

NUMBER: 691

SUBJECT: STUDENT FOLLOW-UP AND PLACEMENT PLAN

APPROVAL DATE OF LAST REVISION: AUGUST 15, 2005; JANUARY 24, 2011; NOVEMBER 23, 2015; JUNE 19, 2017, APRIL 23, 2018

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691.1 – PLAN

The mission of the College is to deliver competency-based, employer-guided career and technical education to both secondary and post-secondary students through traditional and technology-enhanced methodologies. This hands-on technical education provides occupational education, skills training, and workforce development to support the educational and economic development of the Bear River Region.

Every effort is made to ensure that instructors and staff in the training programs and support services are highly qualified and dedicated to providing a worthwhile experience for every student enrolled at the College.

To evaluate the effectiveness of the training programs, and to provide feedback to the instructors and staff, the following plan has been established. It is the intent that the information gathered using these procedures will be used in a constructive manner to assist administration, department heads, faculty, and staff to ensure that follow-up is systematic and continuous.

691.2 – RESPONSIBILITY AND COORDINATION

Job placement assistance and follow-up activities for students are the direct responsibility of the instructors. Additional assistance is provided by Student Services.

691.2.1 – COMMUNICATION NETWORK

Once notification is received by Student Services that a certificate seeking student has completed or left a program, the following procedures are implemented:

- (a) Department heads turn in a Training Outcome Form at the time of a student's graduation or withdrawal from a program indicating the current employment status of the student.
- (b) Students who were seeking employment at the time of graduation or withdrawal will have their name given to a Student Services representative who follows up with the student via telephone, text message or email to obtain employment data.
- (c) In cooperation with Student Services, department heads attempt to contact students with unknown outcome data. A report of outcome status for all students is available regularly to improve outcome accuracy.

Department instructors track their students or participate in the placement process, and are responsible for completing the Training Outcome Form. Completed forms are submitted to Student Services for processing following the procedures listed above. Student Services personnel ensure there is a Training Outcome Form submitted for each student and will follow-up on any student who is not contacted by the department.

In addition, students who cannot be contacted with three phone and/or email attempts are sent a letter requesting the follow-up information. Included with the letter is a Training Outcome Form, instructions on how to complete the form, and a self-addressed, stamped return envelope for use by the student.

If a student does not have a phone, a letter, a Training Outcome Form, and a return envelope and instructions are sent approximately ninety days after the student's exit date.

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691.3 – COLLECTION OF INFORMATION**691.3.1 – GRADUATION SATISFACTION SURVEY**

Each Certificate Seeking student completing a program is asked to complete an Instructor/Program Evaluation Survey. Each student is asked to complete the survey through an emailed survey link, but may additionally be asked to complete it by their instructor and/or Student Services personnel upon exiting the program. This survey focuses on program effectiveness for various modes of delivery and relevance to job requirements and includes questions on instruction, facilities, and overall satisfaction with the training received at the College. These surveys are collected and monitored by Student Services personnel.

Once the forms are collected, the data is reviewed and a yearly summary report generated for each program. The information developed from the responses will be used by Administration to evaluate and improve the quality of program outcomes and ascertain how the instructors and facilities are viewed by the students. These reports are disseminated to the appropriate department head for further evaluation and action.

691.3.2 – EMPLOYER SURVEY/PROGRAM EFFECTIVENESS

In an effort to determine program effectiveness in relation to job requirements, Student Services personnel will send a follow-up questionnaire to all employers identified as hiring one or more students in a training related position during the student follow-up procedures. The returned questionnaires are reviewed by Student Services personnel and filed for review by administrators for the purpose of program evaluation and action.

691.3.3 – TRAINING OUTCOME FORMS

Communication of student outcomes occurs through the use of a Training Outcome Form. When the Training Outcome Forms are completed, they are submitted to the Student Services department who review the information and clarify should any data confusion exist. When the review is concluded, the various data elements from the Training Outcome Form are entered into the student information system in the student's data file. The student information system data file can then be used to generate the elements for the Council on Occupational Education (COE) Annual Report and other reports requested by Administration regarding placement information. After the information is entered into the student information system, the Training Outcome Forms are scanned into the Optical Scanning System.

If it is determined, through the follow-up process, that a student has gained instruction-related employment or is continuing his/her education; follow-up will be considered complete for that student. Once it is determined during the follow-up process that a student is unavailable or has an unknown status, he/she will no longer be tracked. If contact is made with an unavailable/unknown status student's relative, a request for the student to contact Student Services is made should his/her status changes in any manner (gained employment, continuing education, or seeking employment, etc.).

691.4 – EMPLOYMENT OPPORTUNITIES/COUNSELING

Potential employers use the 'Post a Job' feature on the College web site. Posting are provided as a resource for employers, advisory members, and most importantly, graduating students. Additionally, students are provided resources specific to the job seeking process for the industry in which they trained.

Program instructors are invested in student success and stay in close contact with students post-graduation. Instructors provide additional support in the job seeking process and obtain accurate outcome results from graduates. As a result, Training Outcome Forms are updated and provided to Student Services personnel for inclusion in the student's permanent record and program outcome reporting.

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691.5 – USE OF INFORMATION

Placement and follow-up information is used to evaluate and improve the quality of program outcomes. Programs with completion, placement, and/or licensure rates below the accreditation benchmarks undergo a thorough review to identify issues impacting successful student outcomes. Improvement plans will be created and implemented, when applicable, to improve outcome data in conjunction with mandated accreditation requirements.

691.6 – DISSEMINATION OF OUTCOME DATA

Annual program outcomes are discussed with the administrative team in staff meetings. Careful attention is given to programs with the potential to fall below minimum accreditation benchmarks. Department Heads receive correspondence from Student Services regularly throughout the year in concentrated efforts to strengthen outcome data. Summary program outcome data submitted to COE is provided to Department Heads in their annual employee evaluation process. Additionally, outcome data is available on the College web site by program.

691.7 – RECORD RETENTION

Once data is transferred to the Student Information System for outcome reporting, Training Outcome Records are digitally scanned into the Optical Scanning System and maintained as part of the student's confidential student record. Scanned documents are maintained on a secure, access restricted, and backed-up network.