

Hendrick Conference 2011

Best Practices for Adult Learners



PENNSTATE



OUTREACH

Doing Business with Business

The Onsite Credit Opportunity

**Presented by Mont Alto CE
Diane Chamberlin/Helen McGarry**

Why onsite?

- New adult learners on campus
- Community profile/Partnership value
- Adds value to education (sense of team)
- Helps faculty stay in ‘business’ mode (off campus environment supports adult learner approach)
- Increased employee retention
- Reduced overhead for campus (parking/space)
- Opportunity for employees to use Tuition Reimbursement

Who are the stakeholders?

CAMPUS

DAA

Registrar

Bursar

ITS

Enrollment Management

Academic Support Center

Bookstore

Faculty

CUSTOMER

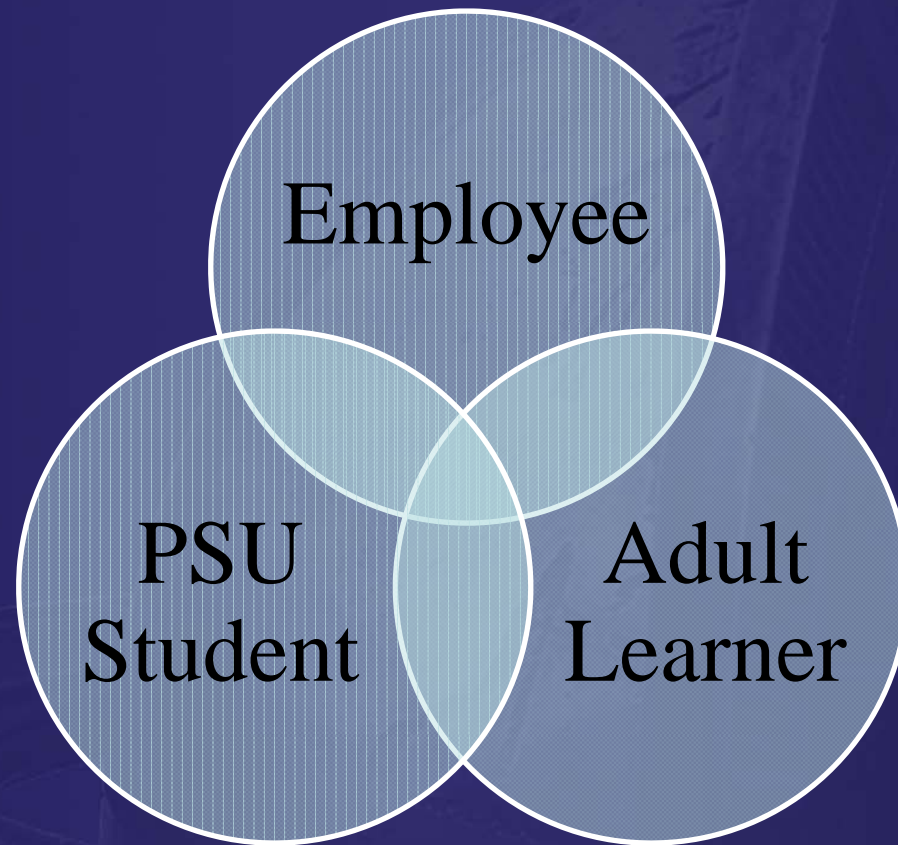
HR

Finance

Management Team

Employees/Students

Families



The Employee: An Adult Learner

- ✓ Set clear expectations
- ✓ Involve them in decision-making where appropriate
- ✓ Engaging and relevant orientation
- ✓ Condensed schedule
- ✓ Acknowledge previous experience/training
- ✓ Rich background
- ✓ Discuss in small groups
- ✓ Share knowledge



The Internal Challenge

Paradigm shift

- **Traditional academic institution vs. customer-driven CE**
- **Understand the needs of the campus / the needs of the customer**

Building the bridge

- **Focus on strengths vs. differences**
- **Discovery: how can both parties learn from the other?**
- **Communicate frequently to all stakeholders**
- **Put challenges squarely on the table**



Onsite learning environment

Creating conducive space

➤ Know what's needed

- whiteboard/flipchart/document camera/data projector/laptop

HR – stakeholder and internal ‘champion’



Learner Support

- **Academic advising**
- **Technical support**
- **Registration and records**
- **Career services**
- **Financial aid**
- **Library information resources**
- **Customized Orientation (math anxiety!)**

What the customer said...

“Thank you! If I had this class years ago, I would have applied myself instead of just trying to get by.”

“I was nervous going back to school after being out for so long. I couldn’t have asked for a better teacher. Her positive attitude towards everyone was a blessing.”

What the faculty said...

“I thoroughly enjoyed the experience with this group. It was fun working with them, but what was even more rewarding was the emotional depth of the stories they told in their essays.”

John McGinley, Adjunct Faculty

“...very rewarding experience with this truly awesome group of students. It is classes like this that have kept me teaching for 42 years...and still loving it!”

Judith Mullen, Adjunct Faculty

Thoughts from the DAA

Thank You!

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