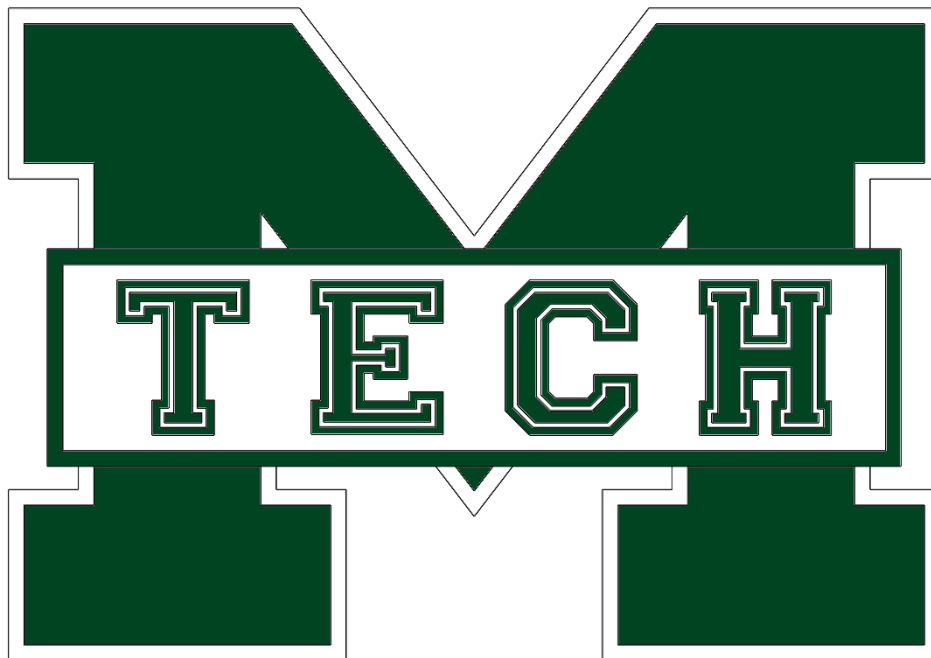


Northern Berkshire Vocational Regional School District

McCann Technical School



Student Services and Activities Plan

2025-2027

The student services and activities plan serves as a guide to coordinate and delineate responsibilities for a variety of ancillary services including:

- Counseling and advising
- Retention
- Placement
- Student records
- Grievances

Counseling and Advising

Career counseling and advisement is initiated during the admissions process since each applicant is interviewed to determine the best program enrollment and future career options. Clear expectations are discussed to ensure success in their chosen career field. Career counseling continues throughout each semester and if additional personal support is required referrals will be made to the director of student services.

Retention

Program coordinators are responsible to monitor student progress and to intervene with students and administration to assist in the completion of their chosen career training program. Students that request to exit the program prior to completion will discuss options with their coordinator to ensure that any assistance that can be provided to the student is accomplished. In the event that personal or other reasons result in a withdrawal the coordinator will meet with administration prior to the withdrawal.

Administration will meet annually with the coordinators to review the retention statistics, the reasons for withdrawals, and recommend any programmatic changes if required.

We recognize that there may be a variety of reasons a student is unable or unwilling to complete their program. The most frequent or re-occurring reasons affecting student retention are divided into several categories:

- Financial – While the cost of education may not be impactful, the need to work outside of school may impact the ability to succeed.
- Expectations – Students may have no experience on the rigorous time requirements necessary or are otherwise unprepared.
- Relationships – Student may have difficulty in developing relationships with classmates or peers, participate in study groups or even communicating their feelings to faculty.
- Personal – Medical or family support issues may contribute to continuing in a particular program.

While the instances of students not completing the program on time and the very small class size or student to teacher ratio in the practical nursing program, we nevertheless collect the rationale when students exit before completing and review regularly with administration and colleagues. Program coordinators will discuss each request with administration as it occurs. The data gleaned from these conversations will enable the school to better manage the process and include emphasis in the pre-admissions interview to make students aware of the rigors and requirements of the program. The administration and faculty will at least annually discuss these outcomes.

Placement

The school does not have a separate placement office but will use this plan as a guide to coordinating placement activities. The reputation of our programming excellence as the only source of well-trained practitioners makes placement, upon graduation of our students, relatively easy. Program coordinators are responsible to provide such guidance to their students.

Placement planning includes sharing opportunities with students and assisting them in the preparation and application process. We will:

- Utilize advisory committee members and alumnae to publicize vacancies.
- Utilize the student externship program when applicable to expand employer contact.
- Assist students with the resume, application and interview process.
- Share employer requests with students.
- Share MassHire Career Center job postings with students.
- Regularly post nursing and medical vacancies with the only two county wide employers, Berkshire Health Systems and Integritus Healthcare.
- Maintain communication with salon owners and agencies for cosmetology students.

Program coordinators are responsible to maintain placement information for all students including employer or continuing education. This data will be compiled by the postsecondary secretary who is responsible for submitting all such statistical reporting to governmental or accreditation organizations. Program coordinators will regularly share this data and any recommendations with administration.

While we traditionally receive more employer vacancy notifications than we have graduates to fill them all coordinators are encouraged to continually develop employment sources and opportunities for students.

Access to Student Records

Access to student records, including coursework, evaluations, and test results, etc., are strictly limited to the program coordinators, designated instructors, and the postsecondary administrative assistant. Printed records are secured in fireproof cabinets and electronic records are password protected. Transcripts are maintained for a minimum of 60 years. All temporary records are destroyed after 5 years after a public notice is posted in the local newspaper.

Temporary records consist of:

- Application, transcripts, references or similar.
- Admissions test data and interview notes.
- Financial aid application and supporting documents.
- Medical records with CPR certification if applicable.
- Immunization record (returned at graduation).
- Proof of residency – in district or out of district.
- Grade report and performance evaluations.
- Any official forms, tuition payment plan if applicable or withdrawal form if applicable.

Students may review their file at any time by making a request either written or email to their respective program coordinator or the postsecondary administrative assistant. Financial aid file requests should

similarly be sent to the postsecondary administrative assistant. All such reviews will occur in the postsecondary office.

Transcripts

An unofficial transcript is provided to each student upon completion of the program after graduation. Official transcripts must be requested in writing by the student or graduate with all forwarding instructions or mailed to the student in a sealed envelope upon request.

Student Effectiveness Evaluation Plan

It is necessary to evaluate the effectiveness of how we offer ancillary services to our students. An annual evaluation of this effectiveness will utilize exit interviews and surveys conducted by the program coordinators. The results of this information will be reviewed with the administration at the end of year to measure our effectiveness and to formulate any changes in the process as recognized by students and staff.

We measure our effectiveness in direct consultation with students as conducted by their program coordinator. These surveys and more importantly discussions with our students afford us a unique opportunity to strengthen student services from the “customer perspective”. The dialogue with students provides insight into what works well and what we need to improve.

The data collected, via conversation or survey, is presented to the superintendent at the end of the year. If any changes or additional support is required it will be implemented in the succeeding fall. We also want to make sure that we maintain an open dialogue throughout the year with program coordinators, faculty and staff to allow us to react to changes in service during the year to support our students and not wait for data at the end of the year thereby not affording current students the services they may need.

Student Grievance Policy

The student grievance policy provides a system to manage student issues against faculty, staff, or fellow students. Students desiring to discuss or file a grievance should use the following protocols:

1. The student shall make an appointment, within three (3) days, with the instructor to discuss the issue with the objective of resolving the issue informally.
2. If the grievance is not resolved to the satisfaction of the student, the student may submit the grievance in writing to the program coordinator within three days of the informal discussion.
3. The program coordinator shall investigate the grievance and report to the student both verbally and in writing within 7 days of receipt of the formal grievance filing.
4. Should the grievance not be resolved to the student's satisfaction, the student may appeal the decision to the principal. This appeal should be made in writing within 7 days of the program coordinator's report. The principal shall investigate the issue and report to the student both verbally and in writing within 7 days of his/her receipt of the appeal letter.
5. Should the grievance not be resolved to the student's satisfaction, the student may appeal the decision to the superintendent. This appeal should be made in writing within 7 days of the principal's report. The superintendent shall investigate the issue and report to the student both verbally and in writing within 7 days of his/her receipt of the appeal letter.
6. Should the grievance not be resolved to the student's satisfaction, the student may contact the Council on Occupational Education, 7840 Roswell Road, Bldg. 300, Suite 325, Atlanta, GA 30350.