

**Job Corps Process Study**  
**Appendix C. Survey Program Instruction**

---

## **CENTER DIRECTOR SURVEY: SURVEY PROGRAM INSTRUCTION**

---

[DATE]

<b>DIRECTIVE:</b>	<b>JOB CORPS PROGRAM INSTRUCTION NO. XX-XX</b>
-------------------	--

**TO:** ALL JOB CORPS CENTER DIRECTORS  
[NOJC will determine the full distribution list]

**FROM:** EDNA PRIMROSE  
National Director  
Office of Job Corps

**SUBJECT:** 2011 Job Corps Center Survey

1. Purpose. This survey collects information from all Job Corps Center Directors regarding various aspects of their centers' operations and management. Information collected as part of this online survey will be used for several important purposes, including identifying promising practices across centers and assessing how these promising practices may be related to center performance.

*We could not conduct this research without approval from the Office of Management and Budget (OMB Control No. 1205-0XXX) and the expiration date for the approval is XX/XX/XXXX. Your response is required to obtain or retain benefits (20 CFR 670.970 and 670.975). The time required to complete these questions is estimated to average 1 hour per response.*

2. Background. This survey is part of the Job Corps Process Study, which is being conducted for the U.S. Department of Labor, Employment and Training Administration by IMPAQ International, LLC, an independent social science research and survey firm, along with its subcontractors Battelle Memorial Institute and Decision Information Resources, Inc.

In general, the survey questions focus on center practices related to: operational and management routines, processes, and procedures, including those pertaining to staff performance measurement and accountability; academic, career, technical, and support service delivery approaches; services offered; staff characteristics, including education and tenure; and factors perceived by Job Corps national office and Job Corps center staff as potentially associated with student outcomes.

3. Online Survey. The 2011 Job Corps Center Survey will be administered using an online survey instrument. The survey is organized in the following 14 topical areas:

1. Center Director Background Information
2. Outreach and Admissions and New Student Arrivals
3. Student-Focused Management Practices
4. Student Services
5. General Training Practices
6. Career Technical Training Programs
7. Academic Instruction
8. Center Management Practices and Leadership
9. Staff-Focused Management and Evaluation Practices
10. Staffing Levels and Vacancies and Staff Hiring Practices
11. Staff Support Services and Practices
12. Use of Community Resources and Support Systems
13. Use of Performance Management System Information
14. Corporate Management Practices

The Center Director is the intended – and best – respondent for the survey, although specific questions could involve consultation with other staff members or supervisors, as well as referral to center records. Although different individuals may contribute to collecting the requested survey information, only one set of survey responses is required (and will be accepted) for each center.

To complete the online survey, please click on this link: <http://xx>.

4. Action. Center Directors are asked to distribute this Program Instruction to all appropriate staff (i.e., all individuals who you plan to have involved in preparing and providing your center’s responses to the survey items). Each Center Director or his/her designee is to complete and submit the online survey **no later than [DATE]**.

5. Expiration Date. [DATE].

6. Inquiries. Inquiries on the survey should be directed to [NAME] from IMPAQ at [PHONE] or [EMAIL] before the [DATE] deadline.

Attachments

[LIST ANY ATTACHMENTS HERE IN THE ORDER REFERENCED ABOVE IN THE BODY OF THE PROGRAM INSTRUCTION]