

AVTEC Student Services & Activities Plan

Purpose

AVTEC is committed to providing students a well-rounded educational and recreational experience. Offering various services and activities both on campus and off are as necessary to the student experience as job-related training. These services and activities are planned and facilitated by the members of the Student Services and Residence Life departments.

In order to ensure the services and activities being offered are effective and meet the needs of students, AVTEC has developed the Student Services and Activities Plan. This detailed plan identifies ways the provided services and activities are evaluated and how that information is used for continuous improvement.

Stakeholders

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

Scope of Services

The scope of services offered by AVTEC enrich the student experience while in attendance and provide a foundation for success beyond their time at AVTEC. These services include:

- Student Orientation
- Counseling Services
- Access-ability Services for students with disabilities
- Department of Corrections documentation review
- Student Safety and Title IX Services
- Employability and Career Readiness Skills
- Technical and Applied Math Classes
- Tutoring Services
- TABE Academy
- Work-Keys Testing and Proctoring Services
- Workforce Innovation and Opportunities Act Youth Grant Case Management
- Recreation Activities

Staff Responsible

The services and activities outlined in the plan are developed and implemented by staff within the Student Services and Residence Life Departments. Primary responsibility for coordination is held by the Department Heads of both departments.

The staff responsible for delivery of services include:

- Student Services Department Head: Responsible for providing supervision and coordination to all Student Services Department staff as well as overseeing coordination of activities.

- Student Counselors: 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 verification, employer data tracking, student employment follow-up post-graduation, development and review of AVTEC's Placement and 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, financial resources and materials to grant participants, management of WIOA student workers, assisting in coordinating events and activities.
- 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.

Major Activities

The services and activities offered by the Student Services and Residence Life departments are detailed as follows:

- 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 have been 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.
- **Job search:** Students receive training in best practices of how to both search and apply for employment.
- **Resume class:** Curriculum includes assistance in creating a resume as well as review and feedback on the finished product.
- **Interview skills class:** Guides students through the interview process for successful job interviews which includes practice interviews with the instructor. Students work on the details of interviewing from first impressions to leaving the interview.
- **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, and through an annual on-site job fair.
- **Math classes:** Math classes, specifically targeted and aligned with training programs, where students work through applied math they encounter in real life work experiences.
- **Tutoring services:** Available in the evenings for students needing academic assistance.
- **TABE Academy for AVTEC Admissions:** Access and support for the curriculum in the TABE Academy is gained during the admissions process and required as a measure of readiness for training programs.
- **Work-Keys testing and proctoring services:** These services are available for students taking employment and/or credentialing tests to best support students and employers. Services are available as determined appropriate by instructors or upon request by students.
- **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 as well as entering the workforce. The case manager works closely with other student services staff to ensure students get necessary resources and materials for success.
- **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 all training and services offered at AVTEC are evaluated by students using multiple methodologies throughout the year, including weighted surveys and in-person interviews. Students are given the opportunity to provide feedback at the beginning of their training term, mid-term, and at the end of their term.

AVTEC staff, faculty, students, and Occupational Advisory Committee members may make suggestions for changes to available student services and activities at any time.

Within the first two weeks of training, students are interviewed in person as well as asked to complete a survey providing feedback about the enrollment process and Orientation. This evaluation is the students' first opportunity to share how they learned about AVTEC, what made them choose AVTEC, what they thought about the enrollment process, their first impressions of AVTEC facilities, faculty, and staff, if they experienced any technology or connectivity issues, if they felt the Orientation provided them with adequate information on student policies, and a chance to share any other feedback. This feedback is then reviewed by applicable faculty and staff and used to make adjustments for future enrollments and Orientations.

For students attending a two term program, a chance to evaluate services and activities is provided in the form of mid- and end of term surveys. These surveys ask students to evaluate the education and services they receive as a whole. They provide feedback on specific training programs and facilities, the quality, relevance, and effectiveness of educational materials, classroom, and hands-on instruction, and the preparedness, consistency, and responsiveness of instructors. Students identify in these surveys whether or not they believe their training prepared them for employment in their chosen field. Students are given the chance to evaluate AVTEC facilities, available student services, and activities. This includes the food offered in the cafeteria, campus housing and laundry facilities, recreational services and activities, Student Services and Residence Life staff and faculty. Students provide feedback on counseling services, Title IX and access-ability services, career readiness and employment services, tutoring services, and WIOA grant services. The students are also asked to provide suggestions for future improvements.

The Student Services and Activities Plan is reviewed and evaluated annually by the Student Services Department faculty. Updates are made at annual reviews to ensure the plan is appropriately reflecting all services and activities offered.

Faculty and staff meet at Department Head meetings, All-Staff meetings, and during annual performance review meetings to discuss the results of both the student evaluations and annual plan evaluations. Results of the evaluations identify ways the provided services, activities, and plan are used for continuous improvement.

Communication

Students are notified of all available services during their orientation and they are also listed in the student handbook. Student Services staff and faculty provide input for the Student Handbook, Catalog, and public website, and assist students and instructional staff with understanding and following AVTEC policies.

Budgetary Resources

Budgetary resources are provided by the Student Services and Residence Life Departmental budgets. Needs are evaluated at the end of each term for the following school term.