

Written Plan for Determining the effectiveness of Student Personnel Services

Overview

Student Services is a key part of the school's commitment to ensuring students are attending courses in an environment that's conducive to learning. Student Services addresses the personal, social, educational, and career needs of all students. Supporting student needs is the responsibility of every staff person, but is primarily led by our Student Service Counselor/Case Manager. Additional support is provided by the school's Job Developer/Career Specialist and Academic Advisor.

Purpose

The purpose of the school's Student Services Department is to impart specific skills and learning opportunities through academic, career, and social personal counseling, in a healthy and encouraging learning environment. The primary function of support staff is to assist students in reaching their academic potential by working cooperatively with teachers, parents, and staff. The goal is to help the student successfully complete a career technical education program and enter the career upon completion of the program.

Survey Tool/Evaluation of Student Services:

NCCTI utilizes a survey tool to determine the effectiveness of student services. The survey captures the students':

- Program of interest
- Usefulness of student orientation
- Effectiveness of financial aid advisement
- Effectiveness of academic advisement
- Effectiveness of job placement assistance

Students are asked to share their experiences utilizing the following ranking:

- Very effective
- Effective
- Neutral
- Ineffective
- Very ineffective

Evaluating Survey Results

Administrators, instructors, and program staff meet annually to review surveys which reaffirms if our services are effective or gives us a guideline of areas needed improvement.

Meeting notes and staff sign in sheets are maintained to document program staff evaluated survey results.