

## CORE PERFORMANCE FOLLOW-UP MEASURES SURVEY INSTRUCTIONS

The National Reporting System (NRS) requires all states receiving federal WIA Title II funding to collect and report core performance measures on learners who exited the program during the current fiscal year and who meet specific criteria for follow-up. The NRS allows each state to decide how to obtain and report this information. California uses the follow-up survey method to complete this requirement.

For 2012-13 NRS made significant changes to this process. Previously, learners qualified for this reporting if they exited the program during the current fiscal year and had primary or secondary goals to get a job, retain a job, or enter postsecondary training or education. Starting 2012-13 goal assignment will no longer determine eligibility for this reporting. Instead participants are assigned automatically into one of four identified cohorts, based on predefined conditions about the student upon enrollment, including labor force status and highest diploma earned. There are four identified cohorts:

<b>Cohort</b>	<b>Key Criteria</b>
1. Enter Employment	Labor Force Status = Unemployed
2. Retain Employment	Labor Force Status = Employed
3. Obtain Secondary	Highest Degree Earned = None Instructional Program = GED/HSD
4. Enter Post-Secondary	Highest Degree Earned = 1) GED, 2) High School Diploma, or 3) Some College/No Degree

*Note: For more specific definitions of the four NRS cohorts, please refer to the PowerPoint document embedded in this attachment.*

For the 2012-13 Program Year the CDE has changed the methodology for the follow-up survey. Rather than following up on all learners who qualify for a follow-up measure, local WIA II funded agencies will use random sampling methodology. The CDE selected this option to reduce the administrative burden of following up on all qualified learners. For a detailed account of how the CDE is implementing these NRS changes, refer to the following link on the CASAS Web site: <https://www.casas.org/training-and-support/casas-peer-communities/california-accountability/cde-ca-nrs-changes>

On this Web page is a recording of the CDE Webinar held on April 19, 2012, that described these changes in detail, a copy of the PowerPoint document, and a list of frequently asked questions about these issues.

TOPSpro Enterprise (TE) software is programmed to produce a randomly generated list of learners each quarter who are to be followed up in each of the categories. Agencies should use the California Core Performance Wizard (on the TE menu, go to *Tools – California Core Performance Wizard*). This wizard shows the key criteria for core performance eligibility, and based on these criteria, generates a report with lists of students who meet the criteria for each cohort. Agencies must use TE to record all survey responses—California WIA II agencies will no longer submit this data on the CASAS Web site.

However, agencies must still access the CASAS Web site at <http://www2.casas.org/surveys/index.cfm?fuseaction=instructions.cplIntro> to obtain the survey forms. On the site there are several downloadable forms available that address each NRS cohort and the different survey methods such as phone, mail, and e-mail. *For detailed directions on how to access this information on the CASAS Web site, please refer to the General Instructions at the end of this document.*

California WIA II agencies will continue to report this information on a quarterly basis. Agencies must survey learners who exited their programs during the specified quarter. To meet the NRS requirements for Core Performance Follow-Up, local agencies must complete an Update Record in the quarter that learners left the program. For instance, when agencies run the Core Performance Follow-Up Report for the second quarter, they will see that the wizard shows only learners who exited during the first quarter. Follow-up surveys must be completed at the end of each quarter for all learners who appear in the randomly generated list in the Core Performance Reports in TE.

Local agencies should enter survey information in TE as soon as they have received the completed surveys.

<b>Deadlines for Mailing and Online Data Entry for Core Performance Surveys</b>			
<b>Year</b>	<b>Quarter</b>	<b>Distribute No Later Than</b>	<b>Enter No Later Than</b>
2011-12	4	8/31/2012	9/30/2012
2012-13	1	12/31/2012	1/31/2013
2012-13	2	3/31/2013	4/30/2013
2012-13	3	7/15/2013	8/15/2013
2012-13	4	8/31/2013	9/30/2013

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## Core Performance Survey – Frequently Asked Questions

1. *Question:* What if the TE Core Performance Wizard indicates that I have no learners to survey?

*Answer:* You still need to complete the Wizard by clicking *Finish* at the final step. This will be noted when agencies submit their data for quarterly submission.

2. *Question:* Can I disseminate surveys using a combination of methods?

*Answer:* Yes, you can use more than one method (any of the methods described in step 2e above) to administer surveys. TE provides fields in the Core Performance Measures section (described in step 3a) where each agency can record when they contact each student and which method they used to complete the survey.

3. *Question:* Is it O.K. to rewrite the survey questions in different words or to translate the survey into other languages?

*Answer:* No. It's important to keep the survey questions as they are. If you e-mail surveys, you must cut and paste the text of the message exactly as it is on the CASAS Web site.

4. *Question:* How can I obtain copies of the surveys?

*Answer:* You can download copies of the surveys on the Core Performance Survey General Page by clicking "View and Print Survey Forms." REMEMBER: Follow the directions carefully, and do not change the text of the surveys or scripts.

5. *Question:* What can I do to increase the likelihood that surveys will be completed?

*Answer:* One way to encourage survey responses is to discuss with students the purpose of the NRS follow-up survey while they are enrolled in the program. (As noted in question #3, many agencies have reported success with explaining the importance of the survey in students' native language before proceeding with the survey in English.)

In 2012-13 the CDE has authorized additional methods for contacting eligible students, including agency hosted Web logs or social network sites such as Facebook. You may also combine survey methods to contact a wider range of students. For example, if you phone a student and receive a bad phone number, you can contact the person via e-mail or Facebook instead.

6. *Question:* I contacted all the learners to be surveyed, but received no responses. What should I do?

*Answer:* If no surveys were returned completed, return to the Core Performance Measures section in TE, and for each student listed, in Survey Returned, mark “No,” and indicate the method for which you tried to contact the student.

7. *Question:* What if I need more help?

*Answer:* Send questions to the CASAS California Accountability Program Manager at [capm@casas.org](mailto:capm@casas.org) or call CASAS at 1-800-255-1036.

*Note: Please refer to the final part of this attachment, 2012 WIA II California Consortium Meeting Focus Group Summary, for a comprehensive list of suggestions to improve student responses to these surveys.*