



**THE  
ENGLISH  
CENTER**



**The English Center  
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Miami, Florida 33133**

**STUDENT SERVICES  
EFFECTIVENESS PLAN**

**2024-2025**

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## **STUDENT SERVICES EFFECTIVENESS PLAN**

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The Student Service Department at TEC is distinguished by its unwavering commitment to the individual development of each student. With a profound understanding of multicultural diversity and a steadfast dedication to maximizing human potential, the department provides personalized assistance tailored to each student's unique interests, aptitudes, and capabilities. This customized approach ensures that every student has the opportunity to flourish and reach their full potential. Our student services personnel are devoted to addressing all students' personal/social, educational, and career needs. TEC's objective is to equip students with the competencies necessary for self-directed, realistic, and responsible decision-making, preparing them to become successful contributors to society and instilling the value of lifelong learning.

TEC's student services department offers a comprehensive guidance program that is centered around the needs of our students. Our extensive range of services, which include counseling, accommodations, referrals, job placement, financial aid assistance, educational/career planning, and other student-related services, are designed to meet the diverse needs of our student body. We understand that each student is the most important person entering the school, and we treat them as such, providing the necessary support for their academic and personal success.

At TEC, an Associate Director oversees all student services department operations. The department has a designated chairperson to assist the assistant director. Counselors are available to meet each student's needs, including career planning, student advisement, registration, accommodations, and any other student-related needs. Financial aid officers are responsible for all aspects of the school's financial assistance program. The testing department has a test chairperson who ensures compliance with CASAS and TABE protocols. Placement services are conducted by the placement specialist following the school's plan. The registrar is the official custodian of records and supervises the registration staff to ensure compliance with policies and procedures.

Student Services personnel will:

- Foster the guarantee of equal access for all students without regard to gender, race, color, religion, ethnic or national origin, political beliefs, marital status, age, sexual orientation, social or family background, linguistic preference, or disability.
- Promote multicultural understanding and acceptance by encouraging appreciation of the benefits of diversity in the community.

- Support the efforts of the students to become bilingual, for example, placement in English for Speakers of Other Languages (ESOL), Adult Basic Education (ABE), or basic skills remediation in the Applied Academics for Adult Education (AAAE) online classes.
- Facilitate access to appropriate educational opportunities and services by providing all adult learners with information, advisement, and encouragement.
- Ensure proper placement in Career/Technical Education (CTE), General Education Development (GED), ABE, and ESOL programs using assessment instruments, such as the Test of Adult Basic Education (TABE) and the Comprehensive Adult Student Assessment System (CASAS).
- Educate students on the various financial aid programs available and assist them in securing funds for their educational expenses.
- Ensure that students needing accommodations receive them per their 504 accommodation plan.
- Support the school's daily contact team, which reaches out to absent students, encourages them to maintain consistent attendance, and promotes their maximum achievement.
- Support instructional staff in maintaining an environment conducive to learning.
- Foster attitudes of respect for others, which are free from discrimination and harassment. Student services personnel will help students plan, monitor, and manage their personal/social, educational, and career goals. Planning will be implemented through the following three strategies: assessment, advisement, and placement.
  - **Assessment:** Student services personnel will work with students by analyzing and evaluating students' abilities, interests, skills, and achievements. Test information, such as the TABE and CASAS, will be used to develop immediate and long-range career plans.
  - **Advisement:** Student services personnel will work with students to plan career goals based on their personal/social, educational, achievement, and career interests.
  - **Placement:** Student services personnel will ensure proper placement in the Adult General Education and CTE programs using appropriate assessment instruments. The proper placement is crucial for the welfare of the students and program funding. Upon completion of their CTE program, instructors and the placement specialist assist students in obtaining employment.

Students are encouraged to complete a student services survey that addresses counseling services, testing, registration, and other school-related services. The results are collected, analyzed, and used to improve the effectiveness of student services personnel. In addition to the student surveys, the director evaluates all personnel annually. Counselors and financial aid officers are evaluated using the Instructional Performance Evaluation and Growth System (IPEGS). Support staff is evaluated using a non-instructional evaluation instrument. These evaluations are reviewed and discussed with student services personnel, and professional development and improvement suggestions are provided.

The results of student surveys are reviewed annually at a faculty and staff meeting so that the school's stakeholders can determine the plan's success and offer suggestions for improvement. The Student Services Effectiveness Plan is used to improve student services continuously. The plan is reviewed annually and updated as necessary.