

January 4, 2013

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NO. 12-21
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TO: ALL JOB CORPS REGIONAL DIRECTORS
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CONTRACTORS
ALL JOB CORPS AGENCIES

FROM: ROBERT PITULEJ
Acting National Director
Office of Job Corps

SUBJECT: 2013 Job Corps Center Survey

1. Purpose. This survey collects information from all Job Corps Center Directors regarding aspects of their centers' operations and management. Information collected as part of this survey will be used to identify best practices across centers, and assess how these best practices may relate to overall center performance.

The Office of Management and Budget has approved conducting this research (OMB Control No. 1205-0501). The approval's expiration date is 10/31/2015. A response is required in order to obtain or retain benefits (20 CFR 670.970 and 670.975). The time required to complete these questions is estimated to average 2 hours per response.

2. Background. IMPAQ International, LLC, an independent social science research and survey firm, and its subcontractors Battelle Memorial Institute and Decision Information Resources, Inc., will conduct this survey for the U.S. Department of Labor, Employment and Training Administration. It is a part of the Job Corps Process Study.

The survey questions focus on center practices related to:

- Operational and management routines, processes, and procedures, including those pertaining to staff, performance measurement, and accountability;
- Academic, career technical, and support service delivery approaches;
- Services offered;
- Staff characteristics, including education and tenure; and
- Factors perceived by Office of Job Corps and Job Corps center staff as those potentially associated with student outcomes.

3. Mail Survey. The 2013 Job Corps Center Survey will be mailed to centers, as well as e-mailed to each Center Director. **It should be returned by January 23, 2013.** The survey is organized in the following 14 topical areas:

1. Center Director background information
2. Outreach and Admissions and new-student arrivals
3. Student-focused management practices
4. Student services
5. General training practices
6. Career technical training programs
7. Academic instruction
8. Center management practices and leadership
9. Staff-focused management and evaluation practices
10. Staffing levels and vacancies and staff-hiring practices
11. Staff support services and practices
12. Use of community resources and support systems
13. Use of performance management system information
14. Corporate management practices

The Center Director is the intended – and best – survey respondent, although specific questions could involve consultation with other staff members or supervisors, as well as referral to center records. Although different individuals may contribute to collecting the survey information, only one set of survey responses is required (and will be accepted) for each Job Corps center.

4. Action. Center Directors are asked to distribute this Program Instruction notice to all appropriate staff (i.e., all individuals involved in preparing and providing centers' responses to the survey items). Each Center Director or his/her designee is to complete and submit the survey **by January 23, 2013.**

5. Expiration Date. Until superseded.

6. Inquiries. Inquiries regarding the survey should be directed to Linda Marshall at (202) 693-3106 or marshall.linda@dol.gov or Amy Djangali from IMPAQ at (443) 283-1648 or adjangali@impaqint.com.