

Tri-County

Student Outcomes Follow-up Plan

Gathering student outcome information is dependent upon consistently and continuously reaching out to graduates for updated information about postgraduate outcomes. The Adult Education Office works in cooperation with the director of each program, as well as other staff in order to research and retrieve updated student outcome information, maintain a database of the information, communicate the information and evaluate the information and the processes used in data collection.

a. Coordination of Services

The Adult Education Office and faculty communicate regularly regarding student outcomes and data collection. Faculty is encouraged to remain in contact with Alumni for various reasons of which data collection of student outcomes is one. The Adult Education Office is the central processing area for the research, collection and dissemination of this information.

b. Communications Network

The Adult Education Office, in conjunction with the faculty, try to maintain as much contact with alumni as possible. Contact is maintained through personal contact, email, telephone, mail, advisory boards, Tri-County's website and social media.

c. Data Collection

1. Exit surveys are completed at the end of the program by all students in order to insure that all relevant contact data is correct and that current employment status and/or post-graduation plans for continuing education is updated within the student management system. Students are reminded of the importance of responding to post-graduate surveys and the opportunities offered by staying connected with Tri-County through social media via the exit survey.

2. Graduate Completer surveys are located on survey monkey. Graduates are directed to the surveys via email, social media and mailed a copy of the survey beginning in the fall after graduation. Responses are entered into the student management database by the Adult Education Office.

3. Licensing test results delivered to the school by companies that conduct licensing exams are entered into the student management database by the Adult Education Office.
4. Follow-up requests for updated information from non-responders are to be conducted quarterly until all graduates have been contacted and data has been entered.
5. Non-responders are contacted via telephone calls one year after graduation if no response regarding the students outcome has been received. The Adult Education takes the lead in this effort but is assisted by faculty or alumni in the outreach process.
6. Research for student outcome status is also conducted via state sponsored websites that provide license information and social media, if necessary. The Adult Education Office is responsible for this effort.
7. The Adult Education is responsible for the maintenance of all information in the student management database.
8. Faculty are responsible for employer feedback and the analysis of additional program evaluation information regarding program effectiveness provided to Tri-County via the Graduate Completer surveys. Faculty are responsible for analyzing program effectiveness responses of both employers and students and implementing changes to the program deemed necessary from this data.
9. Student outcome information is shared with faculty and advisory boards at least annually as a routine part of the advisory committees' review of the program. Student outcome information is available through the Adult Education Office.

d. Data Reporting

Outcome data is used in preparation of, but not limited to, the following reports:

1. IPEDS Reporting.
2. Massachusetts Chapter 74 report
3. Postsecondary Perkins Grant Report
4. Council On Occupational Education Annual Report

The Adult Education Office is responsible for filing official reports of outcomes with the necessary agencies.

e. **Evaluation**

The Adult Education Office is responsible for the review of this plans methodology for data collection and reporting. The Adult Education Office will review the steps implemented, information gathered and survey effectiveness annually with input from faculty to improve the effectiveness of communication channels, data management and data collected.