



The mission of CTK Healthcare and Career Institute is to offer quality professional trainings in Healthcare, Information Technology and Business related disciplines.

Student Personnel Services Plan (SPSP)

Purpose of the Plan

The purpose of this plan is to determine the **effectiveness of student personnel services**, how services are evaluated annually and how information is communicated to staff for the purpose of improving student services. The staff at CTK strives to provide quality services to students and to be available to answer questions and provide guidance and direction when needed. It is important to evaluate the effectiveness of student personnel services so that improvements can be made in the delivery process.

Responsible Person: SSC is the responsible person to implement this plan.

Areas of evaluation:

1. **Admissions** - CTK employs a sufficient number of admissions personnel to deliver services to students. Admissions officer provide guidance to potential students on testing, program requirements, admission requirements, cost of training, enrollment dates, etc. The goal is to place students in programs based upon their interests and abilities and career choice. Student comments are welcomed and used to make changes to the overall delivery of student services.
2. **Orientation Process** -The student orientation process is clearly organized and consistently administered to all students and is the job of the admission officer. During orientation admission officer covers the campus tour, expectations from students, time, date and venues of class, policies and procedures used by the institution to ensure that students who enroll know what the expectations and requirements are in order to successfully complete their program.
3. **Financial Assistance and Financial Aid** – Each student meets with an admission representative to discuss options for financing his/her educational training. The admission officer checked the eligibility of prospective student. Based on the eligibility as written in preliminary admission form, admission officer sends the student to the financial aid officers' office to help on students financial

needs. Financial aid officer helps the student for FAFSA and/ or the weekly payment plan for the tuition and fees.

4. **Health and Safety** - In the event of illness, accident or emergency, students follow written procedures presented in the Student Health and Safety Plan. This information is made available to students during orientation and a copy of the plan is available in the display area in front of the admission office.

5. **Course-Related Information** - Students are provided a variety of written information prior to and during enrollment. Students are given a school catalog, student handbook, academic calendar, course requirements, etc. Information on course syllabi, objectives, expectations, projects, and grading system is shared with students during the orientation process at the beginning of the program. In addition to the evaluation of course-content information, students are asked to rate the quality of classroom instruction.

6. **Facilities** – CTK is a well-equipped and well-staffed institution that provides students an opportunity to develop their technical and creative skills in preparation for employment. The facility is available for students 5 days per week from 9:00 a.m. – 6.00 p. m. Every effort is made to maintain a safe and secure facility for staff and students. Adequate parking is available for staff and students.

7. **Student Records** - CTK maintains a high level of confidentiality regarding student records. Student records and transcript are maintained in the Record office. Students may access their transcript by making a request to the Registrar. Student Personnel Services staff adheres to the Federal requirements of the Family Educational Rights and Privacy Act [FARPA] in disclosing any information contained in a student's file.

8. **Student Counseling & retention and Financial Assistance:** SSC is responsible to organize meeting of student in concern per the instructors' comment for counseling for retention and/or for payment assistance in the payment plan, with the student advising handled through the Director. Director try to find the cause of concern, and council students through various possible avenues for the success & completion in the program. In the counseling meeting, Director may suggest for various types of help for financial support using non-for profit organization affiliated to CTK students in the past.

9. **Evaluation of Personnel Services Plan:** At the end of the session, students have an opportunity to evaluate through a form provided by SSC. Information regarding the effectiveness of student services is evaluated on an annual basis **by the administrative staff brought through SSC, and**

informed in the staff meeting, where a written summary of the results of the survey is shared with staff on an annual basis and improvements are made if needed in the survey.