Tri-County Career Center- Adult Office Program Outcomes and Student Follow-up plan

Persons responsible & general duties:

- **Management Systems Supervisor (MSS)**
  - Communicates deadlines established by The Ohio Department of Higher Education for submitting follow-up/placement data
  - Collects follow-up/placement forms from program instructors and/or Student Services Supervisor
  - Enters data into The Ohio Department of Higher Education/HEI system

- **Student Services Supervisor (SSS)**
  - Assists with the collection of student follow-up/placement data from Program Instructors
  - Relays follow-up information to Management Systems Supervisor
  - Assists Program Instructors in contacting former students (if necessary)
  - Sends letters to students who are not available by phone requesting follow-up information (if program instructors need assistance)
  - Enters follow-up/placement data into GradPro and files follow-up form into student files
  - Updates follow-up/placement form (if necessary)

- **Program Instructors (PI)**
  - Gather up-to-date contact information from students before they graduate or upon withdrawal using designated forms
  - Keeps records of certification/licensure information for each currently enrolled student (dates/number of attempts/results)
  - Submits copies of any certifications/licensures to the SSS for inclusion in the student's file
  - Completes follow-up forms at assigned intervals and submits them by the established deadlines
  - Establishes themselves as a point of contact for former students

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General procedure for Student Follow-up/placement:

- Currently enrolled students
  1. Students are informed of follow-up procedures and data collection requirements at orientation
  2. Program Instructors maintain current contact information for all enrolled students during the course of their training

- Upon program completion
  1. On/near the last day of class, students are asked to complete an exit form
     a. Students supply contact information for at least 2 individuals who can be contacted in reference to follow-up information
  2. Immediately upon graduation, Program Instructors complete a follow-up form for students who have gained related-employment while enrolled in the training
     a. Program Instructors are asked to contact the employer to verify any information that has been provided by the student; verification is documented on the form
     b. Completed form is turned in to the Adult secretary for data entry into GradPro and for filing the completed form in the student's file. The Adult secretary forwards a copy of the form to the Management Systems Supervisor for entering into The Ohio Department of Higher Education/HEI system

- After graduation (or withdrawn students)
  1. When a former student notifies the Program Instructor or the Student Services Supervisor that he/she has gained related employment or is pursuing related education, a follow-up/placement form is completed
     a. Verification of information with the employer is encouraged
     b. Completed form is turned in to the Adult secretary for data entry into GradPro and for filing the completed form in the student's file.
  2. If a student has gained unrelated employment or has enrolled in unrelated education a follow-up form is completed, but not filed.
     a. The Program Instructor will keep the form for future follow-up attempts

3. Program Instructors follow-up with graduates (or withdrawn students) within six months after graduation (or withdrawal date)
4. Any student who is not employed-related or pursuing related education during the first follow-up snapshot is contacted again before the next snapshot date. These dates are established by The Ohio Department of Higher Education. The most recent HEI submission/snapshot dates (FY 2016) for credential and placement were September 1, 2016, October 31, 2016 and February 1, 2017.

5. Student follow-up satisfaction surveys sent out to those students who have gained related employment
    a. Students asked about preparation for job duties, relevance of training, training modes of delivery, and overall program effectiveness

- Employer contact
    1. For students who have reported related employment, the employers are contacted to verify start date, job title, and general duties
    2. Employers are asked to complete a survey regarding the student's preparation for employment and effectiveness of the training program
        - Survey may be mailed or completed electronically

- Placement and Follow-up information is used to evaluate and improve the quality of program outcomes.

- Certification/licensure rates, student placement rates, employed student survey results, and employer survey results are shared with the staff on an annual basis.
    1. Results are further shared with advisory committee members
    2. Input on results from staff, administration and advisory members is noted and addressed by the administration

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