

# STUDENT SUPPORTS: A Critical Thread from Inquiry to Employment

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# CAPE COD COMMUNITY COLLEGE

- Location: West Barnstable, MA
  - Enrollment: FY 2017
    - 4,934 Credit Students
    - 2,037 Non-Credit Students
- 
- Round 4 Single Institution  
Grantee: \$2,471,478 Award
  - Aviation Maintenance Technology Program
    - FAA-Approved Part 147 curriculum
    - Career program designed to prepare for college credentials & FAA certification



# PROGRAM DEVELOPMENT DETAILS

Three programs of study provide opportunity for college and industry-recognized credentials

CCCC Program Offering	College Credential	Industry Recognized Credential
Airframe Certificate	Certificate 39 credits	FAA Airframe Certification <i>Series of Tests</i>
Powerplant Certificate	Certificate 39 credits	FAA Powerplant Certification <i>Series of Tests</i>
Associate of Applied Science Degree (AAS) in Aviation Maintenance Technology	Degree 70/72 credits	

# KEY BACKGROUND INFORMATION

**AMT  
Program  
Represented  
Many  
“Firsts” for  
CCCC**

- **Program Type:** Technical Education Focus
- **Training Location:** Plymouth, MA
- **Infrastructure:** Facility Development, Equipment
- **Industry Approved Curriculum:** FAA Part 147

# AVIATION CENTER LOCATION

Plymouth, MA

Plymouth Municipal  
Airport

- “Over the Bridge”
- 30 miles from main campus, extending footprint of CCCC



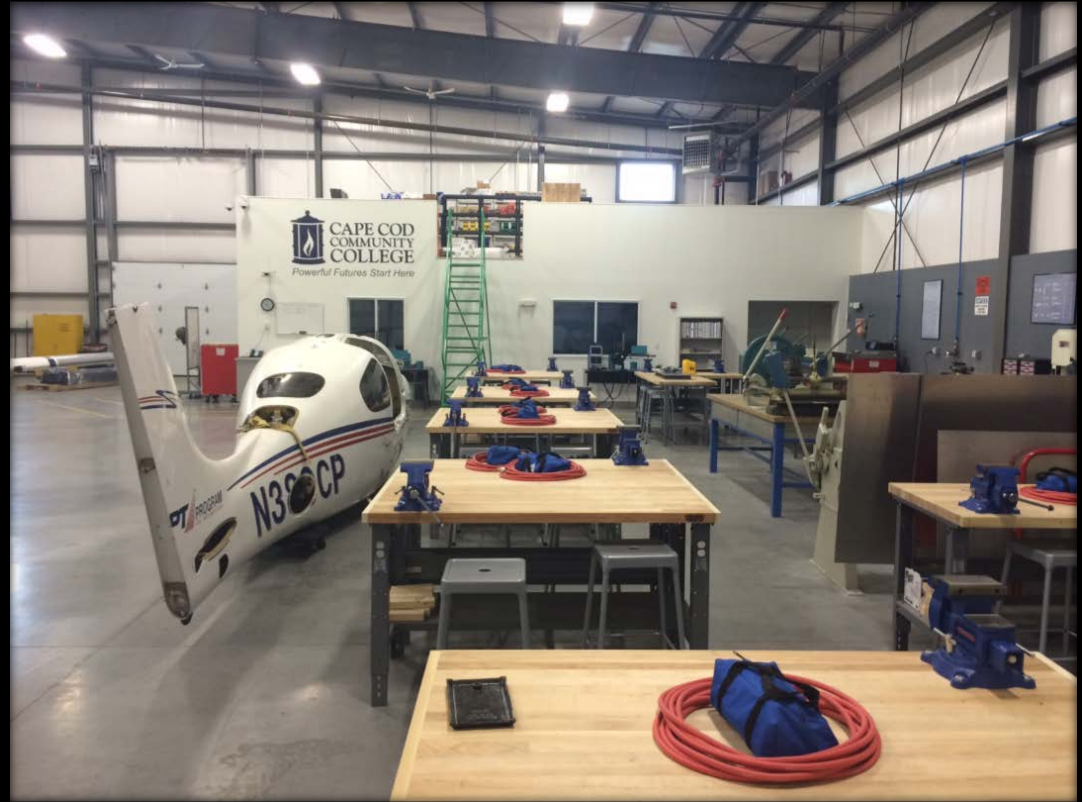
# FACILITIES



Computer Lab/Classroom



# FACILITIES



Airframe Hangar

# FACILITIES



Powerplant Hangar



# AIRCRAFT



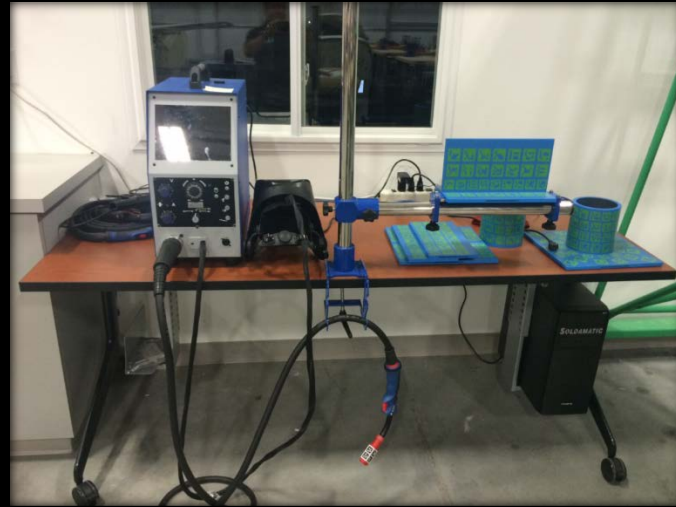
Cessna 402 Donated by Cape Air

# AIRCRAFT



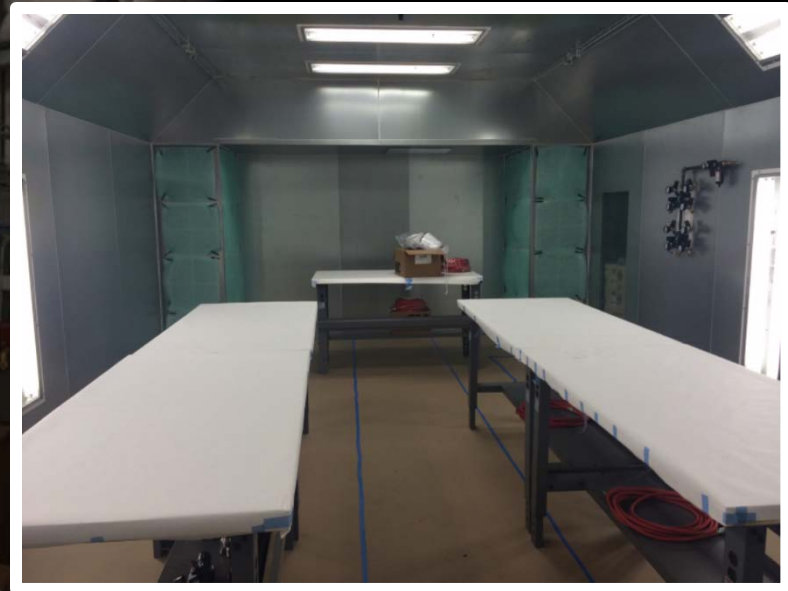
Sabreliner Donated by Safe Flight (Twin Jet Engines)

# TRAINING EQUIPMENT





# PAINT BOOTH





# WELDING LAB



# PROGRAM STRUCTURE

Curriculum is divided into 3 sequential program modules delivered over 12-months

	General	Airframe	Powerplant	Totals
Duration				
➤ Weeks	10	19	19	48
➤ Hours	404	750	750	1904

- Schedule: 8 hours per day / 5 days per week, 8am to 4:40pm
- “Time in your Seat”: Any hours missed must be made up 1:1
- Make-up time: Evenings and weekends

# PROGRAM STRUCTURE

- College and Industry-Recognized Credentials can be earned
- General Module is required base block for all credentials
- Single or joint credentials possible
- Best Employment Option: Airframe & Powerplant, FAA Certification

	Airframe Credential	Powerplant Credential
College	General + Airframe Instruction + 9 Gen Ed Credits	General + Powerplant Instruction + 9 Gen Ed Credits
FAA	General + Airframe Instruction + Testing ( <i>General: Written + Airframe: Written, Oral, Practical</i> )	General + Powerplant Instruction + Testing ( <i>General: Written + Powerplant: Written, Oral, Practical</i> )

# STUDENT ENROLLMENT

## Current Student Cohorts

	Enrolled	Start Date	End Date
Cohort 1	21	Sept 2016	Oct 2017
Cohort 2	19	Jan 2017	Mar 2017
Cohort 3	19	Sept 2017	Dec 2017

## Future Cohort Plans

- Full-Time Starts: September, January, May
- Part-Time Starts
- 24 students per cohort class
- Addition of Avionics



# STUDENT SUPPORT SERVICES

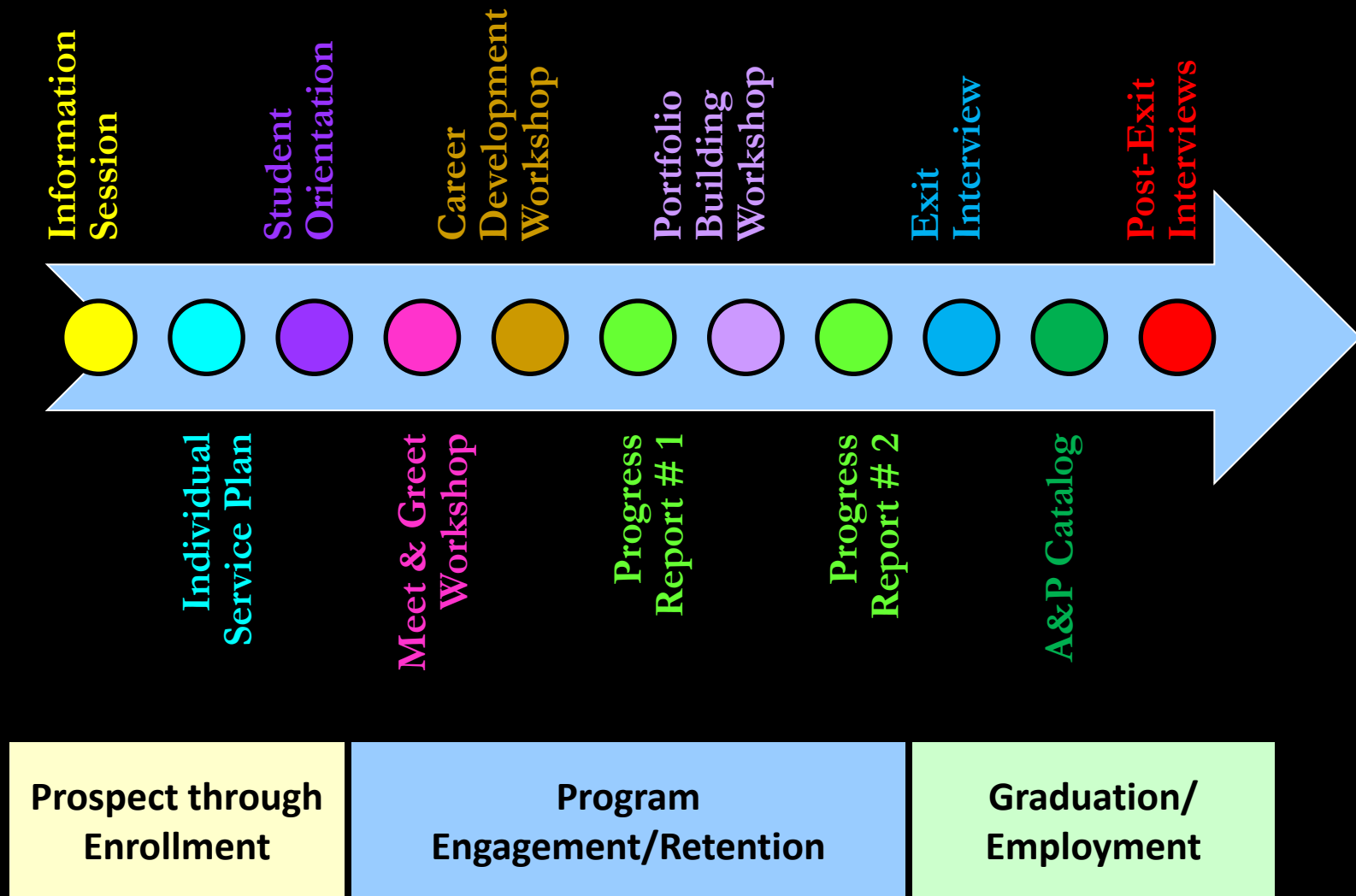
## THE PLAN

### Role of Student Retention Specialist

- Embedded full-time Student Retention Specialist (SRS) for AMT participants
- Goal: Enroll, Retain, Graduate/Certify, Place
- Provides student-centered services and supports along full program continuum
  - Prospective Students through Enrollment
  - Program Engagement/Retention
  - Graduation/Employment

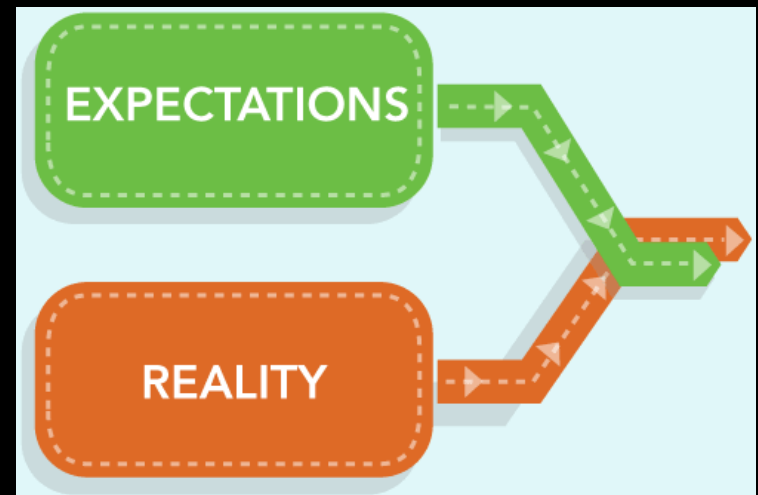


# STUDENT SUPPORT SERVICES ENGAGEMENT OVERVIEW



# SUPPORT: PROSPECTS TO ENROLLMENT

- Initial Contact, Overview, & Setting Expectations
  - Information sessions / Student Tours
  - Individual Services Plan
  - On-Boarding Advising: Pre-reqs, testing, accommodations
- Needs & Resources Review
- Schedule Demands
- 100% Ready for Success



# SUPPORT: PROGRAM ENGAGEMENT/RETENTION

- Setting Expectations at the Start
  - New Student Orientation
  - Meet & Greet Workshop
- On-site Academic Advising
  - Progress Reports
    - ✓ Start of Airframe and Powerplant
    - ✓ Attendance, Grades, FAA Testing
    - ✓ Challenges & Successes
    - ✓ Industry Updates/Marketability
  - Utilization of Census Tracking Data
  - Tutoring Assistance





# SUPPORT: PROGRAM ENGAGEMENT/RETENTION

- Liaison for Other College Departments/ Areas
  - Financial Aid, Business Office, Registrar, etc.
- Case Management Services
  - Housing, Transportation, Financial/Scholarship
- Career Development & Planning
  - Portfolio Building Workshop
  - Career Opportunities
  - Resume Writing/Interview Readiness
  - Industry Visits

# SUPPORT: GRADUATION/EMPLOYMENT

- FAA Examinations/Certification
- A & P Catalog Development
  - Graduate marketing tool giving employers the option to directly contact CCCC graduates
- Job Leads & Application Assistance
- Exit Interview
  - FAA exam progress & goals
  - Plans for further education
  - Employment Verification
  - Student Experience – Feedback loop
- Supports Post-Completion



# REVIEW: STUDENT UPDATE

## Student Cohort Progress

Cohort	Retention Rate	Grade Average	College Certificates Earned	FAA Testing/ Certifications
1 (Sept 2016)	76%	97%	10	7
2 (Jan 2017)	89%	93%	NA	NA
3 (Sept 2017)	100%			

- Drop-Out Points: 2 General, 2 AF, 3 PP
- Drop-Out Reasons:
  - Attendance
  - Academics
- Student Successes:
  - Several Job Offers
  - Scholarships Awarded

# REVIEW: WHAT IS WORKING

- Initial contact, tour of facility, and orientations
  - \*Setting the right expectations**
- Tutoring program (student tutors)
- Tracking and advising student academic progression
- Career Services (job leads, recruiter visits, resume assistance, etc.)
- Personal advising
- Community based resources
- Scholarships



# REVIEW: CHALLENGES & REMEDIES

## PROGRAM SCHEDULE

- Current Schedule:  
1904 clock hours in 12 months  
Monday – Fridays  
(8:00am to 4:40pm)  
Very little time off

**\*Make-up Time\***



## FUTURE ACTIONS: SCHEDULE ADJUSTMENTS

2000 clock hours in 15 months  
Mondays – Thursdays  
Fridays

- ✓ Students: Make-up time, tutoring, personal time
- ✓ Faculty: Class preparation, professional development

# REVIEW: CHALLENGES & REMEDIES

## STUDENT READINESS

- Open Enrollment Program
- Need to expand efforts to ensure student readiness PRIOR to starting the program

## FUTURE ACTIONS

- College 101 for Aviation – General Education 1 credit course to expose students to terminology, equipment in field, program/field expectations
- Senior students/Graduates speak at information sessions
- Expanded readiness profile/inventory
- Increase General Module seat capacity



# REVIEW: CHALLENGES & REMEDIES

## TRAINING CENTER LOCATION

- 30 miles / 40 minutes from main campus
- Distance + Schedule limits student's ability to access campus resources and assistance
- Increased #s of cohorts limit SRS ability to fill the gaps

## FUTURE ACTIONS

- Improve transfer of College Department service (e.g., financial aid, business office, registrar) on-site to training location.
- Student representative to liaison with main campus on student-centered concerns

# REVIEW: CHALLENGES & REMEDIES

## FAA TESTING & CERTIFICATION

- Delay in obtaining FAA permission to allow students to test immediately after General Module impacted testing progression for the first two cohorts.
- Delay meant students had to wait four months prior to testing which affected morale and confidence.
- SRS tracks student progression and assists each student in registering for their exams and arranging payment.
- Testing software is available in the computer lab.
- Tracking of FAA test scores vs classroom test scores.
- Starting with the 3<sup>rd</sup> cohort and going forward, students are eligible to take their FAA test upon completion of General

# REVIEW: POTENTIAL CHALLENGES

## COMPLETION PATHWAY

As students complete the program and seek employment or further education, we need to monitor their experience to consider adjustments to complete support services

- FAA Certification Testing Preparation
- Resume & Interview Skills Development
- Job Networking / Employer Base 30 miles / 40 minutes from main campus

## EMPLOYER FEEDBACK

- The interview is most important – “soft skills”
- Employers have offered to conduct career development workshops and internships.

# QUESTIONS & ANSWERS







# THANK YOU

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