



WRITTEN PLAN FOR Program and Institutional Outcomes (Follow Up)

The institution has a written plan to ensure that follow-up is systematic and continuous. The assessment of institutional and program outcomes is a critical function that is addressed through the collection and use of data and includes the following elements:

- A. The coordination of follow-up activities is the responsibility of the Student Services Coordinator. The Student Services Coordinator is responsible for initiating the follow-up activities by mailing surveys to completers and employers of completers, collecting surveys returned, recording data in Diamond, compiling information and providing the feedback to the various groups of interest to determine the effectiveness of program outcomes. Collected graduate and employer surveys are maintained in the office of the Student Services Coordinator
- B. Completion, placement, and licensure (if applicable) data is collected during the graduate exit interview and through follow up efforts. Follow up is typically managed through social media connections/messaging, email, text messaging and phone calls.
- C. Graduate follow-up is on-going. Graduates complete a survey at their exit interview. The Student Services Coordinator maintains contact with each graduate until employment is secured.

Employer surveys are mailed, or hand delivered. Surveys are returned either by mail, emailed responses, or collected by the Student Services Coordinator.

- D. The information collected from completers and employers of completers focuses on program effectiveness for various modes of delivery and relevance to job requirements. The feedback is used to determined program effectiveness and the need, if any, for changes.
- E. Placement and follow-up information is used to evaluate and improve the quality of program outcomes. The compilation of this data is used to prepare annual completion, placement, and licensure forms as required by the Council on Occupational Education (COE) and state licensing agencies.

Additionally, this information is reported to faculty, staff, administration, and program advisory committees annually in meetings or video conferences.

The data is used as a means of assessing the quality, effectiveness, and relevance of each occupation program offered at Genesis, as well as to evaluate the outcome of programs and the institution to improve the quality of outcome, where needed.

- F. Placement and follow-up information is made available on an annual basis to all instructional personnel and administrative staff, during regularly scheduled faculty/staff meetings.