



Policy Name:	Follow-Up Plan
TBR Policy Number:	N/A
TCAT-D Policy Number:	SS-106
Effective Date:	March 3, 2016
Date of Last Revision:	November 9, 2021
Date of Last Review:	October 6, 2021
Functional Area:	Student Services

FOLLOW UP PLAN

PURPOSE

The follow-up is a planned process of securing information from former students and their employers for informational and evaluation purposes. The Tennessee College of Applied Technology-Dickson follow-up procedures consists of two major components: Alumni Follow-Up and Employer Follow-Up. Information received from both alumni and employers provides an accurate evaluation of the success of the college's programs. Follow-up information is also useful in the evaluation of institutional operations and program content.

OBJECTIVES

The Tennessee College of Applied Technology-Dickson follow-up system 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

TCAT Dickson 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 work cooperatively to obtain information from graduates and employers. The Student Services Coordinator has 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 student's 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. 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. Students must complete the exit interview form upon completion of their training program to meet graduation requirements. The student can make recommendations or comment on specific questions. QuestionPro is used for the survey.

Any student who leaves the school without completing the Exit Interview survey is emailed the QuestionPro link to appeal to the student to provide information about the school.

The follow-up process seeks to obtain information about program effectiveness, program efficiency, and program relevance. Therefore, follow-up should occur after the graduate has had sufficient time on the job to provide an appropriate basis for program assessment.

The Placement Status form is mailed within 90 days of graduation to completers who indicated on the exit interview survey they had not secured employment at the time of their departure.

In accordance with guidelines established by our governing board, alumni responses are compiled from student exit interview survey forms. These results are reported annually to the Tennessee Board of Regents System Office for evaluation.

Efforts are made to determine the student's placement status. Follow-up information obtained by telephone is recorded and documented by the person making the phone contact. If all attempts to secure follow-up information have failed, the student's placement record is closed until other leads develop. For audit purposes, the school maintains listings for those students whose status is unknown, refuse employment, enroll in another school, enter the military or who are unavailable for employment.

FOLLOW-UP OF NON-COMPLETERS

Follow-up is conducted with non-completers or non-graduates in order to determine their reasons for leaving the school before program completion. This information is obtained with the Exit Interview form at the time of termination through Question Pro.

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.

FOLLOW-UP OF SUPPLEMENTAL STUDENTS

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

supplemental certificate. The student's place of employment is recorded on the termination form by the instructor.

EMPLOYER FOLLOW-UP

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

To insure 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 job performance.

The Employer Survey form is mailed to all employers identified on the student's Exit Interview response 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 cover letter, signed by the President, will accompany the form. The mail out will be prepared and mailed by Student Services. If the employer questionnaire is not returned within two weeks, a second request is mailed to non-- respondents.

Responses are compiled and submitted annually to the Tennessee Board of Regents System Office for evaluation.

SUMMARY

The data obtained from follow-up information is made available to instructional personnel and administration. It 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 programs. Comments and suggestions from students and employers continue to provide valuable assistance in the improvement of school programs and services.