

Original Version: 09.15.2016

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Program Outcomes Follow-Up Plan

Purpose

DSDT provides market-driven technical education that meets the demand of employers for occupationally skilled workers. This policy outlines the assistance DSDT provides to match students with job openings.

References

Council on Occupational Education Handbook of Accreditation, Standard 3 Program Outcomes and Standard 10 Student Services and Activities.

Definitions

Follow-up – The act of making formal contact to obtain specified accurate information from a particular person or employer.

Graduate – A student who has demonstrated the competencies required for a program and has been awarded the appropriate credential.

Job Board – A Physical job board is hanging at the facility and is used as a resource to post employment opportunities for students and graduates.

Placement – A completer of a program who (1) is employed in the field of education pursued or in a related field, or (2) has received the appropriate credentials.

Placement and Follow-up Plan – A plan that is used to ensure follow-up is systematic and continuous and includes (1) Identification of responsibility for coordination of follow-up activities, (2) Evaluation of results of data collected from graduates and employers of graduates, and (3) Objectives for the improvement of instructional outcomes.

Student Information File System - Files contain student coursework, testing, and records and are securely locked in a fire-proof safe to assure maximum confidentiality. These files are only accessible by the School Director, Director of Administration, Director of Student Services, and the Director of Admissions. The key to access the fire-proof safe is stored in a secure lockbox in the School Director and the Director of Admissions office. The key then unlocks the secured room and the files are held in a fire-proof safe for a period of no less than 5 years from the time of individual student enrollment. Online versions are only accessible via our Campus Cafe system and only the Director of Administration, Director of Admissions, Director of Student Services, and the School Director have access to student information on the secure server system. DSDT, upon request by students, provides transcripts containing the following information: program of study, courses or units of study completed with corresponding grades, and period of enrollment. After having successfully completed a program, students will then have the option to submit a request for a copy of their student file. All requests are to be made to the School Director, the Director of Administration or the Director of Admissions by email or telephone and allow 48 business hours to complete all requests.

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Follow-Up Survey – A tool used to measure the success of training and services received at DSDT.

Survey Follow- up form

Student placement/outcome data are stored in individual student records and are maintained to reflect current and accurate information. The Systems are third-party safety secure with the data systems named (Boston Education) and (Campus Cafe).

Placement Services

Placement services are provided to program graduates and non-graduates and may include resume review, interview skills, personal presentation for employment, and assistance with job placement.

Student Records

The School Director, counselors, and the Workforce Development team maintain student resumes to be shared with employers seeking graduates. Student resumes are made available to employers for review and are either formally distributed via email, letter, LinkedIn message and/or in-person distributed by DSDT. All students will need to fill out a Record Release form and have it available in their student folder prior to DSDT acting on your behalf for employer verification.

Please Note*

Student Placement Policy and Procedures: If a resume is requested through email, information contained in resumes is made electronically secure and only available with the student's consent and signed media release form kept in students file on record.

Online Job Boards

No online job boards will be available, but we do have a third-party company on board named E-hired that will send out new and existing job opportunities to all of our previous, past and present students.

Online Job Openings

Online job openings will be made available to students through email. Once a student completes an online application, a hiring manager at the company will be notified the student has submitted to an opening to which an interview will take place.

Job Openings

Notice of employer job openings received by faculty or staff are reported to the Workforce Development team and posted to the job board within one working week or emailed to all students still pending gainful employment.

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Follow-up Surveys

Follow-up surveys are conducted for students, former students, graduates, employers of graduates, and are used to provide data for program effectiveness, various modes of delivery, and relevance to job requirements. All follow-up data is made available to instructional personnel and administrative staff during our employee bi-annual mandatory meetings. Various media resources, equipment, training methods, CPL data, and the Strategic Plan are reviewed and/or altered if a need presents itself. Placement and Follow-up Data is used to evaluate and improve the quality of program outcomes, as well as the success of the institution in achieving its mission. It is reviewed by staff, instructional personnel, administration, the School Director, Institutional and Occupational Advisory Committees, and Directors. All institutional employees are encouraged to make recommendations upon review at this time. All final review takes place prior to the end of the year/ 4th quarter, and prior to the upcoming new year. The end of the year annual review meeting is mandatory for all institutional staff whether instructional, administration, and/or Directors. Placement information is made available to all staff, instructional personnel, administration, Directors, Occupational and Institutional Advisory Committee Members. CPL data is given to all for annual review, this data is analyzed, and suggestions/comments and survey feedback forms are mandatory. All feedback forms are required prior to departure of end of the year/annual meeting adjournment.

Institutional Advisory Committee Review

The Institutional Advisory Committee meets annually to revise follow-up surveys, review the results of the surveys, CPL data, and Strategic Plan to help facilitate and/or implement the newly suggested criteria. The Institutional Advisory Committee is heavily involved in developing the follow-up plans, as well as the Occupational Committee Program members. All are instrumental in the development of the proper distribution of surveys and resource materials for institutional advancement and/or adjustments. All Institutional Advisory Committee members review and discuss the material on an annual basis, and the Occupational Committee Members review data on an annual basis. Advisory Committee review is written up, reported, and discussed with all staff and appropriate management to decide on final implementation and/or adjustments at one of our bi-annual meetings. If a need, concern, or addition to plans are decided upon, changes are made or implemented at that time. Reports and plans that are used for the improvement of job placement and follow-up services are altered if the need presents itself, and all management, staff, administration, and/or Committee members decide.

Procedures

1. Data Collection upon Enrollment.
2. On-going Data Updates to students on current opportunities with employment partners.
3. Instructors and Career Service Specialists notify and remind students to update their employment status by completing the follow- up survey when their status has changed.

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Students are reminded to fill out survey feedback forms via email, Sign Now, and written letter communication.

4. Follow-up Survey results are collected, evaluated, and entered in Campus Café by the Workforce Development team.
5. Data Collection is assumed to be collected upon graduation but is collected on a continual basis as employment is gained. The Workforce Development team is required to send out monthly surveys, written and/or email communication to collect data. The Workforce Development team is responsible for ensuring collected data is placed into the students record on Campus Cafe and hard copy format in the locked fireproof safe.
6. Prior to program completion, the Workforce Development team is responsible for ensuring all contact information is correct and updated if necessary. Exit interview/job placement surveys are conducted on a regular basis following program completion. Placement data may be collected using other means i.e., social networks, e-mails, phone calls or letters depending on student responsiveness. Follow-up surveys will be used to obtain feedback from students to assess the school curriculum and instructors in addition to reporting their work status.
7. Data Collection upon withdrawal is retained in individual student files for a minimum of five years following withdrawal. We ask all students who intend to withdraw from DSDT to complete the Follow-Up Exit Survey. All withdraw forms are discussed and reviewed during the end of the year/ 4th quarter mandatory meeting prior to the following year enrollment. At this time, the CPL data is also reviewed. All are required and/or encouraged to make suggestions for higher student retention if needed.

Student Follow-Up

Student records that do not show exemption from follow-up, placement, or follow-up information are considered “negative outcomes.” Instructors, student counseling services, Compliance Officer and the School Director review the Student Outcomes report to review negative outcomes and follow-up with students. All student follow-up exemption records are reviewed at the end of the year meeting, during the end of the year/ 4th quarter, and prior to the start of the upcoming year. All suggestions and feedback are compiled and implemented if all institutional employees see the need to implement improvement activities. CPL data and the Strategic Plan are reviewed again in the analysis session.

Follow-up Methods

1. May include calling, emailing, sending letters, and contacting employers, and employer follow-up surveys.

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2. The School Director, the Workforce Development team, and/or Directors contact the employers of graduates to complete an employer follow-up survey to provide feedback on the quality of the former student's knowledge, skills and performance.

Student Employment Assistance Procedures

1. Prior to completing the program, each student is encouraged by their instructor or counselor to register with the Workforce Development team for employment counseling and to explore available local career opportunities, prepare for the job search and interview, search online resources, and study recommended books.
2. The Workforce Development team assists all students with resume review, interview skills, personal presentation, grooming standards, and placement.
3. Students are encouraged to register for online job search databases through online job search websites. Students are also encouraged to visit the job posting board for employment opportunities and give a current email address for the E-hired platform.
4. Students having difficulty attaining or maintaining employment are encouraged to visit with the Workforce Development team and/or the other directors for employment counseling and other employment services.

Employer Assistance Procedures

1. If an employer contacts a DSDT employee or a program instructor to inquire about hiring students, such contact is referred to the Workforce Development team who assists the employer in posting the job listing on the Job Board.
2. The Admissions Representatives and the Workforce Development team help students determine which training program will best suit the needs of the student and ensure marketability to future employers.

Student Placement Policy and Procedures

1. Regular communication with instructors, Admissions Representatives and/or the Workforce Development team must occur as it is vital for student preparation to enter the workforce and become successful.
2. Instructors, Admissions Representatives, and/or the Workforce Development team work with local employers to attain information regarding employment opportunities for students.
3. Instructors, Admissions Representatives, Institutional and Occupational Committee Members and/or the Workforce Development team meet regularly with employers to share information about DSDT training programs and work to match students of a particular set of skills to a meaningful career opportunity.