Program Outcomes Follow-Up Plan

Purpose:

1. The Career Services Department conducts Graduate Workshop/Meetings for all graduating students. During these workshop/meetings, the students are required to complete a resume and their graduation packet. The Career Services Department will review these items and make recommendations. The student's resume is kept on file electronically and in their career services file.

   The graduation packet consists of:

   - Graduate Information Slip (This information will be on their diploma, Certificate of Completion and used during testing and on their FAA certificate)
   - Exit Interview Checklist (Students need to be cleared for graduation by Registrar Services and Academic Affairs. Students must check in with the Testing Center to schedule and understand the FAA testing procedures)
   - Career Services Graduation Packet
   - Employment Assistance Agreement
   - Employment Information Sheet

2. Responsibility for Coordination of Services: The Career Services Department uses varying methods for maintaining contact with students. When a student completes the program, they are added to the Graduate Tracker. The Career Service Department regularly communicates with alumni via phone, email, and text for a status update. The goal of this outreach is to determine how Career Services can assist with employment and career goals.

3. Methods for Collection of Data: The following methods are used for collection of data on completion, placements, and FAA certification passing rates/testing results to assess the level of satisfaction with the education that was received. Information from graduates and employers is collected, reported, and used to evaluate program effectiveness in meeting student, employer, and industry needs.
   - Student Survey: Each student in a program is asked to complete a Student Course/Program Evaluation. The information is evaluated by Academics and Career Services to evaluate changes that may need to be looked at and addressed.

- Program Exit Form is completed by graduates and a Change of Status Form completed by withdrawals.
- Employer Surveys: In an effort to determine effectiveness in relation to job requirements, employers of grads are asked to complete an Employer Survey. Surveys will be emailed and/or given during job fairs and/or employer on campus presentations.
- Collection of Licensure Exam Pass Rates: Licensure exams results are collected and analyzed by Career Services and Academic Department personnel.

4. The Career Services Department assists with alumni job search by providing weekly job leads and job alerts. When a graduate acquires a job in the industry, the Career Services Department verifies the employment with the alumni and/or the employer. All verified placements are then provided to a third-party agency to verify that all placements that are on file are valid and accurate.

5. The Career Services Department develops and maintain relationships with recruiters in the industry to generate job leads and encourage them to participate in on-campus recruitment activities. These include on-campus recruitment events, on-campus interview sessions, job fairs, and connecting graduates with industry related companies that are seeking candidates.

6. The Career Services Department follows-up with employers to obtain information on the graduates they have hired and general feedback on the graduates they did not hire. The Career Services Department will use feedback from both the employers and graduates to improve placement outcomes. Spartan College keep a list of industry employers and continue to add new companies to improve placements outcomes.
   - Employers' surveys are provided during job fairs and distributed via email.
   - Employers attending Occupational Advisory Committee meetings are also encouraged to provide feedback on Spartan grads.

7. The Placement Services Plan is evaluated on an annual basis via town hall meetings with faculty, staff, administration, and students.

8. The results of the Placement Services Plan are discussed when each townhall meeting is held and the townhall meeting is used to get feedback and hear responses from faculty, staff, administration, and student.

9. The follow-up information gathered through above avenues will be shared and made available on an annual basis to faculty and administrative staff.

10. The Program Outcomes Follow-Up Plan is reviewed annually by the faulty and administration (and revised as needed).

11. The Program Outcome Follow-Up Plan is used to evaluate and improve the quality of the Spartan program outcomes.