



## Student Services and Retention Plan

Retention is a campus-wide activity as follows:

NAA Student Services, Career Services, Admissions, Education, and Financial Aid Departments all contribute to the student body's success.

NAA provides resources and advising for life skills, including budgeting, tutoring, personal advising and conflict resolution, retention, housing assistance including roommate matching and advising, daycare and health care, legal resources, transportation and carpooling, language and adult learning resources, substance abuse resources, and employment assistance.

**Budgeting** - Financial Aid educates and appraises prospective and existing students when necessary regarding their eligibility to finance the education so students make an informed decision. The Students Services Department coordinates a class start resource day information session inviting 3-5 vendors on-site to set up a table and speak with students. A bank or credit union is usually on hand to answer students' financial questions.

**Testing & Tutoring** - Instructors are available for tutoring for those students in need.

**Academic Advising** - Academic advising at NAA starts with the instructors. The Director of Education's primary responsibility is to advise students at risk of falling below standards and thresholds of grading and attendance. Action plans are created along with any missed-time sheets, and goal dates are set for completion.

**Personal Advising** - The Student Services Department at NAA does not have licensed counselors. When necessary, the Student Services Department will refer students in need to Baycare's Student Assistance Program portal or Confidential Helpline for professional counseling and assistance. Furthermore, the Education, Career Services, Financial Aid, and Admissions Departments are also available for personal advising. The Education Department does a great job with a student's academic plan while Admissions sets expectations. Career Services provides excellent professional advice essential for students' futures and careers. Financial Aid is available to provide students with accurate loan information and planning. The Default Prevention Team also advises students in a classroom and one-on-one setting on personal budgeting and the benefits of repaying students' loans on time.

**Conflict Resolution**- Student Services is involved with student conflict resolution on campus and in student housing. For serious matters, Student Services documents the



situation and has the students sign the document. For on-campus issues, the Director of Education and/or the Campus Director may be involved.

**Retention Strategies** - Student Services, Admissions, Education, Career Services, and Financial Aid all play a crucial role in student body retention. The Education Department leads the school's Retention Efforts, which meets on an immediate as-needed basis to identify "at-risk" students to resolve any issues to prevent a leave of absence. Students are referred to the Student Services Department when needed to assist with transportation, housing options, peer-tutoring referral, and part-time employment assistance while in school. There are times when students only need some personal advice in which Student Services can accommodate discreetly. The Education Department advises students who are falling behind academically and/or are missing too much class time, which includes a plan of action so a student can catch up. Furthermore, the Education Department makes phone calls to absent and late students daily to inquire and offer assistance to help them get to school. The Career Services Department helps motivate students by reminding them that employment opportunities are waiting when they graduate.

**Supervision and Monitoring of Attendance Records** - NAA monitors attendance on a twice daily basis. Attendance is collected and recorded each morning for night shift. Any student who has been marked absent for two consecutive days will receive a phone call by an Education Department member. Three consecutive days out with no contact and the student will receive an email from an education team member. Phone calls are made to absent students to identify any challenges that there may be and then to see if there any solutions to get the student back in school. Any contact made with absent students is recorded and documented. Attendance is collected and recorded each afternoon as well for day shift on a daily basis. All attendance is registered in the school's campus management database, CampusVue. Attendance is further monitored by a Daily EAS Report, which tracks current census, retention rate, students that are on probation, as well as a student by student breakdown of all hours missed and, is sent to management on a daily basis by the DOE.

**Day Care, Health Care, and Legal Resources:** Student Services has numerous case management resources to accommodate students' needs. Fortunately, the state of Florida has many daycare and health care resources for students;

<https://childcare.gov/state-resources?state=14&type=202>

<http://www.floridahealth.gov/>

Their website provides links and information on various resource: Student Services also offers additional resources, ran than through the BayCare program.

**Housing Assistance, Roommate Matching, & Housing Search:** Student Services can help those students in need of housing through assistance in providing Housing Resources (Apartment search, rooms for rent, etc.)



**Transportation & Carpooling:** Student Services provides transportation resources for the student body. Bus schedules are posted, and if needed, resources for taxi services are available. Student Services manages most transportation issues by coordinating carpooling. The Education, Admissions, Career Services, and Financial Aid Departments all contribute by identifying who is at risk of missing school due to lack of transportation.

**Language & Adult Learning Resources:** The Admissions and Education Departments play a key role in identifying students with language barriers or who have not achieved a High School diploma by directing them to appropriate centers in the community before applying to the program per FAA guidelines.

**Substance Abuse Resources:** Student Services has many resources for those students who need professional counseling. National Aviation Academy is committed to assisting students in resolving problems associated with substance abuse and encourages students to seek additional help through local treatment facilities. BayCare's Assistance Program provides early intervention and professional assessment to meet students' needs best. BayCare Life Management's programs are tailored to meet the NAA students' specific and unique needs. BayCare's Assistance Program aims to keep students in school and help them cope with emotional problems and other stressors that are sometimes manifested by the use of drugs and alcohol or other negative behaviors. BayCare's Assistance Program staff helps students meet work/life challenges and achieve a positive academic experience. After an initial assessment by a licensed therapist, the BayCare Assistance Program professional can refer the participant for additional services. Counseling and other related services are strictly confidential. The student can call a therapist at our toll-free 24-hours a day, seven days a week, confidential helpline

**Employment Assistance (Existing Students):** Student Services does not guarantee a job but can help search for job opportunities and provide job-hunting strategies. Job posts are available in the Student Services office. Job leads are acquired by Internet Search, Referrals, Staffing Agencies, Recruiter visits, and Networking.

Student Services and Career Services also assist students in resume building. A resume workshop is conducted in Term 4.

### ***Placement Services and Support***

**Graduate Employment Assistance** - The Career Services Department begins working with students as soon as they begin Term 1 to set the right expectations and allowing time for Q & A. Career Services visits each class at term change to remind them of the importance of FAA testing and various soft skills. Career Services meets with students for Career Development/Resume Workshop, one-on-one consults, and for exit interviews and job searches. Career Services hosts several Career Fairs each year, which brings hiring companies on campus, increasing the school's placement rate. Career Services is available to graduates for life.

When necessary, the Student Services Department will refer students in need to Baycare's Student Assistance Program portal or Confidential Helpline for professional counseling and assistance:



<http://44e060405159e99f9154-997ad4822cc9fdca529e1c6428daaf1e.r18.cf1.rackcdn.com/10309941/BayCareSAP.mp4>

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The primary means of advising students of their academic standing is through the Student Action Binder. One binder is created per class, and all documentation and action plans are contained in the binder. A copy of all documentation and action plans is filed in the appropriate student folder in the Education Services office. Noneducational advising is typically recorded in the student's CampusVue Contact Manager.

