

Post Completion Survey Procedure

Introduction

Ohio TechNet (OTN) is a consortium of community colleges in Ohio, pursuing improvements in advanced manufacturing and technology programs through funding from a US Dept. of Labor TAACCCT grant. Lorain County Community College (LCCC) is the lead college. A key requirement of the grant is a third-party evaluation (conducted by New Growth for OTN). As part of the evaluation, a post-completion survey is being conducted on all individuals who complete an OTN program of study. The purpose of the survey is to strengthen the evaluation by adding depth to employment information on participants.

Who will be surveyed and when

All individuals who complete an OTN program of study are to be included in the survey process. Completers are surveyed one quarter after the quarter of their completion according to the following schedule:

Semester of completion	Time of survey
Spring	Following Summer semester (July – Sept)
Summer	Following Fall semester (Oct – Dec)
Fall	Following Spring semester (Jan – Mar)

The reason for the lag is that the survey asks about employment post completion, and we want to make sure enough time has passed for employment outcomes to occur. And, US Department of Labor's TAACCCT measurement of post-completion employment specifies one quarter after the quarter of completion, which is adopted here.

Contacting individuals by email then phone

LCCC will work with the Ohio Education Research Center (OERC), subcontractor of New Growth, to determine the list of individuals to be surveyed. This will be based on data sent from the colleges and collated by LCCC. At the beginning of the survey period (according to the schedule shown above), LCCC will contact each college navigator and provide two items:

1. A list of completers from that college to be surveyed, which is to be sent securely via ShareFile
2. A link to a SurveyMonkey survey to be used to conduct the survey

The college navigator will email a SurveyMonkey link to all completers for whom they have an email address (the survey will be housed in LCCC's SurveyMonkey account). A draft email is included at the end of this document, although feel free to update the template to match your style or method of connecting with students. Every week, LCCC will determine who has replied to the survey, and the navigators will send reminders to those who haven't. The email campaign will last for 3 weeks.

At the completion of the email campaign, LCCC will identify who has not yet completed the survey. Then LCCC will securely send a list to each college of individuals who are to be contacted in the phone

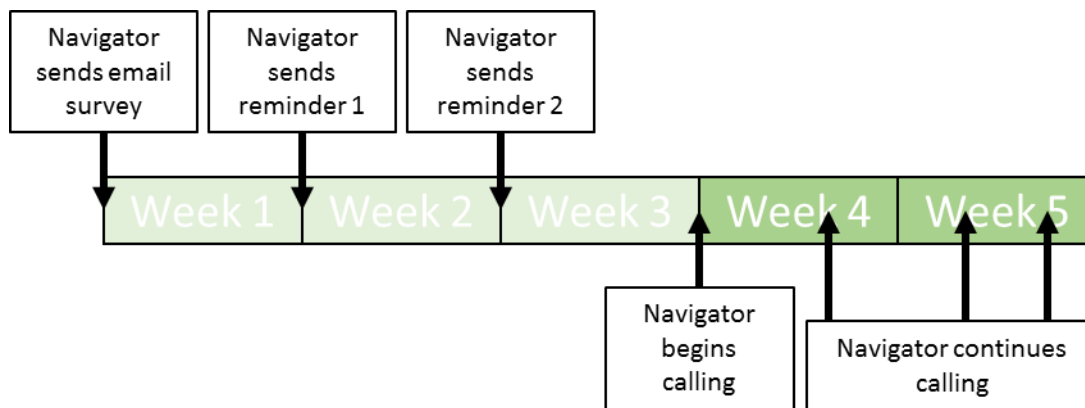
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campaign via ShareFile. This list will be comprised of all completers who did not complete the survey through email, and who have an available phone number.

The navigator at each college will call each individual on his/her list to conduct the survey. To improve the chances of connecting with an individual, the navigator will call each phone number that is available 3-4 times each over the course of at least 2 weeks.

When contact is made, the navigator will use the SurveyMonkey link (sent to the navigator from LCCC) to administer the survey. Questions can be read directly from the online survey, and the respondent's answers can be entered directly into SurveyMonkey by the navigator during the phone call.

Timeline of survey activity



About administering a phone survey

The navigators will experience the SurveyMonkey survey as if they were taking the survey. They are simply the conduit between the individual's responses over the phone, and entering them into the online form.

The first screen of the online survey will give suggested opening comments before beginning the questions of the survey (e.g., "This survey is in regards to Ohio TechNet..." etc.). This script can be followed as closely as needed to begin the survey, but doesn't have to be followed exactly (e.g., if the navigator knows the student personally, the script could be awkward and stilted). Navigators should feel free to tailor the opening comments for this reason.

The following sample language was provided by Rebecca Juliana, Rhodes State College Navigator.

Speaking with a participant:

Hi, my name is Rebecca Juliana with Rhodes State College, I'm calling for _____.

Rhodes received a large educational grant to improve training in advanced manufacturing and technology. The degree or program you recently completed received funding from this grant.

This survey gathers information about whether you believe the program has helped you advance in your career. Information gathered from the survey will be used for evaluation purposes, and to improve programs for future students. This survey is confidential, and

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individual responses will not be shared publicly. Any reports developed will be de-identified and used in aggregate.

The survey should take about 10 minutes, are you available for me to administer the survey over the phone to you now?

-Would you like to write down the link and take it yourself at another time?

-Is there a good email address that I can use to send you the link?

www.surveymonkey.com/r/HGXZ93X

Leaving a Voicemail:

Hi, my name is Rebecca Juliana with Rhodes State College, and this message is for _____. I'm calling to administer a survey to gather information about whether you believe the program or degree you recently completed at Rhodes has helped you advance in your career. This survey is for evaluation purposes and to improve programs for future students.

You are welcome to call me back at 567-242-5915 and we can go over the survey together, or you can plug in this link www.surveymonkey.com/r/HGXZ93X and take the survey on your own time.

This is a two week calling campaign, and I will be calling each participant 3-4 times in the next two weeks.

Thanks, and have a good day.

Draft email

Hello <NAME>,

I am writing to request you fill out a survey about the program you recently completed. We received funding from the federal government to help enhance the program, and they require an evaluation of the program. As part of the evaluation, we are asking those who completed the program to take a post-completion survey. Here is the link:

<SurveyMonkey link>

If you could take this survey, we would greatly appreciate it.

Sincerely,

<NAME>

Post Completion Survey Procedure**Revision Summary**

Original procedure is dated 11/4/16. Revision summary is included in table below.

Date	Section	Comments	Revised By
10/9/17	Who will be surveyed and when	Timeframe of survey and description were updated.	M Matthews
10/9/17	About administering a phone survey	Sample language proposed by Rebecca Juliana (Rhodes Navigator) was included within procedure.	M Matthews
1/16/18	Who will be surveyed and when	Surveying timeframe was updated in first paragraph of section.	M Matthews

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