

Plan for Program Outcome Follow-Up

Scope:

The scope of the plan is that students will be able to learn and demonstrate technical know-how, and be able to find IT related positions to support the Institution's mission.

Major Activities:

1. Data Collection

1. From the day of orientation, the student services start interaction with the students. Give them a basic understanding about the following:
 - a. Attendance rules (any student missing 3 consecutive classes will receive a dismissal warning, missing 8 consecutive classes will be dismissed from the program)
 - b. Students need to complete their work in a timely manner after their course ends. If they are unable to complete their work on time, then they need to inform the student services about the completion of work so that student services can get the updated grade from the instructor.
2. Once the students start attending classes, student services closely monitor the attendance of the students. Any student who does not show up in the classroom is contacted by the Student Services (SS) staff. In the case of three consecutive absentees, the students are sent dismissal warnings (Sample attached).
3. If the student does not reply via email/call/text, Student Services requests their Admission Rep to try contacting the student. In case of no response SS contacts the references of the students and requests them to please pass the message to the student that it is very urgent and important for them to please reach back to the school.
4. If there is no show for 8 consecutive classes from the student, then the student is dismissed from the program. His status in CPL is changed to a "Drop" student from a "Still in School".
5. The student services staff regularly monitors the work completed by the student in Schoology. If a student is not showing good grades, that student is contacted via in person meeting/call/email/text and provided an option to take tutoring sessions as an extra help in understanding concepts and improving their grades. Students living in close vicinity of any of the campuses are given an option to come to the campus and get help from the tutors/teacher's aid to complete the missing work and or understand the concepts.
6. The SS work in close coordination with the instructors and seek their feedback about students' progress during the class and the lab sessions. If need be, SS and Instructor have a combined in-person/virtual meeting with the students.
7. After completing the first five courses the students are evaluated for their first SAP point. The SS staff sends out the evaluation report to the students. Students who are not meeting SAP evaluation are put on Academic Probation till the next evaluation point.
8. If need be, students are issued an advisory giving them deadlines to complete their missing work. The student Services staff informs the students that they can come to the

campus any time Mon-Fri 10:00 AM till 6:00 PM and complete their work. They are informed that they can get help from available Lab Technicians to complete their work.

9. After completing the first ten courses the students are evaluated for their second SAP point. The SS staff sends out the evaluation report to the students.
10. The SS staff send a list of students who are meeting their 2nd SAP evaluation to the Career Services as academically these students have reached a level that now they can start going on small real-life projects and or work.
11. The students that do not meet the 2nd evaluation point are placed on Academic probation and once they complete their work and meet the SAP, then their names are shared with the Career Services for the projects/work.
12. The students complete the next two courses and reach their 3rd SAP evaluation point, that is right before entering their Final Loop of the program. The SS monitor the work of the students very strictly during these two courses and try to get the work completed before the start of the Final Loop by utilizing the available options of tutoring, putting students on Advisory so that they have no pending work when they reach the Final Loop.
13. In the last week of the 12th course, SS staff informs the students as to what is expected of them in the Final Loop and that they should be on lookout for an email with complete instructions and class start and end dates by the Final Loop Instructor.
14. SS staff with the help of the Final Loop instructor follows up with the students whose work is late. SS also seeks CS help at this point as students are in more contact with the CS staff for placement reasons and that interaction is very helpful in making them complete their Final Loop work.
15. Once the students complete their Final Loop, the instructor shares the grades with the CS staff who then complete the result, make transcripts and certificates of the students and also inform the CS staff about the students who had graduated and now are free to take work any time of the day/night depending on their choice or the availability of work options.
16. Once the student is graduated in SMART, SS staff changes the status of the student from “Still in School” to “Grad” in CPL.
17. SS staff gets the Payment Status update of the students from the Accounting Department. SS staff then contacts the students accordingly for receiving their Certificates of Completion and Transcripts.

2. Collecting data for CPL

1. During staff meetings the student services staff give feedback to the Director of Education and Assistant Director of Education regarding the completion status of the students and get assistance from them if they are not able to trace students or need help in graduating them. It is the responsibility of the Assistant Director of Education to update the merged CPL after the student gets the status of Graduate or dismissal. Assistant Director of Education keeps an eye on the completion rate as per COE Requirements and gives feedback to the team.
2. The Career Services staff also inform the Assistant Director of Education during the weekly or biweekly staff meetings if a student got placed or they have signed a waiver. It is the responsibility of the Assistant Director of Education to update the merged CPL after the student gets the status of Placed or waiver. The Director of Compliance keeps an eye on the placement rate as per COE Requirements and gives feedback to the team.

3. The Career Services staff gets the Job information (job title, start date, employer name and contact information) from the completers in IT related positions once a student gets an offer.
4. After 30 days of employment, the Career Services staff contact the completer to get feedback regarding his satisfaction about the program he took, his input by filling out the Graduate Follow up Survey.
5. After 30 days of employment Career Services staff contact the employer to ask for employer satisfaction related to the hired graduate's skills and performance.
6. If a graduate is unavailable for placement due to health, education and/or personal issues, including pregnancy, military service, or incarceration, the Career Services staff obtains a signed Waiver for Job Placement form or email from the completer.
7. If the graduate refuses placement assistance for employment, job offers, or does not show or cancel interviews, the Career Services staff will obtain and file documentation to support such actions.

3. Satisfaction Surveys:

The Graduate Satisfaction/Follow up Survey obtains feedback for our Internetwork Engineering program and if we need to add or delete anything from the program.

The Career Services staff solicits feedback from employers who have hired graduates with regards to overall satisfaction of the graduate's skills level and job performance; and obtains feedback on our Internetwork Engineering program and if we need to add or delete anything from the program.

Evaluation of Plan:

The Assistant Director of Education and the Director of Compliance keeps monitoring the CPL data and informs the President and Director of Education on the updates as well as the Admissions team and faculty. The management team presents this data annually to be reviewed and revised by the school's Advisory Board. Annual placement data is reported to the accreditation agency and maintained on the school's website and consumer disclosures.

Stakeholders:

The President, Director of Compliance, Director of Education, Assistant Director of Education, Student Services and Career Services.