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|  | <b>PROGRAM OUTCOMES<br/>FOLLOW-UP PLAN</b> |                     |                                |
|   | DATE OF LAST REVISION                      | DATE OF LAST REVIEW | COE SELF STUDY REFERENCE       |
|   | 10/28/2022                                 | 10/28/2022          | STANDARD 3<br>PROGRAM OUTCOMES |

**PURPOSE**

Follow-up is a planned process of securing information from former students and their employers for informational and evaluation purposes.

The follow-up procedures for the Tennessee College of Applied Technology - Knoxville consist of two (2) components: Student Follow-up and Employer Follow-up. Information received from both students and employers provide an accurate evaluation of the success of the school's programs. Follow-up information is also useful in the evaluation of school operations and program content.

**OBJECTIVES**

The follow-up system for the Tennessee College of Applied Technology - Knoxville is useful in achieving the following objectives.

1. To determine the strengths and weaknesses in instructional programs and in the overall marketing to students.
2. To obtain suggestions for the improvement of the school's programs and services.
3. To obtain information regarding the economic impact of school graduates.
4. To obtain updated occupational information of school graduates for student recruitment services.
5. To collect data for reporting purposes as needed.

**PROCEDURES**

The College staff realizes that the collection of follow-up data is contingent, in part, upon the degree of emphasis placed on follow-up and recognize follow-up as an important component in the evaluation of the effectiveness of programs and their success in preparing graduates for employment. Instructional, administrative, and student services staff work cooperatively to obtain information from graduates and employers. The Instructors and Student Services have the primary responsibility for the follow-up of graduates and employers.

Students are informed of follow-up procedures and requirements during their orientation. Throughout the students' training, the instructional staff continues to stress the significance of student responses to follow-up. The importance of follow-up data is again emphasized during the exit interview survey. Follow-up is also discussed in the student handbook.

**FOLLOW-UP OF COMPLETERS**

The follow-up process begins during the exit interview conducted with each student (graduate) by the instructors and then is completed by student services. The importance of follow-up information is discussed during the exit interview. The Exit Survey Form is reviewed with the student in order to make sure he/she understands how to complete the form. The disposition of the completed form is covered in detail with the student so that they can have some idea of how the information is used. The student is

informed that follow-up information will be collected in the future and that their response to the questionnaire will be of benefit to the school and to future students.

The follow-up of graduates seeks to obtain information about program effectiveness, program efficiency, and program relevance. Therefore, the follow-up should occur after the graduate has had sufficient time of the job to provide an appropriate basis for program assessment. The school will email the Exit Survey Forms on an annual basis.

The Exit Survey Form requests information about the student's employment status, job title, salary, etc. and also requests the students to evaluate their training program relative to their job performance. The student is also asked to provide any recommendations for the school's programs and services. If the Alumni Survey Form is not returned in two weeks, the school will email a second follow-up form to non-respondents.

In cases where the follow-up questionnaire is not returned, a designated school official will attempt to obtain follow-up information by telephone or mail. Follow-up information obtained by telephone is recorded and documented by the person making contact.

If all attempts to secure follow-up information have failed, the student's placement record is closed until other leads develop.

#### FOLLOW-UP OF NON-COMPLETERS

Follow-up is conducted with non-graduates or non-graduate completers in order to determine their reasons for leaving the school before program completion. This information is obtained when the non-completer completes the Exit Interview Form at the time of his/her termination.

#### FOLLOW-UP OF SUPPLEMENTAL STUDENTS

No follow-up is conducted on special industry students or those students who receive a supplemental certificate.

#### EMPLOYER FOLLOW-UP

The follow-up of employers seeks to obtain information about the effectiveness and relevance of the school's programs. The information obtained from the employers of student graduates is vital to the successful operation of the school.

To ensure the validity of response from employers, follow-up is conducted after the student graduate has been employed for a sufficient period of time for an accurate assessment of his/her performance on the job.

The Employer Survey Form is mailed and emailed to all employers identified on the student's Exit Interview Form or Placement Status Report. However, only those surveys which indicate that the student is employed in a field related to his/her training will be used in the analysis of responses for evaluation purposes.

A list of employers who have not responded to the questionnaire is submitted to the instructors by the office staff. The College will attempt to make a personal contact with the employer to encourage the employer to provide the information.

The data obtained from follow-up information is made available to instructional personnel and administrative staff and is used to improve the quality of programs. Any information received from a completed questionnaire that would require immediate action is referred to the President for appropriate

action. Special attention is paid to whether the graduates are employed in related or non-related jobs. The success of graduates in securing employment in fields related to their training is an essential component in the evaluation of the effectiveness of the program. Comments and suggestions from student employers continue to provide valuable assistance in the improvement of school programs and services.

#### STUDENT FOLLOW-UP PLAN

- I. Orientation: Explanation of Follow-up Procedures
- II. Exit Interview
  - A. Complete Exit Interview/Placement Information Survey
  - B. Explain Placement Status Report Form
  - C. Student Services will complete exit process
  - D. Outline Future Follow-up Procedures (Alumni Survey and Employer Survey).
- III. Email Alumni Survey to student graduates after sufficient time on the job.
- IV. Document efforts to obtain information from students whose status is unknown or who are unavailable for employment.
- V. Mail/Email Employer Survey Form to employers indicated on the Exit Interview Form, Placement Status Report Form, or Alumni Survey Form, whichever information is most current and available to the school.

Copies of the various forms used in the follow-up procedure can be obtained from the Student Service office by any instructor or staff member who might desire to see them.