

ODCTE QUESTIONS

*used in past visits. Your version may vary (but not much)

STUDENT SERVICES, COMMUNICATIONS AND MARKETING, INFORMATION TECHNOLOGY, INSTRUCTIONAL COACHES, ACADEMIC CENTER, TESTING PROCTORS, FINANCIAL AID, ETC.

Picture this: A stranger wanders into your work area. That stranger is loaded down with check sheets and forms with lines on them. That stranger asks you if he or she can ask you some questions.

<Proceeds to read the question provided on the sheet>

You get confused. It is reasonable. We've seen the questions.

This Handy-Dandy Question Interpretation and Talking Points Handout is designed to know what they are asking and provide some talking points you may want to use in your answer.

As opposed to your brain doing this -



This document represents talking points that you may consider using.

Speak from your perspective in your job position.

There are no scripted answers.

Using this tip sheet is optional and is intended only as a guide to help you identify the relevant information in your particular program/employment area.

If you are asked a question and are not familiar with the answer, simply refer them to the person who generally handles that job.

Support Staff

Student Services, Communications and Marketing, Information Technology, Instructional Coaches, Academic Center, Testing Proctors, Financial Aid, etc.

SCRIPT QUESTION:

How do you assist students when they are initially pursuing or looking into a program such as evaluation of career aspirations, the objectives of the program, knowledge, skills and competencies they will learn, prerequisites, costs, materials/equipment they might need, length of the program, financial aid, etc.

What are they really asking?

How do students find the right program?

Some talking points:

- HIGH SCHOOL The student services team visits partner high schools and gives presentations to sophomores and juniors about their opportunities to take classes at the GPTC. Students fill out an application for GPTC and a career interest survey. The application is turned in with their high school transcript. Following evaluation of the application, career interest survey, and high school transcript, the student services team interviews each applicant individually to regarding future plans, current grades, and courses available at the tech center to the student in coordination with their future plans. The interview is a reciprocal process where the tech center employee can help fine tune any answers for the student regarding the programs offered at the tech center as well as evaluate the proper fit for the student in the various career programs. At the interview process with adult students, the student services staff walks through the course of study. The COS lists each course individually (with the clock hours pertaining thereto theory instruction and/or lab/hands-on instruction), goals, objectives, certifications, and clock hours to complete the program. The student services staff members also cover the cost sheet for each program with potential costs of each individual program. This opens the conversation to discuss the Dr. George Bridges Next Step Scholarship, Federal Financial Aid, Veterans Benefits, and/or the GPTC Foundation Scholarship. All of the information covered whether in the recruitment process with high school students or adult applicants can be applied in either setting as needed. Students on an IEP or 504 Plan are identified by the partner high school and systems are in place accordingly through the Disabilities Services Coordinator.
- Adult students must schedule an appointment with a student services staff member to discuss program options and entrance procedures.
- The Academic Center assists students in achieving necessary reading and math sufficiency for success prior to program entry, if necessary.

SCRIPT QUESTION:

How do you help students understand the relationship between the program content and his/her future plans?

What are they really asking?

How do you make sure students understand what they will be able to do at the end of the program?

Some talking points:

- Career Interest Survey
- Individual Interviews
- ACT/KeyTrain/WorkKeys Scores – pertaining to academic readiness for a program specifically
- Certification Exams available per program
- Access to the Employment Advisor for resume building, interview prep, employability skills, and job opportunities
- Review Course of Study/Outcomes with potential students

SCRIPT QUESTION:

How do you help the student during his/her enrollment process?

What are they really asking?

Exactly what it says.

Some talking points:

- Guidance Counseling
- Attendance Counseling
- Disabilities Services Coordinator works with instructors regarding students on IEPs or 504 Plans
- Learning Styles Assessments
- CR101
- ASVAB Testing
- Dr. George Bridges Next Step Scholarship
- GPTC Foundation Scholarship
- Life Skills
- Access to VA/Federal Financial Aid Coordinator
- Access to Employment Advisor
- Access to Academic Center Coordinator
- Post GPTC Tuition Waivers for continuing education through Cameron University – Jim Nisbett Tuition Waivers, Teacher Prep Tuition Waiver, Pre-Engineering Tuition Waiver, Dr. Tom Thomas Tuition Waiver
- Constant contact with partner schools' counselors
- Career Plans
- Job Fairs
- Mock Interviews
- Resume Assistance
- Portfolio Assistance
- CTSO Competition Preparation Assistance
- Attending field trips with various programs
- Professional Dress Clothes Closet
- Opportunities for Prior Learning Assessment (PLA) credit through passing approved certification exams

SCRIPT QUESTION:

What are your current strengths and opportunities for improvement as related to your counselor responsibilities? Do you have a plan for pursuing changes and improvements?

What are they really asking?

What are you good at? What are your goals?

Some talking points:

- **Strengths of guidance program**
 - **Number of services available**
 - **Qualified staff**
 - **Ability to assist with financial aid**
 - **Computer access in reception area**
 - **ETC.**
- **Goals**
 - **Professional Development?**
 - **New or improved Services?**
 - **New guidance techniques or tools?**

SCRIPT QUESTION:

What records and data do you collect for each student?

What are they really asking?

Exactly what it says.

Some talking points:

- **Sonis is used to store all student records**
- **Student records consist of**
 - **Directory Information**
 - **Attendance**
 - **Grades**
 - **Transcripts**
 - **Credentials obtained**
 - **Follow up data**
 - **Confidential records are restricted to necessary access (counseling records, etc.)**
 - **No PII is collected**

SCRIPT QUESTION:

How do you evaluate the student's satisfaction with his/her educational experience?

What are they really asking?

Exactly what it says.

Some talking points:

- Survey students in full time programs two times annually.
- Examine retention from 1st year to 2nd year to determine program fit/satisfaction
- Examine program completion through follow-up
- Examine employment/education outcomes through follow up
- Use Sonis Student Management System to compile records
- ACD/BIS – End of Course Evaluations/Repeat enrollments/Return services

SCRIPT QUESTION:

How do you follow up with employers to determine their satisfaction with individuals they hired from the school's programs?

What are they really asking?

Do you talk to employers to make sure students are successful after completion?

Some talking points:

- Advisory Committees for programs complete a survey every two years and indicate their satisfaction level with employees from the programs.
- Institutional Advisory Committee gathers information from stakeholders representing major employers in the area.
- Community Involvement and Engagement Feedback
- External evaluation of employer satisfactions from accrediting bodies: ACEN, OBN, COE, NATEF, CAAHEP, CoAEMSP, etc.

SCRIPTED QUESTION:

How does the technology center communicate information with you? What type of information is communicated to you? Is this an effective means of communication?

What are they really asking?

Do you feel as if you know what's going on at GPTC?

Some talking points:

- Mini-Messenger
- Soup's On
- Staff Meetings
- Social Media
- CCTV in hallways
- Main electronic sign
- Posters/pop-up banners
- Shout Outs! Emails
- Board Preview/Recap Emails

- Quick Take Emails
- Department Meetings
- Holiday Events
- All-School Calendar
- School Messenger
- Tech Hub
 - DIY
 - Phone Lists
 - Event Lists
- Email blasts

SCRIPTED QUESTION:

How do you ensure printed materials and other media for communication to the public are presented in an accurate, ethical manner?

What are they really asking?

Are your publications' information accurate and ethical?

Some talking points:

- GPTC adheres to a non-misrepresentation policy regarding program content, outcomes, costs, financial aid or any other program or institutional information.
- Publications are inclusive and include diverse populations including gender, ethnicity, disability, age, and non-traditional program enrollment.
- GPTC's official non-discrimination statement is included on all publications and is published in the newspaper annually.

SCRIPTED QUESTION:

How does the technology center gather feedback, positive and negative, from stakeholders? What is done with this feedback?

What are they really asking?

How do we listen to our stakeholders? What do we do with the information we gain?

Some talking points:

- Surveys
- Advisory Committees
- Focus Groups
- Student Feedback
- Best Places to Work

Feedback Uses:

- Plans for Improvement
- Equipment purchases
- Curriculum changes/additions/deletions
- Safe Environments
- Identifying emerging workplace needs
- Identifying potential employment opportunities

- Identifying guest speakers, panel members for mock interviews, etc.

SCRIPTED QUESTION:

What is the institution's current data that shows results in the areas of student learning such as grades, satisfactory completion, competencies completed, or improvement in knowledge and skills for students?

What is the institution's current information about attendance, dropout and completion of programs and courses?

What are they really asking?

Where do we keep/get our data?

Some talking points:

- **Sonis Student Management System** stores student information including
 - Biographic data
 - Directory Information
 - Grades
 - Attendance
 - Completion
 - Certifications Earned
 - Enrollments
- **ODCTE Follow-Up data** is the most current information regarding program completion and outcomes reported to the state.

SCRIPTED QUESTION:

What is the institution's current information about new programs and program improvements?

What are they really asking?

What direction is GPTC taking for new programs or program improvements?

Some talking points:

- **Career Major Review Committee** process for existing program changes, program additions, and dropping programs.
- **Stakeholder input focus groups** used for identifying new programs desired in the communities.
- **Surveys to stakeholders** – new program selection

SCRIPTED QUESTION:

How does instructional planning provide sufficient opportunity for students to experience career and technology learning leading knowledge, skills and competencies need for employment and meeting the pre-determined needs of individual students?

What are they really asking?

What makes you feel confident your students are getting the proper training to enter the workforce or continue their education? How do you meet the needs of individual students who might require remediation or modifications?

Some talking points:

- **Alignment of Course of Study to national or industry standards**
- **Course of Study approved by Advisory Committee**
- **Follow-up outcomes – employment, military, retention, continuing education**
- **Attainment of industry based certifications**
- **IEP/504 support from Disabilities Coordinator or other appropriate source**
- **Academic remediation through Academic Center**
- **BIS – Satisfaction of training agreement**
- **ACD – Student feedback surveys at the end of courses. Number of students continuing through multiple levels of a course or taking a series of courses.**

SCRIPTED QUESTION:

What is the student learning tracking system for monitoring and documenting individual student progress? Does it accurately reflect student achievement during and at the end of the course?

What are they really asking?

What LMS do you use? Where do you store official grades? Do you feel the grades accurately reflect student progress?

Some talking points:

- **If you use an LMS such as Schoology or Moodle, mention or demonstrate it.**
- **Sonis is used for permanent records and grades**
- **Student follow-up demonstrates success.**