| DIRECTIVE: | JOB CORPS PROGRAM INSTRUCTION NOTICE NO. 21-11 |
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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
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

Rachel Torres     Digitally signed by Rachel Torres
Date: 2022.05.31
16:28:30 -04'00'

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

1. <u>Purpose</u>.  To instruct Job Corps centers to prepare for the official implementation of the Student Experience Assessment (SEA) survey occurring **July 20, 2022–July 28, 2022**.  The survey results will function as the baseline to inform future SEA goals.

2. <u>Background</u>.  In PIN 21-05, released on November 3, 2021, Job Corps announced the implementation of the new SEA survey and piloted it in late January 2022 at all the active centers.  The SEA focuses on students' overall satisfaction with their Job Corps experience covering different program areas.  The survey consists of fourteen modules covering specific topics such as admissions, career technical training, and residential experience, among others. Students only complete the survey modules relevant to their current participation in the program.

Each quarter, all active students enrolled for more than two weeks, including non-residential students, will be asked to participate in this survey.  Students will receive a link to the survey via their Job Corps email and several reminder emails to their Job Corps and personal email addresses during the survey window.  Centers will encourage students to take the survey with an expectation of a center goal of an 80% response rate.

DIR, Inc. will administer the SEA survey and post daily response rate reports to the JC Student Surveys Website at https://jcstudentsurveys.com by noon EDT during the survey window.  They will also provide a login code to the center points of contact to access the

reports.

Attached, please find the SEA Response Rate Targets and Schedule of Reminders and Reports, which provides additional information on daily response rate targets, student reminders, and expected dates for response rate reports.

3. <u>Action</u>. Centers must begin preparations for the SEA scheduled for **July 20, 2022–July 28, 2022.** The survey window includes nine consecutive days. Each eligible student will receive a notification email on July 18, 2022, and the survey link with their survey PIN on July 20, 2022. All students should submit their surveys by the end of the day (11:59 p.m. CDT) on July 28, 2022.

To prepare for the survey, centers must:
- Ensure all students can access their Job Corps email, and
- Review all updated promotional materials (flyers and videos), available in both English and Spanish, posted to the JC Student Surveys Website under Student resources (https://jcstudentsurveys.com/student-resources/) and Staff Resources (https://jcstudentsurveys.com/staff-resources/).

Materials include the updated FAQ, a video about how students can find their survey link and PIN, and more.

The NOJC will host two webinars sharing the lessons learned from the pilot, best practices for implementation, and activities for improving student buy-in/participation on **June 9, 2022,** and **June 14, 2022**. Please choose one webinar to attend. The webinars are also open to Job Corps Regional and National Office staff. Center staff should include the name of their center when registering for the webinar.

Please register for one session of the Lessons Learned from the Student Experience Assessment (SEA) Pilot webinar, held on June 9, 2022, at 2:00 p.m. CDT or June 14, 2022, at 9:00 a.m. CDT:

Topic: Lessons Learned from the SEA Pilot
Host: WebEx Training
Date: Thursday, June 9, 2022
Time: 2:00 pm, Central Daylight Time (Chicago, GMT-05:00)
Session Number: Not Available
Registration password: This session does not require a registration password.

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To register for this training session
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Go to
https://jobcorps.webex.com/jobcorps/k2/j.php?MTID=t117dbc69bf17f45d1a03698b5f680c0e
and register.

Once the host approves you, you will receive a confirmation email with instructions for joining the session.

To view in other time zones or languages, please click the link
https://jobcorps.webex.com/jobcorps/k2/j.php?MTID=td1cfac3308b5499aa37eaf9d93ad99cc

**OR**

Topic: Lessons Learned from the SEA Pilot
Host: WebEx Training
Date: Tuesday, June 14, 2022
Time: 9:00 am, Central Daylight Time (Chicago, GMT-05:00)
Session Number: Not Available
Registration password: This session does not require a registration password.

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To register for this training session
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Go to
https://jobcorps.webex.com/jobcorps/k2/j.php?MTID=taba9c995e53ca50a6915457d600220ac
and register.

Once the host approves you, you will receive a confirmation email with instructions for joining the session.

To view in other time zones or languages, please click the link
https://jobcorps.webex.com/jobcorps/k2/j.php?MTID=tce84c3ac4c1bd41495441bf6188f3c98

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For assistance
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You can contact WebEx Training at:
webextraining@jobcorps.org
1-888-886-1303

After registering, you will receive a confirmation email with instructions for joining the webinar. The PowerPoint will be available on the JC Student Surveys website, https://jcstudentsurveys.com, under staff resources.

4. Expiration Date. Until superseded.

5. Inquiries. Questions or concerns should be directed to Hilda Alexander at alexander.hilda@dol.gov.Attachment: SEA Expected Response Rate Targets and Schedule of Reminders and Reports

SEA Expected Response Rate Targets and Schedule of Reminders and Reports

| Date | Target Response Rate | Survey Reminders | Daily Response Rate Report Posted to the JC Student Surveys Website by 12:00 p.m. EDT |
|---|---|---|---|
| July 20 | Survey links emailed to students | | |
| July 21 | 15%–20% | | Report for July 20 |
| July 22 | 25%–30% | First reminder email sent to students (reminders sent to personal emails and/or via text when possible) | Report for July 21 |
| July 23-24 | 35%–40% | | None |
| July 25 | 45%–50% | Second reminder email sent to students (reminders sent to personal emails and/or via text when possible) | Combined report for July 22–24 |
| July 26 | 55%–60% | Third reminder email sent to students (reminders sent to personal emails and/or via text when possible) | Report for July 25 |
| July 27 | 65%–70% | Countdown reminder sent to students; (reminders sent to personal emails and/or via text when possible) | Report for July 26 |
| July 28 | 80% | Final reminder sent to students; (reminders sent to personal emails and/or via text when possible) | Report for July 27 |
| July 29 | | | Final Response Rate Report |