



Student Services Plan

The purpose: The purpose of the Student Service Plan is to ensure that students understand the different departments under Student Services at Spartan College Aeronautics and Technology. The plan also provides detailed information about the responsibilities and the best point of contact for each service.

New Student Orientation – Dean of Student Affairs

All new Spartan students are scheduled to attend the New Start Orientation (NSO) before the first day of class. This is coordinated with the Admissions Team. NSO is an opportunity for students to meet the leadership team and staff members who will provide support services. It also gives new students the chance to ask any questions they may have.

Financial Aid Advising -- Director of Financial Aid

Spartan College's Student Finance Department supports and assists qualified students and their families in obtaining information regarding supplemental funding options to meet the cost of tuition. The goal is to ensure that each student has resources to enable them to attend college. The Financial Aid Department is available to assist with federal student loans, scholarships, grants, tuition reimbursement, defaulted loans, account balance, account charges, tuition questions, and payments. Students can also check if they are eligible for work-study.

Academic Advising -- Dean of Academic Affairs and Operations / Program Director

Academic advising is an essential part of the educational services offered by Spartan College. It is intended to interpret, enhance and enrich the academic programs the College offers its students. The Dean and/or Program Director are the designated academic advisor for each program. If a student is struggling academically or failing to meet Satisfactory Academic Progress (SAP), it is imperative to a student's success that the student meet with an academic advisor to develop a plan for tutoring and other options to assist them.

Optional student insurance coverage – Dean of Student Affairs

All enrolled students are covered under our student accident policy. Accident Insurance covers enrolled students for medical expenses incurred as a result of an accident that occurs on the Spartan property. Accidents that occur off school property are not covered under this policy. Policy exclusions do apply. Benefit amounts toward a student's accident will be limited to a maximum amount per accident and in

aggregate for Spartan College. Students can refer to the “Student Accident Insurance Plan” flyer for details related to coverage and filing a claim.

On-site and online library/resource center – Dean of Student Affairs / Librarian

Spartan College offers multiple resources for students on- campus and online. The campus offers a Learning Resource Center, Student Services Center, and a computer lab. The purpose of these resources is to support the educational goals of students, faculty, and the staff of Spartan College. Online resources include internet access, Canvas, and ProQuest. The staff will assist students in using these or any other resources. All students are encouraged to familiarize themselves with all the resources during New Student Orientation and the first class of the block.

Differently Abled Student Resources – Dean of Student Affairs.

Spartan College does not discriminate based on disability in admission or access to its program of study or activities. Students who have specific needs are required to present an adequate notice of their disability to the Student Accessibility Resources Coordinator (SARC) and allow the school a reasonable period to consider the request and provide any sensible accommodation. Students who request assistance may be required to provide supporting diagnostic test results and professional prescriptions for auxiliary aids.

Veteran’s Education Benefits --- Director of Financial Aid

Spartan College’s Certifying Official can provide general information on programs approved for Veterans Affairs (VA) educational benefits and a general overview of how education benefits are disbursed. Spartan cannot advise any veteran on which education benefits to use. The Veteran and the VA will determine which VA educational benefit is most appropriate.

Retraining Alumni Retraining - Dean of Academic Affairs and Operations

In support of Spartan’s mission and to encourage lifelong learning, Spartan graduates are permitted to participate in the alumni refresher program. Graduates can audit a class that they have previously taken, take an updated version of a course previously taken, or learn about new equipment/software within the same program if space availability is open. There is no tuition charge for graduates who participate in the alumni refresher program; however, retraining is limited to the program from which the student graduated, and other fees, laboratory supplies, books, tools, etc., may apply. Students are recommended to view the campus academic department for more information. Refresher training is not eligible to earn college credits, nor is it eligible for financial aid.

Records Maintenance – Registrar

The school registrar works with the Admission Department to help with new students’ files. Files are reviewed and audited to ensure accuracy and compliance. Spartan College has a Records Office; where the school keeps Active Students, Graduates, and Withdrawals files. All forms and important documents are placed in students’ academic files on a regular basis to maintain the record up to date. If a student drops or graduates from the program, then the file is moved to the designated cabinet. All records are kept in the Records Office if the Student is Active. Graduates and Withdrawals students are kept in the Records Office for up to a year, then move to another designated office where we keep old non-active files.

Evaluation and Evaluation Results

The student services plan is evaluated on an annual basis via townhall meetings with faculty, staff, administration, and students. The results of the student services plan are discussed when each townhall meeting is held and the townhall meeting is used to get feedback and hear responses from faculty, staff, administration, and students.