

April 28, 2011

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NO. 10-40
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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

FROM: EDNA PRIMROSE
National Director
Office of Job Corps

SUBJECT: OMS Factor Verification Survey for PY 2011 Model-Based Goals

1. Purpose. To request information from all centers to enable the National Office of Job Corps to establish equitable, model-based academic goals for each center as part of the Outcome Measurement System (OMS) for the next program year (PY).
2. Background. Each year centers are asked, via a survey conducted by Office of Job Corps contractor Battelle, to provide information on the factors that affect their ability to help students achieve key academic outcomes.

The OMS Factor Verification Survey asks about the achievement of academic credentials on each center. Specifically, there are questions about (1) factors that impact General Educational Development (GED) testing and high school diploma (HSD) opportunities at each center; and (2) the policies, rules, and conditions under which GED testing takes place in each locality. This information will be used to establish model-based goals for each center's GED/HSD attainment rate. Because this information will be used to determine your PY 2011 model-based goals, it is important that the information you provide is both accurate and received promptly (see Action below for the deadline).

3. Online Survey.
 - a. Battelle will administer the 2011 OMS Factor Verification Survey using an online survey instrument. Although different individuals may contribute to collecting the requested survey information, only one set of survey responses is required (and will be accepted) for each center. The Center Director for each center must ensure that a single submission is made from his or her center.
 - b. The primary survey respondent selected should have a comprehensive understanding of the center's academic programs and the factors that impact GED testing and high school diploma opportunities for the center's students. This

person could be the Center Director or someone he or she designates to complete the survey on the center's behalf (e.g., Academic Manager, Career Development Manager, Career Technical Training Manager). Again, the Center Director for each center must ensure that a single submission is made from his or her center.

- c. To complete the online survey, go to the Job Corps Citrix Portal (<http://access.jobcorps.org> (inside network) or <https://access.jobcorps.org> (outside network)) using your Internet browser (for validation purposes, it is recommended that you use the Microsoft Internet Explorer browser) and enter your Citrix login information (not the center login information indicated in the attached list). Once you have logged into Citrix, click on the icon for the 2011 OMS Factor Verification Survey in the Applications window on the Citrix Job Corps Portal, and proceed until prompted to enter center-specific login information to access the survey.
 - d. A list of center-specific login information (sorted by center) is attached to this Program Instruction (Attachment A). Review the attached list to find your center's name and then identify the username (i.e., a six-digit ID code) assigned to your center for the survey. When prompted to enter your center's login information, enter the six-digit code assigned to your center in the username field, and enter jcis55 in the password field. Once you have successfully entered the survey, please confirm that your center's name appears on the screen and proceed with the survey. Detailed step-by-step instructions for accessing and completing the survey online are attached to this Program Instruction (Attachment B).
 - e. A copy of the survey is also attached (Attachment C) to assist you in collecting the requested survey data and preparing to complete the online survey.
4. **Action.** Each Center Director or his or her designee is to complete and submit the online survey **no later than May 13, 2011.**

Center Directors are asked to distribute this Program Instruction to all appropriate staff (i.e., all individuals who will be involved in preparing and providing your center's set of survey responses).

5. **Expiration Date.** May 16, 2011.
6. **Inquiries.** Inquiries regarding the survey should be directed to Andrew Davis of Battelle at (206) 528-3153 or davisah@battelle.org before the May 13 deadline.

Attachments

- A – Center-specific login information for the online survey
- B – Detailed instructions on how to access and complete the online survey
- C – OMS Factor Verification Survey for PY 2011 Model-Based Goals