April 15, 2010

DIRECTIVE: JOB CORPS INFORMATION NOTICE NO. 09-83

TO: ALL JOB CORPS NATIONAL OFFICE STAFF
                  ALL JOB CORPS REGIONAL OFFICE STAFF
                  ALL JOB CORPS CENTER DIRECTORS
                  ALL JOB CORPS CENTER OPERATORS
                  ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
                  ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

FROM: EDNA PRIMROSE
                  National Director
                  Office of Job Corps

SUBJECT: New Student Survey Support System (S4)

1.   Purpose. To provide the Job Corps community with information about the new Student Survey Support System (S4) currently under development by the Job Corps Data Center (JCDC).

2.   Background. The Office of Job Corps conducts Post-Program Follow-up Surveys of placed former enrollees and placed graduates at 90 days, 6 months and 12 months after initial placement. These follow-up surveys are conducted to:

- Provide annual information to Congress and the Secretary of Labor on the employment and education outcomes of Job Corps graduates and former enrollees, as required by the Workforce Investment Act (WIA);

- Re-verify initial placement reports;

- Report post-program outcomes about the Center, Career Transition Services (CTS) and Career Technical Training (CTT) Report Cards;

- Assess graduates' and former enrollees' satisfaction with their Job Corps experiences, identify program elements that were useful to participants, and identify factors that contributed to decisions to withdraw before graduation;

- Support continuous improvement of program quality for the Job Corps system; and

- Verify contact information for the respondent and for alternate contacts who may know how to reach students after the students relocate.

Currently, the support contractors responsible for conducting the Post-Program Follow-up Surveys are using a contractor-owned, standalone data collection system. Only limited data exchange occurs with Job Corps Data Center's enterprise data system through weekly batch file transfers. Large amounts of valuable data collected during the survey process are not widely available to the Job Corps community. The batch transfer process lacks the real-time information flow and system integration that Job Corps community enjoys with the Career Development Support System (CDSS) Suite of Applications managed by the Job Corps Data Center.

Because the 6 month and 12 month post-program survey data carries significant weight on various OMS Report Cards, most of the Job Corps centers, CTS agencies, operators and National Training Contractors (NTCs) spend significant time and resources to manually track survey-related information, resulting in duplicate effort and inconsistent data.

In addition, it is challenging to ensure that the current contractor-owned, standalone system fully complies with the Department of Labor's Enterprise Architecture, and Office of Management and Budget (OMB)/Office of Inspector General (OIG) system security requirements.

As part of the Department of Labor's mandate to consolidate, standardize and integrate systems, the National Office of Job Corps has tasked JCDC to develop a new Student Survey Support System (S4) as part of the CDSS Suite of Applications. S4 application will replace the standalone survey system currently used by the survey support contractors.

S4 is fully integrated with the CDSS Suite of Applications. All survey data will be captured in Job Corps' enterprise data warehouse in real-time, enabling JCDC to develop various management and monitoring reports for the Job Corps community. It also provides real-time communication with centers, CTS agencies and NTCs through various real-time applications such as CIS, CTS and NEMO.

S4 uses JCDC's existing enterprise platform and network infrastructure, including enterprise backup and recovery system, application server platform, database platform and data warehouse system. "One stop shop" technical support will be provided by JCDC's Technical Assistance Center. Reuse of these technology assets will maximize Job Corps' technology investment, and improve efficiency.

JCDC's technical team has been working closely with the National Office and the survey support contractors in developing the S4 system. Major system development tasks were completed in 2009. Beta testing has been in progress since July 2009. Two phases of pilot deployments are scheduled to start in April 2010. The full deployment is anticipated for the first quarter of Program Year 2010.

3.   <u>Action</u>. Addressees are to ensure this Information Notice is distributed to all appropriate staff.

4.   <u>Expiration Date</u>. Until superseded.

5.   <u>Inquiries</u>. All inquiries should be directed to Adam Li at li.adam@jobcorps.org or Linda Estep at estep.linda@dol.gov.