

Attachment B: Instructions for Completing the 2011 OMS Factor Verification Survey Online

Before you start:

- Before you start the online survey, please review the paper version so you are familiar with the questions.
- The online survey is constructed so it will automatically skip you past questions that do not apply to your situation, based on your answers to previous questions.

Access to the Online Survey:

- Using your internet browser, go to <http://access.jobcorps.org> (inside network) or <https://access.jobcorps.org> (outside network) to access the Job Corps Citrix Portal homepage.
- Log into Citrix by entering the username and password you normally use to enter Citrix and click the “Log In” button. If you don’t know your Citrix login information or are experiencing any technical difficulties, you may contact the JCDC Technical Assistance Center (TAC) for help (*specific details on how to contact the TAC are described on the Citrix Portal homepage*).
- Once you have successfully logged into Citrix, click on the icon for the 2011 OMS Factor Verification Survey in the Citrix Applications window. This will take you to the “Welcome” page for the survey. A message from Edna Primrose (National Director, Office of Job Corps) is displayed on this page.
- When you are ready to start the survey, click on the “Begin OMS Factor Verification Survey” button on this page following the Welcome message.
- To get to the first question, you must log in by entering 1) your center's login ID (username), which can be found in a separate attachment to the Program Instruction and is the same as your 6-digit Job Corps center ID, and 2) your password, which is **jcis55**. After you enter your login ID/username and password, click on the button on this page labeled “Enter”.
- Enter your center’s survey responses once you have successfully accessed the survey **and confirmed that your center’s name appears on the screen on which survey respondents are asked to provide contact information**.

Navigation:

- To navigate from question to question, please use the “Previous Question” and “Next Question” buttons that will appear on each screen. **Please do not use the Back or Forward buttons in your browser software**. Use the “Next Question” button after you have entered your response to continue to the next question; use the “Previous Question” button to review or change your previous responses.
- The “Quit for Now” button is provided if you want to exit the survey before you complete it. To return to the survey, follow the instructions in the “Access to the Online Survey” section above as you did when you began the survey for the first time. When you log back in, the application will start where you left off. All of your answers will be available for review.
- Please note if you select “Quit for Now” there will be about a five minute delay before the application will allow you to log back in, so if you exit and try to get right back in, you will encounter an error.
- If you enter something that we didn’t anticipate, a message printed in red text will appear with instructions that we hope are useful enough to help you resolve the problem. If not, please send an email to Andrew Davis at davisah@battelle.org (or call 206-528-3153) and he will assist you.

After you finish:

- Please feel free to provide additional details about any of your responses and/or add comments or suggestions about the survey questions in the “Final Comments” box at the end of the survey.
- If you would like to receive a list of your survey responses via email, please click on the link provided at the end of the survey. If you encounter any problems, please contact Andrew Davis (see contact information above) and he will assist you.
- Once you have completed the survey and are ready to submit your center’s responses, **please remember to click on the “Submit” button** (responses are not officially recorded in our database until respondents complete this step). Thank you for your time and participation!