TrinityGlobal
INSTITUTE

Student Services Plan

2026-2027

(Follow-up – Placement – Retention – Effectiveness of Student Services)

TRINITY GLOBAL INSTITUTE

5035 Edgewater Drive,
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Mission Statement

Trinity Global Institute is dedicated to providing high-quality, student-centered nursing and allied health education that promotes lifelong learning and prepares competent healthcare professionals to improve health outcomes within local and global communities.

Purpose of the Plan

The purpose of the Student Services Plan is to provide effective support and services to ensure that students complete the programs successfully, and to establish a structured and systematic approach for tracking and evaluating the outcomes of students who complete career and technical education programs at Trinity Global Institute. The plan supports continuous improvement of programs quality through data collection, analysis, and feedback.

Objectives of the Plan

- To monitor student completion, placement, and licensure pass rates
- To provide effective counseling services and support to students to complete the programs successfully
- To promote students' retention and successful program completion
- To afford students successful employment opportunities
- To evaluate programs effectiveness through feedback from program completers and their employers
- To ensure that program outcomes meet workforce expectations and institutional goals
- To inform faculty and administration of opportunities for instructional and operational improvement
- To comply with COE's requirements for institutional effectiveness and program evaluation

Responsibility for Coordination of Student Services Activities (Advisement, Placement, Retention and Follow-Up)

Dr. Richemond the institution president is responsible for overseeing all Student Services Activities (Counseling Services, Placement, Retention and Follow-Up). This includes counseling services, placement services, data collection, survey administration, analysis of results, and dissemination of findings. Assisting Dr. Richemond in these activities, is the TGI Clinical/Placement Services coordinator (responsible for assisting students with job placement and program outcomes follow-up) and the Student Services Coordinator (responsible for student services and retention initiatives). Dr. Richemond may designate other staff to assist with these duties, including instructors and administrative support personnel.

Counseling Services

Students are offered individualized counseling to support academic skills, employability skills, and assistance with personal challenges affecting their educational progress.

Academic counseling includes test taking skills, note-taking and study skills, attendance and educational progress tracking. Students may take advantage of academic counseling via appointment with the student services coordinator. The student services coordinator tracks and counsels students with poor attendance, and poor

academic performance. The coordinator is also available to assist with academic preparation, study skills, note taking, exam preparation and exam taking skills.

Employability-related skills are offered broadly to students through regular courses offering students training in communication and professional behaviors. Employability skills are also available through the placement coordinator who offers short seminars in resume writing, the job search, interview skills and career planning.

Personal life challenges-related counselling is offered by the student services coordinator, who is available to provide referral counseling. Students with personal challenges are referred to Simplice, Nadia, MSN, PMMHNP, RN and/or Bridgette K Reid, MSN, PMHNP, RN, who provide mental health counseling through Beyond Psychiatry, LLC.

Services are documented through the school's student information system, Campus cloud. Each student interaction is documented with a brief note, identifying the types of counseling services rendered: academic advisement, test taking, note-taking and study skills, job search, time management, and/or personal challenges affecting their educational progress.

Retention Plan

The institution tracks student retention through the school's student information systems. Recently TGI has migrated from the Populi student information system to Campus Cloud. In each system, the administration tracks attendance and grades. The Student Services Coordinator runs bi-weekly reports on attendance and academic performance. The Campus Cloud system can perform degree audits, identify at-risk students via SAP reporting, and can quickly identify attendance issues. The communication plans incorporated into Campus Cloud offer automated texting and emails to communicate quickly with at risk students, in addition to telephone calls from the school.

Attendance is recorded daily and entered in the Campus Cloud system. These data are available to the student services coordinator by the next day. Faculty are also expected to reach out personally to students when they miss an class. This provides a robust attendance tracking, reporting and notification system.

Overall student retention statistics are derived from the Campus Cloud system. The system data helps monitor students from the day they start, complete, or withdraw from the program, allowing analysis of student retention rates and completion rates.

Placement Plan

The placement service coordinator also acts as the TGI clinical coordinator. As such, the clinical/placement I coordinator interacts regularly with clinical sites and has an in-depth understanding of job openings across the various clinical sites utilized by TGI students. Many faculty members at TGI are also practicing nurses or medical professionals and communicate job openings to the placement/clinical coordinator. Job openings are posted to the Campus Cloud student information system which creates a database of local employers and job openings. The clinical/placement I coordinator can make these job openings visible to students on the system which also holds relevant job and contact information. The clinical/placement I coordinator also maintains a job board on campus where jobs can be printed out from Campus Cloud or where fellow students, or staff may post jobs.

Students are encouraged to provide a recent resume and generic cover letter to the Clinical/Placement coordinator to keep on file. This permits the coordinator to reach out directly to the employer, is authorized by the students.

Otherwise, students are encouraged to make contact directly with potential employers.

Once a student has indicated that they are employed the clinical/placement coordinator enters the employment information into campus cloud. This includes employer name, contact information title of the position and salary information. This is vital for the future follow up to track and verify employment.

Data Collection for Completion, Placement, and Retention

Data on student program completion is collected through the institution's student information system. Placement data is obtained through direct contact with graduates, employers, and employment verification sources, Licensure exam pass rates are tracked through reports provided by the appropriate licensing agencies and boards. All data is compiled and verified by the Dr. Richemond the institution president and submitted annually as part of COE reporting requirements.

Method of Surveying Students and Employers for Follow up Services

Trinity Global Institute uses Survey Monkey to deliver and analyze surveys to students who complete the program and to employers who hire program graduates. Surveys are sent via email and text within 60–90 days of student completion. Follow-up reminders are issued to increase response rates. Paper copies or phone interviews may be used as needed to collect information from non-responsive parties.

Information to Be Collected from Students and Employers as Follow-up Activities

The surveys collect both quantitative and qualitative data related to program effectiveness and satisfaction. Information gathered from student completers includes:

- Satisfaction with instruction, curriculum, and resources
- Perception of job readiness and confidence in skills

- Licensure exam preparation and results
- Employment status and job title

Information gathered from employers includes:

- Satisfaction with graduate knowledge, skills, and professionalism
- Job performance and workplace readiness
- Recommendations for curriculum or skills improvement
- Likelihood of hiring future graduates

Sharing and Use of Placement, Retention, and Follow-Up Data for Program Improvement

Every year, the Clinical/Placement Services Coordinator, the Student Services Coordinator and Dr. Richemond meet in November of each year, as part of the schools planning and budgeting activities. Evaluation includes review of placement rates, employer feedback, student satisfaction surveys, student retention and completion rates, licensure examination results, and analysis of counselling resources provided.

Results from follow-up activities are compiled into an annual outcomes report prepared by the Dr. Richemond the institution president. This report is shared with faculty during departmental meetings and reviewed by administrative leadership. Findings are used to inform program and curriculum revisions, identify faculty development needs, and adjust instructional resources. Recommendations from employer surveys may be presented to Occupational Advisory Committees for further input.

Annual Review of the Plan by Faculty and Administration

The Student Services Plan (Follow-up, Retention, Placement, and Effectiveness of Student Services) is reviewed annually by the school's administration, faculty and staff in faculty meetings. Following receipt of input from administration, faculty, and staff, the plan is finalized and also shared during the IAC and the OAC meetings. The plans is made available to all faculty and staff in the administrative offices, the school office, and online.