

## **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 and retention plan implemented that identifies the responsibilities for coordination, survey completers, retention, and employers to assess the level of satisfaction, methods of data collection for completion, placements, and licensures, data collected from completers and employers, and student retention 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 are 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. DDBS maintains placement assistance and arrangements for job placement through our Workforce Development and Career Recruiter/Department. Instructors assist students with resume building, interview preparation, communication skills, and professional development for job leads and employment opportunities. All graduates' information for placement is collected during the exit interview process and immediately provided to the Workforce Development and Recruitment Department for possible employment.

As prescribed by state law, we cannot guarantee placement as an inducement to enrollment. Therefore, the school does not guarantee placement services. 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 can 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. Upon request by students, transcripts will be provided that will include the following: program of study, course or units of study completed with corresponding grades, date of enrollment, attendance, and graduation date. Questions asked for in the survey allow us to see satisfaction with our school and the 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

### **Plan for retention and student services:**

- To promote student success and higher retention rates which can be persistent through graduation, DDBS strives to focus on improving the classrooms and clinical floor organization and management. DDBS believes that if students fail in the classroom and on the clinical floor work-based training, one course at a time, they fail in job placement. Consequently, improving classroom/clinical practices in these ways: expectations, support, assessment, feedback, involvement, communication skills, time management, academic/social integration, and employer involvement.
- First, clearly defined expectations in the classroom can help students to develop realistic expectations and begin to plan their time according to competing demands in the discipline area. All faculty members should provide clear information about course requirements, assignments, examinations, and projects. Furthermore, faculty should retain high expectations of students.
- Academic support is vital to students as they strive to meet high expectations. For underrepresented and underserved students joining our community, academic support can make or break their initial experience. DDBS sets forth internal support when external challenges for students directly impact their ability to participate in daily learning. Student mentors and faculty advisors can provide a social and academic support network to struggling students.
- Frequent assessments, feedback, communication, time management, and academic/social integration can keep students informed of their progress and allow them the opportunity for correction and give the student the opportunities not only to create an environment that promotes self-reflection on progress but also encourage students to think about what they are learning as they are learning.
- DDBS has a firm commitment to ensure that all students receive quality education and experience. All efforts for retention are based on ethical conduct and clear academic goals. It is imperative that students, staff, and administrators are responsible for upholding the school's mission. DDBS is prepared to serve its students and offer the most comprehensive support services to retain its students and increase its population.

### **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 have hired 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. All hard-copy and digital copies of files are only accessible through the file clerk or designated administrative staff.
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 instructors 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.

### **Placement Services**

DDBS has a Workforce and Career Placement department that focuses on job placement services to assist graduates and non-graduates. Within the curriculum, students are assisted with their resume, interview skills, personal presentation, for employment and portfolio for placement opportunities. The Workforce and Career Recruiter is responsible for maintaining and sharing student portfolio's and resumes with employers seeking graduates and are available to employers for review and/or sent via email, letter, or in-person by the career recruiter. With the student's verbal permission, the career recruiter will act on behalf of the student for employer verification.

### **Job Openings**

Job opening is provided by the Workforce and Career Development Center, and openings are on display in the Media Resource Room for students seeking employment.

### **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. Employe/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