



EARTHE

Activity 2

Digital toolkit for innovative curriculum and methodological development

Module 1 – Growth Mindset

Method 5 – 360 Feedback

Case study



Module 1 – Growth Mindset

Case study - Using 360° Feedback to Support Adult Learners: Lessons

Related Method - 360° Feedback

Context and Background

Organisation: Public university

Target Group: Adult learners, including working professionals and non-traditional students (for example, individuals balancing studies with work or family responsibilities, persons who change their career path, or those pursuing education later in life).

Scope: the university implemented the Adult Learner 360 survey to gain a comprehensive understanding of the adult learner experience through direct and honest student feedback. The survey aimed to assess various aspects of the student experience and inform strategic planning decisions.

Problem / Challenge Presented

The university recognised that relying on anecdotal accounts and broad research findings did not offer a clear picture of adult learners' needs. The institution sought to move beyond the perceptions of faculty and staff by adopting a data-driven approach to evaluating effectiveness and improving services for adult learners.

Actions Taken / Method Applied

The Adult Learner 360 survey, tailor-made by the Council for Adult and Experiential Learning (CAEL), was applied. This tool was used to gather feedback from students, faculty, and staff to provide comprehensive insights into the adult learner experience.

The university administered the survey to collect data on various aspects of the adult learner experience, including academic support, career services, and overall satisfaction. The results were analysed to identify areas for improvement and inform strategic planning decisions.



Outcomes and Results

After implementing changes in response to survey feedback, the university saw an increase in satisfaction ratings, surpassing the national average.

The data collected through the Adult Learner 360 survey played a pivotal role in enhancing services for adult learners, leading to a more supportive learning environment.

The insights gained from the survey informed the university's strategic planning, ensuring that future initiatives aligned with the needs and expectations of adult learners.

Lessons Learned

It is of utmost importance to use comprehensive data to inform decisions and tailor services to meet the specific needs of adult learners.

It is essential to regularly assess and adjust strategies to ensure they align with the evolving needs of the adult learner population.

Key Success Factors

Active participation of students, faculty, and staff in the feedback process ensured diverse perspectives were considered.

The university's dedication to understanding and addressing the needs of adult learners was crucial in the successful application of the 360° feedback method.

Challenges Encountered and How They Were Addressed

One of the major challenges was overcoming initial skepticism regarding the effectiveness of the 360° feedback process. The university addressed this by clearly communicating the purpose and benefits of the survey to all stakeholders, ensuring transparency and fostering trust in the process.

Applicability / Recommendations for Educators

Educators in any adult learning context can adapt this method by:

- a) adopting a holistic feedback approach which implies that educators and institutions should consider implementing 360° feedback mechanisms to gain comprehensive insights into the learner experience.



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- b) understanding that utilising feedback data allows for the customisation of services and support systems to better meet the unique needs of adult learners.
- c) recognising that regularly collecting and acting upon feedback promotes an environment of ongoing enhancement and responsiveness to learner needs.

