

Adult Learner Inventory™

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Each item on the 40-item survey contributes to one of the following seven scales. These scales are based on CAEL's *Principles of Effectiveness in Serving Adult Learners*. Students rate each item on a 1-7 scale for how important it is for the program to meet this expectation as well as how satisfied they are that the expectation is being met by the program.

SCALE 1: Outreach

1. My program allows me to pace my studies to fit my life and work schedules.
6. Staff are available to help me solve unique problems I encounter.
12. Processes and procedures for enrolling here are convenient.
20. I receive the help I need to stay on track with my program of study.
22. I am able to choose course delivery that fits my life circumstances (e.g., on this campus, other campuses, online, in my community, at my workplace).
33. I receive the help I need to make decisions about courses and programs that interest me.
40. I am able to obtain information I need by phone, fax, e-mail, or online.

SCALE 2: Life and Career Planning

2. Sufficient course offerings within my program of study are available each term.
7. This institution provides students with the help they need to develop a plan of study before enrolling.
13. My advisor is knowledgeable about requirements for courses and programs of interest to me.
28. Mentors are available to guide my career and life goals.
36. I can receive credit for learning derived from my previous life and work experiences.

SCALE 3: Financing

3. This institution assists students who need help with the financial aid process.
8. I receive adequate information about sources of financial assistance available to me.
14. Billing for tuition and fees is tailored to meet my specific needs.
19. I can make payments or inquiries about tuition at times that are convenient for me.

SCALE 4: Assessment of Learning Outcomes

- 4. My instructors involve me in assessing my own learning.
- 21. I'm assessed on the knowledge and skills I'll need in my life and career.
- 30. I have many ways to demonstrate what I know.
- 34. This institution conducts pre-enrollment assessments of students' abilities.
- 38. This institution periodically assesses my skill level to guide my learning experiences.

SCALE 5: Teaching-Learning Process

- 9. I have a clear understanding of what I'm expected to learn in my courses.
- 15. My instructors provide timely feedback about my academic progress.
- 24. My instructors respect student opinions and ideas that differ from their own.
- 29. Most instructors use a variety of teaching methods.
- 31. My instructors encourage student-to-student interactions through a variety of techniques.
- 35. The frequency of interactions with my instructors is adequate.
- 37. Instructors incorporate my life and work experiences in class activities and assignments.
- 39. The learning experiences within my program of study challenge me to reach beyond what I know already.

SCALE 6: Student Support Systems

- 10. This institution offers strategies to help me cope with the multiple pressures of home, work, and my studies.
- 17. I receive timely responses to my requests for help and information.
- 18. I receive the help I need to develop my academic skills, including reading, writing and math.
- 23. This institution initiates many opportunities for me to connect with other adult learners.
- 25. This institution makes many support services available at convenient times and places.
- 27. This institution provides "one-stop shopping" for most student support services (registration, financial aid, advising, textbook purchases, etc.).

SCALE 7: Technology

5. I receive the help I need to improve my technology skills.
11. Technical support is available to me when I need it.
16. This institution uses technology on a regular basis to reach out to me.
26. Technology enables me to get the services I need when I need them.
32. Information is available online to help me understand what I need to do next in my program of study.

The extended version of the Adult Learner Inventory includes 29 additional items where students indicate the level of importance various sources of information and factors to enroll played in their decision to enroll in the institution's program.

Sources of information:

51. Catalog and brochures (printed)
52. Catalog (online)
53. This institution's Web site
54. Program information available at my workplace
55. Recommendations from family and friends
56. Recommendations from employer
57. Newspaper
58. National college search Web site
59. Contact with current students and/or recent graduates of the program
60. Program information session in my community
61. Personal phone calls from college representatives
62. Television

Factors in decision to enroll:

63. Ability to transfer credits
64. Credit for learning gained from life and work experiences
65. Ability to design my own program
66. Cost
67. Tuition reimbursement from employer
68. Availability of financial assistance
69. Requirement for current or future job
70. Reputation of institution
71. Flexible pacing for completing a program
72. Convenient time and place for classes
73. Availability of online courses
74. Distance from campus
75. Labor union support/endorsement
76. Courses held at employment site factor in decision to enroll
78. Program accreditation by professional organization or trade group
79. Availability of child care