

## **DDBS Program Outcomes and Follow-up Plan**

This plan ensures that the institution is evaluating program outcomes systemically with the purpose of assessing program efficiency, effectiveness, and relevancy by achieving specified quantitative requirements for the following: completion, placement, and licensure data. This plan also has a follow-up plan implemented to identify the responsibility for coordination, survey completers, and employers to assess the level of satisfaction, methods of data collection for completion, placements, and licensures, and data collected from completers and employers that focuses on program effectiveness and the evaluation of this plan.

### **Follow-up Surveys**

Follow-up surveys are conducted for students, graduates, and employers that hire DDBS graduates. The surveys are used to collect data for program effectiveness, various modes of delivery, relevance to job requirements and completion and licensure exams data. All follow-up data is made available to instructional personnel and administrative staff during our end of the year mandatory meeting. Various media resources, equipment, training methods, CPL data and strategic plan are reviewed and or altered if a need is presented.

### **Placement and Follow-up Data**

Placement and follow-up data are used to evaluate and improve the quality of program outcomes as well as the success of the institution in achieving its mission and is reviewed by staff, instructional personnel, administration, Director of Operations, and Institutional/ Occupational Advisory Committees. The workforce and career recruiter tracks data for all completion, placements, licensures, and testing data through DDBS's Completion, Placement, Licensure, and Testing Dates Trackers. All institutional employees are encouraged to make a recommendation upon the adjournment of our Employee Meeting after all data has been reviewed, distributed, and discussed. All reviews take place prior to the upcoming new year. The end of the year meeting is mandatory for all institutional instructional, administrative and supervisory staff.

### **Collection of Data on Completion, Placement, Follow-up, and Licensure**

#### **Exams and Pass Rates**

DDBS is a smaller organization, so data collection is a combination of effort from all staff. Whether it's an instructional, administrative, or supervisory staff member, all are a part of the gathering of follow-up data and the processes. All Student files are kept on the main campus which includes: the period of enrollment, financials, academic and current educational progress records. The files are kept on campus for a period of no less than 5-7 years from the date of enrollment. The instructors are responsible for making sure all students fill out an exit survey form upon final interview with the Director of Operations

and completion of the student's respective program. All data from the survey is then entered into a software program for data organization which will make information retrievable upon job placement and licensure notifications. The Director of Operations verifies with instructors that they have collected exit surveys for all students. Once collected, the Director of Operations will review and exit students out of the program. During this process the Workforce and Career Recruiter is setting up job placements and interviews for the students and the business center is preparing students to receive licensure exam dates through the State of Michigan (LARA). After all data has been collected the records clerk will enter all data into the student digital and hard-copy file and into the completion and placement tracker. Further data of student placements and licensure exams are collected by the workforce development and career recruiter, instructors, and the admissions coordinator. Once the student has completed the program the student will complete the licensure and placement survey which allows DDBS to track student licensure exam pass rates accurately after the student has graduated. The means of collecting placement data is in the form of the employer affiliate with students sending an employment offer through email, exit surveys from the students, social media, via telephone, or web retrieval. Verifiable collection of state exams and licensure data is by means of the State of Michigan.

**Exit Surveys and evaluation from the Program Completers, and Employers of Completers for determination of Program Effectiveness.**

DDBS believes in delivering top notch education and to do so, we must provide track data and metrics so we can measure the success of our programs and the impact we make on those we have the opportunity to train. Program effectiveness is evaluated by distributing survey feedback forms to our completers and employers of completers. The questions on the survey ask specific quality questions to determine if we are meeting our mission statement in providing quality training programs. Getting "real time" feedback from the employers and graduates of our program helps us to grow and strengthen areas of weakness or that are underdeveloped. Upon annual review of the survey feedback forms at our mandatory end of the year employee meetings we ask for feedback, suggestions, or comments on areas of development. We measure our outcomes by our licensure/placement rates and retention of students that graduate and complete their program. Exit surveys that are complete help us to recognize what our graduates and employers see as our strengths and weaknesses for our program method of delivery. Questions asked on the survey allow us to see the satisfaction with our school and quality of candidates sent to our hiring partner affiliates. Items on the exit surveys ask questions such as the level of rating on topics as follows,

but not limited to: Modes of training delivery, facility and equipment, curriculum, instructor review, media resources, level of skill developed by a graduate, etc.

### **Evaluation and Review**

DDBS believes that an evaluation of all program and institutional outcomes should be reviewed on an annual basis with all staff including Administrative, Instructional and Supervisory, and no less than an annual basis with Institutional and Occupational Committee members. The addition, deletion and revision of the plan is on an as needed basis but will take place no less than on an annual basis unless the need arises. The distribution and review of the plan and all collected data for follow up, placement and institutional outcomes data helps us to continue to strive to meet excellence in our overall efforts for successful outcomes.

### **Procedures**

1. Data Collection upon Enrollment
2. Immediate meeting or interview with Admissions Coordinator or Workforce Development and Career recruiter.
3. Students will be notified of their needed efforts to report licensure and job placement data with the use of the student licensure and placement survey feedback forms upon completion and the assistance of the State of Michigan website that allows DDBS to verify exams and licensure data.
4. All data for placement and licensure are collected from Instructors, Admissions Coordinator, Workforce and Career Recruiter, and all other administrative staff members in the form of exit surveys, licensure and placement surveys, social media, online platform retrieval, state of Michigan licensure follow-ups, testing centers, and employer partners that has hire our graduates. Contact can be made via telephone, email, text messages, social media, and our school's communication app called Remind.
5. The Workforce Development Recruiter, Admissions Coordinator, Director of Operations, and Records Clerk are responsible for housing collected data in the Student Information File System digital/hard copy format which is in the locked fire-proof safe cabinet and located on company's computers which is also back up all data collected by a third-party IT Company.
6. The collected data is gathered, evaluated, and analyzed on an annual basis at staff meetings and Institutional/Occupational Committee Members meetings.

7. All staff instructional staff are to report all student evaluations, SAP's, academic counseling forms, and daily minimum practical application forms signed by students and instructor to assist in tracking student retention and follow-up.
8. Revision to the plan is done on an "as needed basis", but no less than annually.

### **Student Follow-up**

Student records that do not show exemption from follow-up, placement, or follow-up information are considered unverifiable. The workforce development recruiter, instructors, records clerk, admissions coordinator, or the director of operations will review the Student Outcome reports to evaluate student needs and retention, with a further evaluation and follow-up with the student after review. Student follow-up attendance and performance records are reviewed on no less than an annual basis. All feedback is assessed and gathered, it is at this time the recommendations for change, adjustment or implementation are made. All feedback from the staff and committee members is taken into consideration and the plan is updated by the Director of Operations immediately after final review.

### **Follow-up methods**

1. Employee/student emails, or verbal communication.
2. Student and Employer feedback forms for placement, exams, and licensure
3. Student Exit surveys for placement
4. Student Licensure and Placement Data Survey forms
5. Emails, text, remind messages from students verifying employment.
6. Calling the State for licensure and exam data
7. Call testing centers for passing or failing records.
8. Director of Operations and Admissions Coordinator verbal verification from student and or employers
9. Social media and online platform retrievals
10. Open house and employer affiliate partner hiring events on campus for verification of employment.

**Follow-up methods Continued**

The Admissions Coordinator, Workforce Development and Career Recruiter, and Instructors will contact the student to complete the exam, licensure, and placement data survey after the completion of the program. All employers of graduates will be contacted to complete an employer placement data survey to provide feedback on the quality of the former student's knowledge, skills and performance or the Occupational Committee Members will communicate with the employer partners to gather the necessary program and institutional outcomes data