



DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NOTICE NO. 21-05

TO: ALL JOB CORPS NATIONAL OFFICE STAFF
 ALL JOB CORPS REGIONAL OFFICE STAFF
 ALL JOB CORPS CENTER DIRECTORS
 ALL JOB CORPS CENTER OPERATORS
 ALL FOREST SERVICE JOB CORPS CENTERS
 ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
 ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS
 ALL CENTER USERS

FROM: RACHEL TORRES
 National Director
 Office of Job Corps

SUBJECT: Implementation of the Student Experience Assessment (SEA) Survey

1. Purpose. To instruct Job Corps centers to prepare for the upcoming pilot of the newly developed Student Experience Assessment (SEA) beginning January 2022. Full implementation of the SEA, with required response rate goals, will occur in late 2022.
2. Background. The Office of Job Corps received approval from the Office of Management and Budget (OMB) to replace the current Student Satisfaction Survey (SSS) with two new, separate surveys that collect information from students on student safety and satisfaction. Implementation of the Student Safety Assessment (SSA) survey, entirely focused on center safety and security, has been delayed due to the Coronavirus Disease 2019 (COVID-19) pandemic, and the survey will be launched at a future date as physical operations at centers continue to resume and more students return to in-person instruction at centers. The Student Experience Assessment (SEA), a student satisfaction survey that assesses students' opinions about their Job Corps experience, will begin implementation in January 2022. The first administration will be considered a pilot. Further communication from the National Office will provide the schedule for full implementation. Accordingly, the SSS will no longer be administered.

The newly developed SEA is solely focused on Job Corps students' overall satisfaction with their Job Corps experience, asking students a series of questions to reflect on their experiences with different program areas (as noted, the safety and security program area will be covered by the new SSA and thus, the SEA does not ask students questions regarding this area). The survey has 14 modules covering specific topic areas that include Admissions, Career Technical Training, Residential Experience, among others. Students will only complete the modules of the survey relevant to their current participation in the program. Students will not be asked about program areas in which they have not participated.

The new SEA will be web-based and administered quarterly at each center. Each quarter, all active students, including non-residential, who have been enrolled for more than two weeks, will be asked 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, which 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. Centers should encourage students to take the survey with a center goal of 80% student response rate.

3. Action. Centers must begin preparations for the SEA pilot immediately. Activities to prepare for the survey include reviewing the encouraged and prohibited activities document (attached), ensuring all students can access their Job Corps email, and selecting a center point of contact for the SEA. The name of the center point of contact should be sent to DIR, Inc. at seasupport@jcstudentsurveys.com by November 30, 2021.

There will be a Webinar introducing the SEA on December 16, 2021 during which the National Office will provide information about the survey and strategies to gain student buy-in, increase response rates, and encourage survey completion. All Center Directors and any staff responsible for surveys, including the point of contact, are required to attend. We also recommend that an IT staff person from each center participate in the Webinar. The Webinar is also open to Job Corps Regional and National Office staff.

Please register for the Introduction to the Student Experience Assessment Webinar, held on December 16, 2021 at 1:00 PM ET at:
<https://dirmeetings.my.webex.com/dirmeetings.my/j.php?MTID=m995f7be65517b521a220cc833f31b0b6>

After registering, you will receive a confirmation email containing information about joining the webinar.

Additional information and resources for students and staff will be provided via the Job Corps Student Surveys website at <http://jcstudentsurveys.com>. The website will be active after the training on December 16, 2021.

The first survey period for SEA administration will occur **January 23–29, 2022**. The schedule of SEA administrations for the remainder of PY 21 will be published after the January 2022 administration.

A center must have a minimum of 10 students respond to the SEA to receive any information from the survey for the first implementation.

4. Expiration Date. Until superseded.
5. Inquiries. Questions or concerns should be directed to Shao Zhang at (202) 693-3917 or zhang.shao@dol.gov.

- Attachment: Student Experience Assessment Encouraged and Prohibited Activities