



## WRITTEN PLAN FOR STUDENT SERVICES

Genesis Career College has a written plan for determining the effectiveness of student services, for documenting an annual evaluation of these services, and for disseminating the results to the staff so that pertinent information can be used to improve the student services. Student services assist the student in making the most out of their educational experience. Student Services for Genesis Career College are clearly defined in the School Catalog

Each student attends a new student orientation when starting school. This orientation includes, but is not limited to, the completion of all required forms, introduction to student services, introduction to program faculty, and overview of policies and procedures and rules of conduct.

Student Services is under the direction of the Campus Director and includes a variety of departments providing services to students. These departments include: Admissions, Academics, Financial Planning, Student Services and Campus Coordinator. Each department assists the student in different areas, however, they are equally as important. The department functions include but are not limited to the following:

**Admissions** assist the student after enrollment in being available to discuss the transition, as well as, directing them to the appropriate department for assistance.

**Academics** provides one-to-one tutoring if necessary and provides progression feedback and improvement suggestions. This department is also responsible for exposing the student to all aspect of career expectations via clinic and/or extern experiences. Tutoring is offered in all programs upon request. In addition, students may request individual tutoring with individual instructors.

From time to time students may have difficulty and fall behind or even have to retake a class at a later date. These students are given a completion plan by the instructor under the advisement of the Director of Education.

From Orientation to Graduation the importance of attendance and academic achievement is stressed. Genesis Career College recognizes students with perfect attendance and academic achievement with a certificate and often names are placed on bulletin boards for recognition of perfect attendance and academic achievement.

**Financial Planning** helps with completing the required forms to secure all types of additional financial assistance that may be available. They also assist with providing payment plans and budget suggestions when student fall behind on the financial obligations to the school.

The **Campus Coordinator** assists the student with file completion requirements and transfer of credits in conjunction with the Director of Education. They also coordinate the Media/Resource Center that is available to all students. Students are introduced to the centers on their initial tour of the school and by the staff after starting school.

The **Student Services Coordinator** provides the students with job leads on employers that will work around their school schedule. This provides students a means to pay their bills and still stay focused on completing their education. The Student Services Coordinator also prepares students for employment interviews and assists in the development of search skills.

Placement services are the responsibility of the Student Services Coordinator. The Student Services Coordinator is introduced at orientation and is actively involved with students throughout enrollment. The Student Services Coordinator arranges for job fairs and distributes and maintains graduate and employer surveys. The Student Services Coordinator maintains a list of community resources for students who have personal issues that may arise during their schooling. Genesis has this information as a resource to students and guides students in need to the most appropriate agency or resource available. The Student Services Coordinator provides this information upon request and maintains



the confidentiality of the student. The Student Services Coordinator makes plans for Genesis Career College to participate in a variety of Community Events. Students and Staff/Faculty participate in these events.

Active students are asked to complete a Student Survey. This survey evaluates most every aspect of the school. Student Services Coordinators collect information from surveys and disseminate to applicable Corporate directors. In addition, the information is shared with faculty and staff in meetings at least annually in staff / faculty meetings.

The Student Services Plan is evaluated annually, and changes will be made if appropriate. Results of the evaluation are shared with faculty and staff during in person staff meetings or video conference calls.