Scope of Work: California Community College CTE Outcomes Survey 2017-2019

(Outlining work to be completed by the Sonoma County Junior College District (herein "the SCJCD") doing business as "Santa Rosa Junior College")

I.   Summary

The SCJCD will survey approximately 175,000 former California Community College CTE students 1.5- 2 years after they stopped enrolling to assess their employment outcomes and to gather other relevant information. This annual survey shall be administered via e-mail, text message, and telephone to ensure a high response rate. Individual reports shall be provided to all participating colleges, and the complete data file shall be provided to the Chancellor's Office for inclusion in the "CTE Data Unlocked" online tool.

II.   Survey Administration

The Office of Institutional Research (OIR) at the SCJCD shall administer the survey on behalf of all California Community Colleges.

The Chief Instructional Officer at each college will identify the primary college contact for the survey, and identify the college or district employee who shall be tasked with providing student contact information to the SCJCD annually. The California Community Colleges Chief Instructional Officers (CCCCIO) association shall assist with the initial communication.

The SCJCD will contract with a phone center to conduct the telephone surveys, with oversight from the SCJCD.

III.   Cohort for Survey

The Chancellor's Office Management and Information Unit (COMIS) shall provide to the SCJCD, via secure SFTP password-protected connection, a data file containing MIS data elements (list will be attached as an appendix) for all California Community College students who meet the criteria. This data shall be provided to the SCJCD by November 30, 2018.

For the 2018-2019 survey, the cohort of students will include those who in the 2016-2017 academic year:

1. Completers: received a vocational/CTE award that is Chancellor's Office approved and enroll in 0-5 units each semester the next year (not enrolled or minimally enrolled).
2. Terminal Certificates: received a vocational/CTE award of at least 6 units that is not Chancellor's Office approved (such as certificates requiring fewer than 12 units) and are not enrolled the following year.
3. Skills Builders: completed 9 units that are SAM coded A-D, with at least one course SAM coded A-C (within the prior 3 years), have not received a vocational/CTE award of 6 or more units, and are not enrolled the following year.

IV.   Student Contact Information

In order that the former students may be surveyed, each college/district shall provide contact information, to the extent available to the college/district, to the SCJCD for the students identified by COMIS for inclusion in the survey (cohort parameters are listed above). Student contact information provided by the college/district to the SCJCD shall include:

- Full first name
- Full last name
- e-mail 1
- e-mail 2
- phone 1
- phone 2

V.   Responsibilities of the SCJCD
1. The SCJCD will collaborate with CCCCIO to identify the primary contact at each college, and to identify the college/district employee who shall provide cohort student contact information to the SCJCD.
2. The SCJCD will coordinate with COMIS to conduct the data extraction according to cohort parameters (listed above).
3. The SCJCD will provide the identified college contacts with a list of unique student identification numbers (COMIS data element SB00) reflective of the survey cohort, which the college/district will use to provide the student contact information listed above. Only those contacts who have been authorized by the college's Chief Instructional Officer will receive the list of unique student identification numbers. The college will remove the unique student identification numbers (COMIS data element SB00) prior to sending the file to SCJCD. The exchange of these files will occur via password-protected website. In addition, colleges will be asked to provide high and low resolution versions of the college logo to brand the survey for their students.
4. Upon receipt of the student contact information, the SCJCD will conduct the e-mail survey to all students, including a minimum of one reminder.
5. The SCJCD will contact non-responders with a text message inviting them to take the survey, with a minimum of one reminder to non-responders.
6. The SCJCD will work closely with a contracted phone center to complete the telephone phase of the survey. All contact information will be transmitted to the authorized subcontractor via a password-protected SFTP, which will be accessed by management level staff. The phone center will receive local Institutional Review Board (IRB) approval prior to administering the telephone phase of the survey. These IRB documents are publicly available upon request.
7. The SCJCD will provide each college with an individualized report regarding student responses.

8. The SCJCD will provide each college via password-protected website with the dataset for its students upon request from the contact person identified by the Chief Instructional Officer.
9. The SCJCD will provide an aggregated statewide report for all students in the survey.
10. The SCJCD will provide the Chancellor's Office with a complete statewide data set for inclusion in the online CTE Data Unlocked tool, and will provide regional data sets to Centers for Excellence upon request.
11. Other data requests will be vetted by the CTEOS Advisory Committee, which includes representation from the Chancellor's Office.
12. The SCJCD will conduct presentations and workshops to promote the understanding and use of CTEOS data for local, regional, and statewide improvement of CTE programs at California Community Colleges.

VI. Timeline

This survey project will span the 2018 and 2019 academic years, beginning October 1 and ending September 30 each year. Annual calendar:

- By October 1, the CCCCIO will forward an informational e-mail message to its members, asking each CIO to identify a primary contact at the college, and to name the college/district employee who shall be tasked with providing student contact information to the SCJCD,
- By October 30th, colleges will provide contact information to the SCJCD.
- By November 30th, COMIS will provide a data file of MIS data elements for students identified for inclusion in the survey.
- By December 15th, the SCJCD will provide the list of unique student identification numbers (COMIS data element SB00) to the appointed employee at each college/district to extract student contact information
- By January 15th, each college/district will provide student contact information to the SCJCD and low and high resolution logos
- By the end of February, SCJCD will administer the surveys electronically and via text
- By the end of August, the survey will be administered by telephone
- By the end of September, the SCJCD will provide individual college reports and an aggregated statewide report.
- By the end of September, the SCJCD will provide colleges with individual detailed data sets, and will provide a complete statewide data file to the Chancellor's Office for inclusion in the online CTE Data Unlocked tool.

VII. Data Security

The SCJCD follows these general guidelines in the collection, storage, and management of data

- Student Contact Information: Student level privacy is maintained and full student level data will be accessed only by authorized SCJCD research staff. The SCJCD provides the subcontracted phone center with only the contact information that is needed to administer that phase of the survey. Any subcontractor of the SCJCD follows a confidentiality agreement that allows use of the subset of Student Contact information only for the purposes of executing its obligations.
- Rules of Aggregation Requirement: "Aggregated," as used in this Scope of Work, refers to a data output report that does not allow identification of an individual. All public reports developed by the SCJCD or its subcontractors do not contain college confidential data. Any personal identifiers in these data will be removed, unless a specific data request is made by the designated primary contact of a college. No disaggregated data identifying individuals shall be released to outside parties or to the public, except in cases specifically outlined in this Scope of Work.
- Amendment of Rules of Aggregation: College and the SCJCD, at their reasonable discretion, may amend, modify, supplement or enhance the Rules of Aggregation set forth in this section upon written notice.
- Data Security: The SCJCD makes reasonable attempts to i) prevent unauthorized access, modification, destruction and dissemination; ii) ensure the data are kept secure and confidential; and iii) maintain the integrity, completeness and accuracy of the data.
- SCJCD provides (upon request) multi-college datasets to the Chancellor's Office or to the Chancellor's Office grantees. Such multi-college datasets will NOT contain the following: COMIS Unique Student Identifiers (SB00), Survey IDs. Such datasets will be provided via password-protected website. Recipients of multi-college datasets must first obtain permission from the college(s) contained within that dataset before sharing open-ended response data about that college.
- The conduct of this research follows the Code of Ethics and Professional Practice of the Association for Institutional Research.