



STUDENT SERVICES PLAN

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I. Purpose

At HTIM students learn in an engaging environment that exemplifies three core values: Learn it, Know it, Apply it. Health-Tech Institute of Memphis' performance-based curriculum and processes including this Student Services Manual help to identify opportunities to align organizational efforts and training to employers' needs and place trained and qualified students and graduates in career-specific work settings.

Student Services are offered to HTIM students to encourage, support, and enhance enrollment of qualified and capable students so they are able to be successful in their career.

II. Goals

- Enhance student academic performance
- Empower students with skills that enable them to meet their educational and career goals
- Support social growth of students

III. Services

- Admissions Support
- Admissions Assessments
- Student Needs Assessments
- Financial Aid
- Orientation
- Student Records Management
- Media Resources
- Technical Assistance
- Career-Readiness skills training including resume writing
- Job placement recommendation letters and references
- Field Experiences
- Special Events to enrich students socially
- Transcript requests fulfillment
- Student Follow-up post-graduation
- Job Placement Assistance
- Student Health & Safety

Admissions Support

Student Services provides prospective students with guidance throughout the admissions process. Student Services provides necessary forms and resources to support the completion of the HTIM application, financial aid forms, and supporting documentation.

Admissions Assessments

Before admission, all students must take the Health Education System, Inc. assessment test for their program of interest. Student Services provides prospective students with a school-issued email account and login for the HESI assessment study prep. Admissions Assessments are offered on Tuesdays and Thursdays from 2:00-4:00pm by appointment.

Student Needs Assessments

The Student Needs Assessment helps the Student Services department address and recognize areas that students may have challenges and to help provide the best service to meet each student's career needs and goals.

Financial Aid

Student Services conducts interviews of prospective students to assess educational background, career goals, and funding sources prospective students qualify for. Student Services provides necessary forms and resources to support the completion of financial aid forms and supporting documentation.

Orientation

HTIM students participate in a week-long orientation that introduces students to HTIM policies & procedures and provides study tips and resources for successful completion of educational programs. During orientation, students are given a chance to use the computer lab and/or tablets to complete a career personality test, send introduction emails to their instructors, and research actions needed and influencing variables each student must take into account with developing their long-term goals. Additional opportunities to utilize the Media Resource Center are integrated into each program's curriculum and successful graduation is affected by the amount of time and effort students commit to utilizing media resources.

Student Records Management

The VP of Student Services maintains student records in each student file located in the Student Services and Financial Aid office. Students may request copies of their student records and transcripts through Student Services.

Media Resources

HTIM students are oriented to available resources and the Media Resources Center during the admission process, orientation and during their matriculation. During orientation, students are given a chance to use the computer lab and/or tablets to complete a career personality test, send introduction emails to their instructors, and research actions needed and influencing variables each student must take into account with developing their long-term goals. Additional opportunities to utilize the Media Resource Center are integrated into each program's curriculum and successful graduation is affected by the amount of time and effort students commit to utilizing media resources.

Technical Assistance

Student Services is responsible for computer network administrative activities of designated programs and systems and manages media resources inventory. The VP of Student Services maintains an inventory of all media and technical resources available in support of staff and students. Pertinent information regarding equipment maintenance is maintained and reviewed regularly.

Career-Readiness

HTIM students complete Session 4: Career-Readiness, Work-based Activities which includes

critical thinking and business/technical writing skills training. Student Services assists students with resume writing and job searches.

Job Placement

Student Services maintains listing of job opportunities including career fairs and direct leads. Student Services posts career opportunities in the Media Resource Center and contacts students and graduates directly as needed. The VP of Student Services maintains student placement records in each student file located in the Student Services and Financial Aid office. All externship and job placement activities are shared with Student Services in a timely fashion to ensure student records are up to date.

Field Experiences

Field experiences allow students to observe and document how working professionals perform their job responsibilities. Students may also participate to a limited extent in performing tasks under supervision by on-site staff. General characteristics of field experiences include

- Shadowing one or more assigned employees who will guide the on-site experience.
- Observing and correlating practices in the field with theories and methods previously studied.
- Recording data or assisting with tasks as directed by on-site personnel.

Field experiences are typically one-time events for a few hours per session. Students do not receive academic credit for field experiences. However, the experience provides valuable insight to the realities of the workplace. Student Services coordinates with Academic Affairs to place students in field experiences.

Special Events

Occasionally, Student Services coordinates social events for students designed to recognize student accomplishments or promote community involvement.

Transcripts

Student transcripts are accessible through submission of the Transcript Request Form submitted to Student Services. In addition, a copy of student transcripts are provided to each student following completion of each Session of their program schedule.

Student Follow-up

Student Services conducts quarterly follow-up for up to one-year on all program completers. These services are necessary to assist students to secure and maintain employment upon completion and to evaluate the effectiveness of the curriculum in each program. Data collected during follow-up ensures all students' needs are being met as well as the needs of employers.

Student Health & Safety Plan

- Policy
 1. Proper Ventilation: Some fumes can be harmful.
 2. Proper Use of Flammables: Read labels and always follow precautions
 3. Designated smoking areas (Outside): Never smoke or permit clients to smoke while being served. Avoid other sources of open flames.
 4. Safe Product Storage: Store products in closed containers and prevent spills or leakage. Store

in adequately ventilated area and in moderate temperature.

5. Protection during application: Follow directions, wear gloves and/or goggles as directed, properly drape client. Apply your professional training.

6. Proper use of First Aid: Keep first aid kit readily available.

7. Fire Safety: Post and Review evacuation procedure during new student orientation.

8. In the event of fire:

a. Contact Fire Department (Keep number readily available. Give name and address of business, nature of fire (what is burning), and name of person reporting the fire.

b. Evacuate premises by following the planned procedure for the facility

c. Plan alternate exits for use in the event regular route is blocked by the fire.

d. Service extinguishers at least annually.

9. Use of extinguishers. Install away from potential fire hazards and near an escape route.

Follow the instructions. Many work as follows:

a. Pull the pin

b. Aim the nozzle

c. Squeeze the handle

d. Sweep from side to side at base until fire goes out.

10. Recommended Procedures: The National Fire Protection Association recommends that you should ONLY stand and fight a fire if ALL the following are TRUE:

a. Everyone is leaving the premises and fire department has been called.

b. The fire is small and confined to the work area where it started (wastebaskets, cushion, small appliance, etc.)

c. Your extinguisher is rated the type of fire you are fighting and is in good working order.

d. You know how to operate the extinguisher

- Reporting

1. All accidents should be immediately reported to either your instructor and/or the administrative staff person present.

2. An Accident Report Form must be completed indicating all pertinent information regarding the accident.

3. Administration is required to follow-up with a thorough investigation of the accident and file in the appropriate manner and report serious accidents to the appropriate agencies.

4. The Accident/Incident Report is made available to all students in their handbook and it is posted online at www.htimphs.com.

IV. Evaluation

Student Services is responsible with developing functions and activities that enhance student learning and success by creating a learning environment in which students develop toward their maximum potential.

HTIM reviews the effectiveness of student services annually and makes improvements based on recommendations. In addition, HTIM provides a variety of opportunities for input including: staff meetings, student program evaluations, student instructor conferences, and as needed.

HTIM students complete the Student Services Exit Survey at the close of their enrollment. The survey is used to assess the effectiveness of Student Services. Responses from the survey are reviewed by the VP of Student Services, who shares prioritized areas of need with HTIM administration. If deemed necessary and feasible, changes and improvements to Student Services are developed and implemented.

Student Services Exit Survey

This form should be completed by all students completing a HTIM program. This end-program evaluation allows students to anonymously provide feedback to HTIM staff and administration. This feedback will be used to improve our student services.

Program: _____

Instructions: Please indicate your level of agreement with the statements below in Questions 1- 12.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. I was given adequate support needed to enroll into my program at HTIM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I know who to contact for my academic records.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I was given technical support during my enrollment (computer, wi-fi, software, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Student Orientation was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Student Orientation was thorough.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The admissions process was clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. When I needed help from Student Services, I was helped in a timely fashion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I know who will contact me for follow-up after graduation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I was given opportunities to apply what I learned in a work-based activity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I have an updated resume.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I was given a copy of my transcript during my enrollment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Student Services at HTIM supported me from admissions to enrollment and during enrollment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. What Student Services did you like best? (Choices: admissions, orientation, technical support, resume writing, job placement, student records, etc.)

14. What would you like to change about Student Services?

15. What do you think are Student Services strengths?

16. What suggestions do you have to improve Student Services?