



Student Retention and Student Services Plan

Objective: This plan addresses the following Student Services and Retention issues:

- Attendance and Makeup
- Satisfactory Academic Progress (SAP)/Attendance Probation
- Americans with Disabilities Act (ADA)
- Learning Resources/Student Resources/Tutoring
- Weekly Retention Meeting

The objective of the Student Retention and Student Services plan is to ensure the student services provided by the Institution assist with the retention of our students and provide services that our students need. It is the responsibility of the Student Services Coordinator (SSC) in conjunction with all faculty and staff, to assist, implement, and evaluate the effectiveness of the plan.

Attendance/Makeup:

Attendance is very important to the success of our students. Per the Texas Administrative Code, Title 40, Section 807.241-243, students are terminated who accumulate the lesser of the following:

- Ten (10) consecutive days of class.
- Misses more than 20% of the total block hours in any program while on Attendance Probation.
- Misses more than 20% of their total program hours in any program.
- If the student fails to return as scheduled from an approved LOA (Leave of Absence).

The Student Services Coordinator (SSC) monitors attendance daily by daily reports supplied by the Registrar and daily information provided by the instructors. In addition, the SSC will meet the Registrar, Student Services personnel, and designated faculty regarding students with chronic attendance issues. The SSC will reach out to the students using text, phone, or email to determine the cause of the absence. The SSC will work with the students to assist in options to overcome obstacles.

Late work must be completed within 48 hours of the assignment due date.

Makeup is allowed for no more than 5% of the total clock hours for a program. Make-up work/time must be completed within two weeks from the end of a class. Exceptions will be approved by the Campus President. An effort is made to reserve makeup hours for valid health/family emergencies.



Student Services assigns makeup, monitors progress, grades assignments as needed, and completes the Makeup Work form.

A student may only earn up to 89% of their daily grade for make-up work completed.

Satisfactory Academic Progress and/or Attendance Probation:

SAP and Attendance Probation are monitored every six (6) weeks by the Registrar's Office. When a student is placed on Attendance Probation, they are notified and are given the information needed to be removed from probation. Students on SAP Probation are notified and given six weeks to improve their academic standing. Students on SAP Probation are provided with an academic plan that will allow them to meet SAP standards that they must sign and agree to. Students who continue to remain on Academic Probation in the following six weeks will be moved to SAP Dismissal status. In some situations, Students on SAP Dismissal have the right to appeal.

The Student Services Coordinator monitors attendance and grades during this time. If a student is eligible for makeup to improve the GPA or attendance, the SSC will schedule.

ADA Accommodations:

A student who identifies, and requests accommodations are reported to the ADA Coordinator. The accommodation request form and documentation are submitted. The institution will work to provide reasonable accommodation.

Learning Resource/Student Resources/Tutoring:

A Resource Center is available to students during regular class hours. The Resource Center has computers, a copy machine, and books for the students to use and is located in Denson Suite D. There are also computers and printed resources in the Lab Building.

The SSC assists with student resources for students who may have issues outside of academics. The SSC has a list of services available for mental health, legal services, and housing. The SSC will work with the students to develop a plan and check-ins.

Weekly Retention Meetings:

A weekly retention meeting is conducted to discuss students who are at risk of being withdrawn from their program. This consists of the Senior Leadership Team and other members of the faculty and staff. The meeting is to identify at-risk students and discuss options to assist the students to be successful.



Review and Evaluation

At the end of each six weeks, students are asked to complete a survey to evaluate their course and have an opportunity to add comments. The surveys are reviewed and evaluated regularly to ensure the needs of the students are met. Attention is given to items that need to be addressed, and changes are made as necessary. Changes made are related to the students, faculty, and staff.

As of October 2025 annually, at the Graduation Ceremony, students are offered the opportunity to complete the Retention & Student Services Survey using a QR code. Faculty members are also invited to review the Student Retention and Student Services Plan annually in the form of a shared document.

Distribution

Information concerning student retention will be shared with the campus staff during an annual All-Staff meeting.