

Plan for Student Retention

Scope:

In an effort to help increase our student retention and to ensure our retention rate meets the COE retention requirement. Also, to aid in the identification of students who pose a risk of withdrawing or being dismissed from school.

Major Activities:

1. Tracking of our retention is done using 2 methods. The first method is tracking retention overall through the Merge CPL (COE guidelines) and the second method was developed internally and used since 2017 and tracks retention separately by group. The CEO of PC AGE tracks retention by using a spreadsheet to track how many students from a group start have completed the program.
2. While visiting the campuses, the CEO meets with the Director of Education, Assistant Director of Education and Student Services and discusses the retention rates, as well as student issues and concerns which may have an impact on the retention rate. He also communicates via email with them regarding retention/dropout rates.
3. At risk students are identified by instructors and student services. Grades and attendance are continuously tracked and monitored by Student Services. Student Services is notified by instructors of any student that is not completing course work or at risk of failing a course. Instructors will counsel students regarding their attendance and grades. Student Services also meets with at risk students and speaks to them regarding the matter. Student advisories are also used to help with students missing coursework or having attendance issues.
4. If a student is absent 3 consecutive days an attendance dismissal warning letter will be sent to the student. Student services will also try reaching out to a student either through calls, texts, or emails. Student Services will also reach out to other staff members (Admissions, Financial Aid, other Student Service members) to try and contact a student if a student is not responding to them.
5. Tutoring assistance is offered to students free of charge if they are struggling with their course work. A student can sign up for tutoring via <https://www.picktime.com/pcage>, with their instructor or by speaking to their Student Services person who will assist them with scheduling extra help.
6. Loaner Laptops are available for students who may be having computer issues or don't have access to a computer at home. Provision of loaner laptop is made until they can obtain their computer or laptop. This helps to ensure the student doesn't fall behind in their work.
7. In 2021 a travel assistance program was implemented to assist students coming from NYC. In May, the program was expanded to include other students from the state who were experiencing transportation cost issues.
8. An open-door policy is used for our students. It is made known to students from the beginning that PC AGE has an open-door policy and that they can come and speak to any faculty or staff member regarding issues or concerns that they may have which could possibly prevent them from completing school.

9. Course evaluations are done throughout the program. The information received in the surveys is reviewed and used to help identify issues that may affect our student retention.

Evaluation of Plan:

The Retention Plan is reviewed during the annual meeting as well as meetings held with Student Services throughout the year. Any suggestions made regarding the plan are taken into consideration. The CEO will ask for feedback on the retention plan during his one-on-one in-person meetings with staff or via email.

Stakeholders:

CEO, School Director, Director of Education, Student Services, Instructors