**Attachment**

**Student Experience Assessment Encouraged and Prohibited Activities**

The Student Experience Assessment (SEA) will assess students’ satisfaction with their experiences while participating in the Job Corps program.

* The new SEA will be web-based and administered **quarterly** at each center. Each quarter, all active on-center students, including non-residential, who have been enrolled for more than two weeks, will be selected to participate. Students will receive a link to the survey via their Job Corps email, and, if provided, their personal email. Students will receive reminder emails during the survey period.
* The survey period is seven consecutive days from the day that the survey is sent to the student. The survey will remain open for students’ completion during the survey period each quarter, and students can complete the survey at any time during that period.
* The survey can be completed on students’ personal electronic devices that have email access (e.g., phones, tablets) in addition to the center computers or laptops.

Centers must take steps to ensure that computers and/or Wi-Fi access are easily accessible to allow students to complete the survey and encourage students to take the survey. Staff are required to do the following:

* Ensure students have computer log-in information and passwords.
* Ensure students can access all available student-ready computers including Chromebook laptops.
* Ensure students know how to access their Job Corps email. This includes knowing the steps to access their email, knowing how to access email on their mobile devices and on the Chromebook laptops, and knowing their passwords.
* Encourage students to regularly check their Job Corps emails.
* Ensure there are functioning computers with internet access and/or Wi-Fi available for students to use during non-training hours.
* Update student email information in CIS to ensure that the survey administrators have access, if provided by students, to the students’ current personal email addresses.
* Each quarter, inform students that there is a new SEA survey and that all students are asked to participate. This should be done prior to the survey period and at least daily during the survey period. Encourage all staff to remind all students.
* During the survey period, ensure the students have access to their Job Corps or personal email using center computers or Wi-Fi during non-training time (after hours or during breaks and lunch) to complete their survey.
* Ensure students understand that the survey is a questionnaire, not a test. There are no right or wrong answers.
* Inform students that the survey, on average, will take 15 to 20 minutes to complete.
* Inform students that the survey has an audio function and they should have headsets with them if they want to have the questions and answers read to them.
* Encourage students to participate. The center should promote the new survey proactively and consistently. Files with poster templates and other promotional material to help encourage student completion of the survey will be provided.
* Encourage non-residential students in off-center training or work-based learning to check their Job Corps and/or personal email and complete the survey.
* Ensure individual students have time to complete the survey on their own, including allowing non-residential students to use center computers after training.
* Provide training for staff on prohibited survey procedures. For example, staff must not observe students while they are taking the survey. Staff are also prohibited from encouraging or influencing students to respond in any set way.

The National Office is committed to ensuring the integrity of the SEA results. We have developed the following guidelines for centers regarding “coaching.” It is inappropriate for anyone at the center (staff or students) to attempt to bias student responses before, during, or after the survey in any way. The following activities are strictly prohibited:

* Observing individual students taking the survey. Staff should not look at the students’ survey as they are completing it unless requested by the student. Staff should not stand near or behind a student completing the survey such that the student may feel as if their answers are not private.
* Reprimanding or threatening to reprimand students who choose not to take the survey.
* Asking students if or how they responded to questions on the survey. Students can discuss the survey and ask other students and staff questions about the survey, but these types of conversations can only be initiated by the student. Staff **must not** make the students feel as though they must discuss the questions or the answers or attend focus groups to discuss the survey (focus groups on improving center programs and services are acceptable).
* Resetting student passwords for the student portal or email address without the student’s permission.
* Using a student’s Job Corps email to access the student’s survey.
* Taking computer or Wi-Fi time away from a student unless the student violates user agreements.
* Coaching students to answer the survey in a particular way (e.g., by providing or suggesting “correct” or “incorrect” answers to questions).
* Promising or implying that rewards (such as new equipment, services, privileges, etc.) would be granted or secured for center-wide positive survey results.
* Conducting meetings, pep rallies, and/or group activities that include discussions, presentations, or guidelines regarding possible survey questions or answers.
* Suggesting that negative responses to the survey will result in negative consequences for the student or the center (e.g., the center will be closed).

Although a high response rate is desirable, centers are reminded that the SEA is voluntary, and that students have the right to decline to take the SEA without fear of repercussions from the center.

Centers may reward students with center-wide incentives for meeting the required response rate for the surveys. Centers should promote the SEA, motivate the students to respond, and strive toward achieving the national 80 percent response rate goal.