

Student Retention and Student Services Plan

1. Objective: This plan addresses the following Student Services and Retention issue:

- Attendance and Make up
- Satisfactory Academic Progress (SAP)/Attendance Probation
- American with Disabilities Act (ADA)
- Learning Resources/Student Resources/Tutoring
- Weekly Retention Meeting

The objective of the Student Retention and Student Service plan is to ensure the student services provided by the Institution assist in the retention of our students and provide services that our students need. It is the responsibility of the Student Service Coordinator (SSC) in conjunction with all faculty and staff, to assist, implement and evaluate the effectiveness of the plan.

Attendance/Makeup:

Attendance is very important to the success of our students. Per the Texas Administrative Code, Title 40, Section 807.241-243, students are terminated who accumulates the lesser of the following:

- Ten (10) consecutive days of class
- Miss more than 20% of the total block hours in any program while on Attendance Probation
- Misses more than 20% of their total program hours in any program.
- Miss any number of days if the student fails to return as scheduled from an approved LOA (Leave of Absence).

The Student Service Coordinator monitors attendance daily by daily reports supplied by the registrar and instructors. In addition, the SSC will meet with the Executive Chef, Head Chef and Registrar regarding students with chronic attendance issues. The Coordinator will reach out to the students using text, phone, or email to determine the cause for the absence. The Coordinator will work with the student to assist in options to overcome obstacles.

Makeup is allowed for no more than 5% of the total clock hours for a program. Make-up work/time must be completed within 2 weeks from the end of a class. Exceptions will be approved by the Campus President. An effort is made to reserve makeup hours for valid health/family emergencies.

Makeup is assigned one of two ways:

- 1) The instructor assigns the makeup, monitors progress, grades, and reports makeup hours to Student Services. Or,
- 2) Student services assigns makeup, monitors progress, grades (if applicable, makeup assignments may be given to the instructor or the head chef to grade) and records grade changes and hours earned.

A student grade may only earn a student 89% of their daily grade.

Satisfactory Academic Progress and/or Attendance Probation:

SAP and Attendance Probation is monitored every six (6) weeks by the Registrar's Office. When a student is placed on probation, they are notified and the action necessary to be removed. Students who continue to remain on probation in the following six weeks will be terminated. In some situations, the student has the right to appeal. The Student Success Coordinator monitors attendance and grades during this time. If a student is eligible for makeup to improve the GPA or attendance, the SSC will schedule.

ADA Accommodations:

A student who self identifies, and request accommodations are reported to the ADA Coordinator. The accommodation request form and documentation are submitted. The institution will work to provide reasonable accommodation.

Learning Resource/Student Resources/Tutoring:

A learning resource is available to students. The resource room has computers, a copy machine, and books for the student to use and located in Denson-D.

The SSC assist with student resources for students who may have issues outside of academics. The SSC has a list of services available for mental health, legal and housing. The SSC will work with the student to develop a plan and check-ins.

Weekly Retention Meetings:

A weekly retention meeting is conducted to discuss students who are risk of being withdrawn from student. This consist of the Senior Leadership Team and other members of the faculty and staff. The meeting is to identify students and discuss options to assist the student to be successful.

Review and Evaluation

At the end of each six weeks, students are asked to complete a survey to evaluate the course and have an opportunity to add comments. The surveys are reviewed and evaluated annually to ensure the needs of the students are met. Attention is given to items that need to be addressed, and changes are made as necessary. Changes made are related to the students, faculty, and staff.

Distribution

Information concerning student retention will be shared with the campus staff during an annual All-Staff meeting.