



Student Services Plan

Mission

Our mission is *“to offer educational opportunities for students to achieve professional development and success through real-world tools and applications to obtain employment.”*

Howard Healthcare Academy was founded on strict principles and core values that center around success and growth. We have created educational facilities that focus on live, hands-on experience. Through real life learning environments, and technical courses, instructors prepare our students with the hands-on knowledge they need to apply for an entry-level dental assisting position. We want to help out future dental assistants and help them build careers. This way, the dental community / employers will have the support needed to provide patient care.

Vision

The vision of Howard Healthcare Academy is to be recognized as a top performing educational institution and be the preferred choice for quality education and training.

Plan Objectives

It is the responsibility of the student services department to provide services that help students efficiently move through the college experience, make students feel welcome, and assist in student success; particularly in the areas of completion, placement and licensure. It is our goal to work efficiently while treating each student with respect and genuine encouragement. The purpose of the Howard Healthcare Academy Student Services Plan is to outline the ways in which the institution evaluates the effectiveness of student services personnel quarterly, to outline how these evaluations results are disseminated to staff, and to show how those results are used to improve the services that are provided.

Annual Evaluation Plan

The effectiveness of the Student Services Department at Howard Healthcare Academy is evaluated on a quarterly basis by the Program Director and faculty and that information is then shared with the institution's Occupational Advisory Committee at their biannual meetings.

In order for the department to operate effectively, the Program Director takes into account the results of these evaluations and makes changes and/or improvements in the service procedures whenever it is deemed necessary. The means by which the Student Services Personnel are evaluated are as follows:

The faculty, staff, and administration value the opinions of its students. Students are asked to complete an exit survey online two weeks prior to graduation. If a student leaves prior to completing the Exit Survey information is emailed to them for completion. The Exit Survey includes an evaluation of scholarship and financing options advisement, job placement services, and enrollment procedures. Students are also given the opportunity to make comments on improvements of these services. These results are carefully studied by administration and comments and ratings are taken into consideration concerning the operation of the services. Any pertinent information dealing with the instructional programs is provided to the Program Director so that it can be utilized to improve the instructional process and student performance.

Academic Advisement Plan

Prospective students who require career counseling are questioned regarding interests, and previous experiences help generate dialog about potential careers. Based on the responses given to these inquiries students are advised on whether or not the institution's program offerings are in alignment with the prospective student's educational goals and occupational pursuits. Once a student decides to attend Howard Healthcare Academy the next step would be going through the institution's admission process. This process includes meeting with the Student Service Advocate to review goals, school policies and procedures, the School Performance Fact Sheet, catalog, and graduation requirements. Other student services provided at Howard Healthcare Academy include academic advisement, scholarship and financing options counseling, and job

placement assistance. The objectives of the Student Services department at Howard Healthcare Academy is to facilitate the individual's career and personal growth by assisting students in applying for, entering, and successfully progressing in appropriate career and educational programs.

Prospective students who call or visit Howard Healthcare Academy and express interest in programs are referred to a Student Services Advocate. Individuals are encouraged to come to the campus to discuss goals, interests, education, work experience, and other personal data with the Student Services Advocate.

When it is determined that a student is qualified and ready to enter a program, the student is advised of the starting date, date of registration and specific costs; as well as all scholarship and financing options offered by the institution.. Handouts that outline the rules and regulations of Howard Healthcare Academy are issued to all students during orientation so students are aware of the expectations.

Once students are enrolled, every effort is made to help the students to be successful and resolve any personal or academic problems that may exist. Throughout the school year, the Student Services Advocate maintains close contact with the instructor within the assigned programs. Instructors are encouraged to refer to the Student Services advocate or Program Director any students who are experiencing personal, academic, attendance or financial concerns. Students with attendance issues are given attendance warnings, reminded of the attendance policy and cautioned about the potential effect on their grades and completion.

Students with Special Needs

Howard Healthcare Academy has procedures in place to ensure that any students who come to the institution identified as having special needs will have equal access to the educational programs and services offered. Furthermore, these procedures are in compliance with all Occupational Safety and Administration (OSHA) as well as the American with Disabilities Act (ADA) regulations. Any reasonable accommodations that need to be made for a student identified to have special needs to have equal access to educational programs or services will be made.

Records

There are procedures for access to student coursework, testing and records that are established to protect their confidentiality, limiting access to authorized personnel only. Based on their official job title within the institution each staff member is granted different rights giving them access to certain types of information in Orbund, the institution's student information system. Howard Healthcare Academy uses Orbund for maintaining and storing all student records, Access to

Orbund is available and granted to personnel by the Program Director who is listed as the sole administrator with Orbund. Student coursework is done entirely digital format and stored in the cloud. Exams are given in both hard copy and digital format depending on testing method and content. Hard copies of exams are stored in the institution's administrative area in fireproof locked file cabinets and digital copies are stored in Orbund.

Transcripts

Howard Healthcare Academy maintains a student's academic history in the form of an academic transcript, which includes the student's name, date of birth, program, enrollment status, start date, last date attended, course numbers, course titles, credits attempted, credits earned, grades, and grade point average. Official transcripts are printed, signed by designated Howard Healthcare Academy administrators, stamped with the school seal, and sealed in an official transcript envelope. Unofficial transcripts are printed on standard white paper and do not contain signatures or seal. Students and graduates may request transcripts, at no cost, either by written request to the Student Services Advocate or Program Director (Release of transcripts to graduates is contingent upon payment in full of all debt owed to the School and may require up to two weeks for delivery).