



Diamonds College Student Retention Plan FY 2022 – 2023

Supporting the Mission of Diamonds College

The mission of Diamonds College is to educate individuals to develop the knowledge and skills that will enable them to achieve their professional goals, improve the productivity of their organizations, and provide leadership and services to their communities. Through this education, we will prepare each student to be employable in the job market.

Diamonds staff and instructors understand the responsibility of graduating all students with the essential knowledge and skills necessary for success in their chosen field. This plan is to ensure success from the first contact to graduation.

- 1. Make a Great First Impression** - It's so much easier to win students over when they feel you are dedicated to their success. The response is immediate for those first inquiries and questions. Prospects meet the instructors and staff during their first visit showing that we are excited to meet them and that we will be there for them throughout the journey.
- 2. Closely Monitor** - Show students you are paying attention to their progress early in the course. Messages of concern are sent to students who are below a certain average showing them that we care they are not meeting expectations and want to help them improve their performance.
- 3. Social Media** – We connect with today's students on approved social media platforms putting more of a face to our name and making us seem more real to students.
- 4. Clear Feedback** - When students see us taking time to provide clear and meaningful feedback to help them improve, they are better engaged in the learning process. Not only tell students what they did wrong but also offer suggestions, tips, and resources that they can reference to improve future assignments.
- 5. Communication** - Diamonds uses WIX for most inquiries before enrollment. We use the Remind app after enrollment for all off-campus communication. Services are faster and more effective modes of communication in reaching today's students. It is an excellent tool for tracking and identifying students who are at the highest risk. This allows for closer monitoring and provides outreach efforts for our staff and instructors to help with student persistence and retention. When a message is sent via Remind, it is automatically documented with a date and time stamp in the center notes for easy tracking. When on campus, students should talk with their instructor or schedule a meeting with the Director.
- 6. Inspire Students** - All of us need reminders or a little nudge to be able to see beyond the present. Students like to hear that their instructor believes in them. Remind them of this and that we are always there to help. This creates a pleasant and trusting classroom environment where students feel valued and motivated to be their very best.
- 7. Address “at-risk” Students Early** - We do not wait to address “at-risk” students at the mid-point or close to the end of a term but do so as early as possible to allow for more effective prevention and early intervention. Our early warning system helps to identify students who are at risk and have intervention strategies readily available to help them. This helps us have a better chance of retaining our students and guiding them to success.

We understand that attendance and professional conduct are very important factors in retention and success. Our Attendance and Professional Conduct Policy is made available to new students during Orientation. This policy

explains that Diamonds responsibility is to train and instruct our students to prepare them for their new successful careers. Their responsibility is to follow the guidelines.

Diamonds instructors closely monitor students' absences. The instructor talks to the student informally for an explanation for each absence. If the student has three absences, the Director completes a verbal Corrective Action form with the student. If the student continues and has 6 absences, the Director meets with the student and completes a written Corrective Action form and explains the consequences up to termination and offers help to find a solution.

Our programs are 1000 hours, the Director meets with all students when they are at 250, 500, and 750 hours to discuss their grades and attendance to ensure they are within our SAP and on track to graduate. If they are not meeting SAP, recommendations are offered to improve their SAP.

Faculty and student input is very important. Suggestions can be given to the Director. Exit surveys for students include their evaluation of the program and personnel.

Updates will be presented during the monthly staff meeting. The Advisory Board will evaluate and suggest changes annually and revised as necessary.