



# GILIGIA COLLEGE

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## Follow Up Plan

### **Introduction**

Giligia College provides placement services for program graduates and other students as resources allow. Students are informed of services available on the College website, in a placement brochure and in New Student orientations. Students send their resume for review and corrections, create a cover letter and a portfolio with the student service coordinator to be used in searching for employment opportunities that provide a good fit for the student and the employer.

The college's follow-up process includes the collection of data from graduates and non-graduates as well as employers of graduates to evaluate the impact and quality of our programs and training services. The following plan outlines strategies for College placement and follow-up services.

### **Responsibility**

The Job Placement Specialist or student services coordinator is responsible for all placement and follow-up activities, including coordination and communication with faculty, employers, students, and the advisory committee members. The staff members in charge maintain student résumés and enter and evaluate reporting of placement and follow-up data. The College President supervises the job placement Specialist and student services coordinator.

The job placement Specialist and student services coordinator organizes placement services between faculty, students, Los Angeles County businesses and industries by meeting on a regular basis. In addition, the job placement Specialist and student services coordinator discusses employment opportunities, notification of students available for employment, and provides guidance to students who are looking for employment. The collection of placement and follow-up data is a collective effort between students (both graduates and non-graduates), faculty, employers of graduates, and College staff members. The evaluations of collected follow data provides the college with valuable information that can be used to improve quality in each program as well as student outcomes.

## **Student Advisement**

Job Placement services are available during regular business hours and counseling appointments are necessary. Students are required to register with the Job Placement Office as they near completion of their program to review their placement opportunities and interview skills. Students can meet with the job placement Specialist and/or student services coordinator to submit a resume and cover letter. The Specialists use this information to assess the student's training, skills, and background in an effort to match employment opportunities with the skills of the student. The Specialists advise the student on job search, interview and self-presentation strategies.

Additional follow-up with each student occurs one to two weeks after the initial advisement appointment, if needed. If further assistance is needed, the job placement Specialist and/or student services coordinator meets with the student to discuss other options.

## **Follow Up Data Collection and Reporting**

The follow-up data collection and reporting system is used to ensure the collection of follow-up information from graduates and non-graduates, as well as employers of graduates. The follow up data is reported and used to evaluate program effectiveness for meeting employer and industry needs.

Follow-up information on graduates and non-graduates are collected from multiple sources in two ways. The first method is a surveymoney.com generated survey which is e-mailed for student completion and second method is in person class surveys handed out by teachers. All Giligia College – Follow Up Plan 2017 of the data is entered in the College Database Server and on the college website for public access. Reports are generated from the collected data and made available to available college advisory committees.

Program orientations inform new students of the importance and value of student outcomes as an indication of the quality and relevance of our programs. Students are asked to share changes in their employment status by completing the Graduate Follow-up Survey e-mailed to them after graduation via surveymoney.com.

The survey includes questions to determine whether the placement is related or unrelated to the training program the student is enrolled in as well as qualitative questions used to assess the effectiveness of training. During program advisement, instructors help students set career goals and provide information about qualifications required in their chosen programs industry. Instructors also work with industry employers and inform students of employment opportunities regularly.

Students receive an e-mail when they graduate with information about follow up job placement services. The e-mail states the importance of successful outcomes and requesting that the student complete the Follow-up Survey at the link attached. Students who withdraw or graduate from the College with no evidence of follow-up information are considered "negative outcomes."

Employers of program graduates receive follow-up e-mails within the first year of student employment. Employers are asked to complete an Employer Evaluation Survey enclosed within the e-mail. A request to complete the survey is e-mailed to them a year after graduation of their employee with instructions for electronically completing the survey. The survey includes questions about the performance of the student in job-related skills, job related skills, and the quality of the student as an employee.

Placement and follow-up data is reported to, and evaluated by the college President and instructors on a regular basis. Program reviews conducted by the President are used to provide quality feedback to instructors on program compliance with defined standards of performance. Professional development and continuous education courses are required to be taken outside of work by faculty members to ensure their student program outcomes are updated and to have information and resources needed to be successful. Instructors also learn about strategies to improve outcomes.

### **Placement and Follow Up Goals**

In 2017 the following improvements will be made in Placement and Follow-up:

1. Student Outcomes professional development course(s) will be required to be taken by faculty to strengthen and update their teaching skills based on the current market.
2. Improvement of faculty follow-up processes with students.
3. Improvement of data collection processing procedures after graduation.
4. Improvement of communication process with graduates, contact them periodically to updated contact information and e-mail addresses for future follow up purposes. This ensures we do not lose touch with our graduates.