



**THE  
ENGLISH  
CENTER**



**The English Center  
3501 SW 28<sup>th</sup> Street  
Miami, Florida 33133**

**STUDENT SERVICES**

**EFFECTIVENESS PLAN**

**2025-2026**

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## **STUDENT SERVICES EFFECTIVENESS PLAN**

The Student Service Department at TEC is distinguished by its unwavering commitment to the individual development of each student. With a profound understanding of multicultural diversity and a steadfast dedication to maximizing human potential, the department provides personalized assistance tailored to each student's unique interests, aptitudes, and capabilities. This tailored approach guarantees that every student has the opportunity to thrive and attain their full potential. Our student services staff are committed to addressing all students' personal, social, educational, and career needs. TEC's goal is to equip students with the skills necessary for self-directed, realistic, and responsible decision-making, thereby preparing them to become successful members of society and fostering the value of lifelong learning.

TEC's student services department provides a comprehensive guidance program tailored to the needs of our students. Our extensive array of services—including counseling, accommodations, referrals, job placement, financial aid assistance, educational and career planning, and other student-support initiatives—are designed to address the diverse requirements of our student body. We acknowledge that each student is the most important individual entering our institution, and we extend the appropriate respect, offering essential support to foster their academic and personal success.

At TEC, an Associate Director oversees all operations within the student services department. The department has appointed a chairperson to assist the Associate Director. Counselors are available to address each student's needs, including career planning, student advisement, registration, accommodations, and other related services. Financial aid officers are responsible for managing all aspects of the institution's financial assistance program. The testing department has a designated chairperson tasked with ensuring compliance with CASAS and TABE protocols. Placement services are offered by the placement specialists in accordance with the institution's plan. The registrar functions as the official custodian of records and supervises the registration staff to ensure strict adherence to policies and procedures.

### **Student Services personnel will:**

- Ensure equal access for all students regardless of gender, race, color, religion, ethnicity or nationality, political beliefs, marital status, age, sexual orientation, social or family background, linguistic preference, or disability.

- Encourage appreciation of diversity to promote multicultural understanding and acceptance in the community.
  - Support students' efforts to become bilingual, such as through placement in English for Speakers of Other Languages (ESOL), Adult Basic Education (ABE), or basic skills remediation in the Applied Academics for Adult Education (AAAE) online classes.
  - Facilitate access to appropriate educational opportunities and services by providing all adult learners with information, guidance, and encouragement.
  - Ensure proper placement in Career/Technical Education (CTE), General Education Development (GED), ABE, and ESOL programs using assessment instruments, such as the Test of Adult Basic Education (TABE) and the Comprehensive Adult Student Assessment System (CASAS).
  - Educate students regarding the various financial aid programs available and assist them in securing funding for their educational expenses.
  - Ensure that students requiring accommodation are provided with them in accordance with their 504-accommodation plan.
  - Support the school's daily contact team, which reaches out to absent students, encourages them to maintain consistent attendance, and promotes their maximum achievement.
  - Support instructional personnel in maintaining an environment conducive to learning.
  - Foster attitudes of respect for others, which are free from discrimination and harassment. Student services personnel will assist students in planning, monitoring, and managing their personal, social, educational, and career objectives. This planning will be conducted through three primary strategies: assessment, advisement, and placement.
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- **Assessment:** Student services personnel will collaborate with students by analyzing and evaluating their abilities, interests, skills, and achievements. Test information, such as the TABE and CASAS assessments, will be utilized to formulate both immediate and long-term career plans.
  - **Advisement:** Student services personnel will collaborate with students to develop career objectives considering their personal/social, educational, achievement, and career interests.

- **Placement:** Student services personnel will ensure proper placement in the Adult General Education and CTE programs using appropriate assessment instruments. Proper placement is essential for the students' well-being and for securing program funding. Upon completion of their CTE program, instructors and the placement specialist assist students in obtaining employment.

Students are encouraged to complete a student services survey that addresses counseling services, testing, registration, and other school-related services. The results are collected, analyzed, and used to improve the effectiveness of student services personnel. In addition to the student surveys, the director evaluates all personnel annually. Counselors and financial aid officers are evaluated using the Instructional Performance Evaluation and Growth System (IPEGS). Support staff is evaluated using a non-instructional evaluation instrument. These evaluations are reviewed and discussed with student services personnel, and professional development and improvement suggestions are provided.

The outcomes of student surveys are examined annually during the Opening of Schools Meeting with all faculty and staff to enable the institution's stakeholders to evaluate the effectiveness of the plan and to provide recommendations for enhancement. The Student Services Effectiveness Plan is employed to facilitate ongoing improvements in student services. This plan is subjected to annual review and is revised as deemed necessary.