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21st Century Learning Ecosystem Opportunities
(21CLEO) Research Project

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Final Report: The Ecosystem of 21st Century Employer Supported Education and Training Initiatives

Kathy Harris

Portland State University, harriska@pdx.edu

Jen Vanek,

World Education Inc

Jill Castek

University of Arizona

Gloria Jacobs

Portland State University, gljacobs@pdx.edu

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FINAL REPORT: THE ECOSYSTEM OF 21ST CENTURY EMPLOYER- SUPPORTED EDUCATION AND TRAINING INITIATIVES

September 27, 2022



ABOUT THE RESEARCHERS

Who conducted this study?



**JILL
CASTEK**

Professor in the College of
Education at the University
of Arizona



**KATHY
HARRIS**

Director of the Literacy,
Language and Technology
Research (LLTR) Group



**GLORIA
JACOBS**

Research Associate, Literacy,
Language and Technology
Research (LLTR) Group



**JEN
VANEK**

Director of Digital Learning
and Research at the Ed Tech
Center and World Education

The 21 CLEO research is supported by a generous grant from [Walmart](#). The opinions and ideas expressed on this website are those of the authors alone and do not necessarily reflect the opinions of the funders.



ABOUT THE PROJECT

Why and how did we do this research?



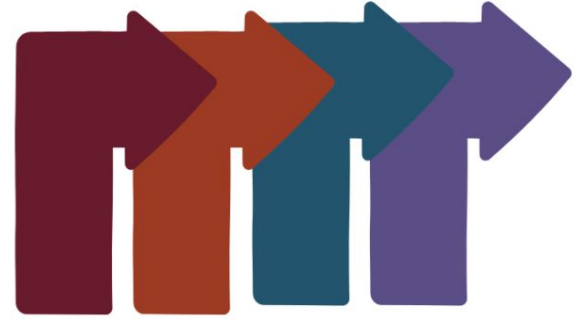
PURPOSE

Examine factors that influence the 21st century learning ecosystem and open up more opportunities for working learners' skills and knowledge development



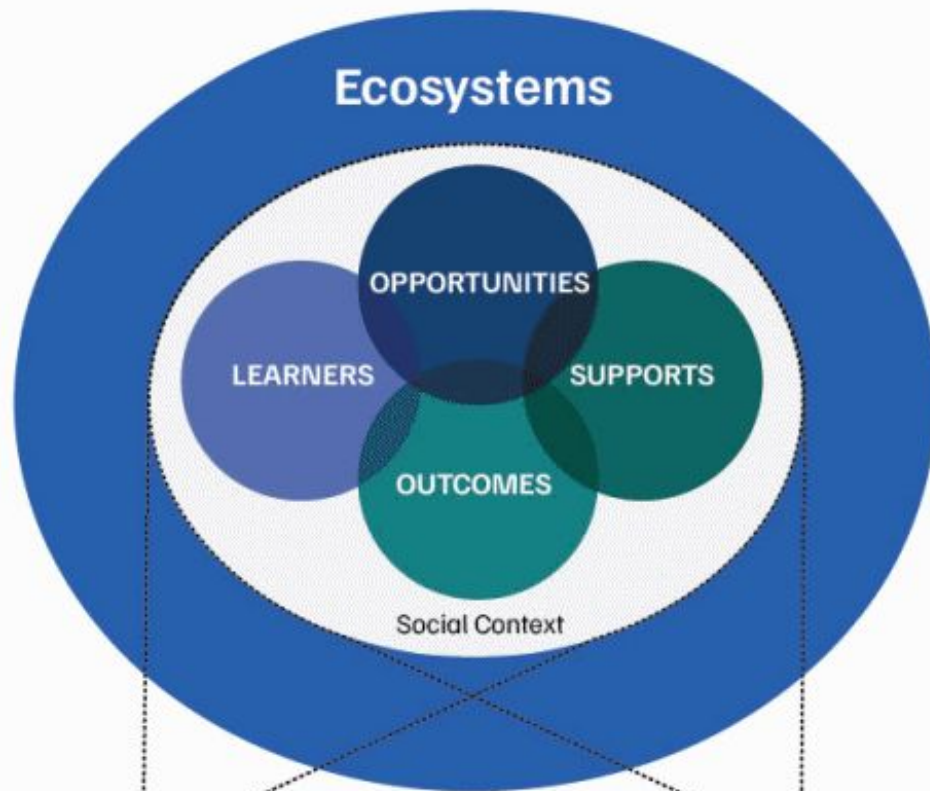
SIGNIFICANCE

Consider how opportunities to learn can better support success on the job and may lead to a strengthened capacity to engage with others and continually learn



EVOLUTION

The research moved through four phases responsive to what the data showed, the Covid-19 pandemic, and the racial reckoning within the United States



**Sociocultural
Theory**

How We Came To Know

Methods

Approaches

Values

Connections

**Critical Race
Theory**

21 Century Learning Ecosystem Opportunities: Research and Findings

[Download Report](#)

Research ^

- Purpose
- Significance
- Evolution
- Researchers

The **21st Century Learning Ecosystem Opportunities** (21 CLEO) research was launched to increase understanding of the complexities of learning ecosystems in employer-supported education and training initiatives. This work envisions workplace learning as ecosystems shaped by a constellation of factors that operate in dependent and independent ways. This website contains an interactive summary of insights about working learners, the types of education and training initiatives offered to working learners, and the outcomes from participating in employer-supported education and training initiatives.

<https://edtech.worlded.org/21cleo-report>

PARTS OF ECOSYSTEMS

What makes up ecosystems?



FEATURES

The system functions optimally when the different elements work together



SUSTAINABILITY

Healthy ecosystems endure when contributions are valued and efforts are appreciated



CONSIDERATIONS

The realities of change, systemic issues of race, and learners' individuality are key facets that need to be acknowledged

LEARNING ECOSYSTEMS

What are the features of learning ecosystems?



LEARNING GOALS

Working learners have goals that may change over time



EDUCATION INITIATIVES

Employers and other organizations offer training and education initiatives



ACTIVE PARTICIPANTS

Working learners make decisions that affect a learning ecosystem



COMPLEX & DYNAMIC

Ecosystems change according to context and socio-economic shifts

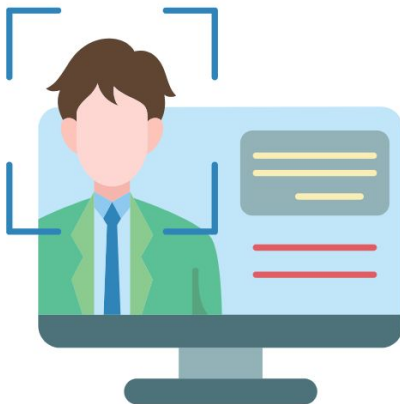
ALL ABOUT THE LEARNERS

What do the data tells us about working learners?



CHARACTERISTICS

Each learner is unique and engages in learning for different reasons



PERSONA

Portraits drawn from learners' experiences help us understand their experiences



INTERSECTIONALITY

Considering learners' identities are essential to customizing motivation and supports



Learning Goals



PERSONA

What do persona of working learners illustrate?



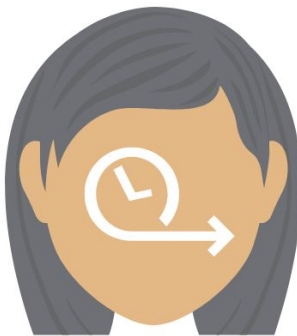
REGINA

Healthcare Worker
Seeking to
Establish a Career



NEBURU

Working to Feel
Comfortable
Interacting with
English Speakers



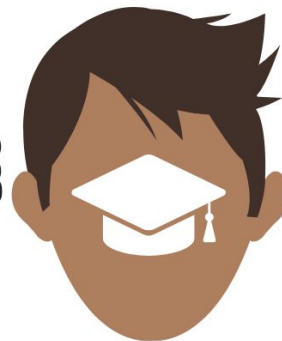
NAOMI

Learning for Future
Possibilities



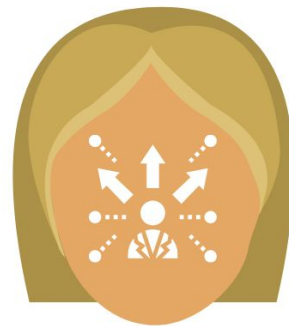
DANI

Front-Line
Supervisor Paid
Hourly Seeking
Certification for
Advancement



ALIMAYU

College-educated
Retail Worker
Learning English



ELISE

Juggling Work,
Required Training,
and Long-Term
Goals

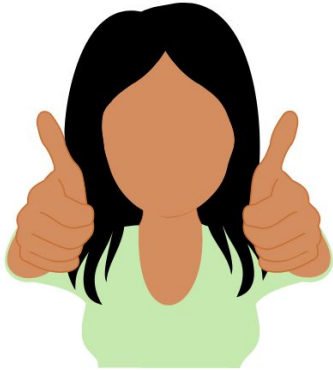
LEARNING OPPORTUNITIES

What factors support participation?



GOALS

Meet learners needs, desires, and goals



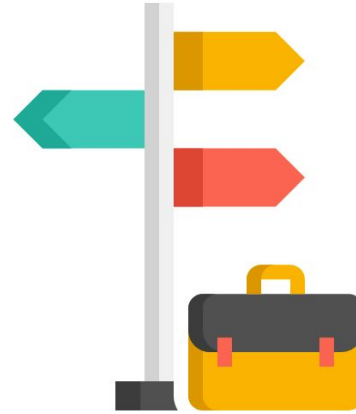
ENCOURAGE

Encouragement drives motivation



FLEXIBILITY

Make learning fit into lives and responsibilities



CHOICE

Choose learning that fits individual needs



RELEVANCE

Learning is meaningful & leads to advancement

SUPPORTS

What supports encourage participation?



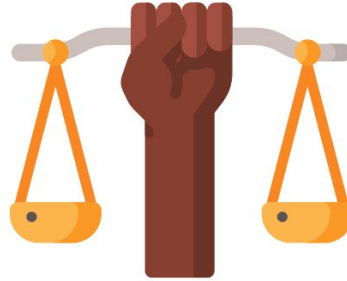
PROVIDE SUPPORT

Material and affective supports from family, friends, and employers help overcome barriers.



CONNECT

Supervisors play a key role in helping learners make connections between learning and advancement.



MENTOR FOR EQUITY

Proactive and ongoing mentoring may be needed for historically marginalized groups.

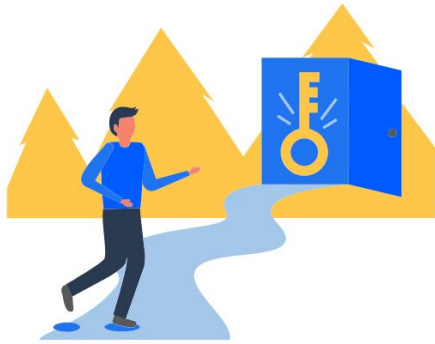


COMMUNICATE

Communicate clearly about benefits, time, and effort needed to fully engage in learning.

OUTCOMES

What does participation in learning lead to?



ACKNOWLEDGMENT

Employers recognize learners' education and training efforts; make connections to advancement opportunities



ADVANCEMENT

Create clear paths for advancement and communicate about progress along the way



RETENTION

Create conditions to support the retention of skilled frontline workers through relevant training that leads to advancement

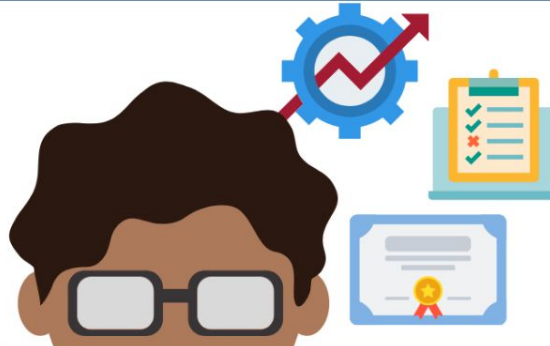
RECOMMENDATIONS

What actions can be taken?



LEARNING ECOSYSTEMS

Learners are central to ever-changing learning ecosystems; learners need encouragement and material support from employers, supervisors and extended networks



SUPPORTS FOR WORKING LEARNERS

Supports need to help learners see how learning could lead to advancement; employers need to create flexible and relevant education and training opportunities that meet learners' goals



CENTERING EQUITY

Learning ecosystems are best viewed through an equity lens that considers who learners are, their needs, and create ways that they can participate equitably

Read more.



The screenshot shows the top of a website with a red header. On the left is the EdTech Center World Education logo. On the right are search and menu icons. The main banner has a blue background with white circles and the title '21 Century Learning Ecosystem Opportunities: Research and Findings'. Below the title is a 'Download Report' button. The left sidebar has a 'Research' section with a dropdown arrow and four items: Purpose, Significance, Evolution, and Researchers. The main content area contains a paragraph about the 21st Century Learning Ecosystem Opportunities (21 CLEO) research.

EdTech
CENTER
WORLD EDUCATION

21 Century Learning Ecosystem
Opportunities: Research and
Findings

Download Report

Research ^

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<https://edtech.worlded.org/21cleo-report>

THANK YOU

Who helped make this research possible?



Literacy
Language &
Technology
Research



WORLD EDUCATION



Portland State
Applied Linguistics