California WIOA, Title II Employment and Earnings Survey

Second Quarter Program Year 2021-2022 Guidelines

This document outlines Employment and Earnings Survey requirement for California WIOA, Title II: AEFLA agencies. For common questions, see Frequently Asked Questions (FAQs) section of these guidelines. Complete these steps between November 2021 and December 2021. The table below outlines the month each task should be completed, along with step references and notes.

Dates	Task	Step Reference/Notes
November	Save Exit Population for PY ‘20-21 - Q4’	Step 2
November	Send a survey invite to students where **Exit Quarter** = ‘20-21 - Q4’	Step 3A
November	Send a survey invite to students where **Exit Quarter** = ‘20-21 – Q2’	Step 3B
December	Re-send survey invites to students who have not responded.	Step 5
December	After three attempts, personally contact non-responders via phone, email, etc.	Step 5
January	Grace period for sending survey invites and receiving responses.	After the grace period, you will not be able to send survey invitation through TOPSpro Enterprise (TE).

Step 1: Prepare your data

All attendance hours for the fourth quarter of program year 2020-2021 should have already been entered into TE.

Any students marked as **Retained in Program** will exit at the end of this program year. **It is not recommended to use this program status.** To check which students have this program status:

1) Go to **Records**, **Programs**, and then **Enrollments.**
2) Click the small filter button in the **Program Status** column header
3) Select the box for "Retained in Program" then click **OK**

Next, run the Core Performance Report to find and correct any obvious mistakes in email addresses and missing phone numbers. We need to look back to the 4th quarter of Program Year 2020-2021 (two quarters back) and obtain the list of students who exited.

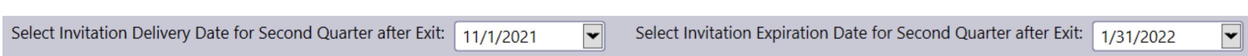
4) Go to **Reports**, **Federal Reports**, and then **Core Performance Population**
5) Select “7/1/2020 - 6/30/2021” and under Special Options select Quarter “4”.
6) Click **Generate**. Once generated, you can click **Export** this to Excel, or a PDF file if you wish. Please note the report will have two tables one for “NRS Students” and another for “CAEP only Students.”
7) Review and make any necessary changes to the data before moving on.

Step 2: Save your exit population

1) Go to **Tools** and then **Core Performance Wizard**.
2) Select program year “7/1/2020 - 6/30/2021”. Click **Next** and select quarter “4”. Click **Next** again to generate the report.
3) The **Core Performance Population**, just like in Step 1.6, should generate. Review the report for accuracy. Note that once the Wizard is generated, you cannot run the Wizard again for the same quarter.
4) Click **Next** then click **Finish** to save the list of students.
5) To review the results, go to **Records** and then **Core Performance Students**. By default, the lister is filtered for **Exit Quarter** = “Two Quarters Back”. Make sure the list displaying contains students where **Exit Quarter** = “20-21 – Q4.”

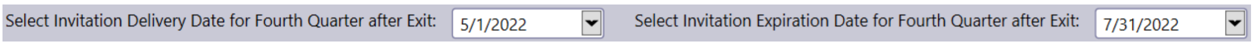
Step 3A: Send a survey invite to all students where Exit Quarter = ‘20-21 - Q4’

1) Under **Records** and then **Core Performance Students**, ensure the **Exit Quarter** column filter set to “Two Quarters Back” or “20-21 – Q4”.
2) Select students from the filtered list and click the **Send Survey Invite** button in the toolbar. Once the Survey Wizard window pops-up, click **Yes** then **Next**.
    a. If you want to administer surveys to a specific subset of students, hold “Ctrl” key on your keyboard and click the desired student records. Otherwise hold “Ctrl”+ “A” on your keyboard to select the whole population displayed in the lister.
3) Review the list of students selected. If needed, you can remove students from this list by highlighting the student and selecting **Delete Selected Records**. Click **Next** after you have reviewed the list.
4) Select a Survey Language then click **Next**.
5) Select a Delivery Method then click **Next**.
6) The next screen will provide suggested invitation delivery and expiration dates.



    a. The first date in the first row is the delivery date for the “Second Quarter after Exit” invitations. In other words, the survey invitations that need to be sent out in the current quarter. The Invitation Delivery Date will default to today. It is suggested to keep the default dates, but you may choose different delivery dates.

b. The second date in the first row is the expiration date for the survey invitation for the current quarter if the survey has never been opened or answered.



c. The first date in the second row is the delivery date for the "Fourth Quarter after Exit" invitations. These are the automatic survey invitations that are required for the End-of-Year Employment and Earnings Requirement. It is suggested to keep the default dates, however you can choose another date in the fourth quarter.

d. The second date in the second row is the expiration date for the "Fourth Quarter after Exit" requirement if the survey has never been opened or answered.

7) On the next screen, select either "Administer without survey customization" or "Apply Survey Customization." More details on how to use the Survey Customization in the Guide to Implement Follow-Up Survey Document posted on the CASAS Website.
8) Complete the wizard.
9) Repeat Step 3A until you have sent surveys to all students listed under **Records** and then **Core Performance Students** where **Exit Quarter** = "20-21 – Q4".
    a. You can add the column "Has Survey Q2" to verify all surveys have been sent.
10) See FAQs to determine if you have completed the requirement.

Step 3B: Send a survey invite to students where Exit Quarter = '20-21 – Q2'

1) If you have completed Step 3A correctly in previous quarters, survey invitations to students whose **Exit Quarter** = '20-21 – Q2' will have been sent automatically. To confirm:
    a. Go to **Records** and then **Survey Responses**. Filter for **Quarter to Take Survey** column to "21-22 – Q2".
    b. Filter the **Exit Quarter** column for "20-21 – Q2." If surveys are present, this portion of the requirement has been completed and continue to Step 4. If not, continue with Step 3B.
2) Return to **Records** and then **Core Performance Students**. Filter the **Exit Quarter** column to "Four Quarters Back" or "20-21 – Q2" and click **OK**. Be sure to uncheck the box for "Two Quarters Back.". The students displayed in this list are those that exited four quarters ago.
3) Select students from the filtered list and click the **Send Survey Invite** button in the toolbar. Once the Survey Wizard window pops-up, click **Yes** then **Next**.

4) Review the list of students selected. If needed, you can remove students from this list by highlighting the student and selecting **Delete Selected Records**. Click **Next** after you have reviewed the list.
5) Select a Survey Language then click **Next**.
6) Select a Delivery Method then click **Next**.
7) The next screen will provide suggested invitation delivery and expiration dates similar to Step 3A.
    a. Only one row of dates will be displayed, i.e. the delivery and expiration date for "Fourth Quarter After Exit" invitations. The Invitation Delivery Date will default to today. It is suggested to keep the default dates, but you may choose different delivery date.
8) On the next screen, select either "Administer without survey customization" or "Apply Survey Customization." More details on how to use the Survey Customization in the Guide to Implement Follow-Up Survey Document posted on the CASAS Website.
9) Complete the wizard.
10) Repeat Step 3B until you have sent surveys to all students listed under **Records** and then **Core Performance Students** where **Exit Quarter** = "20-21 – Q2".

Step 4: View current quarter invitations

At this point, all survey invitations should have been sent to students.

To view details of the survey invitation status go to **Records** and then **Invitations.** It is important to note that lister only filters by **Quarter to take Survey** and not **Exit Quarter**. See FAQs to determine if you have completed the requirement.

By default the list will show the date the invitation was sent in the **Date to Send Invitation** column and also when the invitation will expire in **Date When Invitation Expire** column. The **Was Accessed** column indicates if a student has clicked on the survey link. If the invitation has been successfully sent to the student in the **Delivery Status** column.

To view future survey invitations, change the filter **Quarter to Take Survey** column to "21-22 – Q4". Notice that these invitations show "Pending" in the **Delivery Status** column because the date to send the invitation is still in the future.

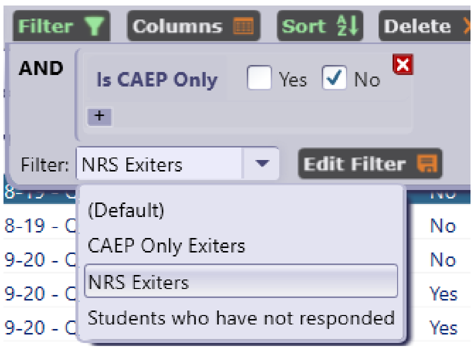
If you would like to resend a survey, select the student(s) and click the **Resend Invite** button in the top toolbar. A survey wizard will pop-up. See FAQs for more information on survey limits.

Step 5: Personally contact students who do not respond

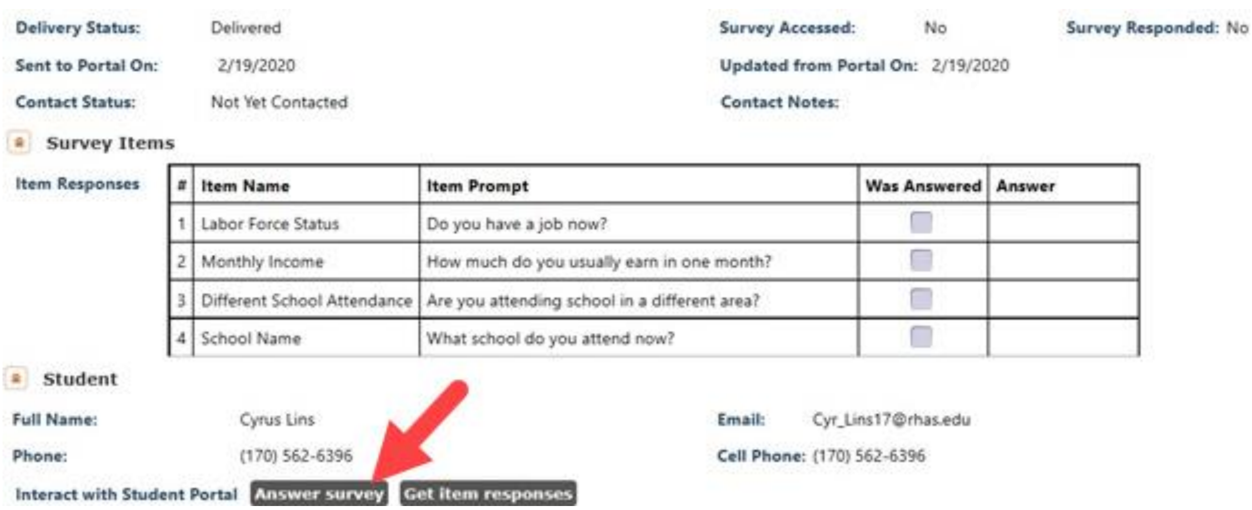
In the **Survey Responses** lister you can **Resend Invite** or **Answer Survey** by clicking the corresponding button in the tool bar. You can also double click on a student for additional details on their survey. There are similar columns as seen in the Invitations lister which were detailed in Step 4.

To manage survey responses,

1) Go to **Records** and then **Survey Responses.** The default filter for **Quarter to Take Survey** is set to “Current Quarter.” Confirm that the list of students shown have a **Quarter to Take Survey** = ‘21-22– Q2.’
2) Next click the **Filter** button in the top toolbar. Next, click on the filter drop down menu and select “NRS Exiters.” It may already be selected by default.



3) From this filtered list, select the student(s) who have not responded to the survey by filtering the **Survey Responded** column and select “No.”
4) To view the details of each student survey record, double click on any student.
5) Click **Answer survey** to enter any student responses that you have personally contacted. The student’s survey will pop-up in a separate browser when you select this option.



6) Once you have completed the survey, click **Get Item Responses** to populate the Survey Items table.
7) Staff members can edit the **Contact Status** or **Contact Notes** to many any missing surveys.

Frequently Asked Questions (FAQs)

Question: How do I know if I have completed the quarterly deliverable requirement?

You will know if you have completed the deliverable requirement if both exit populations have been surveyed for that quarter. For this deliverable requirement, under **Records** and then **Survey Responses** filter **Quarter to take Survey** column for "21-22 – Q2". If the **Exit Quarter** column has both "20-21 – Q4" and "20-21 – Q2" surveys, then you have completed the requirement.

Question: Our agency is also CAEP funded. What about the CAEP requirements?

The steps in this document also fulfill the requirements for CAEP. Following up with CAEP-only exiters is currently optional. If would like to review the results of your CAEP exiters, go to **Records** and then **Survey Responses**. Click the **Filter** button in the top toolbar. Click on the filter drop down menu and select "CAEP Only Exiters."

Question: I sent my all the surveys but they all aren't showing on the Surveys lister? Why is this?

The Survey's lister by default only shows "NRS Exiters." In **Records** and then **Survey Responses**, click the **Filter** button next to your agency. Click on the drop down menu and select "CAEP Only Exiters." The hidden CAEP survey records should now appear. See Step 5.2 for a screenshot of the Filter drop down menu.

Question: Is there a limit on the number of survey invitations we can send to students?

For text messages, there is a limit of 3 invitations per student per quarter. There is no limit for emails. If you have an exceptional situation wherein you need more than 3 text messages per student, please contact our Technical Support Staff.

Question: When do we contact students who do not respond to the survey?

You may contact students during the quarter in which you are sending survey invitations to them, and up to one month after the current survey quarter ends.

Question: It's past the grace period. What happens now?

You will need to contact the CASAS Technical Support Staff to assist. TE no longer allows you to use the student portal to send surveys. CASAS staff will manually create student survey records for the missed surveys and you will have to personally contact all students on the list before the requirement is marked as complete.

Question: We are directly contacting students. Do we still need to do the steps above?

Yes, you will still need to do the steps above to create individual survey records under **Records** and then **Survey Responses.** Once the surveys are on this lister, you can enter any responses by clicking **Answer Survey** in the tool bar.

Question: Can I use the 'Resend Invite' button after the grace period?

No. TE no longer allows you to use the student portal to send surveys. Agency staff will need to contact students directly and then enter responses manually

Question: What about the Perkins Requirement?

Additional documents and guidelines will be released on this requirement. In the meantime, be sure you followed all the steps above.

For additional information on the Employment and Earnings Requirement, please see the California Employment Follow Up Survey page on the CASAS website.