



Plan & Effectiveness of Student Services

Scope of Services

The purpose of this plan is to certify that the school provides the same level of service and information to all students and that a complete file is kept for each student that the school serves. Student services refers to enrollment, orientation, keeping records up to date, financial services, counseling services, complaints and grievances, academic advisement and health and safety. At SABER College we assist students to optimize their learning experiences, and to provide the support systems for academic success, from pre-entry through to graduation.

Budgetary Resources

These will be developed as needed

Major Activities

1. The Applicant arrives at the school and is greeted by front desk Greeter.
2. Greeter refers applicant to Admissions Department. Admissions Specialist informs the applicant of programs available, costs, length of time, equipment, services, technical competencies required, personal data collection needed and

any charges that may be associated with verification of student identity. Specialist further informs student requirements and papers that they will need in order to apply to the college and will inform applicant on days when Kaplan test is offered. Students are exempt from taking Kaplan if they obtained minimum score of 58 in TEAS, 65 in Kaplan, 900 in SAT or have achieved the required passing grade in any other standardized entrance exam

3. Admissions Specialist informs applicant of the need for health services screening. If interested, the applicant will be referred to the Financial Assistance Department.
4. Applicant will then go to the Financial Assistance Department for further orientation as to the methods of payment. FA will inform Applicant of the different payment alternatives, and if interested will place their name in the appropriate list for the class that the applicant desires after paying the required deposit, when applicable. FA will explain the various financial aid options: Loans, Title IV, a third party servicer such as TFC or Vocational Rehab (VR) and will assist the Applicant in providing orientation to the applications if the applicant so desires.

The Financial Assistance Department will complete the necessary steps to insure that the student will submit the necessary paperwork to the lending agent to apply and be approved for financial aid. If the Candidate is not eligible for a Student Loan, or Title IV, staff will explain the other payment options to the Candidate.

5. FA will inform the Applicant about School Financed Tuition. This financing will require a down payment which includes a non-refundable application fee and signing an enrollment agreement to pay an agreed upon fee per month to the school, until the total amount is paid off. Agreement will clearly reflect all costs incurred by the student.
6. Once applicant is approved by FA, applicant will be interviewed by the DON or her assignee.
7. Before class start, the applicants will be contacted, given a date that class will start and will be scheduled for Orientation one week prior to class start.
8. Program Director or designee will interview the applicant, give him/her date of orientation, explain the services the school offers, explain the availability of the School Catalog and Program Handbook on school's website, at least one week prior to the beginning of classes, and obtain all the necessary (back-up) documents for enrollment. The Catalog is discussed as well, and students are informed of Grievance procedures. The FA staff person completes the Student Enrollment Agreement after he/she has been fully explained regarding the cost of the course, the cancellation and refund policy, and termination policy. The applicant and the FA representative sign and date the Enrollment Agreement.
9. After the student completes the school application, a copy of said application will be forwarded to the Financial Assistance Department where a Ledger Card will be opened by the Financial Aid Officer for the student. This ledger card will show the amount of the contract, length of course, anticipated date of completion and payment terms.

10. Financial Aid (Title IV) will be administered by the Chief Financial Aid Officer in accordance with the guidelines of the Department of Education.
11. If the applicant has been approved for a student loan, the Financial Aid Assistant (FAA) will then certify to the Lending Agent that the student is eligible for said loan, the loan period, the grade level, anticipated date of completion, the program of study and the dates of the disbursement of funds (if before class starts, the first day of class or up to 2 days prior) and the Loan Amount.
12. The Lender will then send the student a letter notifying them of the approval of the loan, the amount and the scheduled dates of disbursement. After the funds are disbursed the student is sent a disclosure statement. The day before the arrival of the funds, the FAA will receive a fax from the Lender stating that an electronic deposit will be made the following working day. The FAA will then notify the student of the receipt of the funds and will provide counseling as to the student's responsibilities towards the debt.
13. If the student has applied and been approved by the Vocational Rehabilitation Office, FA department will give the student and school a copy of the Individual Plan for Employment between the student and the VR counselor, where it states that they (Dept. of Education) will pay for the students' tuition. Notation will be made in the Students Ledger card by the FAO that VR will pay the Tuition in monthly installments during the duration of the course. The School will issue a monthly training progress report which is accompanied by an Authorization and billing invoice signed and completed by the Financial Aid Department. Entries will be made on the ledger card as the monthly payments are received.

- 14.** School Financed Tuition might be provided to the student if the school determines that it is appropriate and the student is eligible. The Student Enrollment Agreement will state the terms and conditions of said financing. The Terms will be noted on the student's ledger card by the FAO and payments will be posted as payments are received. The students have the option to use our third party finance company, TFC Credit Corporation which allows students to make payments to the school at zero interest to the student.
- 15.** The student will be billed 10 days before due date for the amount stipulated in the school agreement. The Financial Assistance Department will be open M-F from 9:00 AM to 4:00 PM.
- 16.** Payments can be made by credit card, debit card or cash. A receipt for the amount received will be issued by Bursar or by a designated representative. Bank deposits will be made daily. Copy of the Deposit will be given to Accountant. Finance will inform FA and FAO will then post the paid amount on the Students Ledger Card and into the master ledger.
- 17.** Weekly the FAO will issue a list of the students that are not current with their accounts and notice will be given to the Program Directors(PD). The PDs will then instruct the teachers for those students to go to Finance. Financial Aid will then inform the PD that students will not be allowed in class the next time until their obligation is met. Once the student is current with his/her agreement, a slip allowing him/her back into the classroom will be issued. Faculty has been instructed not to admit student back into class without said slip.

18. On first day of school students are given another orientation session covering all student services by the student advisors, including health and safety procedures as described in the Safety/Emergency Preparedness Plan and the Health and Safety Plan for Students.
19. School records are constructed upon the application of the student. All materials and documents (coursework and testing results) generated by the students and/or resulting from interviews with the student are maintained by the Student Advisor on fireproof files. Each active file must contain enrollment form, reference to academic advisement, test grades, certificate of completion if applicable, and case notes. Other examples of documents kept in the file may range such as copies of personal information regarding the student, coursework, results of assessment tests, outcome of initial interview and school documents.
- 20.** While the student is receiving training, the student advisors, acting as case managers, reflect counseling sessions, attendance, test results, referrals to supportive service, grievance procedures, etc. These records are maintained securely by the school, in burglary, fire-resistive safe file cabinets built to comply with the specifications from Safe Manufacture's National Association and bearing the level of Underwriter, Laboratories Inc.
21. If a student wants to see his or her file she/he must notify student advisor and/or school staff/administrators, which will be glad to share his/her file with them. Each student and the student only will have access to their file. If a student asks for transcripts they can be provided within a timeframe of no more than 5 working days from the date of request. Student's transcripts contain the program of study

(coursework), grades, and time they attended class. In order to obtain a transcript the student must send a transcript request form with his/her signature on the document to the Registrar.

22.

Student records must be maintained throughout the year. 5% of each cohort's student files are reviewed once a year to make sure that all needed information is placed in the files. In the event files and/or student services are not kept up to date, the person responsible for the files needs to be given a warning and pointers on how to complete the workload in a timely manner.

Evaluation of Plan and stakeholders with whom Plan is shared

1. Program Directors conduct student surveys periodically, to identify current impacts, perceived needs, programming outcomes, and opportunities for improvements.
2. Accreditation Coordinator ensures that the workload of Student Advisors associated with the number of enrolled students is not too large and that we are able to maintain up to date information for each student.
3. Registrar insures that SABER College employees are able to handle requests from students and that school does not take more than 5 working days in filling requests.
4. Accreditation Coordinator checks five percent of each cohort record's once per year to check counseling notes, financial assistance forms, grades, attendance and all other required documentation on records.

5. Office of the Dean conducts inspection of the facility once per month to ensure that the physical resources are in good condition.
6. Office of the Dean conducts fire drills twice per year.

Disseminate Results

Surveys, retention & placement reports are shared with staff and students by posting them on the Consumer Information Manual. Program Directors discuss these reports at faculty meetings and programmatic advisory committees. Retention and Placement data is reported on the SABER website under the Consumer Information Manual and Plans are posted on the website as well. Students are encouraged to view periodically the website for any updates. The results of these reports are used to evaluate and improve programs.

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