

AVTEC Retention Plan

Purpose of the Plan

The purpose of the AVTEC retention plan is to outline student retention tactics and ensure activities are in place and deployed for maximum retention and student success from enrollment through graduation; and is shared with students and staff for maximum impact.

Identify stakeholders

Key stakeholders that benefit from effective student services are all current and former AVTEC students. Others who have a stake in effective student services are AVTEC staff, instructors, parents of students and others who are supporting a student attending AVTEC.

Scope of Services

Retention activities at AVTEC begin during the admissions process where a foundation for success is established when the admission staff build a relationship with an incoming student, outline the institutional expectations and guide them through the process of enrollment including completion of the Test of Adult Basic Education (TABE), the assessment of student math and reading skills.

AVTEC onboarding retention activities include orientation, socialization activities, and class presentations. During Orientation, Student Handbooks are distributed and reviewed, expectations for behavior and academic success are communicated, and the various services, including technology support, that are available to students are highlighted. A recreational social activity schedule is offered during the first week for students to connect with one another so they can begin to feel a part of a community.

Additional retention activities occur during the first week of training when staff counselors interview the students in their class to reiterate the information that was shared during the orientation to check in with them. Instructors review with the students the program specific policies and procedures and the consequences of violation and noncompliance, giving them their support options should they find themselves struggling. Throughout the training year students have access to counselors to help them cope with homesickness and issues with substance abuse, financial aid officers who assist with funding issues, staff and peer tutors to assist with understanding the training materials and expectations and a recreation specialist to keep them engaged in healthy activities for physical and emotional well-being.

AVTEC instructional staff work directly with students six to eight hours a day, five days a week during training. This hands on training provides opportunities for individuals with different learning styles to thrive and instructors to provide in the moment, daily feedback directly contributing to student success. Instructors meet with students one on one monthly for program evaluations outlining student progress, means for improvement, expectations, challenges, and timelines. Direct observation of student work by instructors affords an inside look into potential student needs or assistance with instructors making referrals to AVTEC Student Services Staff or connections to the community.

AVTEC has set up a Student Excellence Fund that is meant to provide funding for unexpected and emergency issues that would cause students to drop out if not addressed; issues such as emergency daycare, automobile failure, food and shelter are all eligible for retention funds through the Student Services Department.

Staff Responsible

Services outlined in the scope are delivered by the Admissions, Financial Aid, Student Services, and Residence Life Department staff with primary responsibility for coordination held in the roles and responsibilities of the Department Heads of all departments.

The staff responsible for delivery of services include:

- Student Services Department Head/Counselor: Responsible for coordination of department and activities, providing resources to and counseling students, management of student workers, and test proctoring; oversees the AVTEC Student Excellence fund that supports unexpected expenses that might arise and keep students from successful completion of their training.
- Student Counselor: Responsible for providing resources to and counseling students, test proctoring, and placement class assistance
- TABE Administrator/Adult Education Instructor/Title IX Coordinator: TABE Testing and administration, Adult Education instruction, Title IX Coordination, and investigation.
- Career Advisor: responsible for instruction in job search, resume writing, and interview skills, employer verification and employer data tracking, student employment follow-up post-graduation, development, and review of AVTEC Placement Plan
- Math Instructor/Tutor: Instructs program specific math classes and supports student tutoring.
- WIOA Youth Grant Case Manager: Assists recreation specialist with recreational activities, provides individual needs assessments to at risk individuals enrolled in the grant, case management for grant participants, provides financial resources and materials to grant participants ensuring successful completion of training
- Residence Life Department Head: Provides supervision to Recreation Specialist, management of student workers, and referral of students to various student services
- Recreation Specialist: Coordinates and plans various recreational activities for students, coordination and management of student workers, and recreation equipment management, maintenance, and check-out
- Admissions Officers: Communicate with prospective students and aid in navigating the admissions process. Connect students with resources prior to arrival to ensure proper considerations for the student's future (career path, reading/math scores, financial aid, etc.).
- Financial Aid Officer: connects with students to assist in securing sustainable funding for the duration of their training; assist with locating scholarships and other forms of aid that might cover expenses that arise unexpectedly.
- AVTEC Instructors: Provide opportunities for hands on learning, direct instruction, feedback and support, progress checks, review of program expectations, in depth career path knowledge, and referrals to supportive services.

Major Activities

- Admissions: Builds relationships with incoming students, assists students in enrollment, communication regarding AVTEC expectations, direct to necessary resources for student foundation entering AVTEC.
- Orientations: New students receive orientation on the policies, rules and guidelines for success as a student at AVTEC; including orientation to technology, safety and the contents of the student handbook.
- Counseling services: Two counselors are available, in a morning and an evening shift, to provide the maximum availability possible to students who are having personal, relationship, academic, mental or any other issue that they would like a confidential person to talk to. When necessary, students are referred to appropriate services outside of AVTEC.
- Disability Services: Assistance to individuals with a disability or other accommodation needs are available by contacting Student Services.
- Employability skills: Training curriculum, based on employer feedback, that includes promptness, time management, cell phone etiquette, conflict resolution, and dealing with difficult people.
- Job Search: Training in the best practices of how to search and apply for employment.
- Resume Class: Curriculum includes assistance in creating a resume, review, and feedback on the finished product.
- Interview Skills Class: Guides students through the interview process for a successful interview. Students work on the details of interviewing from first impressions to leaving the interview. The class includes practice interviews with an instructor.
- Placement services: Includes arranging for employers to connect with students/potential employees by being present in training programs and conducting onsite interviews, researching and providing job postings directly to students; an annual onsite job fair.
- Tutoring services: For students needing academic assistance, tutoring is available in the evenings.
- Monthly Student Evaluations: Students meet with instructional staff monthly to determine student status in academic programming, attendance issues or concerns, referrals to counseling or tutoring services to keep students on track for successful program completion.
- TABE Assessment testing for AVTEC Admissions: All AVTEC programs have an established TABE assessment baseline scoring to be met for admission that ensures a student is set up for success by meeting the correct reading and math scores necessary to navigate the program; AVTEC utilizes TABE Academy for individuals who need or want to increase their math and/or reading skills before taking the assessment.
- Work-Keys testing for employment: Is available for any student who requests it.
- WIOA Youth Grant: AVTEC employs a Workforce Innovation and Opportunity Act Grant Case Manager who assists students considered at high risk in entering and successfully completing training at AVTEC, and entering the workforce. This person is a member of the Student Services Department and works closely with staff to ensure students get necessary resources and materials for success.
- Student Training Programs: designed to provide necessary support for student success in chosen career path. Industry knowledgeable instructional staff provide hands on learning

opportunities, career path and employment information, relay AVTEC expectations, policy and procedure, provide direct feedback and chances for improvement in skill building, as well as make connections to helpful resources.

Evaluation

The effectiveness of AVTEC's retention activities as outlined in this plan will be evaluated each year using various tools.

- Student Data Coding Sheets: Student status upon premature exit from training is recorded and coded for analysis. Codes for aptitude/ability, personal health, and attendance, lack of interest, substance abuse, employment, personal finance or family/emergency situations are recorded and analyzed to determine if retention activities could have served as an intervention for the non-retained student.
- Student Evaluations: Questions about effectiveness of retention activities and interventions are included in the mid-term (formative) and end of year/exit (summative) evaluations; qualitative data collected will be analyzed with the quantitative data for effectiveness of retention activities and possible modification, elimination or addition of activities to the plan.
- Completion/Placement/Licensure Data: AVTEC Career Advisor maintains completion, placement, and licensure data that is available for staff, students, and Occupational Advisory Committees. This data is part of the annual review and evaluation process of student retention.

The data is collected by responsible staff and analyzed and evaluated each year for discussion, validation and modification as appropriate, by the AVTEC Department Head leadership.

Communication plan

All students are made aware of the various resources available to them while a student at AVTEC. This information is available during new student orientation, within the student handbook, listed on the AVTEC website, posted to virtual bulletin boards across campus, and provided during potential referrals from instructional staff.

Any student seeking enrollment can find admissions information and contact as well as the TABE Coordinators contact via the website, request it from the admissions staff, or will be put in contact with them via admissions staff.

During monthly evaluations instructional staff may make referrals to tutoring services for students needing additional assistance. At any point in programming changes in status or behavior may warrant instruction staff referring a student to counseling services as well.

At the beginning and end of each year, placement and retention data is shared with all staff. Additionally, updates to any student services aiding in student retention are mentioned and a review of all services are provided.

Current students are updated on potential retention activities as outlined in Major Activities, or availability potential employment through their instructor and Career Advisor. Staff get updates and communications through our internal intranet system, phone, and email exchanges.

Budgetary Resources

As retention is the responsibility of all AVTEC staff, funds for retention services are covered through the annual operating budget.