



# **Ready, Set, Go for PSO: What veteran data collectors need to know for 2024**

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# Agenda

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- Purpose and assumptions
- Review results from 2023 data collection with leavers in school year 2021-22
- Reminders
- Recording Contacts
- Resources



# Purpose

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To provide an overview of PSO processes, timeline, and resources for 2024.



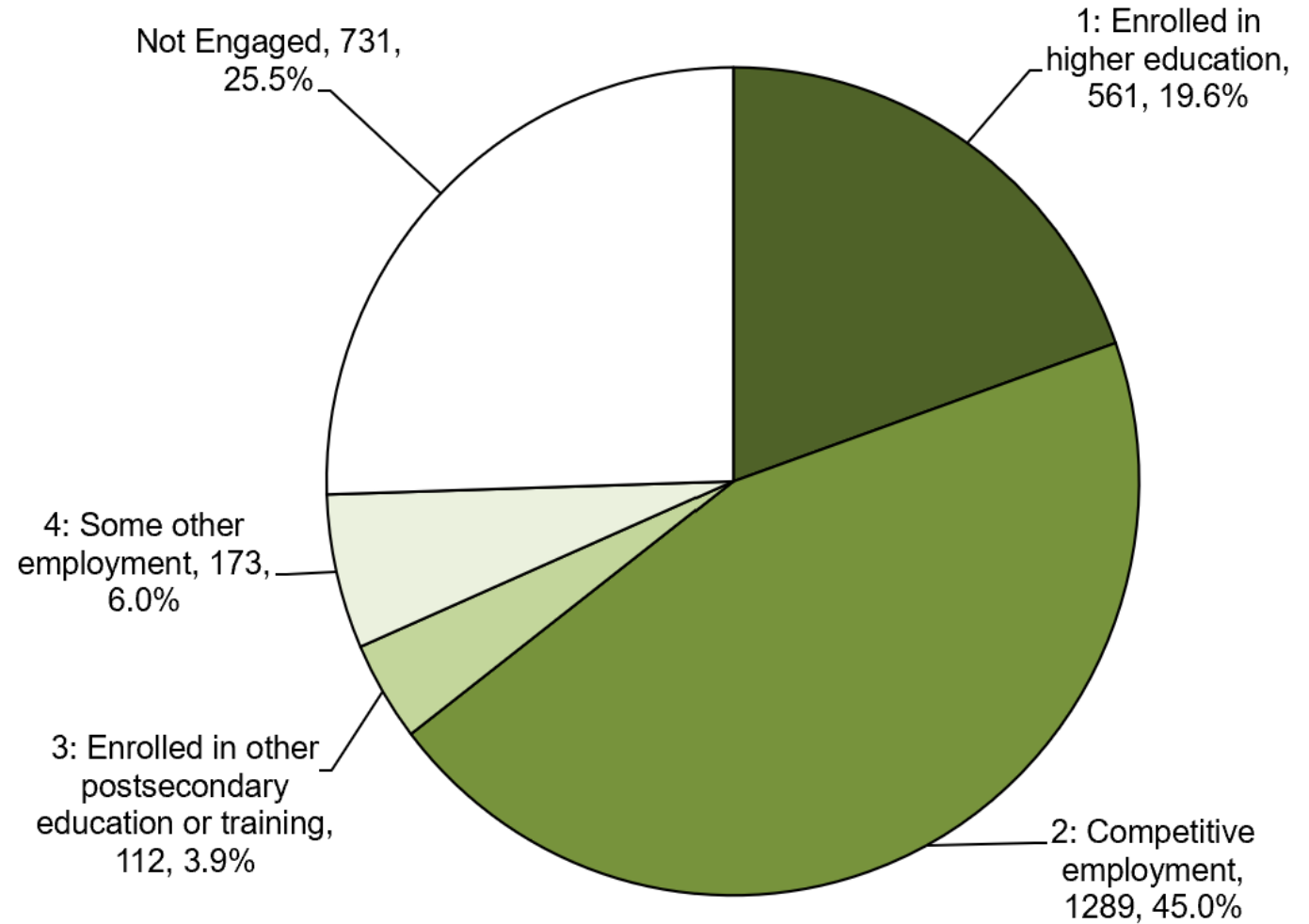
# Assumptions about this training

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- We assume you
  - Are familiar with the general PSO data collection purpose and process
  - Have collected and reported PSO data for multiple years
  - Know how to access the PSO App in Central Login

# Oregon's PSO Results for School Year 21-22

- Total Former Student Leavers
  - 5,435
- Total Respondents
  - 2,866 (52.7%)
- Total Engaged
  - 2,135 (74.5%)
- Not Engaged
  - 731 (25.5%)



THANK YOU  
SO MUCH

YOU ARE VERY MUCH APPRECIATED!

# Process Reminders:

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- **Must enter agency contact information for your PSO Team to proceed in PSO App.**
  - Administrator, Point(s) of Contact for the Exit and Follow-Up Interviews, and staff collecting or entering data in the App
  - Information used to send notices and contact if a problem arises with the collection
- **Student List is available for review in mid-April.**
  - Use the Student List to verify students who are eligible for PSO data collection this year
  - To make additions/deletions to the list, send only the SSID number to the ODE Data Team: [ode.oss-datateam@ode.state.or.us](mailto:ode.oss-datateam@ode.state.or.us)
- **Highly encourage use of the online PSO App to record attempts and interview data.**
  - Eliminates duplication of work effort
  - Reduces likelihood of error from data entry
  - Ensures right questions are asked through built in skip logic
  - Includes built-in help features

# Process Reminders:

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- The interview is meant to be a conversation
  - Ask the question and have a conversation with the former student/designee
  - Listen to their answer rather than reading the answer categories
  - Sometimes it may be necessary to re-word a question or ask additional questions (probe) in order for former student or designee to understand the question



# Pre-Contact (Now)

- Tell current seniors about the purpose and timeline Follow-Up Interview
  - Have current students complete the post-card
- Remind (i.e., pre-notify) families and former students that they will be contacted for the Follow-Up Interview
  - Send the PSO post-card
  - Post on social media platforms
  - Send a letter with a hand addressed envelope



The [insert School or district name] needs your help!

- We want to learn from former students how we can improve high school transition services.
- You will receive a phone call that asks questions about what you have been doing since you left school, such as have you worked or gone to school?
- Answering the questions will take about 10 minutes.
- Teachers will use answers from students like you to learn what they can do to help other youth get jobs and go to school after high school.
- To make sure you have a chance to answer the questions, please call [503-300-XXXX](tel:503-300-XXXX) to help the district find you or a family member who can help with this information.
- We want to hear from you, what you tell us is very important. It's easy and totally confidential. Questions, contact your district at [503-300-XXXX](tel:503-300-XXXX).

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Sally Smith at [sally.smith@state.or.us](mailto:sally.smith@state.or.us)  
POST-SCHOOL OUTCOMES INTERVIEW

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# Contact

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- **Multiple Attempts on Multiple Days at Multiple Times**
  - Students employed or enrolled in postsecondary education may not be available during a typical school days/hours
  - Interviewers may need to call in the evenings or on weekends
- **Maintain confidentiality**
  - All information obtained during student interviews must be kept confidential by the district and interviewers.

# Pre-Interview

## PRE-INTERVIEW ^

**A.**  
Is this student eligible to take the Follow-Up Interview?

For a student to be eligible they must: 1) leave special education; 2) be 14 years of age or older when they left; 3) not return to regular education or return for special education services.



Yes  
 No

[Clear Response](#)

- If the **Student List** was reviewed prior to starting the interviews, and any additions/deletions made through ODE's Data Team, select yes.
- If the Student List was not reviewed prior to starting the interviews, confirm the student is eligible before starting the interview;
- Check school data or ask the former student or the designee whether they are in school, has left/returned to school.
- If 'No' is selected, you will be prompted to give the reason the individual is ineligible.

# Pre-Interview

**CONSENT** ^

**B.** Are you willing to answer a few questions about your education, jobs, and life in general following High School? ? \*Required

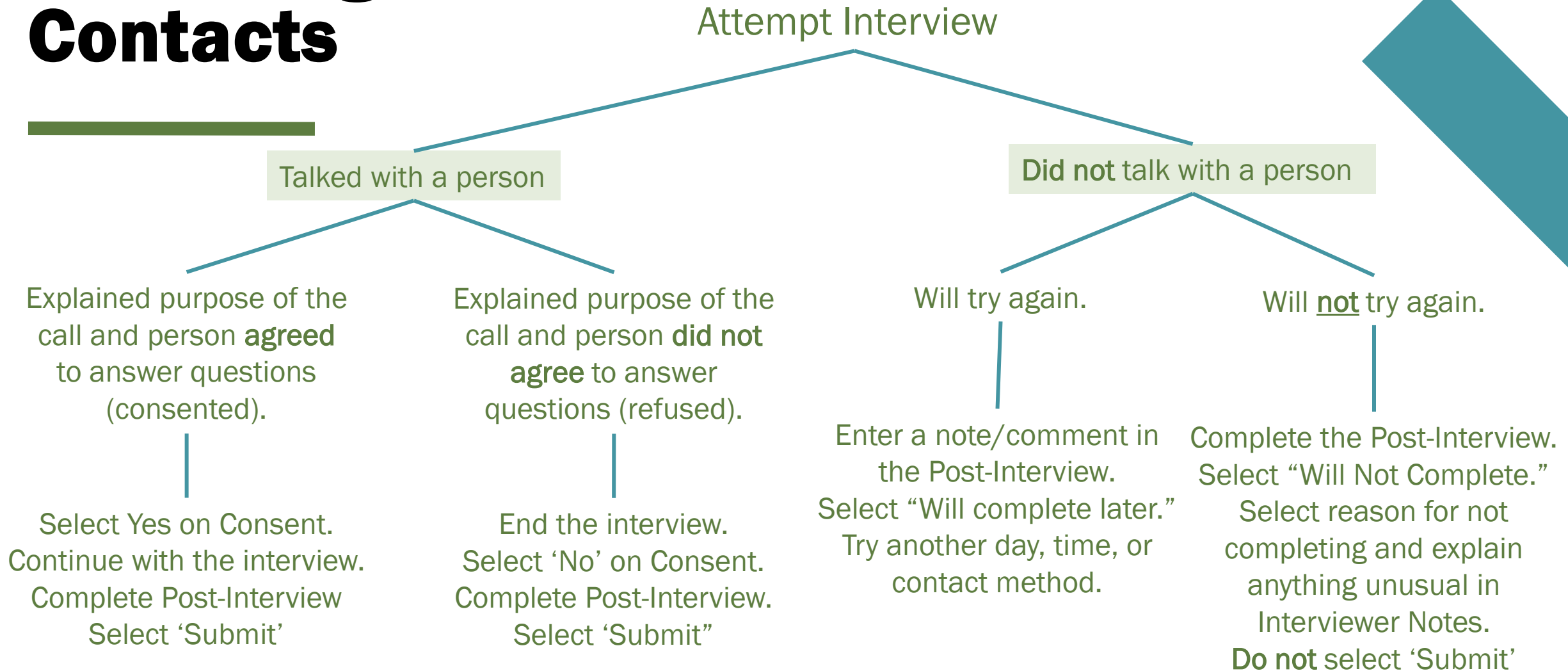
Yes

No

[Clear Response](#)

- This question requires talking to a person – either the former student or their designee – to be able to answer this question.
- This question is the basis for determining consent/refusal.
- Not having contact information or not getting an answer after leaving a message is not a refusal because you did not talk to a person.

# Recording Contacts



# Recording Contacts

Attempt Interview

Talked with a person

Did not talk with a person



# Recording Contacts

Attempt Interview

Talked with a person

Explained purpose of the call and person **agreed** to answer questions (consented).

Explained purpose of the call and person **did not agree** to answer questions (refused).



# Recording Contacts

Attempt Interview

Did not talk with a person

Will try again.

Will not try again.

V.  
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# Recording Contacts

Attempt Interview

Did not talk with a person

Will try again.

Will not try again.



Will Not Complete  
(No Further Action)

Will Complete Later  
(Still In Progress)

Submit  
(Survey Complete)

WILL NOT COMPLETE - NO FURTHER ACTION ×

Please indicate the reason that you **WILL NOT EVER BE COMPLETING** the interview for "Deporte, Colette"

- Wrong Contact or no contact information
- Message left, received no response
- No Answer

Cancel

Continue

WILL COMPLETE LATER REASON ×


Please indicate the reason that you will **completing the interview at a later time for** "Deporte, Colette"


- Person not available to talk (work, busy)
- Wrong contact information, obtaining new information
- Left a message
- No Answer
- Wasn't able to explain the purpose of the interview (hang-up)
- Other (Provide Reason)

Additional Notes:

Cancel

Continue

 **Survey Submitted** ×  
Survey marked as 'Completed'

 **Not all questions answered** ×  
You must answer all required questions to submit. All of the remaining questions have been highlighted.

**CONSENT**

**B.** Are you willing to answer a few questions about your

- Yes
- No

**MUST HAVE TALKED WITH A PERSON**

Clear Response

# Contact History

Will Complete Later  
(Still In Progress) –  
leave a note in the  
pop-up box

## Contact History

	Name	Contact Date	Outcome	Notes
10	FGUser	Apr 5, 2024, 11:22:40 AM	Wrong contact information	mom gave new cell number.
11	FGUser	Apr 5, 2024, 11:49:06 AM	Left a message	left text msg to call me
12	FGUser	Apr 5, 2024, 11:51:17 AM	Message left received no response	
13	FGUser	Apr 5, 2024, 12:12:35 PM	No Answer	

Will Not Complete  
(No Further Action)  
– leave a note in  
Interviewer Note

# Post-Contact




- Ensure all questions have responses
- Complete the Post-Interview questions
  - Interviewer Notes/Comments are really helpful
- Access preliminary response rate and engagement in the PSO Dashboard for your school/district
- Access final PSO data in the SPR&I system
- Review final PSO results with all data collectors
  - Plan how to improve data collection for next year
  - Use data to improve transition programs and opportunities

# 2024 Timeline

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- **Mid-April:** Student List Review Available
- **June 6:** PSO App Opens for Data Collection
- **Sept 30:** PSO App Closes for Data Collection
- **Throughout:** Preliminary Results Available with in the App
- **Winter 2025:** Final PSO Results Available

# Save the Dates: 2024 PSO Trainings

Date/Time	Audience	Objective	Mode
<b>February 16</b> <i>The Results are In: PSO Results from 2023</i>	All interested parties	Share the results from the 2023 PSO data collection efforts	<b>Recorded Only</b>
<b>March 14 – OSTC</b> <i>Unlocking the Power of PSO Data: Enhancing Skills and Insights</i>	Anyone responsible for Post-School Outcomes (PSO) data collection or reporting.	Describe PSO processes	<b>LIVE</b>
<b>April 12</b> <i>Ready, Set, Go for PSO: What veteran data collectors need to know for 2024</i> 	Data collectors & administrators experienced in collecting and reporting PSO data	Provide an overview of PSO processes, timeline, and resources for 2024	<b>Recorded Only</b>
<b>May 2 - @2:00 (PDT)</b> ODE Spring Training Webinar	<b>By ODE invitation only</b> – watch for notification		<b>LIVE</b>
<b>May 16 &amp; May 23</b> <b>Two-part sequence (see below)</b>			
<b>Part 1 - May 16</b> <i>Why Does It Matter: What, Why, When and Who</i>	Required for all new administrators and data collectors along with those who did not collect data in 2023 but will in 2024 <b>Registration required</b> – watch for notification	Part 1 – Provide an overview of PSO processes, timeline, and resources for 2024	<b>Recorded Only</b>
<b>Part 2 – May 23 @3:00-4:30 (PDT)</b> <i>Oregon PSO: How to collect PSO Data for New Data Collectors</i>		Part 2- Provide detailed guidance on step-by-step processes	<b>LIVE</b>
<b>May 30 - @3:00-4:00 (PDT) and August 29 - @3:00-4:00 (PDT)</b> <i>Open Mic Q &amp; A</i>	Anyone affiliated with PSO <b>Registration required</b> – watch for notification		<b>LIVE and Recorded</b>

Up-to-date training information will be posted on the ODE PSO 2.0 App Main Dashboard

Links to recorded sessions and PSO Resources are located under the PSO Resources tab: <https://transitionoregon.org/post-school-outcomes/>

# Resources

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- **Website Resources: [transitionoregon.org](http://transitionoregon.org)**
  - Follow-Up Telephone Survey Script
  - District Post-School Outcomes (PSO) Timeline
  - Contacting Hard-to-Find Youth: Strategies for the Post-School Survey
- **Technical Assistance for App and Data Collection Mechanics:**
  - [psu@uoregon.edu](mailto:psu@uoregon.edu)
  - Cindy Post – [cpost3@uoregon.edu](mailto:cpost3@uoregon.edu)
  - Charlotte Alverson – [calverso@uoregon.edu](mailto:calverso@uoregon.edu)
- **Data Collection Purpose and Use in Oregon**
  - Shava Feinstein – [Shava.Feinstein@ode.oregon.gov](mailto:Shava.Feinstein@ode.oregon.gov)

# Feedback, Questions, or Suggestions

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- Use the QR code to give feedback about this PSO training
- Email questions or suggestions to [psu@uoregon.edu](mailto:psu@uoregon.edu)







# Thank you

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