



FINISH for  YOUR FUTURE

Connection to Supports

Considerations for Policies and
Procedures that Support Adult Learners

Quick Program Overviews

- Sinclair College (*EAGLE*)
- University of Memphis Finish Line
- Shasta College ACE

Course Scheduling

- Not just an academic consideration
- Course scheduling can significantly impact adult learners' life balance
- Consider:
 - Compressed Classes (fewer classes at one time)
 - Consistent Time Blocks (evenings, Saturdays)
 - Delivery (online, hybrid)

*Sinclair College's Flex Pace classes

Registration

- Ensuring adults can register in the classes they need, when they need them
- Consider:
 - Priority registration
 - Restricting classes to program participants prior to general population access
 - “Hiding” sections of specific classes until program participants have had a chance to register

Staff Support

- Staff specifically trained to support adult learners
- “One-Stop” concept
 - Navigator (Sinclair)
 - Completion Concierge (Memphis)
 - ACE Office (Shasta)

Hours of Availability

- Monday – Friday, 8 am to 5 pm is not sufficient
 - Evening hours
 - Saturday hours
- Can rotate staff so that not every staff member works every evening or every Saturday

Sinclair College: open on “strategic” Saturdays

Queries from Adult Learners

- Dedicated phone line and email address for adult learners
 - Sinclair – separate line/email for marketing
- Turn-around time for calls/emails of inquiry: 8 – 24 hours (strike while the iron is hot!)

Financial Aid

- Adults come with complicated financial aid issues (SAP issues from academic pasts, defaulted student loans, changes in current income)
- Consider
 - Training for program staff about financial aid
 - Point person/people in financial aid office to serve adult learners
 - Scholarships NOT based on GPA
 - Emergency Funds through college's foundation (not through Financial Aid Office) for students who have need but can't access financial aid or experience immediate needs that will impact academics (transportation, utilities, child care)

Non-academic Supports

- Coordinate, coordinate, coordinate – staff that work with adult learners must be fluent about these resources
 - Campus services (food banks, child care, clothing closets)
 - Community services (same, plus transportation, mental and physical health services, food stamps, homeless resources)

Employment

- Create relationships with local Job Training Center
 - Referrals from the JTC to the institution for academic and CTE programs
 - Referrals to the JTC from the institution for job seeking preparation

Bonus!

- You'll find that the steps you take to improve the collegiate experience for adult learners will benefit ALL of your students

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