



HEALTHCARE  
CAREER COLLEGE

# PLACEMENT AND FOLLOW-UP PLAN

Effective: 7/1/2018-6/30/2019

REVISED:7/1/2018

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## Introduction

The *Placement and Follow-Up Plan* outlines the procedures related to tracking, sharing, and improving program outcomes. The College considers student placement and follow-up to be a shared responsibility among all faculty and staff, with each individual having their own role.

Student placement and follow-up begins on the day that the student enrolls in the program. While the student is enrolled, the faculty, student body and staff should form a strong support network for the student in order to achieve success during enrollment and after graduation. The goal of this support network is to establish a trusting and communicative relationship between the student and the school so that any issues that may prevent the student from achieving completion, placement, or licensure can be identified and resolved in a timely manner.

A well-executed retention plan means all efforts have been made to keep the students in the program. A student should clearly understand that the school is making every effort for the student's success.

## Responsibility for Coordination of Follow-Up Activities

### Completion

The faculty and the Dean work together to ensure that the students complete the program, and that students who withdraw from the program are still encouraged to connect with the school and complete their program at a later time.

The Dean and faculty are to meet weekly and discuss students who might be at risk of failing the module or dropping from the program. Warning signs include attendance and grades. Faculty are advised to counsel the student first. If the student continues to show signs of struggling in the program, faculty are advised to send the student to the Dean for counseling.

During the counseling session, the Dean will identify the strengths and weaknesses of the student, and problem-solve the situation with the student. The most common issues which prevent a student from completion may include: lack of family support, childcare issues, transportation issues, health issues, work schedule conflict, or poor fit with the program. If the problem involves a lack of family support, childcare or transportation, the Dean may problem-solve the situation with the student and advise the student how to adjust the situation such that the student may be able to attend school. The student may also be referred to public assistance services. In cases of work schedule conflict, the Dean advises the student to work with the Career Services Office to find a job that will better suit the student's school schedule. In cases of poor fit with the program, the Dean will advise the student to transfer to another program in which the student is more likely to succeed. If the student had to take a leave of absence due to unavoidable situations, the faculty are advised to keep in touch with that student for the duration of their leave. If the Dean has counseled students, the Dean advises the faculty member during the weekly meeting.

In cases where the student withdrew, the Dean follows up with students who did not complete at least twice yearly in an effort to encourage them to finish their education either in their prior or a new program. If a student's circumstance has changed and merits returning to school, the Dean will invite the student for possible reentry to the same session or a different session in the same program or readmission to a different program.

## Placement

After graduation, the coordination of all follow-up activities for completers is the responsibility of the Career Services Director. The Career Services Director collects information from completers regarding employment verification, continuing education verification, waivers and/or refusals. This information is collected through our Employment Verification Form and our Employment Waiver Form. The Employment Verification form contains information regarding date of hire, starting salary, and contact details of supervisor/employer. The employer is asked to confirm employment of completers by email, phone or signature. The Employment Waiver Form asks student to document reason for waiver request. These forms are maintained in the students' placement file. Additionally, information on these forms is recorded in the Diamond SIS software.

The Career Services Director keeps in regular contact with completers who have not been placed and are available for placement. Information regarding job leads is regularly sent by email to completers. Additionally, the Career Services Director regularly calls and emails completers who are available for placement, inviting them for one-on-one resume and interview coaching sessions.

The Career Services department maintains a "Jobs Available and Postings" List for all the students, Externs, and Alumni to check out. She replenishes and updates this listing each time she receives job leads from Faculty, staff, employer members of the Program Advisory Committee, and from healthcare facilities employers who were impressed by the students' volunteerism and participation in community service events held around the school. The Career Services Director sends out mass emails to all recent graduates and alumni of wanted job listings in Paramount and neighboring cities as soon as she receives or finds them.

## Licensure

The Career Services Director is responsible for following up with graduates regarding licensure information. Programs in the school for which licensure is required are: Nurse Assistant, Phlebotomy Technician, and Vocational Nurse. All licensure information must be recorded in Diamond SIS.

All Nurse Assistant students take their certification test on campus, and results of this test are available immediately after completion. The Career Services Director maintains the testing schedule and instructs each student to report to her immediately after their test. If the student passes the test, the Career Services Director works with student for employment. If student does not pass the test, the Career Services Director follows up with the student for the test retake.

All Phlebotomy Technician students take their certification exam on campus. As soon as students are completed with the test, the test proctor sends the report to the Career Services Director, who records certification exam results in Diamond SIS. The Career Services Director also gives the student information about how to apply for certification.

All Vocational Nurse students take their exams off-site. The Vocational Nurse students work closely with the Director of Nursing to schedule their exam dates. The Director of Nursing keeps track of the students' testing schedules and communicates with the Career Services Director immediately upon being notified of the test results by the student.

## Collection of Information from Completers and Employers of Completers

Upon completion of externship, the employers are given an Externship Evaluation Form so that employers may review the performance of each extern. On this form, the employer is asked to state whether or not a job position is being offered to the candidate, and if not, the reasons for the job position not being offered. This individual feedback regarding each extern is collected and made a part of the students' placement file. If the candidate is being offered a job, Career Services Director contacts the employer and asks them to sign an Employment Verification Form. In cases where the employer is not available to sign, the Career Services Director collects the relevant information directly from the student.

## Sharing of Completion, Placement, and Licensure Results

The Career Services Director compiles employer feedback on each candidate, as well as our program placement rates, and shares it in weekly faculty meetings. This timely employer feedback is used to improve the quality of program offerings and make adjustments to the curriculum as necessary. Furthermore, the student outcomes data are reviewed in each Program Advisory Committee meetings to improve the program outcomes and better align the training received at HCC with employer needs.

The overall completion, placement and licensure rates are shared with the college faculty and staff each year. An email is sent out on October 1<sup>st</sup> of each year to inform faculty and staff of updated information on the website (<http://www.healthcarecareercollege.edu/required-federal-disclosures>). This website is updated and available to the public. Additionally, completion, placement and licensure data is continuously discussed in weekly faculty and staff meetings so that challenges and solutions may be discussed in an effort to improve student outcomes.

## Evaluating and Improving Quality of Program Outcomes

The overall completion, placement and licensure rates are shared with the college faculty and staff each year. An email is sent out on October 1<sup>st</sup> of each year to inform faculty and staff of updated information on the website (<http://www.healthcarecareercollege.edu/required-federal-disclosures>). This website is updated and available to the public. Additionally, completion, placement and licensure data is continuously discussed in weekly faculty and staff meetings so that challenges and solutions may be discussed in an effort to improve student outcomes.

## Conclusion

Following up with students for excellence in completion, placement and licensure outcomes is a whole-school effort. In order to make a difference in our community, we must assist a diversity of learners with achieving their educational and career goals. Healthcare Career College is most proud when its students are able to complete, pass licensure requirements, and be placed in gainful employment, which is a true attestation to our College's mission of transforming our students into successful working members of our community.