Adult & Community Education, Columbus City Schools
Practical Nursing
Effectiveness of Student Services Plan
Council on Occupational Education Standard 10

Objective
To provide and utilize a plan for determining the effectiveness of student services provided by students enrolled in the Practical Nursing program

Purpose
This plan will help ensure that Adult & Community Education, Columbus City Schools provides effective student services to students enrolled in the program through the use of appropriate policies and procedures related to program admission, enrollment, retention, and completion.

Council on Occupational Education
This plan helps meet criteria for COE Standard 10, Objective 2.

Implementation of the Practical Nursing Effectiveness of Student Services Plan
The Director of Adult Education is responsible for implementation of the Practical Nursing Effectiveness of Student Services Plan.

Strategies Used to Ensure the Practical Nursing Effectiveness of the Student Services Plan
- **Provide enrollment counseling services to enrolling students.**
  The Student Services office provides program information and enrollment procedures to prospective students both in person, via email, and on the ACE website. Printed information packets, including names, telephone numbers, and email addresses of program coordinators, are continuously updated; electronic copies are also available on ACE's website. The Student Services office has at least one person on duty during operational hours who can provide enrollment information to students.

- **Provide equal access to services and academic assistance.**
  In accordance with Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, and 34 C.F.R., Part 100, ACE makes every effort to provide supportive services to students with identified disabilities who qualify for programs. It is the responsibility of the student to disclose the nature of the disability to the Practical Nursing Administrator prior to students starting the program. The program has 30 days from the approved date to provide supportive services. Guidelines for submission and approval are available in the Student Services office.

- **Provide counseling services to meet students' non-academic needs.**
  The ACE Resilience Coach provides face-to-face and remote counseling services to help address students' non-academic needs to help them reach their full potential.

- **Provide academic assistance to support students experiencing academic difficulty.**
  Academic assistance is provided through face-to-face and remote advising to help them improve their academic performance. A plan is developed for each student who needs assistance, and a time frame is provided by which the student must demonstrate academic improvement. Provision of tutoring services is scheduled as necessary and practical.

- **Provide placement counseling and assistance services to students.**
  Placement counseling and assistance are provided by Student Services staff members to participating and graduated program completers, including job searches, preparation of resumes, references, and thank you letters. A list of local employers and employment opportunities, which is updated regularly, is kept by the Practical Nursing Administrator and the Communications Coordinator and is provided on the ACE website.

- **Evaluation of student services is conducted, and results are shared with faculty and staff.**
  Evaluation of student services is determined via a Course Evaluation survey and an End-of-Program Evaluation survey (via SurveyMonkey) to students at the end of each course and at the conclusion of their program. The ACE-COE Committee reviews data received from the surveys and makes recommendations to ACE Administrators and Program Coordinators for continuous improvement for student services supports.

Annual Plan Evaluation
The Practical Nursing Effectiveness of Student Services Plan will be reviewed no less than annually by the Director of Adult Education, Practical Nursing Administrator, faculty, and Student Services staff members and revised as necessary.