



Lorain County JVS Adult Career Center Follow-Up Plan 2020

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.

AGENCY	TASK/REQUIREMENT	RESPONSIBLE STAFF	TIMELINE
COE	Completion Placement Licensure Tracking	Instructors Administrative assistants Career Services Coordinator	Continuous and due annually per COE requirements
Ohio Department of Higher Education	HEI Reporting	Instructors Administrative assistants Career Services Coordinator	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 various ways: A survey is sent out to employers that have recent program completers. This survey is sent in December and in July. Results are reviewed at the next scheduled advisory meeting. 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. The updated plans are shared with members of the Institutional Advisory Committee and with staff and students (as applicable) at their respective orientation sessions. Copies of plans are available on the Adult Career Center's website or by calling the Adult Career Center office.