



Lorain County JVS Adult Career Center Effectiveness of Student Retention Plan 2020

Scope

The Lorain County JVS Adult Career Center creates opportunities for students to achieve success in their careers. A written plan for monitoring the effectiveness of program retention is utilized to ensure program completion targets are achieved. The process seeks input from staff and students, is evaluated annually and the results are shared with all stakeholders.

Overview of Student Retention Practices and Staff Responsibilities

1. The Student Services staff is responsible to monitor and remediate any issues with student retention. The following practices are in place to ensure compliance with retention goals.
2. If a student misses class the instructor is the first point of contact. If after several attempts the instructor is not able to reach a student, the instructor will then make a referral to student services.
3. The Student Services Coordinator tracks attendance weekly. (Attendance is the main reason for student withdrawal effecting retention).
4. It is critical that the program instructors monitor attendance daily to monitor compliance issues. Nevertheless, if any student is in jeopardy of falling below the required attendance in a program, the Student Services Coordinator makes the Counselor and Instructor aware. The Counselor will meet with the Instructor to discuss the student attendance issues and to see if a discussion/remediation has taken place with the student of concern.
5. If the Instructor has already spoken with the student, the Counselor arranges a meeting with the student to discuss success strategies and to develop a plan for the student to come into compliance or improve attendance.
6. Depending on the severity of the issue, students would receive a warning letter from the Student Services Coordinator notifying the student of the concern. Attendance monitoring will continue.
7. A student may be administratively withdrawn for missing eight or more consecutive days or for being absent for over 10% of the total clock hours of the program. Any student who is administratively withdrawn has the right to appeal the decision by meeting with the Adult Career Center Director. If a student chooses to appeal, a written request must be submitted within three days. The Adult Career Center Director has the right to accept or deny any appeal. Any student whose appeal is accepted would be reinstated.
8. In addition to attendance monitoring, students participate in several online surveys throughout their program. Upon completion of each class survey, results are reviewed by the Director and identified issues are addressed to ensure program completion.

How the Effectiveness of Student Retention Plan is Monitored, Measured and Shared

Input from Students

All students are asked to fill out an exit survey. These are done towards the end of the program, but if a student initiates withdrawal or is administratively withdrawn, the survey is emailed to the student with the request to fill out.

Students also fill out periodic class surveys including an end of course survey. The data garnered from these surveys is reviewed to determine what changes may be necessary to improve program retention as well as other service delivery.

Input from Instructors

This data is reviewed with instructors on a regular basis, and immediate issues discussed to determine what action needs to take place.

Annual Review, Evaluation, Revision and Availability of Plan

All plans are reviewed annually to ensure their alignment with our stakeholders' needs and feedback. Updated plans are shared with members of the Institutional Advisory Committee and with staff and students (as applicable) at their respective orientation sessions. Copies of plans are available on the Adult Career Center's website or by calling the Adult Career Center office.