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QUESTION MATRIX

#	Question	Graduate	Former Enrollee	Uncommitted/CPP
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2	SM_1 to SM_2	X	X	X
3	SS_1	X	X	X
4	SS_2	X	X	X
5	SS_2B	X	X	N/A
6	SS_2BA	X	N/A	N/A
7	SS_2BB	X	X	N/A
8	SS_SEA.1	X	X	N/A
9	SS_4	N/A	X	X
10	SS_6/A	X	X	X

CONFIRM CONTACT INFORMATION

CONFIRMTEXT.

Thank you for taking the time today to complete this short, five-minute survey. Since we will be contacting you again in six months to see how things are going with you then, we want to make sure the contact information we have for you is good. We also want to ask you a few questions about your Job Corps experience. To show our appreciation for your time, Job Corps will pay you **<INCENTIVE>**.

First, let me ask you about your contact information. We want to confirm we have your mailing address, telephone number, email address, and any social media where we could reach you.

1. CONTINUE TO ADD_CONF

ADD_CONF

Is this your current address?

DISPLAY ADDRESS

Is your current phone number **DISPLAY NUMBER**?

INTERVIEWER: READ ADDRESS TO R, SPELLING EACH WORD.

INTERVIEWER: IF R REFUSES SAY: We won't be able to send your incentive payment without an address.

01	YES, ADDRESS AND PHONE CORRECT	**(GO TO ADD_EMAIL)**
02	NO, UPDATE ADDRESS OR PHONE	**(GO TO R_NEWADD)**
03	NO, NEW ADDRESS	**(GO TO R_NEWADD)**
98	DON'T KNOW	**(GO TO ADD_EMAIL)**
99	REFUSED	**(GO TO ADD_EMAIL)**

R_NEWADD

What is your current contact information?

TEXT BOXES WHERE ALL INFORMATION IS ENTERED IN THE FOLLOWING ORDER:

ADDRESS
UNIT OR APARTMENT NUMBER
CITY
STATE (DROPDOWN)
ZIP
PHONE NUMBER

ADD_REVIEW

INTERVIEWER: PLEASE CONFIRM WHAT YOU ENTERED IS CORRECT. IF NOT, GO BACK AND UPDATE.

ADDRESS/PHONE ON FILE

DISPLAY ORIGINAL ADDRESS/PHONE ON FILE

UPDATED ADDRESS/PHONE

DISPLAY UPDATED ADDRESS/PHONE

    01   CORRECT **(GOTO ADD_EMAIL)**
    02   ERRORS – GO BACK AND UPDATE **(GO BACK TO R_NEWADD)**

ADD_EMAIL

What is your email address? _____

READ IF NECESSARY: We will only use your email address to alert you about the next Job Corps survey, or if we cannot reach you for the next survey by phone.

READ IF NECESSARY: We will keep your email address confidential and will not disclose it to third parties.

INTERVIEWER: IF R REFUSES OR DOESN'T KNOW, SELECT 'NEXT' TO CONTINUE.

CONFIRMADD

Now, I'd like to confirm the contact information for others that we may contact in the future when we cannot reach you.

INTERVIEWER: READ THE INFORMATION FOR EACH PERSON AND MAKE UPDATES AS NECESSARY. THE INFORMATION IS IN THE FOLLOWING ORDER:

NAME - RELATIONSHIP - PHONE NUMBER - ADDRESS

IF R WOULD LIKE TO UPDATE OR REMOVE CONTACT INFORMATION FOR A RELATION, SELECT ONE RELATION AT A TIME AND HIT NEXT TO MAKE AN UPDATE OR REMOVE. SELECT "ALL INFORMATION CONFIRMED" TO CONTINUE ONCE ALL UPDATES HAVE BEEN MADE.

IF A CONTACT IS SELECTED GO TO A_NEWFNAME AND FILL TEXTBOXES WITH CURRENT INFORMATION FOR CONTACT SELECTED.

    1-X   <CONTACT INFO>
    96   ALL INFORMATION CONFIRMED **(GO TO ADDALTS01)**

98	DON'T KNOW	**(GO TO ADDALTS01)**
99	REFUSED	**(GO TO ADDALTS01)**

A_NEWFNAME: What is their current contact information?

INTERVIEWER: IF R WOULD LIKE TO REMOVE ALTERNATE CONTACT, SELECT "REMOVE ALTERNATE" AT BOTTOM OF GRID

TEXT BOXES WHERE ALL INFORMATION IS ENTERED IN THE FOLLOWING ORDER:

FIRST NAME
LAST NAME
RELATIONSHIP (DROPDOWN MENU)
ADDRESS
UNIT OR APARTMENT NUMBER
CITY
STATE (DROPDOWN MENU)
ZIP
Phone Number
REMOVE ALTERNATE

GO TO CONFIRMADD AND UPDATE CONTACT INFO

ADDALTS01

Would you like to add anyone else that we may contact in the future if we cannot reach you?

01	YES **(GO TO ACNEWFNAME01)**
02	NO
98	DON'T KNOW
99	REFUSED

ACNEWFNAME01

What is the name, address, and phone number for the contact you want to add?

TEXT BOXES WHERE ALL INFORMATION IS ENTERED IN THE FOLLOWING ORDER:

FIRST NAME
LAST NAME
RELATIONSHIP (DROPDOWN MENU)
ADDRESS
UNIT OR APARTMENT NUMBER
CITY
STATE (DROPDOWN MENU)
ZIP
HOME PHONE

CELL PHONE
ADDALTS02

Is there anyone else you would like to add to your list of contacts?

01 YES **(GO TO ACNEWFNAME02)**
02 NO
98 DON'T KNOW
99 REFUSED

ACNEWFNAME02

What is the name, address, and phone number for the contact you want to add?

TEXT BOXES WHERE ALL INFORMATION IS ENTERED IN THE FOLLOWING ORDER:

FIRST NAME
LAST NAME
RELATIONSHIP (DROPDOWN MENU)
ADDRESS
UNIT OR APARTMENT NUMBER
CITY
STATE (DROPDOWN MENU)
ZIP
HOME PHONE
CELL PHONE

PROGRAMMER: R WILL BE ABLE TO ADD UP TO 3 ALTERNATES. REPEAT TWO QUESTIONS ABOVE FOR THIRD ALTERNATE CONTACT IF NEEDED (ADDALTS03 AND ACNEWFNAME03).

SM_1. If we have trouble finding you using your other contact information, is there a social media site or app we could use to reach you?

01   YES **(GO TO SM_1A)**
02   NO **(SKIP TO SS_1)**
98   DON'T KNOW **(SKIP TO SS_1)**
99   REFUSED **(SKIP TO SS_1)**

PICK FROM THE LIST

SM_1A.

01 Facebook
02 Instagram
03 Snapchat
04 Twitter
05 TikTok

06   WhatsApp
07   LinkedIn
08   Other (Specify_____)
09   None **(SKIP TO SS_1)**
98   DON'T KNOW **(SKIP TO SS_1)**
99   REFUSED **(SKIP TO SS_1)**

SM_2. What is the username or email connected with your account?

01   _____
98   DON'T KNOW **(SKIP TO SS_1)**
99   REFUSED **(SKIP TO SS_1)**

SATISFACTION

SS_1. Now I'd like to ask you a few questions about your Job Corps experience.

On a scale of 1 to 10, where 1 is **not at all satisfied** and 10 is **highly satisfied**, how would you rate your overall satisfaction with the quality of training provided by Job Corps?

01   1 – NOT AT ALL SATISFIED
02   2
03   3
04   4
05   5
06   6
07   7
08   8
09   9
10   10 – HIGHLY SATISFIED
98   DON'T KNOW
99   REFUSED

SS_2. On a scale of 1 to 10, where 1 is **not well at all** and 10 is **very well**, how well did the Job Corps center you attended prepare you for employment or further schooling?

01   1 – NOT WELL AT ALL
02   2
03   3
04   4
05   5
06   6
07   7
08   8
09   9

<pre>
        10   10 – VERY WELL
        98   DON'T KNOW
        99   REFUSED
</pre>

SS_2B. Now I want to ask about your experience with your career transition service (CTS) specialist. CTS specialists are the people who help plan your career path and help with your career and personal problems.

PROGRAM CHECK SS_2BA:
IF STUDENT IS A GRADUATE (GRAD_STATUS=1) ASK SS_2BA; IF STUDENT IS A FORMER ENROLLEE (GRAD_STATUS=2) ASK SS_2BB

SS_2BA. Did your CTS specialist contact you before you left your center?
<pre>
        01   YES
        02   NO
        98   DON'T KNOW
        99   REFUSED
</pre>

SS_2BB. Has your CTS specialist contacted you since you left your center?
<pre>
        01   YES
        02   NO
        98   DON'T KNOW
        99   REFUSED
</pre>

SS_SEA.1. Please indicate whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with the following statements:

	1 Strongly Agree	2 Somewhat Agree	3 Neither Agree or Disagree	4 Somewhat Disagree	5 Strongly Disagree	DK	REF	N/A
B25. My CTS specialist treats me with respect.								
B26. My CTS specialist helps me meet or revise my career goals.								
B27. My CTS specialist has helped me transition to independent living after leaving Job Corps.								

SS_4. Our records indicate you left Job Corps before completing your **program**. What would you say was the main reason you did not complete your program?

INTERVIEWER: MARK APPROPRIATE RESPONSE CATEGORY BASED UPON RESPONDENT'S STATED MAIN REASON; IF MAIN REASON DOES NOT CORRESPOND WITH ONE OF THE FIRST 8 CATEGORIES, SELECT "OTHER" AND ENTER REASON IN TEXT FIELD.

INTERVIEWER: IF RESPONDENT INDICATES REASON WAS NOT HIS/HER CHOICE (SUCH AS "TERMINATED" OR "SEPARATED"), ASK: "What was the reason for the termination or separation?"

INTERVIEWER: IF RESPONDENT INDICATES REASON WAS NOT HIS/HER CHOICE (SUCH AS "ASKED TO LEAVE" OR "MADE TO LEAVE"), **ASK**: "What was the reason you were asked or made to leave?"

	Response Options	**FOR INTERVIEWER – EXAMPLES OF WHAT IS INCLUDED IN THE CATEGORY (NOT DISPLAYED ON SCREEN FOR CATI)**
01	GOT A JOB AND/OR WENT TO ANOTHER JOB TRAINING OR SCHOOL OR ANOTHER EDUCATION PROGRAM	• Got a job or entered military • Entered another job training program, • Enrolled in school or another education program • Got a job and enrolled school
02	DID NOT WANT TO TAKE ACADEMIC CLASSES/DID NOT WANT AN HSD/HSE	• Did not want to take academic classes • Did not want to get an HSD or HSE
03	WAS NOT SATISFIED WITH THE QUALITY OF THE ACADEMIC PROGRAM OR INSTRUCTORS	• Dissatisfied with the quality of the academic classes • Dissatisfied with the quality of the HSD or HSE program • Dissatisfied with the quality of the instructors/instruction • Did not like the academic program or the program was boring
04	COULD NOT GET INTO TRAINING PROGRAM I WANTED/WAIT WAS TOO LONG/NOT INTERESTED IN TRAINING PROGRAMS OFFERED	• Could not get into the training program I wanted • Wait was too long to get into the training program I wanted • Did not offer a training program that I wanted to take
05	WAS NOT SATISFIED WITH THE QUALITY OF THE CAREER TECHNICAL TRAINING PROGRAM OR INSTRUCTORS	• Dissatisfied with the quality of the training program • Dissatisfied with the quality of the instructors/instruction • Did not like the program or the program was boring

	Response Options	FOR INTERVIEWER – EXAMPLES OF WHAT IS INCLUDED IN THE CATEGORY (NOT DISPLAYED ON SCREEN FOR CATI)
06	DID NOT LIKE THE CENTER, THE STAFF, THE RULES, OR RESIDENTIAL LIFE	• Too many rules to follow/too hard to follow the rules • Rules were not applied fairly/consistently to everyone • Center/program was not organized/too chaotic/too many changes • Center was not like the OA counselor described • Did not like or get along with program staff (Staff were not supportive, caring, attentive) • Center life was boring/not enough activities • Did not like or get along with other students • Did not like living on center/residential environment • Too many distractions/drama • Did not feel safe on center (assault, bullying, harassment)
07	DID NOT FOLLOW CENTER RULES	• Did not follow center rules • Exceeded AWOL days/attendance • Was accused or involved in a verbal or physical altercation/fight
08	PERSONAL REASONS	• Home/family issues • Childcare issues • Had to find a job/financial issues • Pregnancy • Medical/Illness • Homesick • Wasn't ready/not a good fit/too young • Transportation issues
09	OTHER, SPECIFY **(GO TO SS_4_TXT)**	
98	DON'T KNOW	Don't Know
99	REFUSED	Refused

SS_4_TXT.

DESCRIBE OTHER REASON: _____

SS_6. Do you have any other comments about Job Corps that you would like to make?

01 YES **(GO TO SS_6A)**
02 NO
98 DON'T KNOW
99 REFUSED

SS_6A: Please describe:
RECORD COMMENTS: _____

THANKYOU

Those are all the questions I have. Thank you for your time.

INTERVIEWER: ENTER CALL DISPOSITION AND CLICK NEXT TO SCHEDULE AN APPOINTMENT OR EXIT SURVEY

CATI: RECORD END DATE (SECZEDDT) AND TIME (SECZEDTM)

CATI: CALCULATE SECTION TIME

(**GO TO CNOTES**)