



# Student Services Plan

**Mission Statement:**

The mission of Manatee Technical College is to produce highly skilled individuals and resourceful leaders through collaborative education to meet the ever-changing needs of our communities and the workforce.

**Vision Statement:**

The vision of Manatee Technical College is to be recognized as a leader in transforming people's lives through quality education.



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## **Purpose of this plan:**

- To outline how we evaluate the effectiveness of student services personnel annually.
- To indicate how annual evaluation results are disseminated to staff
- To show how those results are used to improve the services provided.

## **Overview of Services provided to students:**

It is the responsibility of the student services department to provide services that help students efficiently move through the college experience, make students feel welcome, and assist in student success; particularly in the areas of completion, placement and licensure. It is our goal to work efficiently while treating each student with respect and genuine encouragement.

The student services division assists in the following areas:

- Assessment/Admissions & Enrollment- entrance exam review and Florida residency is determined
- Counseling/Orientation
- Disability Services
- Financial Aid & Scholarships
- Student Records
- Placement and Follow-up

## **Annual Evaluation Plan**

The Student Services Department at the Manatee Technical College are under a continuous evaluation by a variety of departments. In order for the department to operate effectively, the Assistant Director takes into account the results of each of these evaluations and make changes and/or improvements in the service procedures whenever it is deemed necessary.

The means by which the Student Services Personnel are evaluated are as follows:

1. The faculty, staff, and administration value the opinions of its students. Students are asked to complete an exit survey online two to three weeks prior to graduation. If a student leaves prior to completing the Exit Survey information is mailed to them for completion. The Exit Survey includes an evaluation of Financial Aid Services, Job Placement Services, Enrollment Procedures and Placement Services. Students are also given the opportunity to make comments on improvements of these services. These results are carefully studied by administration and comments and ratings are taken into

consideration concerning the operation of the services. Any pertinent information dealing with the instructional programs is provided to the Director and/or Assistant Director so that it can be utilized to improve the instructional process and student performance.

2. Placement rates may be considered as an indicator of success in Student Services. At the end of the follow-up procedure each year, administration and student services personnel study the placement rates and determine if they indicate success in placement activities throughout the Student Services department. If no success is apparent, steps are taken to improve these services.
3. Administration annually complete, as required by the School District of Manatee County, an evaluation of each person assigned to the Student Services office. On this evaluation, he/she will determine if it is apparent that each person is doing his/her best in providing needed services to the students. Should it be necessary, an indication that improvements need to be made will be pointed out to the employee and his/her actions carefully monitored to determine if the improvements are forthcoming. Areas for improvement as well as any positive comments/ratings are shared with personnel annually. By using these evaluation procedures, helps to ensure that the very best services will be provided to enrolled and prospective students. This includes Financial Aid Services, Admission services, Placement services, Counseling services, Placement and Follow-up Services and the Records Department.

## **Academic Advisement Plan**

Prospective students who require career counseling are questioned regarding interests, previous experiences, and value to help generate dialog about potential areas of study and potential careers. If additional information is required to assist with their decision, students are guided to use the following websites: [www.florida.access.bridges.com](http://www.florida.access.bridges.com), [www.act.org](http://www.act.org), and [www.bls.gov](http://www.bls.gov) to help with the process. The Bridges and ACT websites allow the students to create portfolios and guide them using skills test and inventories to explore potential careers. The Bureau of Labor Statistics ([www.bls.gov](http://www.bls.gov)) website helps students search employment projections and potential salaries throughout various cities in the United States. A follow up meeting is then scheduled to review the information and further assist the student.

Upon completion of testing, students who have not achieved the desired TABE (or other testing scores) meet individually with a counselor who explain and interprets the test results and discusses various technical program requirements. Depending on the level earned on the TABE, two options are discussed with the potential student. If scores are low students are strongly encouraged to enroll in the Applied Academics Lab to build basic skills. While in the lab students will remediate and retest. Student are able to enroll in a program the following semester. The second option discussed with students is to be placed on an Applied Academic Agreement. This contract allows a student to enroll in a program if their scores are slightly lower than the desired level. The student will be allowed to begin their chosen program and

agrees to a minimum number of hours to remediation in the Applied Academics Lab each week during the first nine weeks of their program.

The objectives of Student Services at Manatee Technical College (MTC) are to facilitate the individual's career and personal growth by assisting students in applying for, entering, and successfully progressing in appropriate career and technical education (CTE) programs. These objectives are fulfilled through some of the following services:

1. Counseling services concerning the college's programs, career opportunities and community resources.
2. Career exploration through campus tours, shadowing, instructor interviews and counseling.
3. Services for special needs students.
4. Testing, test interpretation and remediation.
5. Financial aid counselors with expertise in federal student aid programs.
6. CTE program open houses and information sessions for interested applicants.
7. Student activities programs in which all students are encouraged to participate.
8. Student awards programs to honor students.

Prospective students who call or visit MTC and express interest in career prep programs are referred to a counselor. Individuals are encouraged to come to the campus to discuss goals, interests, education, work experience, and other personal data with the counselor. The individual is also encouraged to visit the CTE programs and talk with the instructors if possible before making a decision. If desired, career interest inventories are made available to applicants to assess their aptitudes and interests. Information sessions are scheduled for the programs with higher enrollment to deliver basic information in a group setting. Information about career opportunities, wage potential, financial aid, and program requirements are discussed.

MTC counselors rely on several methods to advise a prospective student in making an appropriate choice for program enrollment. These include:

1. Personal Interviews – help in determining the student's past achievement and interests in particular vocational areas.
2. Shadowing programs and instructor interviews – used when a student has several areas of interest and has specific questions regarding the curriculum and job outlook. This is also helpful for the student to view the class in progress and to assess where his/her interest, aptitudes and life experiences may intersect and seem favorable for success.
3. Transcripts, school records, teacher and high school counselor recommendations and scores on entrance examinations including the TABE or other program specific entrance tests.

Requirements for career education basic skills and State Board of Education Rule 6A-10/040 Florida Administrative Code (F.A.C.) Basic Skills Requirements for Postsecondary Career Certificate Education mandate that students who enroll in a program of 450 hours or more shall complete a basic skills examination. As part of the admissions process, applicants for career preparatory programs are given the Test of Adult Basic Education (TABE) by certified personnel. (Some applicants may be exempt from the TABE based on Florida Department of Education Rules). One exception is Law Enforcement applicants who are required to take the Criminal Justice Basic Abilities Test (CJBAT).

The results of entrance examinations are used as an advisement tool by which applicants may gain information about their strengths and weaknesses in basic educational skills. The TABE and other exams may help a counselor to communicate to the student how challenging a program may be for him or her academically, and if the scores are low, to allow the student to know the possible options available to them (e.g. select an appropriate program, remediate, or enter the program knowing the course may be difficult). If an individual desires to raise basic scores prior to entry into a CTE program, they are given the option of enrolling in a remediation course available through MTC. According to Florida Statutes Section 1004.91, the state-required minimum levels of TABE scores are exit requirements, not entry or placement requirements. In some cases, if the program to which the student is applying has restricted enrollment, it may necessitate remediation prior to entry. In order to promote successful completion of programs, students who enroll and are identified as academically deficient in basic skills are required to participate in weekly remediation provided by the school. Their progress is monitored closely, and once students meet the required remediation hours, they are re-tested.

Practical Nursing applicants are also required to take the Test of Essential Academic Skills (TEAS), in addition to the TABE, plus complete an on-line medical terms course. This prerequisite course is another means of assessing the potential achievement of nursing students, and only those applicants who successfully complete the course are considered for admission.

In addition to the required TABE examination, a number of interest inventories are available if requested or deemed advisable by the counselor. In the last several years, the majority of these interest inventories have been made available on-line, making it easier to administer and/or use in one-on-one counselor sessions. Individuals who do not have access to personal computers are referred to MTC's Media Center where computer stations are available.

When it is determined that a student is to enter a career prep program, the student is advised of the starting date, date of registration and specific costs; application for Financial Aid is also encouraged. Handbooks that outline the rules and regulations of MTC are issued to all students during orientation so students are aware of the expectations.

Once students are enrolled, a counselor is assigned to the students by career prep programs. Every effort is made to help the students to be successful and resolve any personal or academic problems that may exist. Throughout the school year, the counselor maintains close contact with the instructor within the assigned programs. Instructors are encouraged to refer to the counselor any students who are experiencing personal, academic, attendance or financial concerns. Students with attendance issues are given attendance warnings, reminded of the attendance policy and cautioned about the potential effect on their grades and completion. When high school students encounter attendance issues, either the instructor or counselor also contacts a parent directly or through the home high school counselor.

MTC also provides services for disabled adult and high school special education students. This includes providing modifications and accommodations through 504 plans and Individual Education Plans (IEP) for high school students. To assist our disabled students, MTC employs three full-time teacher aides and a counselor who holds a State of Florida certification in Exceptional Student Education (ESE). The counselor has the task of coordinating services for all of the ESE students who apply and enroll at MTC. This includes obtaining student records from

the home high school, initiating and facilitating staffing meetings, writing accommodation plans, informing and coaching instructors on making appropriate accommodations and monitoring the progress of the students throughout their enrollment.

Academic advisement at MTC also serves to support students' academic success. Academic issues are often related to a student's personal problems, and when this is the case the students are encouraged to visit their counselor. The goal is to help the student resolve their personal issues so as to not adversely affect their academic progress. Counselors maintain referral resources and lists of agencies that can help with a variety of issues. Students who experience financial challenges are also encouraged to see a Financial Aid Counselor and receive assistance with applying for scholarships.

## **Public Records**

The public's right to access governmental records is a fundamental Constitutional right in Florida. It is guaranteed by article I, section 24 of the Florida Constitution, which applies to virtually all state and local governmental entities including the legislative, executive, and judicial branches of government. The only exceptions are those established by law or by the Constitution.

Florida began its tradition of open government in 1909 when the Legislature passed the first Public Records Act, Chapter 119 of the Florida Statutes (F.S.). The Public Records Act specifies the manner in which citizens have a right to access records made or received by a public agency in the course of its official business, unless specifically exempted by the Legislature. Chapter 119, F.S., mandates that custodians of these records shall permit them to be inspected and examined by any person desiring to do so, at any reasonable time. Over the years, the definition of a public record has expanded beyond traditional paper documents, to include tapes, photographs, film, sound recordings, and computer records.

Public records encompass more than traditional documents. Public records do not include general information. The law guarantees the public a right to access records that exist. It does not give the public a right to demand that records be created or generated in response to a question.

Examples of types of public records:

- Traditional paper;
- Electronic/digital records;
- Notes and drafts prepared to perpetuate, communicate, or formalize knowledge;
- Records possessed by private entities working for/with government; and
- Sound recordings.

Electronic and digital records include text messages, Instant Messages (IM), Facebook posts, blog posts, Twitter feeds, digital calendars, and recordings of public meetings.

## **Policy**

The School Board authorizes the Superintendent to develop and issue directives pertaining to student records. Student records shall be kept in accordance with Florida and federal laws. The information contained in student records shall be limited to data necessary for making educational decisions. Continuous efforts shall be made to ensure the accuracy and to protect the privacy of the information contained in student educational records.

## **Procedures**

The School District shall adhere to provisions of the Family Education Right to Privacy Act (FERPA) as outlined in the Code of Student Conduct. The Manatee County Student Records Handbook shall contain the District's directives governing student records procedures related to the following:

- (1) The initiation and content of student records
- (2) The maintenance of student records
- (3) The transfer of student records
- (4) Parent and student rights to access records
- (5) The confidentiality and right of access to student records
- (6) The right to challenge the contents of school records and hearing procedures
- (7) Records management: microfilming and destruction of student records

Any district employee who violates the confidentiality rights of students will be subject to disciplinary action.

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STATUTORY AUTHORITY: Florida Statute: 120.536(1); 120.54; 120.81;  
1001.41

LAWS IMPLEMENTED: Florida Statutes: 119.041; 1002.42; 1002.22;  
1008.23

Family Educational Rights and Privacy Act  
(P.L. 93-380)

Individuals with Disabilities Education Act (P. L.  
94-142)

HISTORY: Adopted: March 14, 2005

Reformatted without change in text: October 31, 2008

Revision Date(s):

Formerly: 502

**References:** Student Records Handbook  
Records Management Guide

## **Placement Services**

Each program instructor works closely with the facilitator of placement and follow-up to assist with placement of the students. Prior to completion/withdrawal students complete the Exit Survey online to report employment. Instructors often receive calls or visits from former students/ advisory members when they have become employed. Employment information gathered by instructors is recorded into the database.

Employment information is also gathered from CareerSource Suncoast, Facebook, and self-reporting. Manatee Technical College administration encourages the faculty to maintain an active rapport with their business and industry advisory members, the community and their professional organizations in order stay abreast of employment opportunities for their students.

## **Employment Opportunities**

CareerSource Suncoast is a private, non-profit corporation with a Board of Directors consisting of private business, economic development and education representatives, community and state agencies, and elected officials. Members of the Board represent the diversity of businesses, organizations and trades that operate in Manatee and Sarasota Counties. Their primary focus is to help businesses grow by providing workforce solutions for talent recruitment and development and helping job seekers and workers manage their careers. They offer programs and partnerships recognized locally and statewide. Their staff members are certified workforce professionals often recognized by their peers as leaders in workforce development.

### **Mission:**

To recruit, train and retain talent for employers on the Suncoast.

### **Vision:**

Employers will locate, expand and flourish on the Suncoast because of our high talent workforce.

## **Values:**

**Business-Driven:** We believe Florida employers – the state’s job creators – are essential to our overall success in providing effective, market-relevant workforce solutions that drive economic growth and sustainability.

**Continuous Improvement:** Driven by our commitment to excellence, we respond to changing market dynamics. We continually strive to improve our performance to better anticipate and address the talent needs of employers and the employment and skills needs of job seekers and workers. We identify, measure and replicate success.

**Integrity:** We fulfill our mission with honesty and accountability and strive in every decision and action to earn and protect the public trust.

**Talent Focus:** We believe in the power of talent to advance every enterprise and open the door to life-enhancing economic opportunities for individuals, businesses and communities. Our commitment is to make talent Florida’s key competitive asset.

**Purpose-Driven:** Our work is meaningful and through it, we can inspire hope, achievement and economic prosperity in the lives of the customers we serve.

CareerSource Suncoast has an office on the MTC main campus and have a presence on the East Campus on an as needed basis. They are an invaluable resource for our students.

## **Records Maintenance**

The Accreditation Compliance Officer (ACO) maintains records of program completion rates each year. The ACO also collects exit information on all students at the end of each school year, or when they complete the program or leave the school for other reasons. The ACO also verifies that students have passed the licensure exams in programs that require licensure for employability purposes.

Reviewed and Approved by Board of Governors – 01.26.2017

Reviewed and Approved by Board of Governors – 08.24.2017