LEARNER SUCCESS LAB

MODEL FOR COMPREHENSIVE LEARNER SUCCESS

Rapid economic, technological, and social changes demand resilient higher education institutions that can adapt and innovate. ACE's Model for Comprehensive Learner Success illustrates a strategic, coordinated process to align policies, practices, and resources to position colleges and universities to better facilitate learner success. This approach has a broadened definition of learner success at its core, and includes six interconnected **target areas** and three **strategic lenses** through which each of these areas should be examined.

CORE

Learner

An inclusive term that encompasses lifelong learning within or outside of traditional campus settings and embraces:

- Demographic changes
- Learner-centered models of program delivery

Success

A diverse set of value-adding learning experiences, that include:

- Earning a credential, license, or certification
- Exploring career options
- Achieving a job promotion
- Identifying additional learning that may be necessary to actualize goals


Life Design

A career-services approach whereby learners gain agency over their own education, career path, and life purpose and develop the agility to design their next step.

Career Readiness

Learners prepare to engage with the changing dynamics of today's labor market, perform increasingly complex tasks, and solve new challenges. Includes hard skills (e.g., specialized knowledge) and soft skills (e.g., communication).

Completion

The lifelong ability of learners to identify relevant educational experiences, make measurable progress toward educational goals, and complete the postsecondary credentials that are necessary to achieve their life purpose.
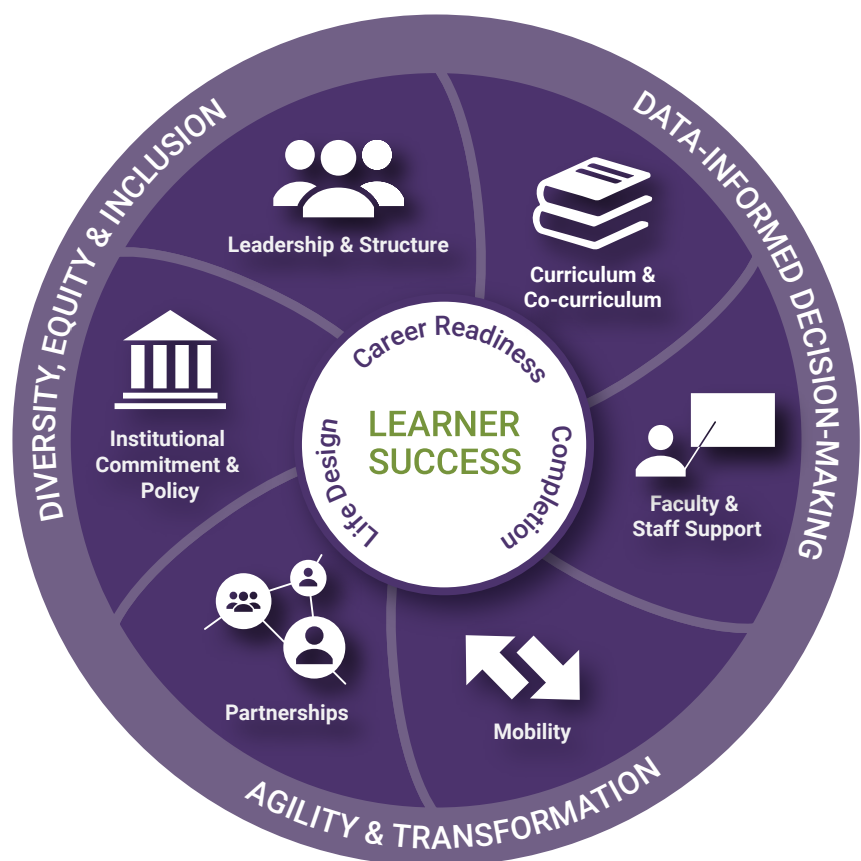
TARGET AREAS

Institutional Commitment & Policy

A stated commitment to transformation efforts related to learner success, along with formal assessment mechanisms, is essential. Institutions should have a learner-centric mission statement and strategic plans that emphasize persistence, life design, and career readiness.

Leadership & Structure

The involvement of institutional leaders and appropriate administrative infrastructure provide an essential framework for implementing learner success initiatives. These include offices that help blend professional and liberal arts education to meet learners' diverse needs, as well as key personnel that coordinate student support services across campus.

Curriculum & Co-curriculum

The blending of professional training and liberal arts educa-tion to help learners develop the skills needed to be successful in their lives and careers. Co-curricular program-ming delivers high-quality applied learning experiences that complement course-based instruction and align with the labor market.

Faculty & Staff Support

Institutional policies and support mechanisms that provide opportunities to develop additional competence in facilitat-ing learner success. Faculty and staff are developed to grow in their work, share expertise, explore pedagogical innovations, and address challenges across disciplines.

Mobility

Updated policies and practices are needed for learners who bring diverse experiences to and increasingly enroll in multiple institutions throughout their postsecondary careers. Institutions should have clear, accessible academic plans aligned to career opportunities and facilitate credit transfer and credit for prior learning.

Partnerships

Institutions work collaboratively to better understand and serve community and employer partners. Strategic relationships are developed and learning and credentialing opportunities align with the labor market and community needs. Students, faculty, staff, alumni, and other stakeholders are connected to improve learner outcomes.

STRATEGIC LENSES

Diversity, Equity, & Inclusion

The pivotal role of campus leaders and their teams to go beyond numerical diversity, ensuring that the institution is equitable, inclusive, and supportive for students, employees, and other stakeholders.

Data-Informed Decision-Making

Ensures that institutional goals are well articulated, strategic choices are grounded in evidence, and learner success outcomes are formally assessed. Systems are in place to help academic leaders identify barriers to learner success across the institution.

Agility & Transformation

An institution's willingness and capacity to evolve structures and practices to anticipate or respond to disruptive forces. Agile institutions continuously align and integrate policies and initiatives that serve diverse learner populations, enhance their value proposition, and fulfill their mission.