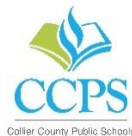# Student Services Plan

Mission Statement:

The mission of Immokalee Technical College is to provide rigorous and relevant real-world educational experiences using both traditional and distance learning models in order to qualify students for employment and career advancement.

Vision Statement:

The vision of Immokalee Technical College is to be the leading Technical Training College for 21st century workforce education in Southwest Florida--ever changing and continually seeking to meet the dreams and expectations of our entire school and business community.

Immokalee Technical College

and

iTECH Center for Manufacturing Excellence

Student Services Plan

- **Introduction**
- **Student Retention**
- **Placement Services**
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Introduction

Immokalee Technical College knows that providing an exemplar level of customer service is a key factor in a student's decision to attend our institution. How the student feels walking through our doors for the first time, how they are welcomed, treated, and provided comprehensive answers to all their schooling questions will ultimately instill a level of trust and affirmation they have made the right decision by attending iTECH. iTECH realizes that for many of our students, taking the first steps towards bettering their future by walking through our doors can also be accompanied by great fear. This is why the Student Services department at iTECH does everything in their power to ease a student's fear and encourage this new educational journey they are set to embark on. Through strategic interest and ability assessments, academic advising, career counseling, continued support, and placement services iTECH can assure students that we are here to guide them and support them through their transition into a training program and into their desired career field.

Effectiveness of Student Retention

Immokalee Technical College understands that effective student retention is based heavily on student interest and finding value in their career training. Centered on this notion, all potential iTECH students take a career interest survey prior to meeting with a career advisor. Career advisors use the data collected from the student interest inventory to assist in guiding students into a career field in which they can be successful. iTECH fully believes that frontloading strategic advising and steering, along with consideration to instructor and student input will greatly increase student retention, success and completion of the program. Additional methods such as personal essay writing, mechanical aptitude assessments, and interviews with administration and faculty allow for a range of areas where students can express their interests and desire for a chosen career program.

During each enrollment window the Student Service department publishes a list of returning and newly admitted students into programs on the school's shared drive. From this list iTECH administration, iTECH Student Service department, and faculty can evaluate the effectiveness of student retention and make any necessary adjustments within the intake, advisement, and assessment to enhance student completion.

All student completion data is shared with staff annually during the welcome back meeting at the start of the new school year. This data is used to determine the success and/or areas of improvement for each program. This student data is also used in coordination with the institution's strategic plan to ensure a fixed focus remains on student enrollment, retention, and completion.

Placement Services

Placement services are coordinated by iTECH Administration, iTECH Workforce Advisors, and program instructors. These entities work closely together to ensure the iTECH Placement and Follow-up Plan is properly followed.   All students who are being exited from a program, through completion or early withdrawal, complete an exit survey where they can report any employment. In many cases, instructors remain in contact with past students and receive confirmation about employment or they get updates

from business advisory members who attest to having hired former students. All employment information gathered by the institution is reported to the designated student service placement advisor who uploads all the data into the institution's student information system, FOCUS.

Additional placement data is gathered by the placement advisor through a number of outside entities such as, CareerSource of Southwest Florida, Linkedin, Employee Florida, Facebook, student self-reporting and Florida Education and Training Placement Information Program (FETEPIP). Immokalee Technical College strongly encourages all faculty members to maintain a close and active relationship with their business advisory members and professional organizations in order to communicate current local workforce and employment needs to the placement advisor and students.

Employment Opportunities

All employment opportunities are posted on job listing bulletin boards. Program-specific job listings are posted in the career classroom and on the job posting walls found in Student Service and in the main banquet hallways. Additionally, many job postings are shared through iTECH social media as well as on a comprehensive list of employment opportunity and career search sites found on the college's website.

Counseling and Advising Students

Immokalee Technical College's intake process fully supports State Board of Education Rule 6A-10.040 (Basic Skills Requirements for Postsecondary Career Certificate Education) and Rule 6A-10.0315 (Common Placement Testing and Instruction). Official transcripts are requested and evaluated to determine if Basic Skills testing is required. If an applicant is not exempt per the state rules listed above, we use Tests of Adult Basic Education (TABE) for Language skills assessment and the Comprehensive Adult Student Assessment System (CASAS) Goals for Reading and Math assessment.

Students who show significant deficiencies are advised to take advantage of our Applied Academics for Adult Education (AAAE) program prior to beginning a CTE program. In this program, students receive an individualized prescription plan and work at their own pace targeting specific competencies. In an inviting classroom-laboratory setting, students participate in small group instruction, one-on-one tutoring, and computer assisted learning. Skills assessment modules and a variety of printed materials augment the learning process. Students who have Basic Skills scores that do not indicate the student will significantly struggle with CTE content, are encouraged to begin their CTE program while working through the AAAE content. In either case, progress is monitored closely and students are re-tested once they have completed the required remediation hours.

Applicants interested in any of our Transportation and Industrial Programs are required to take the Bennett Test of Mechanical Aptitude and Spatial Relations Assessment. Heavy Equipment Service Technician applicants must score 40 or greater on the computer version of the assessment and Automotive Service Technology applicants should have scores in the mid-20s or greater. While our Building Construction Technology applicants do not have a minimum score requirement, this assessment score is used to help guide the applicant in their program choice.

Practical Nursing applicants are required to complete a timed written assessment and take the Test of Essential Academic Skills (TEAS). The written assessment is comprised of a 45-60-minute session where applicants respond to topics provided by Student Services staff. A standardized rubric is used for scoring purposes to help ensure interrater reliability. Applicants are scheduled for the TEAS once they have submitted the required transcripts and have completed the written assessment. Applicants who are significantly deficient in the areas of Reading, Math, and Language are encouraged to use the TEAS Individual Performance Profile report to guide their remediation prior to a scheduled re-take.

Two of our high-demand programs also utilize an interview as part of the intake process. Heavy Equipment Service Technician applicants interview with a member of the administrative team and Practical Nursing applicants interview with the Health Science Coordinator. The interview is one part of the bigger application process and is not intended to be a gate-keeping component. Both of these programs are in high demand and both are extremely demanding, so the interview process helps ensure a proper match between applicant and program.

All applicants for CTE programs are given the KUDER Career Interests Assessment through the MyCareerShines platform. Each applicant is given a code based on the top three Holland Codes from the six Holland Clusters. Advisors look for a logical match between the applicant's code and the skills related to their chosen CTE program. When there is an obvious mismatch, the advisor takes the time to explain why the applicant might not be happy in their chosen program/career and offers alternatives to consider.

Student Records and Record Requests

The use of student records is strictly governed by federal law, state regulations, and The District School Board of Collier County Board Policy. The use and disposition of records at Immokalee Technical College are controlled by a CCPS publication entitled "Guidelines for Educational Records." The Family Educational Rights and Privacy Act (FERPA) affords parents or guardians of minor students and adult students over 18 years of age certain rights with respect to the student's education records. These rights include:

1. **The right to inspect and review the student's education records within 30 days of the day the school receives a request for access.**

   A student should submit to the appropriate school official a written request that identifies the record(s) the student wishes to inspect. The school official will make arrangements for access and notify the student of the time and place where records may be inspected. If the records are not maintained by the official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

2. **The right to request the amendment of the student's education records that the student believes are inaccurate, misleading or otherwise in violation of the student's privacy rights under FERPA.**

   A student who wishes to ask the school to amend a record should write the director, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the school decides not to amend the record as requested, the school will notify the

student in writing of the decision and the student's right to a hearing, as well as provide additional information regarding the hearing procedures.

3. **The right to provide written consent before the school discloses personally identifiable information from the student's education records, except to the extent the FERPA authorizes disclosure without consent.**

    The school discloses education records without a student's prior written consent under the FERPA exception for disclosures to school officials with legitimate educational interests. A school official is a person employed by the school in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the school has contracted as its agent to provide a service instead of using school employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for iTECH. Upon request, the school also discloses educational records without consent to officials of another school in which a student seeks or intends to enroll.

4. **The right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA.**

    Please contact the Coordinator of Student Services, 5775 Osceola Trail, Naples, FL 34109 for further information. The name and address of the office that administers FERPA is: Family Policy Compliance Office U.S. Department of Education 400 Maryland Avenue, SW Washington, DC 20202-5901

Immokalee Technical College school officials must comply with subpoenas from a court of competent jurisdiction for the production of student records. The production of these records must be accomplished in a lawful and timely manner. If a student (18 years old or older) or the parents/guardians of a minor student object to the release of subpoenaed records, an objection to a subpoena for non-party production must be filed or a protective order must be obtained from a court of competent jurisdiction. After school receipt of proper notification, the subpoenaed records will be produced as demanded on the 10th working day following the service of the subpoena if an injunction is not granted.

Immokalee Technical College Services Secretaries are responsible for creating the official student files and the Records Coordinator/CTE Data Entry is responsible for the maintenance of the files and records room in Student Services.

Immokalee Technical College requires authorization forms to be in place in order to release or receive student records and directory information. These forms are available in Student Services and are kept in the official student file. All periods of enrollment, financial, academic, and current educational progress records are available and are stored electronically in the FOCUS portal. The student can access this information through Student Services. Hard copy information is stored in the student's cumulative

record file which is located either in the vault or in the files stored in Student Services. The records room is fireproof, secure, and has very limited personnel access. Data stored in the FOCUS portal is backed up by the district server and is accessible to authorized personnel.

Upon written request, Immokalee Technical College will release official copies of a student's transcript. The request must be signed by the student and it must include:

- Student name

- Name of iTECH program attended

- Student ID number or social security number

- Address of the school /business to which the transcript should be sent.

Transcripts are furnished free to the Florida Board of Cosmetology and the Florida Board of Nursing. Additional transcripts will be supplied for a fee of $5.00 each, payable to the Immokalee Technical College.

Annual Student Service Survey

Each Spring Immokalee Technical College develops and delivers a Likert scale survey to students to assess the strengths and areas of improvement in student service. The survey provides valuable insight and data needed to for continuous improvement to our Student Services at the college. The survey asks students to share out on their experiences with the iTECH Advisors, level of information provided, response to student needs, advisor accessibility, financial aid experience, job placement services, and overall impression of the student service department at Immokalee Technical College. All survey results are shared with the student service team members during the welcome back team department meeting.

- Reviewed and Approved- 8/3/2021
- Reviewed and Approved- 8/17/2020
- Reviewed and Approved- 8/6/2019
- Reviewed and Approved- 8/8/2018
- Reviewed and Approved- 8/9/2017
- Reviewed and Approved- 8/8/2016
- Reviewed and Approved- 8/10/2015