39        |
| 6. This institution provides opportunities for adult learners to interact with employers or other working professionals throughout their programs of study.                         | 3.49          | 3.52        | 3.39        | 3.28        | -0.03                      | 0.10         | 0.21        |
| 7. This institution provides accessible opportunities for adult learners to network with alumni.  | 2.78          | 2.90        | 2.69        | 2.81        | -0.12                      | 0.09         | -0.03       |
| 8. This institution effectively partners with other providers to expand career-relevant educational opportunities for students.   | 3.48          | 3.39        | 3.06        | 2.90        | 0.09                       | 0.42         | 0.58        |
| 9. This institution encourages local and regional employers to offer tuition assistance to their employees.   | 3.40          | 3.60        | 3.22        | 3.13        | -0.20                      | 0.18         | 0.27        |
| <b>Transitions Principle Score</b>  | <b>4.00</b>   | <b>4.27</b> | <b>3.84</b> | <b>3.74</b> | <b>-0.27</b>               | <b>0.16</b>  | <b>0.26</b> |
| 1. Requirements for completing adult learner programs of study are clearly stated.  | 4.06          | 4.38        | 3.96        | 3.98        | -0.32                      | 0.10         | 0.08        |
| 2. This institution informs adult learners upon how their prior earned credits transfer to programs of study here.  | 4.00          | 4.54        | 3.96        | 4.01        | -0.54                      | 0.04         | -0.01       |
| 3. Advisors work with adult learners to identify goals for further study elsewhere.   | 4.06          | 4.39        | 3.80        | 3.61        | -0.33                      | 0.26         | 0.45        |
| 4. This institution guides adult learners through the process of transferring to other institutions.  | 4.26          | 4.41        | 3.98        | 3.72        | -0.15                      | 0.28         | 0.54        |

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|  | LFCC-2020     | LFCC-2017   | 2-yrs       | All         | LFCC-2017                  | 2-yrs       | All         |
| 5. This institution informs adult learners upon how courses taken at this institution will transfer to other institutions.       | 4.16          | 4.32        | 4.01        | 3.76        | -0.16                      | 0.15        | 0.40        |
| 6. Adult learners can easily check transfer requirements for multiple transfer institutions against their own academic records.  | 3.79          | 4.24        | 3.61        | 3.48        | -0.45                      | 0.18        | 0.31        |
| 7. This institution provides a process for evaluating outside training programs (e.g., industry certifications) to award credit. | 3.69          | 3.50        | 3.28        | 3.30        | 0.19                       | 0.41        | 0.39        |
| <b>Adaptivity Principle Score</b>  | <b>3.72</b>   | <b>4.14</b> | <b>3.46</b> | <b>3.38</b> | <b>-0.42</b>               | <b>0.26</b> | <b>0.34</b> |
| 1. This institution collaborates with employers to develop opportunities for adult learners to complete real-life projects.      | 3.43          |             |             |             |                            |             |             |
| 2. This institution regularly updates academic programs to incorporate changes in the associated fields of study.                | 4.08          | 4.52        | 3.87        | 3.82        | -0.44                      | 0.21        | 0.26        |
| 3. This institution has a procedure for receiving and responding to adult learners' feedback.                                    | 3.80          | 4.38        | 3.62        | 3.62        | -0.58                      | 0.18        | 0.18        |
| 4. Course schedules and program design are inclusive group activities (e.g., include multiple stakeholder perspectives).         | 3.69          | 4.21        | 3.34        | 3.25        | -0.52                      | 0.35        | 0.44        |
| 5. This institution consults adult learners on how to schedule courses.  | 3.17          | 4.00        | 2.94        | 2.96        | -0.83                      | 0.23        | 0.21        |
| 6. This institution has a process for receiving and responding to faculty and staff feedback.                                    | 3.68          | 4.42        | 3.32        | 3.26        | -0.74                      | 0.36        | 0.42        |
| 7. This institution's organizational culture encourages feedback and continuous improvement.                                     | 3.81          | 4.24        | 3.40        | 3.35        | -0.43                      | 0.41        | 0.46        |
| 8. This institution has successfully implemented at least one change initiative in the last two years.                           | 4.19          | 4.46        | 3.76        | 3.69        | -0.27                      | 0.43        | 0.50        |
| 9. This institution provides faculty and staff professional development to support adult learner success.                        | 3.71          | 4.16        | 3.46        | 3.36        | -0.45                      | 0.25        | 0.35        |
| 10. This institution effectively implements a commonly-understood mission concerning adult learner success.                      | 3.55          | 3.81        | 3.23        | 3.16        | -0.26                      | 0.32        | 0.39        |
| 11. This institution responds to labor market information by offering programs that help adult learners find gainful employment. | 3.86          | 4.35        | 3.53        | 3.36        | -0.49                      | 0.33        | 0.50        |