

# Frequently Asked Questions About Job Corps Post-Separation Surveys (Updated 9/12/2016)

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The Frequently Asked Questions (FAQs) section is maintained and updated by IMPAQ International on behalf of the National Office of Job Corps. The purpose of this section is to aid the Job Corps community in understanding the Job Corps Post-Separation Surveys. The FAQs have been updated to reflect the new post-separation surveys that re-verify initial placements and capture student placement outcomes in Quarter 2 and Quarter 4 after exit as required by the Workforce Innovation and Opportunity Act (WIOA). This section provides answers to questions that members of the community may have regarding the background, process and methodology for the new post-separation surveys. The questions in this section are sorted by topic to allow easy navigation.

This FAQs section is posted on the Job Corps community website and will be updated on an as-needed basis.

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## BACKGROUND ON THE RE-DESIGN OF THE JOB CORPS POST-SEPARATION SURVEYS

### 1. Why were the surveys re-designed?

The Workforce Innovation and Opportunity Act (WIOA) of 2014, which supersedes the Workforce Investment Act (WIA) of 1998, includes new performance metrics that Job Corps must report on beginning in PY 2016. Revisions have also been made to the Outcome Measurement System (OMS) for PY 2016 to align with and support reporting on the new WIOA measures. The new measures differ substantially from those included in the former legislation and reported under previous OMS. Therefore, Job Corps' post-separation surveys required a significant re-design to capture the information needed to fully and accurately report on the new WIOA measures and the new OMS measures.

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### 2. What are the key differences between the old surveys and the new surveys?

The new surveys are substantially different from the surveys administered prior to PY 2016. The key differences are as follows:

*Number of surveys:* Previously, three surveys were administered: a 13-week reverification of initial placement, a 6-month follow up survey, and a 12-month follow up survey. Beginning in PY 2016, two surveys are being administered: a Quarter 2 after exit (Q2) survey and a Quarter 4 after exit (Q4) survey.

*Timing of surveys:* Previously, the surveys captured information for a certain period **after initial placement** (at 13 weeks, 6 months, and 12 months). Beginning in PY 2016, the new surveys capture information for a certain period **after separation** from Job Corps (at Quarter 2 and Quarter 4 after exit).

*Students surveyed:* Previously, the surveys were conducted for initially placed former enrollees and graduates (13-week reverification) and for initially placed graduates (6- and 12-month follow up). The Q2 and Q4 surveys are administered to all students who demonstrated a "commitment" to Job Corps, that is, completed the Career Preparation Program (CPP) or remained in Job Corps at least 60 days. This includes all graduates, all former enrollees, and those students who completed CPP or were enrolled for 60 or more days but did not receive placement services because they separated due to a Level 1 Zero Tolerance infraction. Note: for PY 2016, only the criterion of "enrolled in Job Corps for at least 60 days" will be used to determine the pool of students to be surveyed. Once the data collected through the new CPP electronic Training Achievement Record (e-TAR) have matured, the pool will be expanded to include those who

completed CPP or remained in Job Corps at least 60 days.

*Timing of Placement and Earning Outcomes:* Previously, the surveys captured the placement outcomes for the week prior to the survey and, for those placed in a job, the earnings for that one week period. Beginning in PY 2016, placement outcomes for the entire quarter are captured and, for those placed in a job, the earnings during that entire quarter.

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### 3. Will initial placements still be re-verified by the surveys, and when will that happen?

**Yes.** Initial placements reported by the Career Transition Services (CTS) providers will be re-verified through the new survey system. While the 13-week re-verification survey is no longer administered, the Quarter 2 after exit (Q2) and Quarter 4 after exit (Q4) surveys include questions to re-verify the initial placement. These questions are administered at either the Q2 survey or the Q4 survey depending on when the initial placement is approved in the Career Transition Services (CTS) system versus when the survey is administered.

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### 4. Why is the group of students surveyed broader than under the previous system?

Under the Workforce Investment Act (WIA), long-term placement outcomes (at 6-months and 12-months after placement) were only reported for initially placed graduates. Under the Workforce Innovation and Opportunity Act (WIOA), long-term placement outcomes (at Quarter 2 after exit [Q2] and Quarter 4 after exit [Q4]) must be reported for all students who demonstrated a commitment to Job Corps (that is, completed the Career Preparation Program or remained in Job Corps at least 60 days). This includes all graduates, all former enrollees, and those students who completed CPP or were enrolled for 60 or more days but did not receive placement services because they separated due to a Level 1 Zero Tolerance infraction.

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### 5. Will all students surveyed be included in the pools of Outcome Measurement System (OMS) measures where appropriate?

**No.** Not all students surveyed will be included in the Outcome Measure System (OMS) pools of the four long-term placement measures. For OMS reporting purposes, only graduates and former enrollees who complete the Quarter 2 after exit (Q2) survey will be included in the pool of the Q2 placement measure, and, of those, only those in a job will be included in the Q2 earnings measure. Similarly, only graduates and former enrollees who complete the Quarter 4 after exit (Q4) survey will be included in the pool of the Q4 placement measure, and, of those, only those graduates in a job will be included in the Q4 earnings measure.

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## MOST COMMON QUESTIONS ABOUT THE JOB CORPS POST-SEPARATION SURVEYS

### 6. Who is eligible for the surveys?

Beginning in PY 2016, two post-separation surveys are administered to former Job Corps students: the Quarter 2 after exit (Q2) survey and the Quarter 4 after exit (Q4) survey. For PY 2016, the following groups of students are eligible for these surveys:

- Q2 Survey: all students who enrolled and remained in the Job Corps program for at least 60 days, and who exited on or after January 1, 2016.
- Q4 Survey: all students who enrolled and remained in the Job Corps program for at least 60 days, and who exited on or after July 1, 2015.

This includes students who are Job Corps graduates and former enrollees, and those who stayed 60 or more days and separated due to a Level 1 Zero Tolerance (ZT) infraction. For Outcome Management System (OMS) reporting purposes, only graduates and former enrollees who complete the survey will be included in the pools of the appropriate long-term placement measures.

Once data collected through the electronic Training Achievement Record (e-TAR) on completing the Career Preparation Program (CPP) are more mature, the eligible population will be those who completed CPP or remained in the program for at least 60 days to meet Workforce Innovation and Opportunity Act (WIOA) reporting requirements.

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## 7. When will my students be surveyed?

All students who are eligible for the survey will be interviewed twice.

The survey contractor will contact students for the first survey approximately 185 days after exit from the Job Corps program. To increase the likelihood of completing the survey, the survey contractor will attempt to reach students multiple times over a period of 8 weeks.

The survey contractor will contact students for the second survey approximately 366 days after exit. To increase the likelihood of completing the survey, the survey contractor will attempt to reach students multiple times over a period of 8 weeks.

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## 8. How are the pools and credits for the Quarter 2 and Quarter 4 measures in the Outcome Measurement System (OMS) reports determined?

The pools for the Quarter 2 after exit (Q2) and Quarter 4 after exit (Q4) measures in the Outcome Measurement System (OMS) Report Cards are determined as follows:

<b>Center and Career Transition Services (CTS) Report Cards</b>		
<b>Measure</b>	<b>Pool</b>	<b>Credit</b>
Graduate and Former Enrollee Placement in Quarter 2	All graduates and former enrollees who complete the Q2 survey	Graduates and former enrollees who report they are in a job, the military, or education/training program, or a job/school combination on the Q2 survey
Graduate and Former Enrollee Average Earnings in Quarter 2	All graduates and former enrollees who report they are in a job or the military on the Q2 survey	Sum of earnings (for the quarter) of graduates and former enrollees who report they are in a job or the military on the Q2 survey
Graduate and Former Enrollee Placement in Quarter 4	All graduates and former enrollees who complete the Q4 survey	Graduates and former enrollees who report they are in a job, the military, or education/training program, or a job/school combination on the Q4 survey
Graduate Average Earnings in Quarter 4	All graduates who report they are in a job or the military on Q4 survey	Sum of earnings (for the quarter) of graduates who report they are in a job or the military on the Q4 survey

Career Technical Training (CTT) Report Cards		
Measure	Pool	Credit
CTT Completer Placement in Quarter 2	All CTT completers who complete the Q2 survey	CTT completers who report they are in a job, the military, or education/training program, or a job/school combination on the Q2 survey
CTT Completer Average Earnings in Quarter 2	All CTT completers who report they are in a job or the military on the Q2 survey	Sum of earnings (for the quarter) of CTT completers who report they are in a job or the military on the Q2 survey
CTT Completer Placement in Quarter 4	All CTT completers who complete the Q4 survey	CTT completers who report they are in a job, the military, or education/training program, or a job/school combination on the Q4 survey
CTT Completer Average Earnings in Quarter 4	All CTT completers who report they are in a job or the military on Q4 survey	Sum of earnings (for the quarter) of CTT completers who report they are in a job or the military on the Q4 survey

To be credited in the OMS, all placements must meet the criteria for a valid placement as stipulated in the Policy and Requirements Handbook (PRH) Exhibit 4-1 and Exhibit 4-2.

Note: For OMS reporting purposes, students who do not receive placement services (i.e., stay less than 60 days or who exit under the Level 1 ZT policy) are not included in the pools of the four long-term placement measures.

#### 9. Why wasn't a placement credit given for my student in the Outcome Measurement System (OMS) reports?

Placement credit is determined by applying Job Corps placement definitions to the data collected in the surveys. The most common reasons a student does not receive an Outcome Measurement System (OMS) job placement credit are: (a) the respondent did not work enough hours on the job over a seven day period; or (b) the respondent did not meet the minimum federal wage requirements. For schooling programs, the most common reasons a student does not receive an OMS school placement credit are: (a) the student was not attending the program for the minimum number of hours/credits; or (b) the program was not expected to last at least 90 days. Note that students who do not complete a survey cannot be given a placement credit except as a result of a military verification for which there is often a lag in reporting.

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#### 10. How quickly are placement credits and wages for military employment reflected in Outcome Measurement System (OMS) reports and initial placement reverifications?

The time required to confirm military placements can vary widely. If the respondent confirms that he or she is enlisted in the military by completing a survey, placement credits and wages will be reflected within 6 weeks after they complete the survey.

If a family member confirms that the Job Corps participant is enlisted in the military, placement credits and wages will be reflected within 6 weeks after the 8-week survey window closes. However, the surveyor will continue their efforts to contact the participant throughout the 8-week window.

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**11. My student wasn't employed at the time of the survey but is employed now; can he or she retake the survey?**

**No.** The surveys collect placement outcomes for specific time periods (Quarter 2 and Quarter 4 after exit) and are conducted after the student completes the quarter; if the student was not employed during the quarter, then later employment does not change the outcome. Furthermore, once a survey is conducted, the results are final. Surveys cannot be "retaken."

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**12. How can I tell when one of my students has entered the survey queue and his or her 8-week eligibility window has commenced?**

JCDC is developing a Pending Post-Separation Survey Report that will provide information to Career Transition Services providers on when a participant is eligible for a survey and how much time they have left in the survey window.

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**13. Why don't my OMS-20 and POMS-20 Reports agree with the survey results showing in the Career Transition Services (CTS) system?**

The most common reason for such discrepancies is timing of the survey. If a survey is completed near the end of the month, the results may not be reflected until the following month's reports.

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## **GENERAL QUESTIONS ABOUT THE JOB CORPS FOLLOW-UP SURVEYS**

**14. Why conduct post-separation surveys?**

Post-separation surveys are conducted to:

- Provide annual information to Congress and the Secretary of Labor on the employment and education outcomes of Job Corps exiters, as required by the Workforce Innovation and Opportunity Act (WIOA);
- Verify initial placement;
- Report post-separation outcomes on the Center, Career Technical Training (CTT) and Career Transition Services (CTS) Report Cards;
- Assess students' 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 from the program;
- 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 if the students relocate or are in the military.

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**15. What post-separation surveys are being conducted?**

Beginning in PY 2016, two post-separation surveys are administered to former Job Corps students: the Quarter 2 after exit (Q2) survey and the Quarter 4 after exit (Q4) survey.

The Q2 survey is administered during an 8-week window that begins approximately 185 days after the student separates from Job Corps. This survey re-verifies the initial placement, if applicable; collects information about the first job or training since leaving Job Corps; and collects information on employment, school and training during the student’s second quarter after leaving Job Corps.

The Q4 survey is administered during an 8-week window that begins approximately 366 days after the student separates from Job Corps. This survey is similar to the first survey; it re-verifies the initial placement for students placed in the latter part of their placement window, and collects information on employment, school and training during the student’s fourth quarter after leaving Job Corps.

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**16. How are the post-separation surveys administered?**

The Quarter 2 after exit (Q2) and Quarter 4 after exit (Q4) surveys are both administered by trained staff through computer-assisted telephone interviews.

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**17. Can the post-separation surveys be completed online (through the internet) or on paper?**

At this time the Quarter 2 after exit (Q2) and Quarter 4 after exit (Q4) surveys can only be completed over the phone. The National Office of Job Corps is exploring options for conducting the survey over the internet and will inform the Job Corps community if this becomes an option for students.

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**18. What information is collected during the surveys?**

Both the Quarter 2 after exit (Q2) and Quarter 4 after exit (Q4) surveys collect:

- Data to verify placements for the initial job, school, or other training program.
- Information about the first job or training program after exiting Job Corps.
- Information about employment or training during the second or fourth quarter (as applicable) after exiting Job Corps.
- Summary information about the work, school, and job search activities of those who were neither working nor in school last week;
- Information about the participant’s satisfaction with Job Corps services; and
- Updated contact information for the respondent and for alternate contacts who may know how to reach the student if the student relocates or is in the military.

**Modules Included in Each Survey Instrument  
Based on Student Type and Timing of Interview**

	<b>Quarter 2</b>	<b>Quarter 4</b>
Modules included	1 Placement Verification (if applicable)	1 Placement Verification (if applicable and not verified at Q2)



	2 First Job/School After Exit	Not administered
	3 Q2 Employment/Earnings Summary	3 Q4 Employment/Earnings Summary
	4 Employment Q2	4 Employment Q4
	5 School/Training Q2	5 School/Training Q4
	6 Neither Working Nor School	6 Neither Working Nor School
	7 Satisfaction with Job Corps	7 Satisfaction with Job Corps

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**19. What organization is conducting the post-separation surveys?**

Interviewers employed by IMPAQ International, LLC, are conducting the post-separation surveys.

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**20. Are the surveys mandatory for participants?**

**No.** All participants selected for each survey have the right to refuse to participate in the survey and the right to be free of coercion or undue influence to participate. Respondents are informed of these rights before the start of each survey. Specifically, interviewers are required to read the following informed consent statement to all potential survey participants:

"Before we begin the survey, we must be sure that you clearly understand a few points. Your participation in the survey is completely voluntary. Job Corps has obtained approval to conduct the survey from the federal government's Office of Management and Budget. All the information that you provide will be held in the strictest confidence and used only to assess how young people are doing since they left Job Corps. Your answers will not be shared with anyone outside of Job Corps in any manner that would enable someone to identify you. You may refuse to answer any questions that you do not want to answer. However, we hope that you will choose to answer as many questions as you can."

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**21. How long is the survey?**

On average, the survey takes 15-20 minutes to complete.

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**22. When did data collection for the new post-separation surveys begin?**

Data collection for the new Quarter 2 and Quarter 4 post-separation surveys began July 5, 2016.

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**23. Are samples of students used when attempting to conduct the surveys?**

**No.** Surveyors attempt to interview *every* student that is eligible to be surveyed.

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## QUESTIONS ABOUT CONTACT INFORMATION AND RESPONSE RATES

### 24. What information do survey interviewers have about program participants?

Interviewers use information from the Center Information System (CIS) and the Survey Support System (S3) to obtain participant names, addresses, telephone numbers, placement information, and alternate contacts. Interviewers also have the name of the Job Corps center attended, date separated, separation status, and initial placement information.

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### 25. What role can the Job Corps community play to improve the survey process?

Admissions counselors, center personnel, records department personnel, Career Transition Services (CTS) providers, National Training Contractors (NTCs), and others can play a key role in helping Job Corps achieve high response rates to the post-separation surveys, and thus improve the overall quality of the data. Survey response rates can be improved by:

- Ensuring that contact information is accurate and up-to-date;
- Providing accurate information about the survey process and payments for completing the survey, and encouraging participants to complete the survey when survey interviewers contact them;
- Encouraging students to provide information for several alternate contacts;
- Adding a case note in the student's record with the subject: "Email Address" and entering the student's email address; and
- Assisting the survey contractor when they request contact information for participants.

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### 26. What are the best types of alternate contacts?

Relatives and close friends generally are the best alternate contacts. Parents or other immediate family members tend to be good sources for up-to-date contact information. Good alternate contacts include persons who do not live with the participant, but who are likely to know where the participant is living at all times. Names, addresses, phone numbers, and email addresses can greatly assist our interviewers. In general, the more alternate contacts, the better.

**NOTE:** Center or Career Transition Service (CTS) personnel should *not* be listed as alternate contacts.

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### 27. When can alternate contact information be updated?

Updates to the alternate contacts table in the Outreach and Admissions Student Input System (OASIS), Center Information System (CIS), and Career Transition Services (CTS) system can be made as students proceed through the Job Corps program. In addition:

- Outreach and Admissions (OA) providers may update the alternate contact data until students arrive on center.
- Centers may update this information indefinitely, unless students transfer to another center, at which time the ability to update alternate contact information shifts to the new center.

- CTS providers and those authorized with CTS system access may update alternate contacts indefinitely, unless students' records are transferred to another provider.

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## QUESTIONS ABOUT THE SURVEY DATA COLLECTION PROCESS

### 28. When do interviewers receive records for the survey?

New records are added to the survey contractor's databases daily by the Job Corps Data Center (JCDC). Survey records are added to the survey databases according to the following schedule:

Name of Survey	When Records are Added to Survey Database
Quarter 2 after exit (Q2) Survey	185 days after exit
Quarter 4 after exit (Q4) Survey	366 days after exit

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### 29. How are students contacted to participate in the survey?

Interviewers attempt to contact all eligible respondents by telephone. As needed, interviewers make multiple call attempts at different times of the day and on weekends to complete a survey or schedule an appointment for survey completion. If interviewers do not reach participants directly, they leave messages for students to call a toll-free number to complete the survey.

If an interview is not completed with a respondent during the first two weeks of the 8-week survey window, the survey contractor sends a postcard to inform respondents about the survey and invites them to call a toll-free number at their earliest convenience.

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### 30. When can participants call the toll-free number to complete a survey?

The survey contractor's call center conducts surveys seven days a week. No calls are made after 9:00 p.m. participant's local time unless the participant has scheduled a late appointment.

Respondents can call the toll-free number that is provided in a voice message or in the reminder postcard. Respondents can call the toll-free number on:

- Monday, Tuesday, Wednesday, Thursday: 9:00 a.m. to midnight Eastern Time
- Friday: 9:00 a.m. to 11:00 p.m. Eastern Time
- Saturday: 1:00 p.m. to 9:00 p.m. Eastern Time
- Sunday: 4:00 p.m. to midnight Eastern Time

It is inappropriate for Career Transition Services (CTS) providers to encourage students to call the survey contractor prior to the initial contact from the survey contractor. Student calls to complete a survey prior to the initial contact from the survey contractor will not be accepted.

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### **31. When calling the toll-free number, should participants leave a voicemail message?**

**Yes.** Participants who have been previously contacted by survey interviewers and who call the toll-free survey number at a time the call centers are closed should leave a voicemail message stating that they are calling about the Job Corps survey and leave their name, telephone number (including the area code), and a best time to call back. It is important that participants speak slowly, clearly, and spell out their last name.

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### **32. What if one of my students reports difficulty reaching the survey toll-free number?**

Please confirm that the student has dialed the correct toll-free number and encourage the student to try again. Let the student know that if prompted to leave a voicemail, to please speak slowly and clearly to facilitate a call back. The student should spell out their name, and provide a telephone number (including the area code), and a best time to call back in their voicemail

If the student is unable to leave a message, please send an email to [jcinfo@impaqint.com](mailto:jcinfo@impaqint.com) with the following information:

- Case ID found on the postcard or message left for the student
- Date and time when the student tried to contact the survey line
- The best telephone number to reach the student
- Date and time that the student prefers to receive a call back

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### **33. Should I have former students from my center or my caseload call to volunteer to do the survey?**

**No.** Encouraging and organizing students to call the survey contractor instead of waiting to be initially contacted is inappropriate and discouraged. Please see page 31 of PY 2016 PRH Appendix 501 Introduction, the last paragraph under FAQ #30, as well as #7 under FAQ #49.

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### **34. How many times do interviewers attempt to call eligible students?**

When students become eligible for a survey, records are active for eight (8) weeks. Interviewers make repeated attempts to contact survey respondents during this 8-week period.

If interviewers do not reach the respondent, they leave a toll-free number on the student's voicemail or with other members of the household. Interviewers schedule appointments with respondents if necessary.

In addition, interviewers use alternate contact information to try and reach the respondent. If that information does not lead to contact with the respondent, interviewers make further efforts to locate respondents before the 8-week period ends.

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**35. What occurs when the survey is not completed by the end of the 8-week eligibility window?**

Surveys not completed by the end of the eight weeks are coded as "not completed before expiration date," and those records are not included in the pool for calculating the long-term placement measures on the Outcome Measurement System (OMS) Reports. Once the eligibility window is closed, interviewers can no longer access the record.

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**36. May a family member complete the survey for a student?**

**No.** All surveys must be conducted with the student, **with the following exception:** Family members may complete the survey for respondents who are *deaf or mute or both*.

When family members offer to complete the survey, interviewers stress the need to speak with respondents directly.

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**37. As a concerned Job Corps center or Career Transition Services (CTS) staff member, may I monitor a former student's survey?**

**No.** The survey is confidential, and the interviewer will conduct the survey only if the participant is the only person on the telephone line. Please see FAQ #48 and FAQ #49 for a listing of prohibited actions by the Job Corps and CTS communities.

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**38. How are center transfers and readmitted students handled in the survey process?**

Students who transfer from one center to another should be surveyed normally based upon the date they ultimately exit from Job Corps.

The policy for surveying readmitted students (students who previously attended Job Corps and re-enrolled in the program a second time) is as follows:

First enrollment: Eligible students (see FAQ #6) can complete their Quarter 2 after exit (Q2) and/or the Quarter 4 after exit (Q4) surveys as long as they have not yet re-enrolled in Job Corps. If the student has been readmitted in Job Corps prior to completing one or both surveys, they are no longer eligible to complete these to capture their placement experiences at Q2 and Q4 after their first enrollment. If a readmitted student completes the Q2 and/or the Q4 survey prior to re-enrolling in Job Corps, these results will be included in the Outcome Measurement System (OMS) Reports and Workforce Innovation and Opportunity Act (WIOA) measures.

Second enrollment: All readmitted students will be surveyed following their second participation in Job Corps, regardless of whether they completed surveys following their first participation, provided they meet the eligibility criteria as detailed in FAQ #6.

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## QUESTIONS ABOUT INITIAL PLACEMENT VERIFICATION

### 39. Does the post-separation survey system also play a role in the initial placement verification process?

**Yes.** Survey responses are used to determine whether the initial placements are verified or found questionable based upon the Program Requirements Handbook (PRH) policies. Specifically, for participants placed in jobs, school, training, or college, the questions first confirm that the respondents worked for the employer or were enrolled in the educational institution. If so, then questions verify the approximate start date, number of hours spent working (or enrolled in classes) as required by the PRH to meet the requirements for a valid placement. Respondents placed in jobs must earn at least the federal minimum wage to be considered as having a valid job placement for Outcome Measurement System (OMS) reporting purposes.

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### 40. If the initial placement is questionable, does the rest of the interview continue?

**Yes.** Even when initial placements are found to be questionable, the entire interview is completed.

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## QUESTIONS CONCERNING WHAT IS CREDITED AS PLACEMENT

### 41. If a student has changed jobs during the quarter referenced in the survey, does that job count for the relevant quarter's long-term placement measures?

**Yes.** The survey asks about all jobs during the quarter. The results will be used for long-term placement measures for Outcome Measurement System (OMS) report cards and Workforce Innovation and Opportunity Act (WIOA) measures. If the student was paid for enough hours to qualify as a valid Job Corps placement and earned at least the federal minimum wage, they will be considered as placed.

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### 42. If a student is on paid leave (for example, sick leave or vacation) during the quarter referenced in the survey, does that count as working during the quarter?

**Yes.** If students were on paid sick leave and typically worked enough hours to qualify as a valid Job Corps placement and earned at least the federal minimum wage, they will be considered as placed for Outcome Measurement System (OMS) purposes.

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### 43. If a student is on unpaid leave due to a temporary work shortage, bad weather, or other reasons during the quarter referenced in the survey, does that count as working during the quarter?

**No.** If a student is on unpaid leave for the entire quarter referenced in the survey, the student is

not considered as having a job that meets Job Corps' definition of a valid placement. However, if Job Corps' employment requirements are met at any point during that quarter, either through this job or another job, the job would count as a placement for that quarter. Earnings would be reduced during the temporary work shortage, bad weather, or other reasons that caused lack of income.

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#### **44. What happens with military placements?**

All military placements are entered into the survey database.

Participants who complete the survey and indicate that they are in the military during Quarter 2 or Quarter 4, as appropriate, are considered to be placed in a job. If the participant is not available, the survey interviewers will attempt to verify that the participant is in the military by conducting a military verification with an alternate contact.

Military wage at placement is described in Appendix 501-Introduction.

If the participant reports a job but does not indicate that it is in the military, then the earnings are determined by the participant's answers to the survey questions.

Respondents who are in the military who complete a post-separation survey are paid the same incentive as other respondents. Persons for whom only a military verification is completed by an alternate contact are not eligible to receive the incentive payments because the full survey has not been completed.

## **QUESTIONS ABOUT PAYMENTS FOR COMPLETING THE POST-SEPARATION SURVEYS**

#### **45. What payments are offered to participants for completing the survey, and who makes the payment?**

Participants receive \$10 for the Quarter 2 survey, and \$20 for the Quarter 4 survey. The Job Corps Data Center (JCDC) distributes payments approximately four to six weeks after participants complete the survey.

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#### **46. What if one of my students does not receive his or her survey payment?**

It typically takes four to six weeks after the survey is completed before the incentive payment is sent to the student. Students who have completed a survey and not received the payment within six weeks should notify their Job Corps center or Career Transition Services (CTS) provider. Center or CTS staff should verify the student's address, and contact the Job Corps Data Center (JCDC) for assistance. It is critical to determine that the system has the correct address for the student.

**Please do *not* have students contact the JCDC Help Desk directly.**

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**47. May Job Corps contractors withhold items such as class rings and other recognition of accomplishment to graduates who do not participate in the survey?**

**No.** Ethical treatment of all participants is mandatory for all survey research conducted with federal funding. A fundamental element in the ethical treatment of survey participants is that their agreement to participate is valid only if they provide it voluntarily and free of coercion or undue influence. Withholding earned items from participants until they complete the survey constitutes coercion and violates the principle of voluntary participation.

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**48. May Job Corps contractors offer rewards, gifts, or prizes for survey participation?**

**No.** Job Corps pays students \$10 - \$20 for completing each survey (see FAQ #45). Higher or additional Incentives may constitute undue influence, which is defined as excessive, unwarranted, inappropriate, or improper rewards or inducements.

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**49. What specific activities are forbidden for Job Corps contractors attempting to encourage survey participation?**

Job Corps staff should adhere to the following restrictions:

(1) Do *not* link the receipt of any payments, awards, or benefits to the conduct or result of the survey. Students must not be denied any payments, awards, or benefits for which they are otherwise eligible through actions by others intended to dissuade them from completing the survey.

(2) Do *not* inform students that they should not participate in the survey unless they are employed or in school. This is professionally unethical, and leads to invalid measures of program performance.

(3) Do *not* coach students on how they should respond or tell students what to say so that they will be considered to have a qualified job placement or educational placement.

(4) Do *not* listen in on the phone while the student takes a confidential survey. If participants call the survey line from an office of a Job Corps service provider (e.g., Center, Career Transition Services [CTS] provider), all staff should leave the room so that the participant can answer the survey in private.

(5) Do *not* ask or otherwise encourage students whose responses to the survey result in no credit to call the survey line to take the survey again. Once a student has completed the survey, the Interviewer will not administer it again. If a student's survey results in no credit, and the center or CTS provider believe that the student was in a qualified placement during the quarter covered in the survey, the appropriate step is to file an appeal of the post-separation placement results. (Note, for PY 2016 appeals will only be accepted for the long-term placement outcomes; appeals of long-term earning outcomes are not accepted during this program year.)

(6) Do *not* withhold known contact information for students who do not have a valid job or school placement according to Job Corps standards. This also leads to invalid outcome measures.

(7) Do *not* encourage students in their survey window to initiate calls to the survey contractor instead of waiting to be contacted by the survey contractor themselves. Encouraging and organizing student call-ins undermine the integrity of the system.



(8) Do not call the survey line professing to be the student to complete the survey(s) in place of the student. This is more than inappropriate, and may lead to legal actions against the individual taking such actions.

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## QUESTIONS ABOUT POST-SEPARATION SURVEY RESULTS AND WHOM TO CONTACT

### 50. What reports will centers, Career Transition Services (CTS) providers, and career technical training programs receive?

Summary information from the surveys will be reported on the Center Report Card (OMS-10), CTS Report Card (POMS-10), and Career Technical Training Report Card (CTT-10) for Quarter 2 (Q2) and Quarter 4 (Q4) survey outcomes. Supporting details (at the student level) will be provided in the OMS-20, POMS-20, and CTT-20 reports.

Reports Available on Q2 and Q4 Outcomes	Centers	CTS Providers	Career Technical Training
Summary information	OMS-10	POMS-10	CTT-10
Student-level Detail	OMS-20	POMS-20	CTT-20

### 51. What can I do if I believe the survey data are not accurate?

If you believe that the data results from the surveys are incorrect and you can provide supporting documentation to verify a valid placement credit, you may file a survey data appeal with the Job Corps National Office. See the Job Corps Policy and Requirements Handbook (PRH) Chapter 5, Appendix 501, which provides guidelines for filing Quarter 2 and Quarter 4 survey data appeals. Note, however, that appeals for earnings outcomes from the Q2 and Q4 surveys will not be accepted for PY 2016. The appeals process must be more extensively redesigned to consider the documentation necessary to validate students' earnings over the entire quarter. If you have additional questions concerning the appeal process, please contact Shao Zhang at [zhang.shao@dol.gov](mailto:zhang.shao@dol.gov).

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### 52. Whom should I call with questions about how the post-separation survey data are used in the Outcome Measurement System (OMS)?

Questions regarding how the post-separation survey data are used in various Job Corps Outcome Measurement System (OMS) Report Cards should be directed to Shao Zhang, Team Lead for the Performance Team, at the National Office of Job Corps at [zhang.shao@dol.gov](mailto:zhang.shao@dol.gov) or 202-693-3917.

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### 53. Whom do I contact if I have questions about the post-separation surveys?

If you have additional questions about the surveys or the data collection process, please contact Margaret Collins at IMPAQ International at [mcollins@impaqint.com](mailto:mcollins@impaqint.com) or 206-939-4971.

**Note:** When following up on a particular student, please ***never*** leave a student's social security number on a voicemail box.

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### 54. When are post-separation survey results available?

As described in the Job Corps Data Center (JCDC) Notice 10-104 (Post-Separation Survey Results Available More Frequently), survey results are posted three times per week using the following schedule:

- Surveys completed Thursday through Sunday will be processed on Monday evening, and available in CIS and CTS on Tuesday;
- Surveys completed Monday and Tuesday will be processed on Wednesday evening, and available in CIS and CTS on Thursday; and
- Surveys completed Wednesday will be processed on Thursday evening and available in CIS and CTS on Friday.

**Note:** For holidays when JCDC is closed, the data will be processed on the next business day. In PY 2016, there is a delay in posting survey results as the system is being developed and tested for the new surveys.

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