

Follow-Up Plan

Purpose

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

The follow-up procedure for Tennessee College of Applied Technology Upper Cumberland consists of two major components: Student Exit Interviews and Employer Follow-up. Information received from both students and employers provides an accurate evaluation of the success of the school's programs. Exit interviews and 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 Upper Cumberland is useful in achieving the following objectives:

1. To determine the strengths and weaknesses in instructional programs and in the overall marketing of 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 purposes.
5. To collect data for reporting purposes as needed.

Procedures

The school staff realizes that the collection of exit interviews and follow-up data is contingent, in part, upon the degree of emphasis placed on follow-up and recognize follow-ups as an important component in the evaluation of the effectiveness of programs and their success in preparing graduates for employment. Instructional, administrative, counseling, and support staff work cooperatively to obtain information from graduates and employers. The Student Services Department has the primary responsibility for the graduates exit interview and follow-up of 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 exit interviews. Follow-up is also discussed in the student handbook.

Follow-up of Completers

The follow-up process for each student leaving the college will be to complete an exit interview. This form seeks to obtain information about program effectiveness, program efficiency, program relevance and overall information about the college as well as indicates employment status at the time of leaving.

Any student who leaves the school without completing the Exit Interview form is mailed a form with a cover letter to appeal to the student to provide information about the school. Students who do not return the Exit Interview form are contacted by telephone to obtain information to record on the form.

For audit purposes, the school maintains a log of follow-up activities for those students whose status is unknown or who are unavailable for employment.

Follow-up of Non-Completers

Follow-up is conducted with non-completers or non-graduates 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 their departure.

Any student who leaves the school without completing the Exit Interview form is mailed a form with a cover letter to appeal to the student to provide information about the school. Students who do not return the Exit Interview form are contacted by telephone in order to obtain information to record on the form.

Employer Follow-Up

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

To ensure the validity of responses from employers, follow-up is conducted after the student graduates and has been employed for a sufficient period for an accurate assessment of their performance.

The Employer Survey form is mailed to all employers identified on the student's Exit interview form. However, only those surveys which indicate that the student is employed in a field related to their training will be used in the analysis of response for evaluation purposes.

A cover letter signed by a school official will accompany the form. The mail out will be prepared and mailed by the office staff. If the employer questionnaire is not returned within two weeks, a second request is mailed to non-responders.

Only those employer survey questionnaires signed by the employers and returned to the school in accordance with the schedule for administration and reporting of the employer surveys will be used for the purpose of performance funding.

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 Outline

- I. Orientation: Explanation of Follow-up Procedures
- II. Exit Interview
 - a. Complete Exit Interview/Placement Information Form
 - b. Explain Placement Status Report Form
- III. Mail Exit Interview form within three days to students who left the school without completing the form. Contact students by telephone if the form is not complete and returned to the school.
- IV. Mail Placement Status Report Form within 90 days to those student completers who were unemployed when they completed the Exit Interview Form at the end of their termination. Contact students by telephone if the form is not returned.
- V. Document efforts to obtain information from students whose status is unknown or who are unavailable for employment.
- VI. Mail Employer Survey Form to employers indicated on the Exit Interview Form, Placement Status Report Form, whichever information is most current and available to the school. Contact employers by phone or email to obtain the necessary information.

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