

Student Services Effectiveness Plan

iFTI is dedicated to providing each student the support and services they need to successfully complete their program and to pursue their career opportunities. There are five main components of the student services provided by iFTI:

1. Student Orientation
2. Student Records
3. Student Grievances
4. Remedial Assistance
5. Academic Advisement

Student Orientation

Students in the Instructor Training Program receive an in-person orientation at the start of their program. During orientation students are familiarized with school policies and requirements as outlined in the Student Handbook. A particular emphasis is placed upon use of the LMS by students. For that purpose the iFTI LMS Learner Manual has been developed.

Student Records

Students may request a copy of their transcript at any time. Official copies of their transcripts are available at a cost of \$5. Students wishing to obtain a copy of their student records can do so by contacting the Registrar's office. Students may review their own academic progress online through the LMS.

Student Grievances

A. Informal Resolution of Disputes. Students are encouraged to informally discuss issues or problems that may arise with instructors or iFTI staff, in an effort to obtain assistance or resolution. The purposes and objectives of the iFTI can be most effectively achieved through the process of cooperative problem solving.

B. Procedure. All students have the right to present grievances regarding any matter or concern related to their enrollment and participation in the iFTI program, using the following procedure:

Step 1: The student shall present a written grievance stating the specific facts and issues that are the subject of the grievance to the Director of Curriculum & Instruction.

The Director will issue a written decision regarding the grievance within 30 days after the receipt of the written grievance.

Step 2: If the student is dissatisfied with the decision of the Director, he or she may, within 10 days after receiving the decision, appeal the decision in writing. The appeal shall fully state the basis for the appeal. The Director will issue a written decision regarding the appeal within 15 days after receiving the appeal. The decision of the Director shall be final as to all matters of this grievance.

In matters where the student believes that iFTI has violated its enrollment agreement or other administrative issues, students may register a final appeal with:

The Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350

Remedial Assistance

Students who enter the program are required to read at the 9th grade level. Approximately, 90-95% of all reading material is at that level. Some texts and manuals have higher reading levels because of the technical nature of the industry. Students who have difficulty comprehending these materials have two options for remedial assistance as described below:

- Peer-to-peer assistance-Through the faculty, students who need assistance in technical subject areas may be assigned a peer counselor, who will work with them to master a particular skill or reading requirement.
- Teacher to Student assistance. Our students will be offered to work with instructors on remedial issues.

Academic Advisement and Counseling

Staff is available for consultation on student progress, professional development and remediation requirements. Please check posted office hours to meet with a faculty member or call to schedule an appointment.

The Director of Curriculum & Instruction and the staff are available to provide general advice on available services and educational opportunities. Schedule an appointment to discuss these services.

EVALUATION OF STUDENT SERVICES

Student Survey

Upon completion of the Instructor Training Program, every student shall be required to complete a survey in the LMS which addresses student services issues prior to the issuance of their credential for completion of the program. The survey shall require students to rate their level of satisfaction for each area of student services provided by iFTI and shall also solicit affirmative suggestions for changes or improvements.

The Director of Curriculum & Instruction, or his designee, shall compile the results of the individual student surveys on an annual basis. The aggregate annual results of the surveys shall be made available to staff and faculty.

Analyzing Results

Student survey results are discussed and implemented through the COE Advisory Committee and communicated appropriately at its completion. The Director of Curriculum & Instruction, or his designee, will review the aggregate annual results of the surveys to determine which areas, if any, present challenges and/or opportunities for improvement. The Director of Curriculum & Instruction, or his designee, will prepare a brief report that analyzes the aggregate responses and highlights areas that present challenges and/or opportunities for improvement. The Director of Curriculum & Instruction will solicit comments and suggestions from staff and faculty before submitting the report to the Board of Trustees for consideration.

Implementing Changes

The Board of Trustees will review the aggregate annual results of the surveys and the accompanying report of the Director of Curriculum & Instruction in order to make a determination as to what, if any, changes or improvements should be made to the student services offered by iFTI.

Any changes or improvements determined by the Board of Trustees shall be reflected in a revised written version of the Student Services Effectiveness Plan and shall be appropriately communicated to staff, faculty and students.

The Director of Curriculum & Instruction, or his designee, shall be responsible for implementing changes or improvements to student services offered by iFTI, as directed by the Board of Trustees.