

Immokalee Technical College (iTECH)

Student Services Plan

Mission Statement

The mission of Immokalee Technical College is to empower students through innovating hands-on training that qualifies and prepares students for achievable employment and future career success in the workforce.

Vision Statement

To be the leader of technical training in Southwest Florida, that cultivates student excellence through accessible and achievable workforce education and prepares them to enter employment as a skilled, knowledgeable, and productive member of the Southwest Florida community.

Student Services Plan Introduction

Immokalee Technical College knows that providing an exemplary level of customer service is a key factor in a student's decision to attend our institution. How the students 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.

Scope of Services

The scope of Student Services at iTECH encompasses comprehensive, coordinated services that support students before enrollment, throughout training, and after completion. Services are intentionally designed to reduce barriers, ensure informed program selection, support student persistence, and promote positive employment outcomes.

Scope Includes:

- Career interest inventories and Holland Code assessments
- Academic counseling and program advising
- Review of official transcripts and placement test exemptions
- Administration of approved assessments (CASAS, TEAS, Bennett Mechanical Aptitude)
- Structured interviews for selected high-demand programs
- Individual remediation and Academic Skills Building (ASB) program support
- Ongoing progress monitoring and reassessment
- Student retention strategies and data review
- Career counseling and placement services
- Dissemination of employment opportunities
- Student records management and transcript processing
- Annual student services survey and plan evaluation

All services are aligned with the institutional mission, workforce needs, State Board of Education rules, and Collier County Public Schools (CCPS) policies.

Coordination and Responsibilities for Student Services

The effectiveness of Student Services is ensured through clearly defined coordination of responsibilities:

Student Services Department

- Coordinates intake, assessment, advising, counseling, and records management
- Administers student assessments and career interest inventories
- Oversees remediation referrals and ASB placement
- Manages student records, transcripts, and FERPA compliance
- Administers the Annual Student Services Survey

iTECH Administration

- Provides oversight and ensures institutional effectiveness
- Reviews enrollment, retention, completion, and placement data
- Aligns Student Services outcomes with institutional strategic planning

Workforce Advisors and Program Instructors

- Collaborate with Student Services on advising and placement
- Identify at-risk students and support retention efforts
- Communicate workforce and employment opportunities
- Assist with employment verification and follow-up

Student Services Major Activity

Student Intake, Assessment, and Advising

- Administration of a career interest survey to all prospective students prior to enrollment
- Review of official transcripts to determine testing exemptions per State Board of Education rules
- Administration of approved assessments:
 - CASAS for basic skills
 - TEAS for Practical and Professional Nursing applicants
 - Bennett Mechanical Aptitude and Spatial Relations assessments for Transportation and Industrial programs
- Conducting structured interviews for selected high-demand programs (Transportation and Nursing)
- Individual academic and career advising to ensure appropriate program fit and readiness

Counseling and Academic Support Services

- Career counseling utilizing Holland Code assessment results
- Individual academic advising and progress monitoring
- Referral to the Academic Skills Building (ASB) program for remediation
- Development of individualized remediation plans
- Ongoing reassessment and student progress reviews

These services ensure students are academically prepared and supported throughout their programs.

Student Retention Activities

- Front-loaded advising and assessment processes to improve persistence
- Collaboration between Student Services, faculty, and administration to identify at-risk students
- Use of personal essays, aptitude assessments, and interviews to promote informed enrollment decisions
- Review of returning and newly admitted student lists each enrollment cycle
- Analysis of enrollment, retention, and completion data during each intake window

Student completion data is shared annually with faculty and staff during Welcome Back meetings and used to refine intake, advising, and instructional strategies.

Placement and Employment Services

Placement services are coordinated by iTECH Administration, Workforce Advisors, and Program Instructors.

Activities include:

- Administration of exit surveys for completers and withdrawals
- Faculty and advisor follow-up with former students
- Employment verification through employers and advisory committee members
- Data collection through:
 - CareerSource Southwest Florida
 - LinkedIn, Employ Florida, Facebook
 - Florida Education and Training Placement Information Program (FETETIP)

All verified employment data is entered into the FOCUS Student Information System for tracking and reporting.

Employment Opportunities

Employment opportunities are shared through:

- Program-specific job posting bulletin boards
- Career classrooms and student common areas
- Student Services offices and hallways
- iTECH website and social media platforms
- Employer and advisory committee partnerships

These channels ensure students have access to current, program-relevant job opportunities.

Student Records and Record Requests

Student records are maintained in accordance with FERPA, state regulations, CCPS policy, and district record retention requirements.

Key practices include:

- Creation and maintenance of official student files by Student Services staff
- Secure electronic storage using the FOCUS Student Information System
- Secure physical storage in fireproof, access-controlled records locations
- Processing transcript and record requests with proper authorization

Transcript services are provided in compliance with licensing board requirements and institutional procedures.

Budgetary Resources

The Student Services Plan is supported through institutional budgetary allocations that fund:

- Salaries for Student Services advisors, coordinators, administrative staff, and data entry personnel
- Assessment tools and testing platforms
- Maintenance and access to the FOCUS Student Information System
- Secure physical and electronic records storage systems
- Professional development and training for Student Services staff

These resources ensure student services are appropriately staffed, compliant, and effective.

Evaluation of the Plan and Plan Dissemination

The effectiveness of Student Services at iTECH is measured through systematic evaluation practices designed to support continuous improvement.

Evaluation Methods

- Analysis of enrollment, retention, completion, and placement data
- Review of results from the Annual Student Services Survey administered each spring
- Faculty, staff, and administrative feedback
- Alignment with institutional strategic and workforce planning goals

Annual Evaluation

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 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- 8/9/2022
- Reviewed and Approved- 8/8/2023
- Reviewed and Approved- 8/6/2024
- Reviewed and Approved- 8/4/2025

Use of Evaluation Results

Evaluation findings are:

- Shared with Student Services personnel
- Shared with faculty and staff
- Used to revise intake procedures, counseling strategies, assessment practices, and service delivery
- Incorporated into institutional planning and continuous improvement efforts

Counseling and Student Support Effectiveness

Evaluation focuses on the extent to which student services:

- Provide appropriate academic and career counseling
- Support informed program selection
- Improve student retention and completion
- Facilitate successful employment outcomes

Stakeholders with Whom the Plan Is Shared

Internal Stakeholders:

- iTECH Administration
- Student Services staff
- Workforce Advisors
- Program Instructors
- Support staff

External Stakeholders:

- Business and industry partners
- Advisory committee members
- Workforce and community agencies
- Accrediting and regulatory agencies, as required

Summary

The Integrated Student Services Plan provides a coordinated, student-centered framework that clearly defines responsibilities, counseling practices, resource allocation, and evaluation processes. Through systematic assessment, annual evaluation, and collaborative use of data, iTECH ensures continuous improvement in student services and supports student success, completion, and transition to employment.