

Indicator 14 Post-School Outcomes Survey

Districts Interviewing Exiting Students
April 5, 2023



OKLAHOMA
Education



Welcome!

Oklahoma State Department of Education



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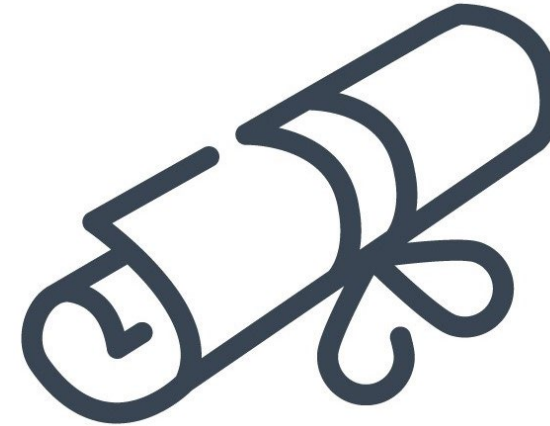
Indicator 14: Post-School Outcomes

Students with disabilities who either **graduated, dropped-out, or aged-out** the year before are called and asked about their education, training, and employment experiences.



Why should your district opt-in? #1

Get a **higher** response rate!



Response Rate Comparison

Opt-in Districts	Professional Interviewers
55%	19%



Why should your district opt-in? #2

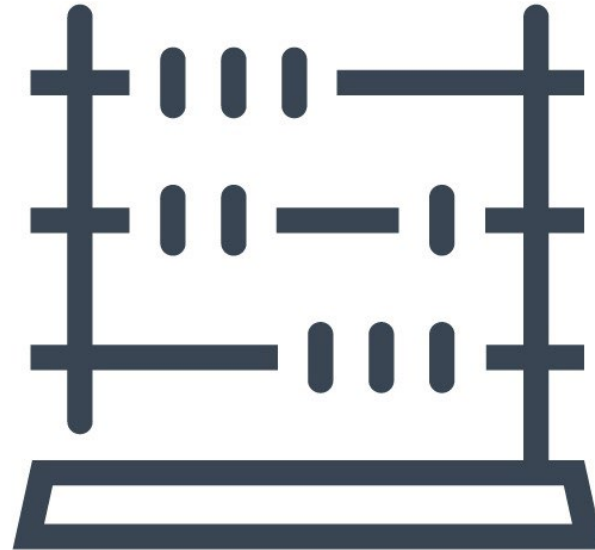
Learn the **stories** behind the numbers!



Why should your district opt-in? #3

State **accountability** for Indicator 14 is increasing.

- Response rates will be reported in the District Data Profiles.



District Experiences

**Great way to
reconnect
with families!**

**It was fun
and
exciting!**

Be persistent!

**It's a beautiful
public
relations
opportunity!**

**The person
that does the
surveying
needs strong
social skills.**

District Experiences – What Worked?

Printed out a survey and made a folder for each student with their contact information so I could go back and enter the results of the survey in the computer if needed.

I enjoyed visiting with former students and families.

Opportunity to refer to community services (mental health).

Students were eager to share!

Hearing the success stories

Offering a reward or incentive to participate.

District Experiences – Challenges/Solutions

Demographics may have been outdated.

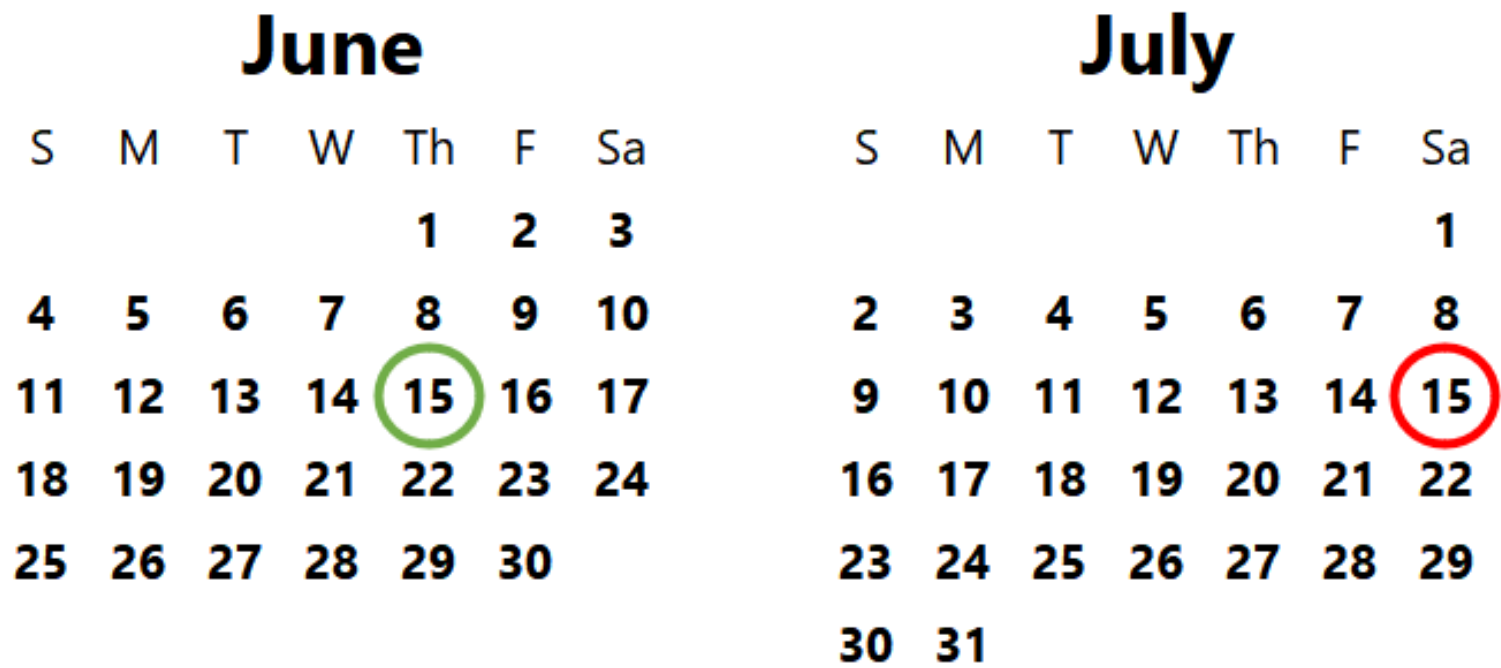
I have district access so I was able to locate alternate numbers including student cell phones to reach the students.

Not sure who I was (might be a telemarker), hesitant to respond.

Plant the seed for the survey earlier-Junior, Senior year. Have a postcard or something that tells about the survey. Include a copy of the survey in Exit meetings.

Phone Interview Window

Districts may interview students from June 15th - July 15th.



Interview Materials

You will need the following materials to complete the calls:

- 1) Call list
- 2) Phone Interview Protocol
- 3) Instructions/FAQ Document



Phone Interview Protocol

[illegible]



Online Survey

All responses must be entered in the online survey, either while you are doing the interview or after the interview is completed is you are printing out the protocol.

<https://survey.alchemer.com/s3/6711228/OKi14-District>



Instructions/FAQ Document

Oklahoma Indicator 14 Summer 2023 Instructions and FAQs for Districts Conducting Phone Interviews	FAQs															
Instructions for Interviewing the Exiting Students. Interview window: June 15 th - July 15 th District staff members interviewing students should: 1) Go to: https://survey.alchemer.com/s3/6711226/OK14-District 2) Before calling the student, find the student's ID number, first name, and last name from the call list provided to the district. This information, along with the student's county/district and your email address, will be entered into Alchemer (the survey platform) for questions Qa-Qc. 3) If there is an answer and a valid respondent: Start the interview (begin with Q1) a. Follow the complete phone interview protocol on Alchemer. b. Once finished, click "Submit" on the last page after thanking the student for their time. 4) If there isn't an answer or the student is unable to complete the interview during this call attempt: a. Record the call disposition in the student call log. b. Plan to call this student on another phone number or at a different time. c. Attempt to call the extir at least six times. 5) If after six call attempts you are unable to reach the student or a family member you can record a final call disposition. 6) If any student refuses to participate, asks to be taken off the list, or is deceased, email the student's ID number and name to Katherine Dunlap at katherine@datadrivenenterprises.com . If you have any technical questions, please contact Katherine Dunlap at katherine@datadrivenenterprises.com , if you have content questions, please contact Travis Thompson at 405-522-5203 or Travis.Thompson@sde.ok.gov or Lori Chesnut at 405-521-3351 or lori.chesnut@sde.ok.gov . Do Not Call List/Disposition Tracking Required: Districts must email a list of student IDs with do not call dispositions such as "take me off the list," "refused to participate," or "deceased" to Katherine Dunlap at katherine@datadrivenenterprises.com . Voluntary: Districts can track dates of calls, number(s) dialed, and call disposition (outcome of the call) for each student for internal use. Below is a list of possible call dispositions that can be used. <table border="1"><tbody><tr><td>1. Blocked call</td><td>6. Disconnected</td><td>11. No answer</td></tr><tr><td>2. Business/Government</td><td>7. Fax/Computer Tone</td><td>12. Respondent not available</td></tr><tr><td>3. Busy</td><td>8. Initial refusal</td><td>13. Take me off the list</td></tr><tr><td>4. Completed</td><td>9. Language barrier</td><td>14. Voicemail</td></tr><tr><td>5. Deceased</td><td>10. Mid-interview termination</td><td>15. Wrong number</td></tr></tbody></table> Protocol Notes 1) Red Text: Notes for interviewers. Do not read out loud to the interviewee. 2) If you need to return to a previous page during the interview, click on the "Back" button, do NOT click on the internet browser back-button. Oklahoma Indicator 14 – Summer 2023 1	1. Blocked call	6. Disconnected	11. No answer	2. Business/Government	7. Fax/Computer Tone	12. Respondent not available	3. Busy	8. Initial refusal	13. Take me off the list	4. Completed	9. Language barrier	14. Voicemail	5. Deceased	10. Mid-interview termination	15. Wrong number	Calling/Interviewing Students FAQs 1) What if the student returned to high school? Answer: If you KNOW the student returned to high school in the 2022-2023 school year, do not call the student. Email the student's ID number and name to Katherine Dunlap at katherine@datadrivenenterprises.com . 2) What if I am told that the student is deceased? Answer: You can tell the family member/guardian that you are sorry for their loss and that you will take them off of the call list. Email the student's ID number and name to Katherine Dunlap at katherine@datadrivenenterprises.com . 3) What if I reach a voicemail box? Answer: Feel free to leave your name and number for the student to call you back. For example: Hi, This is insert your name . I'm calling on behalf of the insert district name . The district wants to improve its services to students. I'm calling you for your feedback and to find out what you have been doing the past year in terms of education and work. I will try calling you again. Or you may call me back at (insert number). I hope to speak to you soon. 4) How many times should I attempt to contact each student? Answer: We suggest attempting to contact each student a minimum of six times. Try all available phone numbers for each student. 5) What if the student doesn't know an answer to a question or refuses to answer? Answer: Encourage the student to make a best guess. A "don't know" response could result in a student not meeting the indicator. However, if the student truly doesn't know or refuses to answer, there are "Don't Know" and "Refused" response options available for each item. (Note: Do not read these options out loud to the interviewee.) 6) What if the student is not able to talk on the phone because of his/her disability or not being available? Answer: Inquire as to whether you may ask that person the questions about the student. Acceptable respondents for the student include parents, guardians, and other family members. 7) What if the person who answers asks why you want to speak to the student? Answer: Let them know that the Oklahoma State Department of Education wants to improve its services to students. As such, they are interviewing students who left school a year ago to determine if they've continued their education or if they are working. 8) What if the person who answers wants to contact someone from the district? Answer: Provide the name and phone number of the contact person for your district. Oklahoma Indicator 14 – Summer 2023 2
1. Blocked call	6. Disconnected	11. No answer														
2. Business/Government	7. Fax/Computer Tone	12. Respondent not available														
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Call List

County Name	District Name	DistrictID	StudentID	Student FirstName	Student LastName	Exit Reason	Phone 1	Phone 2	Phone 3	Phone 4
Example 1	Example 1	111	12345678	Joe	Smith	Graduated		7855554433		
Example 2	Example 2	222	23456789	Laura	Potts	Aged out	7853456789			
Example 3	Example 3	333	34567890	Tom	Glass	Graduated	7857890123	7858901234	7851234567	7851111111
Example 4	Example 4	444	45678912	Adam	Fry	Dropped out		7857894561		

Call 1			Call 2			Call 3			Call 4			Call 5			Call 6			Final Disposition
Date	# Dialed	Disposition	Date	# Dialed	Disposition	Date	# Dialed	Disposition	Date	# Dialed	Disposition	Date	# Dialed	Disposition	Date	# Dialed	Disposition	
6/15/2023	Cell	Voicemail	6/16/2023	Cell	Completed													Completed
6/15/2023	Home	Completed																Completed
6/15/2023	Cell	No answer	6/16/2023	Work	No answer	6/17/2023	Other	Take me off the list										Take me off the list
6/15/2023	Cell	Completed																Completed

What is the calling process?

1. Review the materials

1. Review the phone interview protocol
2. Review the instructions/FAQ document

2. Interview students

1. Call students
2. Enter the responses into Alchemer
3. Record the final disposition
4. Send your call list to Data Driven Enterprises if you have any Do Not Call dispositions

Opt-In!

Please complete the opt-in survey by May 31st if you would like to “opt-in.”

<https://survey.alchemer.com/s3/7165487/OKI14optin>



Questions

- **Technical** questions? Contact Data Driven Enterprises:
 - Katherine Dunlap at Katherine@DataDrivenEnterprises.com
- **Content** questions? Contact OK State Dept. of Education:
 - Travis Thompson at 405-522-5203 or Travis.Thompson@sde.ok.gov
 - Lori Chesnut at 405-521-4802 or lori.chesnut@sde.ok.gov