	PROGRAM OUTCOMES FOLLOW-UP PLAN		
TCAT KNOXVILLE	DATE OF LAST REVISION	DATE OF LAST REVIEW	COE SELF STUDY REFERENCE
	07/07/2025	12/19/2024	STANDARD 3 PROGRAM OUTCOMES

SCOPE OF SERVICES:

Follow-up is a planned process conducted regularly to secure information from former students and their employers for informational and evaluation purposes, particularly regarding completion, placement, and licensure data.

OBJECTIVES

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

- Identify strengths and weaknesses in instructional programs and marketing.
- Gather suggestions for program and service improvements.
- Assess the economic impact of graduates.
- Collect updated occupational information for student recruitment.
- Gather data for accreditation reporting.

BUDGETARY RESOURCES:

Funding is obtained through a designated portion of state appropriations. The budget is reviewed and updated annually during the college's budget hearings.

MAJOR ACTIVITIES:

The College staff recognizes that the collection of follow-up data is vital for evaluating program effectiveness and the success of graduates in securing employment. While collaboration among instructional, administrative, and student services staff is essential for obtaining information from graduates and employers, the primary responsibility for follow-up lies with the faculty. Faculty members possess the expertise and insight into their respective industries and students, making them uniquely qualified to manage this important process. Administration will facilitate this by providing instructors with records of students who have exited the programs, enabling them to update information as needed. Additionally, student services will assist in updating student records based on instructors' requests and survey submissions. This collaborative approach ensures a comprehensive understanding of graduate outcomes and enhances the overall effectiveness of our programs.

Students are informed of follow-up procedures and requirements during new student 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 is then 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 understand 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, program relevance, and other questions identified by the Tennessee Board of Regents. Therefore, the follow-up should occur after the graduate has had sufficient time on 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 Survey Form is not completed in two weeks, the school will email a second follow-up form to non-respondents.

In cases where the follow-up questionnaire is not completed, a designated school official will attempt to obtain follow-up information by telephone or email. 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-graduate or non-graduate completers to determine their reasons for leaving the school before program completion. This information is obtained when the non-completer completes the Exit Interview survey 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 responses 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 emailed to all employers identified on the student's Exit Interview survey or Placement Status Report. However, only those surveys that 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 personal contact with the employer to encourage the employer to provide the information.

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.   Faculty submits the student exit form in the self-service portal
        C.   Student Services will complete the exit process
        D.   Outline Future Follow-up Procedures (Alumni Survey and Employer Survey).

III.   Email Alumni Survey to student graduates after a sufficient time on the job.

IV.   Document efforts to obtain information from students whose status is unknown or who are unavailable for employment.

V.   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.

EVALUATION:
Programs undergo an annual evaluation as part of the COE Annual Report, which assesses completion, placement, and licensure rates but also ensures programs continuously align with industry standards. This evaluation utilizes data gathered from follow-up assessments conducted each twelve-month reporting period, covering Fall, Spring, and Summer trimesters. All programs are expected to meet or exceed the benchmarks set by the COE. If a program falls short of these benchmarks, the instructor will collaborate with the administration to develop and implement a targeted improvement plan addressing the identified areas for enhancement. This structured approach ensures continuous program quality and accountability.

STAKEHOLDERS WITH WHOM THE PLAN IS SHARED
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. The plan is available at www.tcatknoxville.edu.