



ABC Adult School

Student Services Plan

Revised: 10/14/2025

A written plan has been developed for determining the effectiveness of student services. Evaluation of student services is a continuous, daily process and is conducted both informally and formally. ABC Adult School prioritizes the needs of its students by helping them identify the most suitable training program based on their skill level, interests, and personal needs. ABC Adult School's Student Services supports students in achieving their career goals by providing instruction to help them acquire the skills necessary to seek, obtain, and maintain employment.

Staff are available to assist students in meeting their career goals by providing a thorough introduction and orientation to available student resources, assessment services, counseling, financial aid assistance, job referrals, and job placement services.

IMPLEMENTATION

This plan is followed and maintained by the administration, office staff, support staff, and the instructors. Student Services facilitates the needs of students and ensures they experience a smooth transition from initial contact to training and to eventual employment.

RESPONSIBILITIES

Coordinator of Student Support Services

The Coordinator of Student Support Services/CTE Assistant Principal oversees the student services plan and program, which includes orientation and enrollment, and counsels students to ensure they receive proper aptitude (CASAS) and interest (O*Net Interest Profiler) assessments, thereby providing meaningful placement in the CTE programs offered at the ABC Adult School. Additionally, the Coordinator of Student Support Services counsels students to improve their attendance and academic performance, while providing support services and programs as needed or requested to improve student completion, placement, and licensure rates.

Administration

- Supports faculty, staff, and students by overseeing daily operations, managing programs, and disseminating information.
- Reviews processes and procedures
- Oversees student grievances/complaints
- Ensures the health and safety of faculty, staff, and students
- Organizes publicity and marketing
- Create promotional materials like flyers and handouts

Job Developer, Financial Aid Coordinator,

- Financial aid services and advisement EDD, WIOA, Department of Rehab, GAIN referrals
- Student progress monitoring
- Medical LOA
- Job Placement assistance

- Resume Workshops
- Interview Skills workshops

CTE Department Chair/CTE Teacher of Special Assignment (TOSA)

- Provide individual guidance services for intake and assessment for potential students.
- Tracks student progress and job readiness
- Externship placement/contracts
- Academic progress reports and monitoring
- Graduation/program completion status evaluation

Office and Support Staff Assistance

- Provides Information regarding counseling services
- Enrolls students in classes after completing the appropriate enrollment procedures
- Gives the proper forms to request transcripts and other referral information
- Assists students in locating classes
- IDs
- Sells textbooks and supplies for career technical education courses
- Provides basic information to students
- Assists students with completing forms and applications
- Transcript requests

Student Support Services

- Counseling services for students are provided by the Coordinator of Student Support Services, Dr. Jeff Heilig, who is located at the Cuesta Campus. Dr. Heilig can meet with students at the Cuesta and Cabrillo Lane campus by appointment (preferred) or when needed or requested. Additionally, the Coordinator of Student Support Services, CTE Assistant Principal, CTE TOSA, Financial Aid Coordinator, and Job Developer provide student support when needed or requested.
- If mental health resources are required, the Care-Solace Program is made available to ABCAS students at no charge: www.caresolace.com/abcusd
- ABC Unified School District is committed to the well-being of all students (including ABCAS students) with resources available for students, staff, and the community: <https://www.abcusd.us/apps/news/article/1658646> and https://www.abcusd.us/apps/pages/index.jsp?uREC_ID=1177738&type=d&pREC_ID=2543249&total1y=true.
- The Job Developer offers individual and group sessions to develop job preparation skills and provide job placement support to all CTE program completers.

- There is also a Study Center available to support all CTE students' academic needs. The Study Center is located on the Cuesta Campus in Room #G9 and is open to students Monday through Thursday from 2:55 p.m. to 4:30 p.m. and on Fridays from 2:55 p.m. to 4:00 p.m.

EVALUATION OF STUDENT SERVICES AND ANNUAL REVIEW PROCESS

Data Collection Includes (but is not limited to)

- Student Feedback Surveys
- Completion, Placement, and Licensure Data
- Feedback from faculty, staff, and advisory groups
- Enrollment in programs
- Other relevant data

Analysis

- The Coordinator of Student Services/CTE Assistant Principal, CTE Staff, CTE Instructors, and the ABCAS Leadership Team analyze the data and make recommendations.
- Gaps in services, underutilized resources, and areas of high demand are identified as key areas for improvement.
- Areas of strength or successes are identified as key focus areas of student and school success.

Sharing Student Support Services Evaluation Results

- Results of data are compiled and discussed at ABCAS Leadership Team meetings, CTE Department meetings, and the Institutional Advisory Committee meetings. All groups analyze the data, providing input, feedback, and suggestions for improvement.

Implementation of Feedback and Input

- The feedback and recommendations garnered annually from staff, faculty, and occupational and institutional advisory committee members are reviewed and implemented as appropriate and manageable by the CTE team and administration.