

**Lorain County JVS Adult Career Center**

**Effectiveness of Student Services Plan 2022**

**Scope**

The Lorain County JVS Adult Career Center creates opportunities for students to achieve success in their careers. To ensure the effectiveness of Student Services, the institution follows a written plan that is evaluated on an annual basis.

**Staff Responsibilities for Coordination of Student Services**

The Lorain County JVS Adult Career Center employs a full-time Student Services Coordinator. The Student Services Coordinator is responsible for the coordination of services including financial aid and student advising. The coordinator is also responsible for maintaining accurate records regarding attendance and retention and ensures that all student records contain and maintain the necessary information and documentation for program compliance and reporting. The coordinator also facilitates the delivery of a student orientation for all career development programs.

**Counseling Services**

The Lorain County JVS Adult Career Center contracts for counseling services with licensed counselors available to students during both daytime and evening hours. The Counselor provides career counseling and career exploration information to prospective and current students. The Counselor also helps students address personal issues and challenges, and navigate available community resources and services. She/he may also present seminars and workshops that help students attain program success.

**How the Effectiveness of Student Services is Monitored, Measured and Shared**

All students enrolled in career development programs complete an enrollment satisfaction survey shortly following the beginning of classes. Students are also surveyed at the midpoint and just prior to program completion. Each of these surveys seeks feedback about a student’s experience with student services.

Survey results are reviewed by the Adult Career Center Director and shared with Student Services personnel. Strategies to improve delivery are designed and implemented as issues are discovered.

**Annual Review, Evaluation, Revision and Availability of Plan**

All plans are reviewed annually to ensure their alignment with the needs of the Adult Career Center and its stakeholders. Copies of plans are available on the Adult Career Center’s website or by calling the Adult Career Center office.