

## **Determining the Effectiveness of Student Personnel Services Written Plan**

### 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 and is further supported by the student success coaches, who provide support by providing advising, tutoring, and resource identification, acting as liaisons to other New Community Corporation resource services.

### Purpose

The purpose of the 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 the staff is to assist students in reaching their academic potential by working cooperatively with teachers, parents, and other identified staff. The goal is to help the student successfully complete a career and 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

Students also meet with the success coaches to share their feedback on the academic student cycle while enrolled at the school.

### Evaluating Survey Results



### **Determining the Effectiveness of Student Personnel Services Written Plan**

Administrators, instructors, and program staff meet annually to review results of the survey, identifying areas for improvement and areas that are working with positive results. Feedback notes and staff attendance are maintained to document program staff evaluated survey results.