



Immokalee Technical College (iTECH)

Effectiveness of 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.

The Effectiveness of the Student Services Plan ensures that student support services are systematic, coordinated, evaluated annually, and continuously improved to promote student success, retention, completion, and employment outcomes.

Scope of Services

The scope of Student Services includes comprehensive, coordinated support from pre-enrollment through program completion and post-completion placement.

Core Service Areas

- Pre-enrollment assessments (CASAS, TEAS, Bennett)
- Career interest inventories and structured intake interviews
- Academic advising and program selection guidance
- Academic and career counseling services
- Academic Skills Building (ASB) remediation and support
- Ongoing progress monitoring and early identification of at-risk students
- Student retention interventions and support strategies
- Career counseling, employability skills training, and job placement services
- Employment opportunity dissemination and employer engagement
- Student records management and transcript processing
- Follow-up services for completers and graduates

These services are designed to:

- Reduce barriers to enrollment and completion
- Support persistence and progression
- Promote successful employment outcomes

Coordination of Responsibilities for Student Services

The effectiveness of the plan is supported by clearly defined roles and a coordinated communication network.

Primary Coordination

- **Student Services Department**
 - Coordinates intake, advising, counseling, assessment, and records
 - Administers student surveys and evaluation processes
 - Oversees remediation referrals and support services

Supporting Roles

- **iTECH Administration**
 - Provides oversight, fiscal support, and institutional alignment
 - Reviews data (enrollment, retention, completion, placement)
 - Ensures compliance and effectiveness
- **Workforce Advisors**
 - Provide career counseling and employability support
 - Coordinate placement activities and employer relationships
 - Monitor student outcomes and conduct follow-up
- **Program Instructors**
 - Identify and refer at-risk students
 - Support student progress and employment connections
 - Participate in evaluation and continuous improvement

This structure ensures clear responsibility for coordination and delivery of student services across departments.

Major Activities

Major activities reflect integrated services across intake, counseling, retention, and placement.

Student Intake, Assessment, and Advising

- Career interest assessments and academic testing
- Structured interviews for high-demand programs
- Individual advising to support appropriate program placement

Counseling and Student Support

- Comprehensive academic and career counseling services
- Development of individualized academic and remediation plans
- Continuous progress monitoring and follow-up meetings
- Referral to ASB and other support programs

Retention and Intervention Activities

- Early identification of at-risk students
- Faculty referrals and Student Services interventions
- Ongoing collaboration between faculty and Student Services
- Data tracking of attendance, performance, and progression

Placement and Employment Services

- Job search assistance, resume development, interview preparation
- Employer outreach, job fairs, and recruitment events
- Exit interviews and graduate follow-up
- Collection and reporting of placement and wage data

Budgetary Resources

The Student Services Plan is supported through institutional funding to ensure adequate staffing and operational effectiveness.

Resource Allocations Include

- Salaries and benefits for Student Services staff, advisors, and administrators
- Assessment tools and testing platforms
- FOCUS Student Information System for tracking and reporting
- Academic remediation (ASB) resources
- Secure student records systems (electronic and physical)
- Professional development and staff training
- Employer outreach and partnership activities

Budgetary resources are evaluated annually to ensure adequacy and alignment with institutional goals.

Evaluation of the Plan

The Student Services Plan is evaluated on an annual basis to ensure effectiveness and continuous improvement.

Evaluation Methods

- Analysis of:
 - Enrollment
 - Retention
 - Completion
 - Placement and licensure data

- Annual Student Services Survey (Likert scale feedback)
- Student, faculty, and staff feedback
- Employer and advisory committee input
- Labor market and workforce data review

Evaluation Focus Areas

- Effectiveness of counseling and advising services
- Student satisfaction and service accessibility
- Retention and completion improvement
- Employment outcomes and placement success

Communication and Sharing of Results

Evaluation results are systematically shared to ensure transparency and institutional improvement.

Internal Sharing

- Faculty and staff meetings (e.g., Welcome Back meetings)
- Student Services departmental meetings
- Administrative planning sessions

External Sharing

- Advisory committees
- Business and industry partners
- Accrediting and regulatory agencies

Evaluation findings are:

- Shared annually with faculty and staff
- Reviewed in ongoing meetings with leadership
- Incorporated into institutional effectiveness reporting

Use of Results for Continuous Improvement

Evaluation results are actively used to strengthen Student Services.

Improvement Actions

- Revise intake, advising, and counseling practices
- Enhance retention and intervention strategies
- Improve coordination between Student Services and faculty
- Adjust resource allocation and staffing

- Strengthen employer partnerships and placement processes

This ensures the plan is data-driven, responsive, and continuously improving.

8. Stakeholders

The Student Services Plan is shared with and impacts the following stakeholders:

Internal Stakeholders

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

External Stakeholders

- Students
- Business and industry partners
- Advisory committee members
- Community and workforce agencies
- Accrediting and regulatory bodies

Annual Review

- 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

Summary

The Effectiveness of Student Services Plan at Immokalee Technical College establishes a comprehensive, coordinated, and evaluated framework that:

- Clearly defines responsibilities for service delivery
- Provides academic and career counseling
- Ensures annual evaluation and accountability
- Promotes data-driven decision-making and continuous improvement
- Supports student success from enrollment through employment