FOLLOW-UP PLAN
Tracking Clients

The mission of the Center for Instruction, Technology & Innovation (CiTi) is to deliver adult and continuing education programs and services to Central New York residents and employers in an atmosphere that fosters intellectual growth, pride in achievement, and opportunities for economic viability. CiTi strives to provide a caring and collaborative learning environment instilling a passion for life-long learning while developing job readiness skills in preparation for career pathways progression.

Goals

The goal of this written plan is to track all clients to secure program follow-up data. Continuous program improvement is predicated on the analysis of the follow-up data to ensure CiTi programs are meeting the needs of all stakeholders. To reach this target, CiTi's has established program benchmarks to exceed 60% program completion (C), 70% student placement (P), and 70% licensure (L) pass rates.

Objectives

1. Maintain an accurate file of contact information on each client to conduct follow-up studies
2. Accurately record completion and placement data on each client
3. Accurately record licensure data on former students
4. Verify completion and placement data
5. Verify licensure data

Responsibilities

The Director of Adult Programs will be responsible for the overall coordination of all follow-up activities, tabulating program and institution statistics, and reporting data to stakeholders (instructors, other administrators, program advisory committees, CiTi Board of Education, and the institutional advisory board) on an ongoing basis for program planning and improvement.

Program Coordinators will be responsible for oversight of data collection and verification for program completion, placement, and licensure data. Coordinators will survey employers in order to help determine the effectiveness of the educational programs under their purview and to identify areas for improvement.

Program instructors will be responsible for surveying all completers of their programs and collecting required placement information to include employer name, employer contact information, start dates, and starting pay rates.

The Workforce Liaison will coordinate with program instructors and reach out to any students (via phone, e-mail, mail, etc.) that instructors were not able to survey.

<u>Workflow</u>
At the completion of each program cycle, instructors will have students fill out a "completer follow-up form". This form will indicate whether students have secured employment (are unavailable or have refused work), whether the employment is in the field of study, where they are employed including employer contact address, phone number and web address, how many hours per week, and salary or wages. Teachers may also conference with students to secure the information. Once information is gained, instructors must note the information in the student's file.

Instructors will maintain communication with completers (phone, e-mail, text, social media, etc.) to support them in their job search and update placement information. They will note contacts with employers in employer logs, and note contacts with students in the Adult Programs database.

Program Coordinators will survey program completers and their employers regarding the quality of the educational program and its effectiveness in preparing students for successful employment in the field of study. Information gained will be shared with program instructors and the Director of Adult Programs. Corrective actions may be taken as deemed necessary by the coordinator and Director. Joint development of program changes and implementation plans will include instructors, program coordinators, and the Director of Adult Programs.

The Director of Adult Programs will work with program coordinators, program instructors, the workforce liaison, other BOCES administrators, program advisory committees and the institutional advisory board to analyze placement data and follow-up information. This analysis will be used as a basis for implementing program changes as needed to improve the instructional program and will also be used to inform decisions regarding CiTi's strategic plan.

Timeline

Month	Activity	Responsibilities
June	Meet with completing students to record all completion, placement and licensure data as students finish programs; Record all info in the Adult Programs database; Determine dates for Coordinator to come to the class to administer the Program Evaluations and Instructor Evaluations to students; Give names and address of all partnering employers to coordinators	Instructors
	Check status of student files to ensure instructors are recording data in XenDirect; Send out Employer Survey forms to all employers identified as partners to student programs; Coordinate dates with instructors to administer Instructor Evaluations and Program Evaluations	Program Coordinators
	Assist Program Coordinators to assess employer and student satisfaction; Compile survey results (Instructor, Program and Employer Surveys)	Director of Adult Programs
July	Update any CPL student data as students report placements and licensure as appropriate	Instructors
	Review, analyze, and evaluate data as collected in survey results; Determine actions to be taken	Program Coordinators Director of Adult Programs
August	Update any CPL student data as students report placements and licensure as appropriate	Instructors
	Meet with program instructors to discuss applicable Instructor, Program and Employer survey results	Instructor Program Coordinators Director of Adult Programs
September	Begin to plan fall advisory committee meeting; Choose date and coordinate date with Program Coordinator; Inform Director of Adult Programs with fall advisory committee date	Instructor

	Coordinate dates of all program advisory committees for programs under your review	Program Coordinators
	Coordinate dates with Program Coordinators to ensure all fall advisory committee meetings are set	Director of Adult Programs
October	Finalize student outcome data; Enter any missing data into the Adult Programs database; Send data to program coordinator; Host advisory committee meeting; Share program data from surveys with advisory committee members; Verify student placement and licensure data	Instructors
	Check instructor data for gaps and verify student completion, placement, and licensure; Attend individual advisory committee meetings and contribute to discussions on Instructor, Program and Employer Survey results; Ensure advisory committee minutes are being recorded	Program Coordinators
	Check advisory committee dates to ensure all programs are having meetings; Attend meetings as feasible; Review advisory committee meeting minutes	Adult Programs Director
November	Gather program CPL information from all programs; Check for missing information	Workforce Liaison Program Coordinators Director of Adult Programs
December	Report CPL to COE as part of the Annual Report; Develop Program Improvement Plan for Triggered Programs identified in Annual COE Report (if necessary)	Adult Programs Director
	Work with Instructors and Director to develop Program Improvement Plan for Triggered Programs (if necessary)	Program Coordinators
	Work with Coordinators and Director to brainstorm Program Improvement Plans should CPL not be achieved for individual programs (if necessary)	Instructors
January	Share CPL data with all stakeholders; Work with Program Coordinators to	Director of Adult Programs

	implement any corrective action plans for triggered programs (if necessary)	
February	Host Institutional Advisory Board, if not scheduled in October or November	Director of Adult Programs Program Coordinators
March	Begin to plan spring advisory committee meeting; Choose date and coordinate date with Program Coordinators; Inform Director of Adult Programs with spring advisory committee date	Instructor
	Coordinate dates of all program advisory committees for programs under your review	Program Coordinators
	Coordinate dates with Program Coordinators to ensure all spring advisory committee meetings are set	Director of Adult Programs
April	While placing current students in work-place sites, update contact information on past students who may now be mentors; Update placement information in the Adult Programs database; Maintain a log of industry contacts; Make notes to include the date, time, and briefly describe the nature of the contact	Instructors
May	Conduct spring advisory meeting to include the review of all major program information included on Employer Verification Forms (EVF)	Instructors
	Attend individual advisory committee meetings and contribute to discussions on major program aspects as determined on EVF; Ensure advisory committee minutes are being recorded	Program Coordinators
	Check advisory committee dates to ensure all programs are having meetings; Attend meetings as feasible; Review advisory committee meeting minutes	Adult Programs Director

Review, Evaluation, and Plan Revision

Review of this plan and its components will be ongoing. Revisions will be noted and approved as deemed necessary.

Staff will review at staff meetings immediately following the December submission of the COE Annual Report (where the CPL is reported) both the CPL data and the follow-up plan. Comments and suggestions will be incorporated.

Individual Program Advisory Committees review the CPL data at their meetings. Committee members are encouraged to comment on additional ways CiTi may follow-up with employers and former students.

The Institutional Advisory Board reviews and comments on the CPL at its annual meeting. Comments to improve either CiTi's collection of CPL or ways to improve the CPL data are solicited.

The Follow-Up Plan is posted on the CiTi website and comments are welcomed.