

## **Plan for Effectiveness of Student Services**

### **Scope:**

This purpose of the plan is determining the effectiveness of the services offered to students in alignment with the Institute's mission. The objective is to ensure that student personnel (Student services, career services, financial, financial aid staff and faculty staff ) services are evaluated and implemented

### **Major Activities:**

#### **1. Course Evaluations**

At the end of each course, students are asked to complete a course evaluation where they can provide feedback on faculty, course content, and services received. The TCPW (Technical Career Preparation workshop)course evaluation is also included.

#### **2. Satisfaction/ Input Survey**

At the end of the program students are asked to provide feedback regarding student services, counseling, orientation, records, grievances, academic advising, health and safety, financial services, faculty, career services and any other comment regarding their experience

The Director of Education and School Director review the summaries of course evaluations; the Director of Education and School Director reviews Satisfaction/Input Surveys and data is discussed and shared with staff and Faculty in meeting/s. Corrective measures, if any are implemented immediately by the Student Personnel Services supervisor/s.

#### **3. Student Personnel Evaluations**

A formal written employee performance evaluation is conducted annually to provide both supervisor and employees the opportunity to discuss job effectiveness, identify and correct weaknesses, encourage and recognize strengths, discuss positive, purposeful approaches for meeting goals, career paths, development plan, and compensation. The employee participates in accessing their performance with their supervisor who provides remarks on the 'Employee Performance Review'. It is then discussed in detail with the employee. A signed and completed evaluation is kept in the employee file at the Accounting department.

Performance and effectiveness of faculty services are evaluated by the Director of Education. Student feedback obtained from course evaluations is used to gain insight for determining if instruction is in fact effective. This helps us to improve the services rendered by students and make any changes for future classes. If the evaluation of an instructor is consistently poor, the Director of Education may decide, in consultation with the President, to dismiss the instructor from teaching courses.

**Evaluation of Plan:**

1. The School Director reviews course evaluations, responses to student requests, student services performance, and encourages student feedback on services on a regular basis. He/she also spot checks records for compliance with policies and procedures.
2. The Director of Education reviews faculty personnel, course evaluations, solicits feedback from students, responds to student requests, maintains technical infrastructure, and provides all necessary support for students and faculty for maximum effectiveness.
3. Director of Compliance monitors placement services and staff, reviews student career workshop evaluations, employment information forms, employment follow up surveys, and employer satisfaction surveys on an ongoing basis to enhance and maintain effectiveness.
4. The Director of Compliance monitors compliance audit, IPEDS, consumer disclosures and default management.
5. Advisory committee reviews the summaries of data collected and gives feedback
6. Student surveys, graduate surveys, employer surveys and staff input are used to evaluate and measure performance and effectiveness of services provided.
7. The annual employee performance evaluation is used to measure and maintain overall effectiveness of student personnel services.

PC AGE appreciates and utilizes input from students, graduates, Advisory committee, employers and employees. The Management Team reviews summaries of evaluations and reviews/revises plans, policies and procedures annually or need basis. All plans are available to staff and students on the school's website.

**Stakeholders:**

President, School Director, Director of Education, Director of Compliance