

**NORTHWEST LOUISIANA TECHNICAL COMMUNITY COLLEGE**  
**WRITTEN PLAN FOR FOLLOW-UP AND PLACEMENT SERVICES**

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**Purpose**

It is essential to follow-up with students who leave the college in order to assess the effectiveness, efficiency, and relevance that career and technical training had on their ability to find and retain employment in their chosen career. This data is used to indicate the success of the program and the employment success of the student. For this reason, students are asked to inform their instructors and/or the Director of Student Services of employment obtained during enrollment or following withdrawal from the campus. Periodically, the Student Services Office and/or the instructors attempt to contact those students who have dropped from the campus to determine placement information. Employers of former students who have been employed in a field related to their training are also contacted through a survey questionnaire for the purpose of evaluating occupational programs.

The Vice Chancellor of Academics and Student Affairs maintains a written plan for follow-up and placement services containing elements of systematic processes to achieve coordination of these activities. Systematic, continuous processes involve five components: collaboration, methods of collection, collected information, methods of surveying, and evaluation. To meet this objective, the following plan is in place to ensure a systematic and continuous process of follow-up and placement services for our students.

**Collaboration**

Student Services at each campus location is responsible for the implementation and coordination of the follow-up and placement plan. However, placement and follow-up is a united effort of the entire administration, faculty and staff at each campus. Instructors, administrators, and student services staff work closely with local business and industry to try and maintain a viable network of possible employer of program completers.

### **Methods of Collection**

Information of data on completion, placement and licensure exam pass rates and employers of completers are gathered through the following methods:

- College Exit/Job Placement Form, Request for Credentials Form, and/or Student Placement Information Form
- Follow – Up surveys delivered to completers (mailed, emailed or hand-delivered)
- Missing Placement Data: Phone calls, Text Messaging, and Emails – use placement documentation form for documentation/verification
- Missing Placement Data: Social Media – FaceBook, Instagram, and LinkedIn – use placement documentation form for documentation/verification
- Utilize National Student Clearinghouse reporting system to obtain Graduates' transfer files
- Employer of Former Students (completers/non-completers) surveys delivered to employers (mailed, emailed, faxed, or hand-delivered)
- Pass/Fail notifications from the program's licensure boards

### **Collected Information**

Each campus location has procedures on data collection and verification for on-going; withdrawal; exits; assistance; and follow-up.

- During the course of training, students are frequently reminded by instructors the importance of providing the school with follow-up information after they leave for jobs or other endeavors. They are also encouraged to notify their instructor of any changes in employment. At the end of each semester, instructors attempt to contact former students to obtain recent placement/follow-up information.
- The instructors are the first line in obtaining placement information. Upon program completion or program exit, the instructor/advisor completes a College Exit/Job Placement Form and/or Student Placement Information Form and sends it to the Student Services Office.

- The student's placement data is verified and entered into the Banner Student database.
- Students who exit prior to graduation are strongly urged to have an exit interview with Student Services for the purpose of obtaining program/placement information and/or to offer assistance with a job search.
- All students program completers and non-completers are encouraged to complete a follow-up survey at the time of exit. This survey asked students to evaluate the school, related services, and the quality of their education. Information regarding post-technical college plans such as military or continuing education is also obtained.
- Employers of completers and non-completers are sent a survey to determine the quality of training as it relates to employment. Employers are given an opportunity to make comments or suggestions concerning areas that may need to be addressed in the training of future students. Information from employers is compiled and shared with instructional staff annually.
- At the end of each semester, the system office runs the suspected completers COGNOS report to see if there are any missing completers' award that should have been issued to the student. This report is sent to the Banner operators at each campus location to review and process awards, if applicable.
- In July, Registrar runs the placement COGNOS report. This report is sent to Student Services at each campus location. Student Services along with the Program's Instructor reviews the list to see which completer/non-completer placement data is missing and begin the collection method process to obtain student's placement data. When tracking missing placement data from completers/non completers, each campus location has a placement documentation form that is being used for documentation/verification purposes.
- Follow-up information that is gathered is to be used in the annual process of program evaluation.

- Accurate and verifiable program placement data is gathered annually for the COE Annual report and is shared annually to administrative, faculty and staff. The information is to be used to evaluate and make program improvement where indicated.

### **Survey Methods**

Method for survey completers and employers of completers is the follow-up survey. There are two types of follow-up surveys: Student Follow Up Survey and Employer of Former Students Survey. Both surveys are distributed by Student Services. The Student Follow Up survey is used to solicit a critique of the program's effectiveness by asking following items: quality evaluation of the school, training program, student services, financial aid, equipment & materials and instructor. The survey also includes follow-up information on employment. Students are encouraged to complete and return the requested information in order to assist the college in improving program's instruction and quality of services.

Employers of Former Students surveys are distributed to employers of recently employed former students to acquire information regarding the new employee's preparation and training. Employers are asked to rate the former student in the following areas: technical knowledge, work attitude, work quality, overall rating, relative preparation, and an opportunity to provide any recommendations. When tracking missing placement data from completers/non completers, each campus location has a placement documentation form that is being used for tracking/documentation purposes.

### **Evaluation**

Placement and follow-up data provides a snapshot of the effectiveness of the college in all phases of a student's training and reveals any area(s) that merit consideration to improve, alter, or expand services. Placement rates for each program are evaluated on an annual basis by the completion of the Annual CPL Report. Placement and follow-up information is evaluated, reviewed, and discussed at various levels:

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faculty/staff meetings and annual spring convocations. The written plan is revised as needed. Follow-Up and Placement data is available on an annual basis and is located at each campus and in the office of the Vice Chancellor of Academics and Student Affairs for administration, faculty, and staff to review.