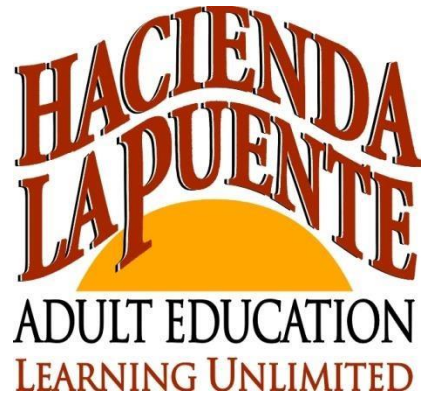


Hacienda La Puente Adult Education



Student Services Effectiveness Plan

Mission Statement: Hacienda La Puente Adult Education provides a comprehensive educational and career training program that helps a diverse population achieve their goals.

HACIENDA LA PUENTE ADULT EDUCATION STUDENT SERVICES EFFECTIVENESS PLAN

A written plan has been developed for determining the effectiveness of student personnel services. Evaluation of student services is a continual, daily process and is done informally as well as formally. HLP AE strives to put the needs of the students first by assisting in identifying the appropriate training program based on skill level, interest, and personal needs. HLP AE Student Services supports students in achieving their career goals by providing instruction to students in acquiring the skills necessary to seek, obtain, and keep employment. Student Services are made up of the following departments:

- Workforce Development
- Financial Aid
- Counseling Services
- Learning and Assessment Center/Orientation
- Health and Safety
- Student Grievances/Complaints

Staff is available to assist in meeting career goals by providing a thorough introduction and orientation to student resources available, assessment services, counseling, financial aid assistance, job referral, and job placement services.

IMPLEMENTATION

This plan is followed and maintained by the administration, office staff, support staff, and the instructors. Student Services facilitates the needs of students and ensures they experience a smooth transition from initial contact to training and to eventual employment.

RESPONSIBILITIES

Administration

- Supports faculty, staff, and students by overseeing the daily routines, running programs, and distributing information.
- Reviews processes and procedures
- Oversees student grievances/complaints
- Ensures the health and safety of faculty, staff, and students
- Organizes publicity and marketing
- Create promotional materials like flyers and handouts

Workforce Department

- Financial aid services and advisement
- EDD referrals for Trade Readjustment Act (TRA) contracts and student services
- Student progress monitoring

- ID cards
- Oversee the Work Source Room searches for jobs on the Internet
- Job Specialist Counseling
- Job Placement Services
- Veteran's Certification
- Community Outreach
- Sets up job interviews
- Assists students to overcome barriers to employment
- Tracks student progress and job readiness
- Assists clients preparing resumes
- Refers clients upon requests for suitable employment

Guidance and Counseling

- Provide individual guidance services for intake, orientation, and assessment for potential students
- Transcript requests and evaluation
- Course selection and scheduling
- Academic progress reports and monitoring
- Graduation/program completion status evaluation
- Personal counseling
- Behavior modification through contracts and discipline
- Assists students with EDD unemployment claim
- Quarterly Student Advisory Meetings

Learning and Assessment Center

- Orientation and Comprehensive Adult Student Assessment System (CASAS) Appraisal
- Review of Student Handbook for basic rules and regulations, policies and procedures
- Basic Skill Improvement

Office and Support Staff Assistance

- Provides Information regarding counseling services
- Enrolls students in classes after completing appropriate enrollment procedures
- Gives the appropriate forms to request transcripts and other referral information
- Assists students in locating classes
- Sells textbooks and supplies for academic and career technology courses
- Provides basic information to students such as on-campus babysitting services
- Assists students with completing forms and applications

INTAKE PROCEDURES/ACTIVITIES

1. Student Services interacts with students through activities ranging from recruiting, assessment, registration, orientation, advisement, financial aid, and placement
2. Orientation and Assessment
3. Student intake, screening, and counseling
4. Student meets with counseling

5. Student Services assists students in accessing appropriate and available support services that will help them in personal and career development and culminate in their eventual employment.
6. Financial assistance advisement
7. Referral to academic counseling if needed
8. Student registers for course/program
9. Student begins course/program
10. Student graduates/completes course/program
11. Job Development/Placement Services
12. Follow-Up procedures

AVAILABILITY

A copy of the Student Services Effectiveness Plan is available to staff and students upon request through the Administration Office.

EVALUATION

The means to evaluate the effectiveness of student services:

1. A Follow-up Survey is given to students at the end training and/or when a student indicates that they are withdrawing from the training program. Student Survey include: effectiveness of counseling services, media services, registration and enrollment procedures, financial aid, and the effectiveness of instruction. Results are given to the faculty and staff and this feedback is used to continue to improve and meet the needs of the students.
2. The Student Advisory Committee meets quarterly and provides a means for CTE program student representatives to bring issues to the tale for Administration and responses from Administration are brought back to the student body.
3. In addition to regular counseling hours, Administration is available at all times if an immediate need arises.

In addition, student surveys are completed each semester and upon entry and exit of each training program. Evaluations reflect that skills training is adequately addressed in the programs and students are prepared to enter the workforce.

HACIENDA LA PUENTE ADULT EDUCATION

TRANSFER POLICY

HLP AE clearly defines and publishes a policy on the transfer of students between programs within the institution and the transfer of students from other institutions. The HLP AE Transfer Policy is published in the school brochure, Student Handbook and on the website.

TRANSFERRING WITHIN HLP AE PROGRAMS

The Hacienda La Puente Adult Education's policy on the transfer of students between programs within the institution is that at the time of registration, students must meet the requirements of the program in which they are enrolling (to include testing, pre-requisites, physical requirements etc.).

Student transfers within HLP AE must be approved by the instructor of the program to which they are transferring and by administration. If the student is receiving assistance from an agency, the student may need to get permission from that agency. Once approved, counseling staff completes a new registration form to be processed by the attendance office. The student must provide a copy of the completed form to the new instructor prior to entering the program.

TRANSFER OF CREDIT EARNED AT ANOTHER INSTITUTION

Students who transfer from other institutions are evaluated to meet the requirements of the program and receive advanced placement approval from the Executive Director of the Adult School or the Career and Technical Education Director.

Any new student enrolling in a HLP AE CTE program and wishing to transfer hours/competencies for courses completed at a different school must show proof of:

1. The course was taken at an accredited school
2. The student received a "C" grade or higher
3. The course is approved or meets state licensure requirements if applicable
4. Individual HLP AE CTE programs may add additional requirements before granting the transfer.