

AVTEC Student Services Plan

Purpose of the Plan

The purpose of the student service plan is to outline and identify effectiveness and best practices in student services for maximum student success.

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

The scope of services offered by AVTEC are intended to enrich the student experience while in attendance and provide a foundation for success beyond their time at AVTEC. The activities include: orientation, counseling services, accommodation services for students with disabilities and Department of Corrections documentation review, student safety and Title IX services, skills development for seeking and maintaining employment, conducting a job search, resume writing, interview skills development, employer connection for placement in employment, technical and applied math classes, tutoring, TABE assessment, Work-Keys assessment, test proctoring, Workforce Innovation and Opportunities Act Youth Grant Case Management, and recreation activities.

Staff Responsible

Services outlined in the scope are delivered by the Student Services and the Residence Life Department staff with primary responsibility for coordination held in the roles and responsibilities of the Department Heads of both 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.
- 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

Major Activities

- 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.
- Title IX Services: Title IX training for students and staff is delivered annually for students and as needed for staff to ensure staff and students are compliant with Title IX requirements; additionally, support services for students who have experienced a Title IX violation are available.
- Special Cases (Department of Corrections (DOC) enrollments): Staff works with potential students who are on probation or parole, or have been court ordered to obtain treatment to make sure their orders from the court have been completed, for the safety and security of all AVTEC campuses and success of the student enrolled.
- 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.

- Math Classes: Math classes specifically targeted and aligned with training programs; applied math where students work through problems they encounter in real life work experiences.
- Tutoring services: For students needing academic assistance, tutoring is available in the evenings.
- TABE Assessment testing for AVTEC Admissions: AVTEC utilizes TABE Academy for individuals who need or want to increase their math and/or reading skills before taking the TABE.
- Work-Keys testing for employment: Is available for any student who requests it.
- Proctoring Services: Are available for students and community members taking employment and/or credentialing tests.
- 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.
- Recreation: The AVTEC Student Services Center has a full-size gymnasium, racquetball court, climbing wall, auditorium, fitness center, sauna, crafts room, computer lab, study areas, and a snack bar that provide students with a variety of recreation options on campus. Students also have access to various outdoor activity supplies which they can check out from the recreation department.

Evaluation

The effectiveness of all training and services offered at AVTEC, including Student Services, are evaluated by students; using multiple methodologies throughout the year including in-person interviews, weighted surveys, and open ended questions students provide feedback at the beginning of their training year, mid year and at the end of the year.

AVTEC staff, students, and Occupational Advisory Committee members are able to make suggestions for changes to, or an increase of, available student services at any time.

Students are interviewed in person during the first week of classes and after the orientation activities, a formative evaluation is conducted half way through the training year, and a summative survey is conducted at the end of the training year.

All Student Services staff, resources, and spaces are evaluated and students are able to provide insightful feedback for continuous improvement. In addition, the results of the evaluations are provided to appropriate staff to modify and improve services as applicable. At the end of each year, student services staff meet with their supervisor to discuss the results of the evaluations as they pertain to the individual's responsibilities and job description. Goals for improvement are included in the staff evaluations and are often based on student feedback during the AVTEC Training Program Evaluations.

Communication plan

During orientation, students are notified of all services available. The services are also listed in the AVTEC Student Handbook. Student Services staff provides input into the Student Handbook, Catalog and public website and assists students and instructional staff with understanding and following AVTEC policies.

Budgetary Resources

Budgetary resources are provided by the Student Services Departmental budget. Needs are evaluated at the end of each term for the following school year.