

Adult & Community Education, Columbus City Schools
HVACR
Program Outcomes Follow-Up Plan
Council on Occupational Education Standard 3

Objective

To provide and utilize a systematic, follow-up plan to ensure program outcomes are assessed for program effectiveness, efficiency, and relevance by achieving specified quantitative requirements for (a) program completion, (b) job placement, and (c) licensure examinations

Purpose

This plan will help ensure that Adult & Community Education (ACE), Columbus City Schools identifies responsible persons for coordination of follow-up activities; provides methods for collection of data on completion, placement, and licensure exam pass rates; collects information from program completers and employers of completers that is focused on program effectiveness; and uses methods for surveying program completers and employers of completers to assess the level of satisfaction with the education that was received.

Council on Occupational Education Standard

This plan helps meet criteria for COE Standard 3, Objective 2: *To ensure that program completers and employers are satisfied with the education that was received.*

Implementation of the HVACR Program Outcomes Follow-up Plan

The Workforce Development Coordinator and Communications Coordinator are responsible for implementation of the HVACR Program Outcomes Follow-up Plan.

Strategies Used to Facilitate the HVACR Program Outcomes Follow-up Plan

- **Identification of responsibility for coordination of follow-up activities**
The Workforce Development Coordinator, Communications Coordinator, and Compliance Coordinator are responsible for creating and updating all surveys, collecting the data, and sharing their results with appropriate recipients.
- **Methods for collection of survey data on completion, placement, and licensure pass exam rates**
The protocol for collecting Completion, Placement, and Licensure Survey data is as follows:
 - The Communications Coordinator creates the Completion, Placement, and Licensure (CPL) Survey link. Three months after program completion, the Communications Coordinator emails the CPL survey link to program completers and then emails a reminder the following week. The Communications Coordinator then provides contact information of non-respondents to instructors who make follow-up telephone call reminders to them.
- **Information collected from completers and employers of completers that is focused on program effectiveness**
 - The Communications Coordinator downloads and provides CPL survey data to the Workforce Development Coordinator who shares the data at faculty meetings and Program Advisory Committee meetings held twice a year.

- Recommendations generated from these meetings are then shared with ACE administrators and staff at ACE-COE meetings.
- **Methods for surveying completers and employers of completers to assess the level of satisfaction with the education that was received**
The HVACR faculty review survey data from program completers and employers during the Systematic Plan of Program Review.

At ACE-COE monthly meetings, the ACE-COE Committee reviews the recommendations to analyze the level of satisfaction as reported by students and employers. The ACE-COE Committee also reviews the COE Annual Report and all survey data and makes suggestions for program improvement.

Program outcomes follow-up information is available on at least an annual basis to all instructional personnel, Student Services staff, and the Workforce Development Coordinator.

Annual Plan Evaluation

The HVACR Program Outcomes Follow-up Plan will be reviewed no less than annually by the Workforce Development Coordinator, Student Services Coordinator, and staff and revised as necessary.