



Student Retention Plan

In an effort to achieve a high student completion and placement rate, instructors, coordinators and the Workforce Liaison must work together to support students as they strive to successfully complete their program.

Instructors:

- Maintain up to date grade and attendance records
- Take note of students who appear to be struggling
 - o with content
 - o with skills
 - o with matters at home
- Review records frequently, identify at-risk students whose grades are in danger of falling below the passing threshold or who have frequent absences.
- Counsel students who are showing signs of struggle through daily actions, grades and/or attendance
 - o Document in Xendirect any discussions you have with students regarding these matters
- Refer students to support services:
 - o Academic: counsel students on where they may find support (i.e. office hour sessions, tutoring, group study)
 - o Personal matters (i.e. housing, child care, transportation): refer students to the Workforce Liaison
- Remember:
 - o Follow your program's Dismissal Plan for providing academic and attendance warnings
 - o Be compassionate
 - o Be supportive
 - o Be an active listener
- Follow up with students regarding their progress and evaluate whether further intervention is required
 - o Document follow up in XenDirect

Workforce Liaison:

- Maintain relationships with organizations within the community who may provide support services to students (i.e. assistance with childcare, housing, utilities, food, etc.)
- Discuss needs with students and refer students to contacts within the previously mentioned organizations who may provide support to our students
 - o Be compassionate

- Be supportive
- Be an active listener

Coordinator:

- Provide support to the instructor and Workforce Liaison
- Maintain an open-door policy for students
 - Recognize students may not feel comfortable discussing their concerns with their instructor(s) or the Workforce Liaison
 - Be compassionate
 - Be supportive
 - Be an active listener
- For students who do not complete their program, evaluate whether they may be successful in a different program and encourage enrollment in that program

Review of plan:

Surveys of student services will be provided to students at the end of their program; however, students may request to complete the survey at any point within their program, especially if they have suggestions or comments. Staff and faculty will be asked to evaluate the Student Retention Plan via a survey as well.

Annually, administration will review the surveys and determine if changes need to be made. Once updates are made, the plan will be housed on the Adult Offerings page on citiboces.org and employees will be emailed the updated plan.