

**Lorain County JVS Adult Career Center**

**Follow-Up Plan 2022**

**Scope**

The Lorain County JVS Adult Career Center creates opportunities for students to achieve success in their careers. The Follow-Up Plan is utilized to ensure that follow up is systemic and continuous.

**Staff Responsibilities for Coordination of Follow-Up Activities**

The Student Services Coordinator is responsible to verify compliance with the Follow-Up Plan. The Student Services Coordinator and other members of the Adult Career Center staff work with the Career Services Department in the collection of data to help improve, track, continuously monitor student completion, placement and licensure, student satisfaction, and employer satisfaction. The data gathered helps to build strong partnerships and ultimately better programs leading to improved outcomes for students. Completion, placement and licensure data is shared with instructors and reviewed during the spring occupational advisory committee meetings.

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| **AGENCY** | **TASK/REQUIREMENT** | **RESPONSBILE STAFF** | **TIMELINE** |
| COE | Completion  Placement  Licensure Tracking | Instructors  Administrative Assistants  Career Services Specialist | Continuous and due annually per COE requirements |
| Ohio Department of Higher Education | HEI Reporting | Instructors  Administrative Assistants  Career Services Specialist | Continuous uploads to HEI during the year. All data from previous year submitted by September. |
| Ohio State Cosmetology and Barber Board | Hours  State Board Applications/Transcripts | Cosmetology Coordinator | After program  completion |
| Ohio Department of Health | Hours and Test results | STNA Coordinator | End of program and every six months |

**Methods of Collection**

The steps are:

1. Students are informed during program orientation of follow up procedures and the importance of data collection for accreditation and continuous improvement.
2. The Student Services Coordinator reviews instructor attendance records weekly and enters individual attendance in a spreadsheet to monitor for retention rates.
3. Students in a 200+ hour program participate in a mid-class survey that include questions of satisfaction, instructor effectiveness, placement goals and future education plans.
4. Near or on the last day of class, students are asked to complete an exit survey that includes questions of satisfaction, instructor effectiveness, placement and placement goals and future education plans.
5. Instructors report completion, licensure and placement to the office staff for compliance and accreditation reporting.
6. The program instructor follows up with students and the Career Services Specialist to provide check in and assist students that are seeking related employment and have not secured work.
7. Instructors, administrative assistants and the Career Services Specialist make individual phone calls and/or emails to students whose placement status is unknown.
8. An administrative assistant follows up with any completer who has not been placed to see if there has been a change in the status, reminds them that there is placement assistance and then updates their file.
9. Updated student data is entered in the HEI system and then used for the COE annual report or other reporting requirements.

**Methods of Collection of Program Effectiveness Data and Methods of Assessing Student and Employer Satisfaction**

**From Completers**

Students complete an exit survey that include questions of program and instructor effectiveness. All students complete the anonymous survey on classroom computers or in the building’s Tech Center.

**From Employers of Completers**

Follow up with the employer occurs two ways: The Career Services Specialist and/or instructor participates in random site visits where students have been placed. Twice a year employers are encourage to participate on the program advisory committee where recommendations to improve program effectiveness are reviewed for implementation.

**Annual Review, Evaluation, Revision and Availability of Plan**

All plans are reviewed annually to ensure their alignment with the needs of the Adult Career Center. Copies of plans are available on the Adult Career Center’s website or by calling the Adult Career Center office.