



Kentucky Post School Outcomes

YOYO Training for New Interviewers

HUMAN DEVELOPMENT INSTITUTE | UNIVERSITY OF KENTUCKY | SPRING 2021

What we will cover today

- ▶ Why We Collect Post-school Outcome Data
- ▶ How We Collect Post-school Outcome Data
- ▶ Roles And Responsibilities Of Interviewers
- ▶ Contacting Former Students
- ▶ Interviewing Skills
- ▶ Directing Former Students To Resources
- ▶ Utilizing The Online System

Why We Collect Post-school Outcome Data

Federal Requirement (U.S. Department of Education, Office of Special Education Programs)

All States are required to report the “percent of youth who are no longer in secondary school, had IEPs in effect at the time they left school, and were:

- A. Enrolled in higher education within one year of leaving high school.
- B. Enrolled in higher education or competitively employed within one year of leaving high school.
- C. Enrolled in higher education or in some other postsecondary education or training program; or competitively employed or in some other employment within one year of leaving high school”.

(20 U.S.C. 1416(a)(3)(B))

State Requirement

- ▶ Kentucky Department of Education wants to help districts improve transition outcomes
- ▶ Contracts with KYPSO to develop instrument, collect secondary data, analyze and report
- ▶ KDE wants to know about items in addition to Indicator 14:
 - ▶ Residence
 - ▶ Support services
 - ▶ Community engagement

To help Districts and Educators Make Informed Decisions!

- ▶ DOSE's can examine district reports
- ▶ KYP SO staff and Transition Consultants can work with you to identify ways to improve outcomes
- ▶ As interviewer you can provide access to resources to former students
- ▶ Hear firsthand stories about your former students and use that knowledge to help others

How We Collect Post-school Outcome Data

The YOYO



An online interview of
about 35 questions

But you won't ask them all



The system tells you
who to contact



How to contact them
(usually)



What questions to ask
them



How to provide
support to them if
needed

Who should be interviewed?

- ▶ Any student that exited in the 2019-20 school year, had an IEP in place at time of exit, and exited by:
 - ▶ Graduation with Regular Diploma
 - ▶ Graduation with Alternative Diploma
 - ▶ Reaching Maximum Age
 - ▶ Dropping Out
- ▶ KYP SO works with KDE to identify these former students and assign them to the correct district
- ▶ And to include correct contact information

Sometimes it doesn't work....



If a student “exits” in 2020 but re-enrolls before the YOYO starts, they should be removed



If a student moves to another district but never enrolls there, they are considered a dropout from your district



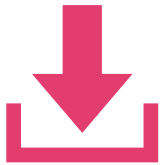
Sometimes students who should be on your list should not be



Sometimes contact information is not up to date

You can help fix this for next year!

What to do?



To add students:

Download “Copy of fields to add students.xlsx” from
Kypso.org > Resources
Fill out all information
Upload it at our secure site
on kypso.org



To delete students:

Document reason for
deletion, usually an IC
screenshot showing current
enrollment
Upload it at our secure site
on kypso.org



**In all cases, KyPSO will make final
decision regarding who can be
added or removed. We will often
consult with KDE.**

Roles And Responsibilities Of Interviewers

Being a YOYO Interviewer is a Big Responsibility

- ▶ You are collecting data that tells us about the post school outcomes of FS with disabilities across Kentucky.
- ▶ The information you collect will be compiled and reported to districts, the state, and federal governments.
- ▶ Important decisions will be made based on these reports and recommendations.
- ▶ The information you obtain can help future students be more successful after high school. It may even help the very student you are talking with!
- ▶ Remember, you may be the last person from the school to ever speak with this former student again! So, it is important to show the FS you care about her/him and what is happening now that they are on their own.

Confidentiality

- ▶ Youth are protected by ensuring that all personal information about them is confidential.
- ▶ All paper and electronic information containing personally identifiable information must not be available to anyone outside of school personnel with designated access.
- ▶ Never leave YOYO materials in a public place (e.g. leaving your computer screen open to a former student interview).
- ▶ Never allow unauthorized persons to look at them.
- ▶ Notify your supervisor if you lose any confidential materials.
- ▶ Never talk about who you interviewed or what they say.

Contacting Former Students

Response Rates

- ▶ Every interview will end in one of four ways:
 - ▶ You will make contact and complete an interview (~60%)
 - ▶ You will make contact, but they will refuse to be interviewed (~4%)
 - ▶ You will be unable to make contact (~35%)
 - ▶ You will make no attempt to conduct an interview (~1%)
- ▶ Each of these rates is reported to the state
- ▶ We understand that not all former students can be contacted
 - ▶ But there are ways to increase response rates
- ▶ There is no excuse for not making an attempt

Can I Interview A Family Member?

Yes, if you cannot get in touch with a former student, or the former student says they want their family member to answer their questions

- This is typically the case with 1/3 of completed interviews

Remember: it is the former student's answers that we want, not the parents'

- Ask the parent how their son/daughter would likely respond

Contacting Former Students

- ▶ We supply the contact information that KDE gives us
 - ▶ They get it from you!
- ▶ You may have better methods of contacting former students
 - ▶ If so, use them
- ▶ They don't have to respond, but you have to try
 - ▶ They may not even want to talk to someone from their school, be personable and open
- ▶ Start early!

Inform Former Students That You Will Be Contacting Them



THE EASIEST WAY TO DO THIS
WILL BE TO SEND A LETTER TO
THE FS

A SAMPLE OF SUCH A LETTER
CAN BE FOUND AT
WWW.KYPSO.ORG >
RESOURCES

Be prepared to interview

- ▶ Computer with Internet access
- ▶ Telephone with speaker phone capability or headset
- ▶ Approximately 15 minutes per interview
- ▶ Quiet area as free of distraction as possible
 - ▶ *you may want to post a sign on the door of the office/area you are using notifying people of telephone interviews in progress*
- ▶ Know who you are calling
 - ▶ Do they have communication needs?
 - ▶ Do you remember anything personal about them?

What if I just can't get in touch with someone?



If you have exhausted all options, or tried at least three phone calls with no response, simply mark "Could not Contact" and submit the interview.

NEVER complete the interview according to how you think they would answer



Remember, you can also interview the respondent in person. Some interviewers have even texted questions one by one.



Try calling during the evening or on weekends.

Be creative, but not invasive.

What if I get voicemail / an answering machine?

- ▶ You can use this script:
- ▶ Hello, this is _____calling from _____school. I am calling for Former Student Name. I want to know if you would like to participate in an interview we are conducting with former students to see how things are going. You can return my call at_____. I will also try to call you at another time. Thank you.

What Can I Say to Encourage Participation?

- ▶ Inform the Former Student (FS) that the survey is voluntary.
- ▶ Inform FS that they can refuse to answer any particular question.
- ▶ Assure Former Student (FS) that the survey is important to their school district and the state.
- ▶ Assure FS that what they say is protected and will be kept private and confidential.
- ▶ Explain that their name won't appear in any report and that their responses will be combined with many other surveys.
- ▶ Inform the FS that they can have someone help them answer any part or all of the interview.

Interviewing Skills

Be Sensitive and Listen

- ▶ Some Former Students (FS) who respond to the survey may become upset during the survey
 - ▶ You ask if they are working, which they desperately want to do, but have not been able to find a job or get the help they need.
 - ▶ It is understandable that they might be very upset by the question.
 - ▶ This rarely happens, but if it does, it may be necessary to stop the interview, talk with them until they calm down, and then end the call and note why.
- ▶ The same is true for parents!

Rephrasing Questions

- ▶ While we want all questions to be asked the same way, we also want to get full and complete answers.
- ▶ You may need to re-phrase certain questions.
 - ▶ Do so in a neutral way
- ▶ Example: From the time you left high school, have you ever had a paying job?
 - ▶ Former Student: What do you mean?
 - ▶ Bad rephrasing: You never worked, did you?
 - ▶ Good rephrasing: Do you go to work? Do they pay you? Did you ever go to work in the past year?

Redirecting



- ▶ Often times former students will give answers that are not relevant to the question being asked.
- ▶ Be aware of this, and try to redirect their response
 - ▶ For example, you can say “I’d like to talk more about that later. Can we work on this question first?”
 - ▶ If they’re still not responding to the question asked, enter their comments at the end of the interview in the interviewer comments. Please do not enter those comments under the “other” responses if they’re not answering the question asked.

Integrated Competitive Employment Items

- ▶ Items added in 2019 regarding Integrated setting, comparable pay, benefits, opportunities for advancement
- ▶ We realize that these are difficult questions for anyone to answer.
- ▶ Selecting “Don’t Know” is perfectly acceptable and WILL NOT result in former student being considered non-competitively employed
- ▶ Do your best to determine if you think their job meets the underlying concepts of these items.

New COVID Related Items

- ▶ For those not working:
 - ▶ Based on your conversation with the respondent do you believe that the former student would have worked since leaving high school if not for COVID 19? [answer options: Yes / No / Don't Know]
- ▶ For those not in Post-Secondary Education:
 - ▶ Based on your conversation with the respondent do you believe that the former student would have gone to post-secondary education since leaving high school if not for COVID 19? [answer options: Yes / No / Don't Know]
- ▶ Both will be preceded by the statement: Interviewer Question: Not to be asked of Respondent

Probes

- ▶ Sometimes it can be difficult for a young person to fully explain what he or she is trying to get across.
- ▶ This does not allow for the best data to be captured, nor does it encourage the former student to fully explore her or his thoughts and experiences.
- ▶ Probes are used to address this.
- ▶ We have restricted the YOYO to only have a few response options, so probes are very important.

General Probes

- ▶ These can be used for almost any question
- ▶ Examples:
 - ▶ What do you mean by that?
 - ▶ Please tell me more about that.

Specific Probes – Agencies and people

- ▶ We do not know the name of every agency or person in the state.
 - ▶ For agencies please don't use abbreviations that are not obvious (OVR is o.k.). Please tell us what services the agency provides
 - ▶ For people, do not use names. Tell us what they do and how they were helpful (or unhelpful).

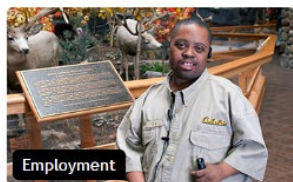
Specific Probes – Activities

- ▶ What do you do on most days?
 - ▶ Please probe if they say “stay home.” Ask them how they spend their time at home. Are they watching TV? Spending time with family? Working on a hobby at home? Or just staying home by themselves and not engaging in any activity?
- ▶ What are the reasons for not working or not pursuing postsecondary education?
 - ▶ If they say they have children please probe more deeply. We need to know if they are choosing to stay home to spend time with their children or if the reason is lack of affordable/adequate child care.

Specific Probes

- ▶ COVID Items
 - ▶ Since these answers will be noted by you (without a direct question to respondent), it is advisable to probe why former student are not working / going to school and even bring up COVID as a possibility. This will help later when this item is asked.
- ▶ Problems faced in post-secondary education
 - ▶ We often hear references to lack of contact with DSC. A good probe would be to ask why they did not? Was it because they did not want to identified? Was the DSC unavailable or unhelpful? Something else?

Directing Former Students To Resources



HDI's Online Resource Guide
<http://resources.hdiuky.org/>

Linking YOYO To Resource Guide

- ▶ The top of each page of the YOYO Interview provides a link to relevant information in the online Resource Manual
- ▶ Have resource guide open while interviewing. If possible, send links to interviewees.
- ▶ Additional information can be found in the “Supplemental YOYO Resource Manual” under Resources at kypso.org
- ▶ There are many other resources, including transition related videos on our resource page. Feel free to share!

Other Resources

- ▶ At the end of interview you may note which, if any, resources you referred respondent to
- ▶ Transition Consultant is best for general information
 - ▶ Name and contact information appear at end of YOYO
- ▶ Other options:
 - ▶ Vocational rehabilitation
 - ▶ Medicare / Medicaid
 - ▶ Michelle P. Waiver
 - ▶ Information related to employment (including supported employment)
 - ▶ Information related to higher education
 - ▶ Your personal information



Let's Look At the
YOYO!