



## 5. Oregon IET Toolkit: Student Experience & Progress

Updated April 2026

### Background

“Student Experience and Progress refers to prioritizing student success through the provision of wraparound services that address basic needs and logistical barriers and by using competencies, indicators, and feedback to communicate and demonstrate learner progress.” - [IET Quality Indicators](#)

In order to strengthen student persistence and completion in the IET program, it is critical to have student support services, or wraparound services, in place. Wraparound services are intended to help students be successful in their education and training and to remove barriers that individuals are facing.

Examples of Wraparound Services:

- Academic and career coaching
- Scholarships for tuition and fees
- Counseling and mental health support
- Referrals to community services
- Funds for textbooks, supplies, and tools
- Transportation vouchers

The materials in this section relate to the IET Quality Indicators for Student Experience and Progress. You may want to begin by reviewing the related quality indicators ([Indicators #18-20](#)). To help guide your use of the resources below, assess your IET program against Quality Indicators #18-20 using the [Oregon IET Self-Assessment Tool](#). The Resources provided below indicate which Quality Indicator(s) they address.

### Student Experience and Progress Resources

Resource	Description	Quality Indicator
<a href="#">Design the Learner Experience</a> (IET Design Toolkit)	<p>This section of the IET Design Toolkit helps you consider the learner experience and supports that learners receive in every phase of the program and beyond.</p> <p>Read Section 2.3 of the IET Design Toolkit: pp. 40-45 and pp. 148-151.</p> <p>Refer to “Desk Aid 3: Conduct Outreach and Recruit Learners for IET Programs,” p.40-41 and fill out the accompanying Planning Tool (p.148) with your local notes and information.</p>	18

Resource	Description	Quality Indicator
	Refer to “Desk Aid 4: IET Program Enrollment and Intake,” p.42-43, and fill out the accompanying Planning Tool (p.149) with your local plans.	
<a href="#">Learner Supports</a> (IET Design Toolkit)	<p>This section provides guidance on how to assess and identify what learner supports and wraparound services are needed to set your learners up for success in the IET program.</p> <p>Read the IET Design Toolkit: p.19-20 Learner Supports and Refer to the Needs Assessment Note-Taking Tool for Key Area #5 - Learner and Business Needs for guiding interview questions and a space to take interview notes. Capture your findings in the Needs Assessment Research section of the IET Assess Tool (p. 147).</p> <p>Read pgs. 36-39 “Consider Available Learner Supports,” and Refer to the assets you identified in the IET Assess Tool related to Key Area #3: Community Resources to Support your Program (p.130).</p> <p>Determine appropriate supports identified in Key Area #2: Regional Workforce Development Needs and Key Area #5: Learner and Business Needs (p.134-135).</p> <p>Refer to “Desk Aid 2: Integrating Learner Support into IET Programs,” p.38-39.</p>	19, 20
Case Study: <a href="#">Adult Learner Profile</a> and <a href="#">IET Learner Experience Worksheet</a> (IET Design Toolkit)	The Adult Learner Profile and Learner Experience worksheet are tools you can use to assess the needs of your IET learner and better understand how to build a support system for them.	18
<a href="#">Example Intake Form</a> (Nebraska Adult Education State office)	Example intake form that can be used to identify and assess learners’ goals, needs, and potential barriers to success for case management.	18, 19
<a href="#">Chemeketa Community College Early Childhood Education Orientation</a>	See this Orientation slideshow as an example of how to onboard new students to an Early Childhood Education Program.	19

Resource	Description	Quality Indicator
<a href="#">Chemeketa Community College Healthcare Interpreting Orientation</a>	See this Orientation slideshow as an example of how to onboard new students to the Healthcare Interpreting Program.	19
<a href="#">Chemeketa Community College Medical Assisting Orientation</a>	See this Orientation slideshow as an example of how to onboard new students to the Medical Assisting Program.	19

In Oregon, there are [several state grants](#) available to provide wraparound supports and create a support system to help learners. These can and should be leveraged to support IET programs.

List of state grants	Description
Career Pathways grant	Career Pathways grant at all community colleges to support development IET and career pathway programming, provide direct supports to students, and support CTE delivery.
Benefits Navigator grant	The Benefits Navigators grant is a state grant at all public institutions to hire a benefits navigator to connect students to resources and address basic needs insecurity.
First Generation Student Success grant	State grant to community colleges to support work in increasing the number of students working toward a degree who are first-generation and underrepresented.
GED Wraparound grant	State grants to supplement GED programming, provide wraparound supports to learners pursuing GED.
SNAP Training and Employment Program (STEP)	The STEP program at the community colleges supports low-income students with college and career navigation and wraparound supports.