

April 10, 2019

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NO. 18-04
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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: DEBRA A. CARR
Acting National Director
Office of Job Corps

SUBJECT: Outcome Management System Factor Verification Survey for Program
Year 2019 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 Management System (OMS) for Program Year (PY) 2019.
2. Background. Each year, Job Corps asks centers to complete a survey that provides information on centers' ability to help students achieve key academic outcomes.

The OMS Factor Verification Survey (VFS) asks questions related to the achievement of academic credentials on each center. These questions cover, among other things:

- The three High School Equivalency (HSE) testing options that are available as of January 2014. Those options include the 2014 General Educational Development (GED[®]) test, the Test Assessing Secondary Completion (TASC[™]) and the High School Equivalency Test (HiSET[™]);
- The HSE tests and testing sites available to each center; and the requirements students must meet to take the HSE tests;
- The local and online High School Diploma (HSD) programs available to students at each center;
- The factors impacting HSE testing and HSD opportunities at each center;
- The policies, rules, and conditions under which HSE testing takes place in each testing site;
- The testing strategies for HSD and HSE programs;
- The factors that may affect centers' HSE testing and HSE attainments;
- The barriers to students' literacy and numeracy gains; and

The survey also includes questions about the PY 2018 OMS changes.

Because the information obtained through this survey will be used to determine your PY 2019 model-based goals, it is important that the information you provide is accurate and received promptly (see Action below for the deadline).

3. Online Survey.

- a. Battelle will administer the 2019 OMS FVS using an online survey instrument. 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 by the system) for each center.**
- b. The primary survey respondent selected should have a comprehensive understanding of the center's academic programs and the factors that impact HSE testing and HSD opportunities for your center's students. This person could be the Center Director or a designee to complete the survey on the center's behalf (e.g., Academic Manager, Career Development Manager, Education/Training Director).
- c. The online survey will be available after approval by the Office of the Assistant Secretary for Employment and Training. 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 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 "2019 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 to access the survey.
- d. A list of center-specific login information (sorted by center) is attached to this Program Instruction Notice (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 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 to this Program Instruction Notice (Attachment B).
- e. A copy of the survey is also attached (Attachment C) for reference purposes to assist you in collecting the requested survey data and preparing the online survey.

4. Action. Each Center Director or designee is to complete and submit the online survey no later than **April 22, 2019.**

Center Directors are asked to distribute this Program Instruction Notice 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. Until superseded.

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

Attachments

A – Center-specific Login Information for the Online Survey

B – Instructions for Completing the 2019 OMS Factor Verification Survey Online

C – Copy of 2019 OMS Factor Verification Survey for Reference