6 KEY RESEARCH FINDINGS

Emerging Technologies for Holistic Literacy in Adult Education

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Emerging technologies hold promise, but are unevenly integrated

"We have centres experimenting with AI and adaptive learning, but others can't even guarantee stable Wi-Fi."

1

Digital inclusion is about more than access

"I don't want to click on something and lose money or send the wrong document. Who can help me if I get it wrong?"

2

A holistic approach to literacy is critical

"Digital tools can't fix a lack of trust. What learners need first is a safe space – then they can start experimenting, clicking, making mistakes."

3

Educators need training and support

"We don't have enough pedagogical resources. We're good at improvising, but that's not a sustainable strategy."

4

Policy and practice must align

"We saw a surge in digital adoption, but much of it was driven by emergency needs, not by long-term planning or systemic change."

5

A pedagogical and ethical lens is essential

"If we only teach them how to use a platform, we're missing the point. We need to build trust, motivation and a sense of belonging. That's where learning really starts."

6

These findings are based on 50 interviews in Austria, Croatia, Finland, Romania, Switzerland, the UK and the EU level, supported by literature and desk research, and co-funded by the EU through the Erasmus+ ETHLAE project.