



# **Effectiveness of Student Services**

Student Services will be provided to students to help meet our institutional mission of “Empowering students to build a successful career”.

#### Staff Responsibilities:

Each faculty member will be responsible for assisting students when needed and referring the student to the qualified staff member in charge of the service.

### **IDENTIFIES THE RESPONSIBILITIES FOR COORDINATION OF STUDENT SERVICES**

The responsibilities for Student Services are divided among several departments. At a minimum, the departments provide the following:

- Financial Services are provided by the Financial Aid office and include processing all Federal and State Financial aid, complying with FERPA, conducting entrance and exit loan counseling, and keeping accurate financial records for each student.
- The Adult Education Supervisor is responsible for maintaining official files and records of students, including all period of enrollment, financial, academic, and current educational progress records; providing, upon request, transcripts, and any other academic record keeping. These records are stored in the student’s file in the Records Room, the Adult Education Supervisor’s filing cabinet, or on the Adult Education Supervisor’s computer.
- The Adult Education Supervisor or Practical Nursing Coordinator provides an Orientation Program to acquaint new students with policies, functions, and personnel of the institution; handles grievances and complaints and maintains appropriate records of such; deals with accident reports and follows LLRTC procedure; and leads in evaluating the plan and dissemination of survey results to the staff. The Commission’s mailing address, telephone number, and website address are included within the grievance for instances when it is not settled at the institutional level.
- The Adult Education Supervisor is responsible for completing the responsibilities outlines in the Placement Services Plan, shares results from the Student Retention Plan, has an Office Assistant schedule the TEAS test for Practical Nursing students prior to entering the program, etc.

### **PROVIDES FOR THE COUNSELING OF STUDENTS**

The Counselor provides formal and informal counseling to students who request it. In addition, if a student who has special needs informs the instructor of that situation, the Director will provide guidance and assistance to instructors.

### **ANNUAL EVALUATION**

The Leadership Team will evaluate the effectiveness of student services by looking at the results from student surveys. Revisions will be made annually as needed.

### **EVALUATION RESULTS**

Lex La Ray Technical Center will share the results from student surveys through email.