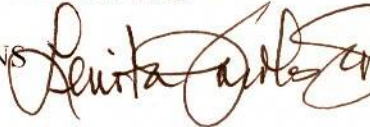




APR 18 2018

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NO. 17-24

TO: ALL JOB CORPS NATIONAL OFFICE STAFF  
ALL JOB CORPS REGIONAL OFFICE STAFF  
ALL JOB CORPS CENTER DIRECTORS  
ALL JOB CORPS CENTER OPERATORS

FROM: LENITA JACOBS-SIMMONS   
National Director  
Office of Job Corps

SUBJECT: Outcome Management System Factor Verification Survey  
for Program Year 2018 Model-based Goals

1. Purpose. To request information from all centers so the National Office of Job Corps can establish equitable, model-based academic goals for each center as part of the Outcome Measurement System (OMS) for Program Year (PY) 2018.
2. Background. Each year, the National Office requests that centers complete a survey administered by Battelle that provides insight into centers' ability to help students achieve key academic outcomes.

The OMS Factor Verification Survey (FVS) asks various questions related to achieving academic credentials on each center. In brief, there are questions about:

- each of the three High School Equivalency (HSE) testing options that became available January 2014. Those options include the 2014 General Educational Development (GED<sup>®</sup>) test, the Test Assessing Secondary Completion (TASC<sup>™</sup>) and the High School Equivalency Test (HiSET<sup>™</sup>);
- the HSE tests and testing sites available to each center, and requirements students at each center must meet to test;
- local and online High School Diploma (HSD) programs available to students at each center;
- factors that impact HSE testing and HSD opportunities at each center;
- the policies, rules, and conditions under which HSE testing takes place in each locality;
- HSD program versus HSE testing strategies;
- factors that may impact centers' HSE testing and HSE attainments;
- barriers to students' literacy and numeracy gains; and



- anticipated effects of Job Corps policy changes related to the program of study for HSD recipients.

FVS information will be used to establish model-based goals for each center's HSD/HSE attainment rate and the HSD/HSE-Career Technical Training combination attainment rate. Because this information will help determine your PY 2018 model-based goals, it is important information is accurate and submitted promptly (see Action below for the deadline).

3. Online Survey.

- a. Battelle will administer the 2018 OMS FVS via online survey. Although various individuals may contribute to collecting and completing the requested survey information, only one set of survey responses is required (and will be accepted) for each center.
- b. The primary survey respondent should fully understand the center's academic programs and factors that impact HSE testing and HSD opportunities for your center's students. This person could be the Center Director or designee (e.g., Academic Manager, Career Development Manager, Education/Training Director).
- c. To complete the online survey, go to the Job Corps Citrix Portal, <https://citrix.jobcorps.org> (inside network) or <https://access.jobcorps.org> (outside network) using your Internet browser. For validation purposes, we recommend 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 "2018 OMS Factor Verification Survey" icon in the Applications window on the Citrix Job Corps Portal, and proceed until prompted to enter center-specific login information.
- d. A list of center-specific login information is attached to this Program Instruction Notice (Attachment A). Review the list to find your center's name and then identify its username (i.e., a six-digit ID code). When prompted to enter your center's login information, enter the six-digit code in the username field, and enter **jcis55** in the password field. Once you have successfully accessed the survey, please confirm that your center's name appears on the screen and proceed with completing the survey. Detailed instructions for accessing and completing the survey online are attached (Attachment B).
- e. A copy of the survey is also attached (Attachment C) to assist you in collecting the requested survey data and preparing the online survey.

4. Action. Each Center Director or designee must complete and submit the online survey by **May 4, 2018.**

Addressees must distribute this Program Instruction Notice to all appropriate staff (i.e., those involved in preparing and providing your center's survey responses).

5. Expiration Date. Until superseded

6. Inquiries. Inquiries regarding the survey should be directed to Andrew Davis of Battelle at [davisah@battelle.org](mailto:davisah@battelle.org) or by phone at (984) 227-2154, or Shao Zhang of the National Office of Job Corps at [zhang.shao@dol.gov](mailto:zhang.shao@dol.gov) or by phone at (202) 693-3917.

#### Attachments

A – Center-specific Login Information for the Online Survey

B – Instructions for Completing the 2018 OMS Factor Verification Survey Online

C – Copy of 2018 OMS Factor Verification Survey for Reference