



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

## **Annual Evaluation of Student Services – Executive Summary**

### **Overview:**

The annual review highlights strong student satisfaction and responsive administrative services while identifying areas for improvement in communication, onboarding, compliance, and support services.

### **Key Findings:**

- Students report high satisfaction with instructors, hybrid learning, and administrative support.
- Delays and inconsistencies exist in communication about schedules, clinical rotations, and exams.
- Limited visibility of tutoring, skills lab, and career support services.
- Document compliance (immunizations, Blue Card, CPR, physical forms) requires stronger tracking.
- Technology support for LMS, Zoom, and student email can be improved.

### **Recommendations:**

- Strengthen orientation with a structured onboarding checklist and student packet.
- Standardize communication across email, SMS, and Google Classroom.
- Promote available student support services weekly.
- Implement document tracking sheets and automated reminders.
- Provide consistent tech support guides and brief training during orientation.

- Standardize student feedback surveys at multiple checkpoints.

**Improvement Plan & Procedure:**

1. Launch a digital/printed orientation packet for all cohorts.
2. Set weekly communication updates every Monday from instructors.
3. Publish monthly tutoring and lab schedules.
4. Maintain weekly review of clinical documents by admin staff.
5. Conduct surveys at orientation, mid-program, and graduation.
6. Provide tech demo and guides for LMS and virtual tools at each orientation.

**Conclusion:**

Implementing these improvements will enhance student satisfaction, streamline compliance, and support CTK's continued growth and alignment with accreditation standards.