



TOOELE TECHNICAL COLLEGE

Placement Services Plan

Operations and Procedures

2018

Table of Contents

1. Placement Services 2

2. Objectives 2

3. Supportive Activities - College and Community 2

4. Supportive Activities - Students..... 3

5. Follow-Up Process..... 3

 5.1. Forms 3

 5.2. Placement Verification..... 4

 5.3. Unverified Placements 4

 5.4. College Initiated Withdrawals (10-day drop) 4

6. Reporting and Evaluation Measures 5

 6.1. Reporting Data 5

 6.2. Evaluation Survey 5



1. PLACEMENT SERVICES

The College not only provides training in specific job fields but also provides assistance in obtaining employment. Placement services are designed to help students locate employment by providing a match between job openings in local industry and skills developed by students in training. Placement personnel are comprised of the Placement Specialist and the VP of Student Services (VP).

Career advising and placement services are available to students who are interested in career exploration and career decision making. Occupational interests, transferable skills, and other factors that contribute to making informed training and employment decisions will be reviewed with placement personnel. Advisement personnel are available to review progress and program issues and to make modifications as needed during the training process. Advisement personnel are comprised of the Student Advisor, Student Development Coordinator, Placement Specialist, Program Managers and the VP.

2. OBJECTIVES

The objectives of providing placement services for all program completers are:

1. Create employment opportunities in a field related to the student's area instruction through the supportive activities as outlined in section 3, items 1-6.
2. Encourage students to access the services of the Job Placement Center.
3. Place all students seeking employment assistance.
4. Increase student retention by supporting their goal of employment upon the completion of training.
5. Provide an individualized approach to job development for each student.
6. Promote economic growth for local businesses.

3. SUPPORTIVE ACTIVITIES – COLLEGE AND COMMUNITY

Placement personnel will perform the following activities in support of the objectives:

1. Establish networks with key contacts including human resource offices, staffing agencies and workforce services to receive notification of job openings.
2. Maintain open communication channels between staff, faculty, students and companies where the student is interested in obtaining employment or internship opportunities.
3. Coordinate appointments between students and job recruiters.
4. Attend job fairs, business organizations and other community organization meetings to exchange information.
5. Utilize the College's Employer Advisory Committees to strategically gain information about job opportunities now and in the future, business demands, expectations and workplace culture.
6. Invite businesses to take a tour of the Tooele Tech and classrooms to learn about the systems, equipment and professional environment that students are exposed to in order to promote the College's reputation for excellent student preparation.

4. SUPPORTIVE ACTIVITIES – STUDENTS

Placement personnel will perform the following activities to encourage students to access services in the Job Placement Center:

1. Advertise placement services by informing students, staff and faculty of the resources available at the Placement Center.
2. Involve faculty in distributing flyers and promoting placement services to students.
3. Facilitate student participation in job fairs by local and regional employers.
4. Follow-up with students that have completed or withdrawn from the College using information from the “Exit Form” which identifies the level of placement services the student requires – basic resources or full placement assistance.
5. Provide a variety of resources including job boards, company profiles, local business magazines, and Utah economic journals, reference materials on resumes, interviewing and job search techniques, and bookmarked internet resources for accessing employment opportunities in Utah.
6. Encourage and listen to students in an enthusiastic manner to provide constructive feedback that will assist the student to be self-aware of his or her strengths and potential.

5. FOLLOW-UP PROCESS

The VP is responsible for the coordination of systematic and continuous follow-up activities.

5.1. Forms

Placement personnel will use the following forms (elements listed) and materials to support the follow-up activities of the department and to collect information from certificate seeking and occupational upgrade completers and employers of completers:

1. Exit Form
 - a. Student’s withdrawal/completion date
 - b. Student’s outcome status
 - c. Student’s employment status
 - d. Student’s employer information containing contact information, job title, employment date and wage
 - e. Placement personnel’s employer interview notes on employee preparedness and skill set relative to job requirements
 - f. Utah System of Technical Colleges (USTC) outcome reporting elements
2. Exit Update Form
 - a. Updates the original form with any changes/corrections/additions
3. Student Information System Student Termination Report

- a. Program outcome by CIP, student name, class code, grade level, stop date and verified date

5.2. Placement Verification

1. Placement verification is initiated by the completion of the Exit Form on certificate seeking students and occupational upgrade students.
2. Students obtain the form from Student Services staff upon completion of their course or program.
3. Student Services staff will review the form with the student to ensure that complete and accurate information is collected. All forms are forwarded to the SIS Specialist.
4. The SIS Specialist will enter the data into the Northstar SIS and forward a copy of the Exit Form for all certificate seeking students and occupational upgrade students to placement personnel to collect verification information. Employers will be contacted by telephone and interviewed as described below.
 - a. Student's employer information containing contact information, job title, employment date and wage.
 - b. Employer's comments on program and mode of delivery effectiveness as it relates to employee preparedness and skill set relative to job requirements.
5. Placement personnel will return verified placement to the SIS Specialist to record placement verification data in SIS.
6. Students not yet employed will be encouraged to seek assistance from Placement personnel.

5.3. Unverified Placements

1. Placement personnel will make three attempts to telephone the employer.
2. If there is no response from the employer, placement personnel will note that he/she was unable to verify the placement and will submit the copy of the Employer Verification Form for filing in the student's education file.
3. The Student Verification Report will be run on a quarterly basis to identify unverified placements. Placement personnel will again attempt to contact the listed employer. If contact is not made by the end of the reporting period, no further contact is made.

5.4. College initiated withdrawals (10-day drop)

1. In the event of a 10-day drop, the SIS Specialist will complete the Exit Form with the student's name and I.D. number, program and program outcome. Certificate seeking completer forms will be forwarded to placement personnel.
2. Placement personnel will contact the student to complete the form and verify placement for non-graduate completers as outlined above.
3. Placement personnel will solicit information from program instructors and social media when they are unable to contact the student.

6. REPORTING AND EVALUATION MEASURES

6.1. Reporting Data

Placement data will be used as a means to measure the effectiveness of meeting the College's mission to prepare students for employment in Utah. To accomplish this objective, the VP will provide a quarterly CPL report to College administration and faculty to formulate program improvement strategies.

6.2. Evaluation Survey

Through personal commitment and accountability, student services staff place customer service at the fore front of their responsibilities. Staff strives to accurately address the needs of prospective, current and former students. To ensure that services provided are appropriate and effective, evaluations of Student Services are completed by students after they have completed their training course or program. This information will provide the College with the student's perspective on the level of service he/she received. Survey questions include:

1. Was the staff knowledgeable?
2. Was the staff courteous and helpful?
3. Was program information clearly explained?
4. Was the staff responsive to student needs throughout their training experience?

An informal process for improvement of services takes place on a continuous basis through these student evaluations, verbal comments and feedback provided to student services staff from students, parents, staff and visitors. This information is discussed at monthly Student Services staff meetings and is a vital component of our continuous quality improvement process.