



**The English Center
3501 SW 28th Street
Miami, Florida 33133**

**STUDENT SERVICES
EFFECTIVENESS PLAN
2021-2022**

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The Student Service department is an integral part of TEC with a commitment to the individual, understanding of multicultural diversity, and maximum development of human potential. The department provides assistance aligned with each student's interest, aptitude and capability, providing every student with the opportunity to grow and develop to their fullest potential. Student services personnel addresses the personal/social, educational, and career needs of all students. TEC strives to have students graduate with the competencies necessary to make self-directed, realistic, and responsible decisions, to become successful contributors to society, and to know the importance of life-long learning.

TEC's student services department offers a comprehensive guidance program to all students. Services include counseling, accommodations, referrals, job placement, financial aid assistance, educational/career planning, and any other student related services. The department understand that a student is the most important person entering the school and they are treated as such.

An assistant principal is assigned responsibility for all operations of the student services department. TEC has designated a department chairperson that assists the assistant principal. Counselors are available to meet each student's needs which may include career planning, student advisement, registration, accommodations, and any other student related need. Financial aid officers are responsible for all aspects of the school's financial aid program. The testing department has a test chairperson that ensures compliance with CASAS and TABE protocols. Placement services are conducted by the placement specialist following the school's plan. The registrar is the official custodian of records and supervises the registration staff to ensure compliance with policies and procedures.

Student Services personnel will:

- Foster the guarantee of equal access for all students without regard to gender, race, color, religion, ethnic or national origin, political beliefs, marital status, age, sexual orientation, social or family background, linguistic preference, or disability.
- Promote multicultural understanding and acceptance by encouraging appreciation of the benefits of diversity in the community.

- Support the efforts of the students to become bilingual, for example, placement in English for Speakers of Other Languages (ESOL), Adult Basic Education (ABE), or basic skills remediation in the Applied Academics for Adult Education (AAAE) online classes.
- Facilitate access to appropriate educational opportunities and services by providing information, advisement, and encouragement to all adult learners.
- Ensure proper placement in Career/Technical Education (CTE), General Education Development (GED), ABE, and ESOL programs, using assessment instruments, such as the Test of Adult Basic Education (TABE) and/or the Comprehensive Adult Student Assessment System (CASAS).
- Educate students on the various financial aid programs available and assist them in securing funds for their educational expenses.
- Ensure that students in need of accommodations are receiving them in accordance with their 504-accommodation plan.
- Support the school's daily contact team that reaches out to students who are absent and encourage them to maintain consistent attendance and promote their maximum achievement.
- Support instructional staff in maintaining an environment conducive to learning.
- Foster attitudes of respect for others, which are free from discrimination and/or harassment. Student services personnel will help students plan, monitor, and manage their own personal/social, educational, and career goals. Planning will be implemented through the following three strategies: assessment, advisement, and placement.
 - **Assessment:** Student services personnel will work with students by analyzing and evaluating students' abilities, interests, skills, and achievement. Test information, such as the TABE and CASAS, will be used to develop immediate and/or long-range career plans.
 - **Advisement:** Student services personnel will work with students using personal/social, educational, achievement and career interests in planning career goals.
 - **Placement:** Student services personnel will ensure proper placement in the Adult General Education and CTE programs using appropriate assessment instruments. Proper placement is crucial for the welfare of the students and program funding. Upon

completion of their CTE program, instructors and the placement specialist assist students in obtaining employment.

Students are encouraged to complete a student services survey that addresses counseling services, testing, registration, and other school related services. The results are collected, analyzed, and used to improve the effectiveness of student services personnel. In addition to the student surveys, all personnel are evaluated annually by the principal. Counselors and financial aid officers are evaluated using the Instructional Performance Evaluation and Growth System (IPEGS) Support staff is evaluated using a non-instructional evaluation instrument. These evaluations are reviewed and discussed with student services personnel and suggestions are provided for professional development and improvement.

The results of student surveys are reviewed annually at a faculty and staff meeting so that the school's stakeholders can determine the success of the plan and offer suggestions for improvement.

The Student Services Effectiveness Plan is reviewed annually and updated as necessary.