

AVTEC Student Retention Plan

Purpose

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

Stakeholders

- AVTEC Students
- Former AVTEC Students
- Parents of AVTEC students
- AVTEC Staff and Faculty
- Parents and other supporters of AVTEC students

Scope of Services

The scope of services offered by AVTEC is intended to enrich the student experience while in attendance and provide a foundation for success during training and as they transition to the workforce. These services include:

- Build relationships with incoming students during job fairs, the TABE Academy process, and pre-attendance contact with instructors and counselors.
- Outline the institutional expectations and guide them through the process of enrollment including completion of the TABE Academy, an 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 which are available to students are highlighted including technology support.
- A recreational social activity schedule is offered the first week for students to connect and begin to feel a part of a community.
- Prior to the start of training, counselors contact all incoming students as an introduction to campus resources.
- During the first week of training, counselors interview students in their training area to reiterate information shared during orientation and to check in with them.

- Instructors review program specific policies and procedures with all students as well as consequences of violation and noncompliance.
- Throughout training students have access to counselors to help them cope with homesickness and issues with substance abuse, financial aid officers who assist with funding issues, one-on-one student academic support staff, 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.
- Instructional staff work directly with students six to eight hours a day, five days a week. This hands-on training provides the opportunity for individuals with different learning styles to thrive and instructors to provide 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 student needs which can necessitate further assistance from instructors or a referral to AVTEC Student Services Staff or connections to the community.

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.

Student Service Staff

AVTEC's Student Service Staff provide a key resource in assisting students to overcome barriers and reach their full potential in both personal and career goals.

- Student Services Department Head: Responsible for providing supervision and coordination to all Student Services Department staff as well as overseeing coordination of activities.
- Student Counselor: Responsible for providing resources to and counseling students, test proctoring, instruction of classes, facilitation of evening groups, and career readiness skills class assistance.
- TABE Administrator: Responsible for TABE Academy enrollment and instruction.
- Title IX Coordinator/ADA Coordinator: Responsible for Title IX coordination and investigation as well as ADA compliance.

- Career Advisor: Responsible for instruction in career readiness skills, employer data tracking, student employment follow-up post-graduation, and development and review of AVTEC Placement & Follow-up Plan.
- Math Instructor/Tutor: Responsible for instruction of program specific math classes, student tutoring, and management of student workers.
- WIOA Youth Grant Program Coordinator: Responsible for providing individual needs assessments, case management, and financial resources and materials to grant participants, management of WIOA student workers, and assisting in coordinating events and activities.

Program Instructors

Program instructors are in contact with the students daily and are most familiar with individual student skill levels. Program instructors develop one-on-one working relationships with each student and are key to referring a student for additional AVTEC services.

- 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. Direct observation of student work by instructors affords an inside look into potential student needs with instructors making referrals to Student Services Staff or connections to the community to provide assistance.

Other AVTEC Staff

All AVTEC staff share in the responsibilities of assisting students in reaching their training and career goals. Staff assist students to complete their training by providing the following services:

- Residence Life Department Head: Responsible for providing supervision to Recreation Specialist and dorm staff, management of student workers, and referral of students to various student services.
- Recreation Specialist: Responsible for coordinating and planning various recreational activities, coordination of student workers, management, maintenance, and check-out of recreation equipment.
- Admissions Officers: Responsible for assisting students in navigating the admissions process. Connect with students prior to arrival to ensure proper considerations for the student's future (career path, reading/math scores, financial aid, etc.).
- Student Accounts Officer: Assists students in managing training expenses. Works with Financial Aid Officer and external funding sources to provide students' with resources needed for financial planning.

- Student Records Officer: Maintains student educational records and provides records access to students and authorized AVTEC staff. Ensures completion and retention of student attendance records and monthly progress reports.
- Financial Aid Officer: Responsible for assisting students in securing sustainable funding for the duration of their training as well as assisting with locating scholarships and other forms of aid.

Major Activities

The following procedures and methods are in place to ensure that each student has the best possible opportunity to complete their training and acquire the skills necessary to be successful in their chosen career.

- Admissions: Builds relationships with incoming students, assists students in enrollment, provides communication regarding AVTEC expectations, and referrals to necessary resources for support in enrolling to AVTEC.
- Orientations: New students will be oriented on policies, rules, and guidelines to include technology, safety, and the contents of the student handbook in an effort to increase success as an AVTEC student.
- Counseling services: On-site counselors are available as confidential resources to students who seek assistance with personal, relationship, academic, mental, and a variety of other issues. Counselors are on site before, during, and after training hours to provide the maximum availability possible to students. When necessary, a counselor might refer a student to appropriate services outside of AVTEC.
- Access-ability services: Assistance and support to individuals with disabilities or other accommodation needs are available through designated staff in the Student Services Department.
- Title IX services: Training is delivered annually with students and staff for awareness and compliance with Title IX requirements. Support services and guidance for students who have experienced a Title IX violation are available.
- Department of Corrections enrollments: Staff work with potential students who are on probation or parole, or have been court ordered to obtain treatment, to ensure that all court requirements are met prior to enrollment. This case management is provided for the safety and security of the campus and the success of the potential student.
- Employability skills: Designated staff utilize training curriculum that is based on employer feedback to help students improve their employability. Topics include promptness, time management, cell phone etiquette, work ethic, conflict resolution, and dealing with difficult people.

- Math Instructor/Tutor : Math classes that are specifically targeted and aligned with training programs as well as applied math where students work through problems they encounter in real life work experiences are available. Program specific math classes, one-on-one student tutoring, and management of Student Services based student workers. Available in the evenings for students needing academic assistance.
- Monthly Student Evaluations: Students meet with instructional staff monthly to determine student status in academic programming, attendance issues or concerns, and referrals to student services for support.
- TABE Academy for AVTEC Admissions: Access and support for curriculum in the TABE Academy is gained during the admissions process and required as a measure of readiness for training program.
- WIOA Youth Grant: The Workforce Innovation and Opportunity Act Grant Program Coordinator assists students under the age of 25 who have barriers to employment in entering and successfully completing training at AVTEC and entering the workforce. The case manager works closely with other student services staff to ensure students get necessary resources and materials for success.
- 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 expectations, policy and procedure, provide direct feedback and chances for improvement in skill building, as well as connections to resources.
- Recreation: Students are offered recreation options on campus through both the Residence Life and Student Services Departments. Activities include, but are not limited to, field trips, skiing and snowboarding trips, organized team sports, special event nights, arts and crafts activities, and evening wellness and life skills groups.

Evaluation

The effectiveness of AVTEC's retention activities outlined in this plan are evaluated annually using Student Data Coding Sheets, Student Evaluations, and Completion/Placement/Licensure Data. In addition, the AVTEC Student Retention Plan is evaluated annually by Faculty and staff who use results from the above evaluations for continuous improvement.

Student status upon 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.

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 is

analyzed with the quantitative data for effectiveness of retention activities and possible modification, elimination or addition of activities to the plan.

AVTEC Student Records Officer maintains completion, placement, and licensure data that is available for staff, students, and Occupational Advisory Committees. This data is reviewed annually and evaluated to improve student retention.

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

Communication

All students are made aware of resources available to them while attending 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.

Contact information for AVTEC Admissions and the TABE Coordinator is available on the AVTEC website. Admissions staff may also refer prospective students to the TABE Coordinator by phone or email.

Instructional staff may refer students to counseling services for academic, attendance, or behavioral concerns; additionally, students may be referred to tutoring services for additional assistance.

Placement and retention data is shared with all staff annually. Additionally, any student services activities aiding in the retention of students are mentioned and are included in the annual review of the plan which is also shared with all staff annually.

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

Budgetary Resources

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