

CALC, INSTITUTE OF TECHNOLOGY

PLAN FOR EVALUATING STUDENT SERVICES and ACTIVITIES

Purpose: The purpose of this plan is to ensure that appropriate student services are available to support the mission and programs of the institution.

Counseling: This service begins in admissions where applicants are interviewed by Admissions Counselor or by the School Director. These services are described during the student orientation. All counseling is documented and placed in the student folder. The success of this counseling process for admission is demonstrated in the institution's retention rate, which is reviewed annually to ensure that it is compatible with other institutions accredited by COE.

Orientation: Conducted by the Admissions Counselor, Instructor or School Director, and is a thorough presentation of new student expectation levels.

Records: The School Director and authorized clerical personnel can access records from the computer database to release to the student when required. Access procedures to records are detailed in the document entitled "Written procedures for furnishing students, completers, employers and others with transcripts" and "Written procedures for access to student records."

Grievances: A written grievance procedure is supplied to all students in the institutional catalog and is strictly adhered to by faculty and staff. Grievances are reviewed immediately for purposes of ensuring that a problem is not systemic. If a pattern does exist and change is warranted, action will be taken swiftly.

Academic Advisement: The Instructor and/or School Director counsel students who are falling short academically and mandate tutoring or additional work to ensure that students maintain satisfactory academic progress. Grading reports are issued at regular intervals to students to keep them apprized of their progress in the program.

Financial Assistance: The Financial Aid Coordinator will provide information to the applicant at the time of admission to ensure that the student understands the financial aid package. The student is made aware of the need for any additional documentation or changes in their financial aid package. Forms that must be filled out by students' are closely monitored by the Financial Aid Coordinator to ensure that the institution receives timely payment on behalf of the students.

Health and Safety: A written plan exists for the well-being of students entitled "Plan for Assuring Routine and Emergency Health and Safety." That plan's effectiveness is evaluated annually. Incident reports are reviewed immediately upon completion to ensure that the proper action has been taken. All incident reports are maintained in a binder and are included in the annual review of the plan to ensure that there are no systemic problems with procedures.

Student Activities: The School Director reviews the activities upon completion of a given event to ensure that the activity is consistent with the mission of the institution. Staff and faculty closely supervise all activities.

Retention: Staff interacts proactively with students experiencing difficulty; refer students requiring assistance to appropriate individuals/agencies; examine relationships between entrance requirements and retention. "Call Any staff member to Let them know, so they Can help you" is provided during new student orientation.

Feedback: An annual evaluation is reviewed by staff, students and advisory board to determine the effectiveness of student personnel services. All elements described above are factored into the review. Adjustments to each service area are made based upon the results of this evaluation.