



**THE  
ENGLISH  
CENTER**



**The English Center  
3501 SW 28<sup>th</sup> Street  
Miami, Florida 33133**

**RETENTION PLAN**

**2022-2023**

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The overall retention rate is monitored by the principal with the intent of finding out why students are not full program completers or earning an Occupational Completion Point (OCP). The retention plan was created to track students that have withdrawn before being a program completer or earning an OCP. Withdrawn students are contacted by school personnel to inquire the reasons for their withdrawal and attempts are made to find resolutions for their withdrawal. The contact team, CTE registrar, SAVES and financial aid staff are personnel used to contact the students.

TEC has a contact team that on a daily basis contacts every student that was absent to determine the reason for their absence and attempts to resolve the issue that is affecting their attendance.

The CTE registrar monitors student withdrawals. The CTE registrar contacts the instructor and student to identify the reason for the withdrawal. Attempts are made to see to see if there is anything that can be done to keep the student enrolled in the program. An Excel spreadsheet is kept identifying the reasons for the student's withdrawal.

The SAVES program tracks the retention of students receiving assistance. The staff maintains an electronic folder for each student with student case notes. When a student is absent for three days, the student is telephoned to find out the reason for the absence and encouraged to return to school. A follow-up call is also made. If a student withdraws, the registrar notifies the SAVES staff, who calls the student to determine the reason for the withdrawal. The SAVES staff also uses FOCUS, an online school district program that tracks program completers and non-completers. The SAVES staff records on a manual tracking form called Codes Tracking SAVES Withdrawals-CTE the reason students are withdrawn and uses this information to analyze the reasons and explore what can be done to retain students.

Because most students in career/technical programs receive financial aid, the financial aid officer tracks the retention of those students receiving financial assistance. When students initially receive financial aid, a Financial Aid Contact Form is completed. This form records the day of enrollment, what aid the student will receive along with an explanation of the financial aid program

and other pertinent notes. Students who have been withdrawn are contacted to ascertain the reason for the withdrawal and noted in their financial aid student file. At the beginning of a new trimester, students who have not returned are called and encouraged to re-register and complete their program.

School administrators review results to identify areas for improvement. The retention plan is evaluated annually and updated as necessary during a Faculty and Staff meeting. Faculty and staff are asked to complete a survey regarding the effectiveness of the retention plan. The results are presented as a chart during a Faculty and Staff meeting for review and recommendations are made on what actions can increase retention.