

Michigan Career and Technical Institute

11611 W. Pine Lake Road Plainwell, MI 49080

Student Services Plan

Plan is reviewed annual by:

MCTI Management Team

Revised 09.22.23

Student Services Plan

Goal

To assure that adequate and appropriate student services are available to support the mission and programs of the institution.

Objective

Ensure MCTI student services are evaluated annually for improvement including:

- Accessibility
- Grievances
- MCTI Counselors availability
- Orientation
- Placement services
- Campus Safety
- Technology accessibility and quality
- Trade training quality

Activities

- 1) At the end of each term all students in trade programs complete a student Support Survey which includes areas of:
 - Bullying
 - Dorm
 - Financial Aid
 - Fire and Safety
 - Health Services
 - Kitchen
 - Leisure
 - Student Legislature

*Graduates complete a section for their specific Trade training

- 2) Summarize the student Support Survey into a Continuous Improvement report annually.
- 3) Assure counseling of students is accessible and appropriate. (Std 10.37)
- 4) Manage grievance/appeals process and procedures annually adjusting for

improvements including adhering to all state and Federal policies, as well as MRS and MCTI policies which have received input from staff and students input from staff.

- 5) The student services plan is reviewed annually by the MCTI Management Team. (Std 10.38)

Roles and Responsibilities

- 1) All managers review the Support Study report for issues that need to be addressed each term in their area with their staff for immediate improvement as applicable. An annual review is part of the annual Continuous Improvement Plan process at the manager's meeting before the Annual Report is finalized. Improvements made in one area that may pertain to another area are planned with appropriate staff and administration input working in conjunction with the MCTI Director. (Std 10.36)

Information is disseminated to faculty, staff and students through staff meetings and email correspondence as appropriate. (Std 10.39)

Leisure - Student Services manager

Kitchen Dorm - Student Services manager

Fire & Safety - Student Services manager

Health Services - Vocational Rehabilitation (VR) manager

Placement - VR Manager

MCTI counselor - VR manager

Trade training - Career & Technical Education (CTE) manager

Orientation - VR manager

Records - VR manager

Grievances - Student Services manager, MCTI Director

Dorm - Student Services manager

- 2) The Career & Technical Education (CTE) Manager is responsible for initiating improvement in orientation for new students at the beginning of the term as they enter the school other than the Leisure area which is overseen by the Student Services manager. All new students are oriented to their trade by their instructor when they enter the trade. Information is disseminated to staff and students as appropriate.
- 3) The MCTI Vocational Rehabilitation (VR) manager, The Career & Technical Education manager, Student Services manager, and clerical staff including registrar are responsible for records are responsible for initiating necessary improvement based on input from requirements of state and federal

agencies and other input including staff and students. Information is disseminated to staff and students as appropriate.

- 4) The management team manages the complaint/grievance process and procedures. Appeals are handled by the MCTI Director office.

Exhibit: Student Support Survey

MCTI Student Satisfaction Survey

Demographics

* 1. Please select your current trade at MCTI

- Automotive Technology
Cabinetmaking/Millwork
 Certified Nursing Assistant Construction
 Commercial Printing Culinary Arts
 Custodial
 Grounds Maintenance Industrial
Electronics Information Technology
Machine Technology Pharmacy
Technician Retail Marketing

* 2. Are you scheduled to return to MCTI next term

- Yes No
 Unsure

* 3. Which of the following options most closely aligns with your gender?

- Woman Man
 Non-binary
 A gender not listed here Prefer not to
answer

* 4. Which race/ethnicity best describes you? (Please choose only one.)

- American Indian or Alaskan Native Asian / Pacific
Islander
 Black or African American Hispanic
 White / Caucasian Multiple
ethnicities Prefer not to answer
 Other (please specify)

* 5. Please select your term in your current trade

- 1st term 2nd term
3rd term 4th term
 5th term or above

MCTI Student Satisfaction Survey

Admissions

6. Admissions staff treated me with respect

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

7. Admissions staff responded to me in an honest, clear, and timely manner

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

8. Admissions staff displayed appropriate professionalism

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

9. The materials in my invitation packet were helpful and easily understood

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

10. Additional Comments

MCTI Student Satisfaction Survey

Trade Instruction

11. My instructor treated me with respect

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

12. My instructor responded to me in an honest, clear, and timely manner

- Strongly agree Agree
 Neither agree nor disagree Disagree
Strongly disagree

13. My instructor displayed appropriate professionalism

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

14. I am satisfied with the trade training that I have received

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

15. I think I have the appropriate skills to get a job in my trade

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

16. My instructor provided regular feedback on my performance throughout the term

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

17. My instructor used a variety of instructional methods to teach content (ex. demonstration, hands-on, lecture, virtual, video, etc.)

- Strongly agree Agree
 Neither agree nor disagree Disagree
Strongly disagree

18. The material was presented at a comfortable pace for my learning

- Strongly agree Agree

Neither agree nor disagree Disagree

Strongly disagree

19. There were enough books, materials, computers, tools, equipment, and space available in my training program

Strongly agree Agree

Neither agree nor disagree Disagree

Strongly disagree

20. Overall, my instructor does a good job incorporating technology into my trade training

Strongly agree Agree

Neither agree nor disagree Disagree

Strongly disagree

21. Is there any specific technology you would like to see included in your trade training?

22. Additional Comments

MCTI Student Satisfaction Survey

Vocational Rehabilitation Services

23. My MCTI Vocational Rehabilitation Counselor treated me with respect

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

24. My MCTI Vocational Rehabilitation Counselor responded to me in an honest, clear, and timely manner

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

25. My MCTI Vocational Rehabilitation Counselor displayed appropriate professionalism

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

26. My MCTI Vocational Rehabilitation Counselor helped me to find positive solutions to concerns while attending MCTI

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

27. My MCTI Vocational Rehabilitation Counselor referred me to appropriate support services at MCTI

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

28. Additional Comments

MCTI Student Satisfaction Survey

Health Services - Nursing Staff 1

29. I know how to access mental health/counseling services in Health Services at MCTI

Yes No

* 30. I utilized Nursing Staff in Health Services this term

Yes No

MCTI Student Satisfaction Survey

Health Services - Nursing Staff 2

31. Health Services staff treated me with respect

Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

32. Health Services staff responded to me in an honest, clear, and timely manner

Strongly agree Agree
 Neither agree nor disagree Disagree
Strongly disagree

33. Health Services staff displayed appropriate professionalism

Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

34. I felt comfortable discussing my medical concerns with Health Services staff

Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

35. Additional Comments

MCTI Student Satisfaction Survey

Health Services - Occupational Therapy 1

* 36. I utilized Occupational Therapy Services at MCTI this term

Yes No

MCTI Student Satisfaction Survey

Health Services - Occupational Therapy 2

37. Occupational Therapy staff treated me with respect

Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

38. Occupational Therapy staff responded to me in an honest, clear, and timely manner

Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

39. Occupational Therapy staff displayed appropriate professionalism

Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

40. Occupational Therapy staff assisted me with accessing appropriate accommodations to be successful at MCTI

Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

41. Additional Comments

MCTI Student Satisfaction Survey

Fire and Safety 1

* 42. I interacted with Fire and Safety staff at MCTI this term

Yes No

MCTI Student Satisfaction Survey

Fire and Safety 2

43. Fire and Safety staff treated me with respect

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

44. Fire and Safety staff responded to me in an honest, clear, and timely manner

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

45. Fire and Safety staff displayed appropriate professionalism

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

46. Fire and Safety staff were available when I needed them

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

47. Additional Comments

MCTI Student Satisfaction Survey

Dorm 1

* 48. I interacted with Dorm staff at MCTI this term

- Yes No

MCTI Student Satisfaction Survey

Dorm 2

49. Dorm staff treated me with respect

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree

50. Dorm staff responded to me in an honest, clear, and timely manner

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree

51. Dorm staff displayed appropriate professionalism

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree

52. Dorm Staff were available when I needed them

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree

53. Additional Comments

MCTI Student Satisfaction Survey

Financial Aid 1

* 54. I interacted with Financial Aid staff at MCTI this term

- Yes No

MCTI Student Satisfaction Survey

Financial Aid 2

55. Financial Aid staff treated me with respect

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree

56. Financial Aid staff responded to me in an honest, clear, and timely manner

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree

57. Financial Aid staff displayed appropriate professionalism

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree

58. Financial Aid staff were knowledgeable about the financial aid process

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree

59. Additional Comments

MCTI Student Satisfaction Survey

Technology

60. Both hard copy and virtual instructional resources were available to me as needed

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree

61. I prefer my learning materials

- Hard Copy (Printed)
- Virtual (On the Computer)

62. I receive homework in my trade that requires a computer or internet access

- Often
- Sometimes Never

63. I have access to the technology I need to complete my training at MCTI

- Strongly agree Agree
- Neither agree nor disagree Disagree
- Strongly disagree
-

MCTI Student Satisfaction Survey

Employment Readiness 1

* 64. I interacted with Employment Readiness staff this term (Pine Lake Fund)

- Yes No

MCTI Student Satisfaction Survey

Employment Readiness 2

65. Employment Readiness (Pine Lake Fund) staff treated me with respect

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

66. Employment Readiness (Pine Lake Fund) staff responded to me in an honest, clear, and timely manner

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

67. Employment Readiness (Pine Lake Fund) staff displayed appropriate professionalism

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

68. I can use the information and training I received from Employment Readiness (Pine Lake Fund) staff to assist me with future job searches

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

69. Additional Comments

MCTI Student Satisfaction Survey

Leisure 1

* 70. I interacted with Leisure staff this term

Yes No

MCTI Student Satisfaction Survey

Leisure 2

71. Leisure staff treated me with respect

- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree

72. Leisure staff responded to me in an honest, clear, and timely manner

- Strongly agree Agree
 Neither agree nor disagree Disagree
Strongly disagree

73. Leisure Staff displayed appropriate professionalism

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

74. I participated in MCTI leisure activities

- Often
- Sometimes
- Never

75. Leisure staff offered activities that interested me

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

76. Please list any ideas for future leisure activities

77. Additional Comments

MCTI Student Satisfaction Survey

Facilities

78. I was physically able to access all areas at MCTI for class and leisure activities

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

79. MCTI's campus is clean and well cared for

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

80. MCTI's public restrooms are well maintained and stocked with toilet paper, soap, and paper towels

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

81. Cleaning supplies for my dorm room were available for my use as needed

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

82. My dorm room was clean and ready for me to move in when I arrived

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

83. I know how to put in a work order for maintenance requests

- Yes
- No

84. I know how to put in a work order for wi-fi issues

-
- Yes
- No

85. My work orders were responded to quickly and appropriately

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

86. Additional Comments

MCTI Student Satisfaction Survey

Kitchen and Dining

87. Kitchen and Dining staff treated me with respect

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

88. Kitchen and Dining staff displayed appropriate professionalism

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

89. I am satisfied with MCTI's meal options

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

90. My favorite meal offered in the MCTI cafeteria was (please comment below)

91. My **least** favorite meal offered in the MCTI cafeteria was (please comment below)

92. Additional Comments

MCTI Student Satisfaction Survey

Student Life

93. I know how to access ombudsperson services at MCTI

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

94. I feel safe at MCTI

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

95. I feel MCTI is prepared in the case of an emergency (fire, tornado, lockdown, etc.)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

96. I feel accepted for who I am within the MCTI community

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

97. I felt bullied or harassed while at MCTI this term

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

98. I knew who to speak to at MCTI if I felt bullied or harassed

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

99. Additional Comments

MCTI Student Satisfaction Survey

General

100. Overall, I am satisfied with my MCTI experience

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

101. Additional Comments