



August 11, 2023

DIRECTIVE:	JOB CORPS INFORMATION NOTICE NO. 23-02
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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
ALL CENTER USERS

FROM: RACHEL TORRES
National Director
Office of Job Corps

Rachel Torres
Digitally signed by Rachel Torres
Date: 2023.08.11 08:08:54 -04'00'

SUBJECT: Increased Incentives for Q2 and Q4 Survey Completers

- Purpose. To inform the Job Corps community about the Office of Job Corps' decision to increase the incentive payment to former students that complete their post-separation Q2 and Q4 surveys. Full implementation of the increased incentives will commence on July 1, 2023.
- Background. Since late 2022, the Office of Job Corps conducted numerous experiments to improve response rates of former students to the post-separation Q2 and Q4 surveys, including testing the impact of significantly increasing the incentives to survey completers. In quarters 2 and 3 of PY2022, OJC experimented with giving \$25/\$50 to former students for completing the Q2/Q4 surveys. The response rates for each of these tests were compared to the response rates for the traditional incentive amounts of \$10/\$20. It was found that higher incentive amounts showed a significant positive impact on response rates – an average increase of roughly 16 percentage points. To this end, the Office of Job Corps is increasing the incentive amount offered to former students. Starting with the PY2023 Q1 cohort, the incentive for completing the Q2 survey will be increased from \$10 to \$25, and from \$20 to \$50 for completing the Q4 survey. Additionally, the Job Corps Data Center (JCDC) will implement a more expedited incentive payment system allowing former students that have successfully completed the surveys to receive their incentives within two weeks.
- Action. Centers should inform relevant center, Career Transition Services (CTS), and Outreach and Admissions (OA) staff about the implementation of the higher incentives. Further, centers should inform all their active and former students of this change.
- Effective Date. Retroactive to July 1, 2023.

5. Inquiries. Inquiries should be directed to Cassandra Thomas of the National Office of Job Corps at thomas.cassandra@dol.gov.