UNIVERSITY OF OREGON
College of Education

Why Does It Matter: How to Navigate the ODE PSO 2.0 Application for the PSO Follow-Up Interview Collection

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ODE-PSO Project
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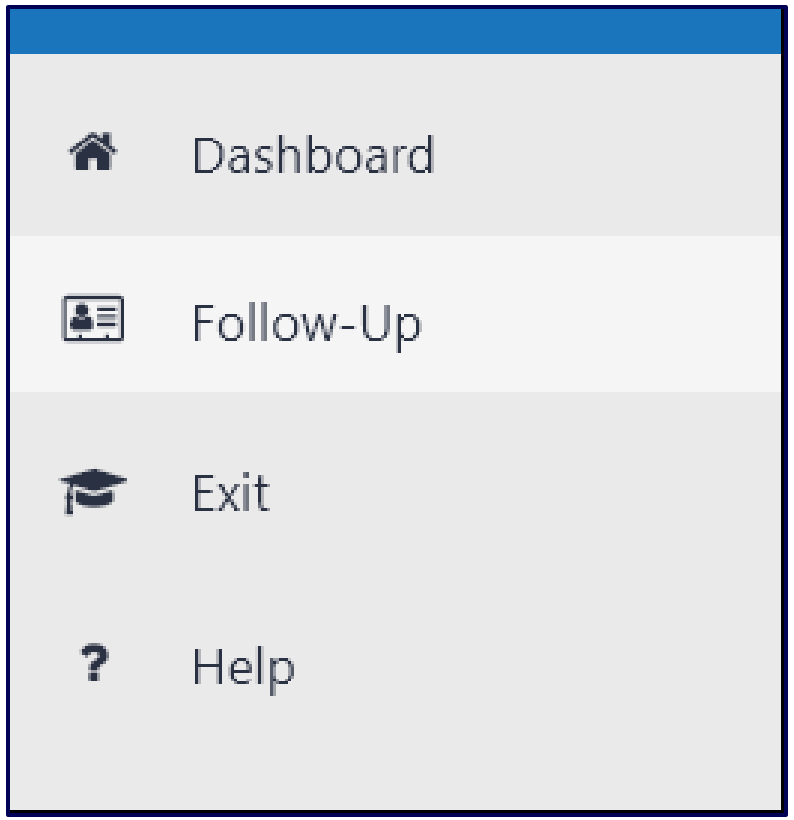
Overview

- Orientation to the App
- Glossary of Terms and Icons
- Step-by-Step Process
- Tips for Success
- Assumptions:
  - Reviewed P*art 1: Why Does It Matter*
  - Data are being entered into the App during the interview.
- This training will not address:
  - Conducting Exit Interviews
  - Reviewing Student List
  - Using Interview Strategies



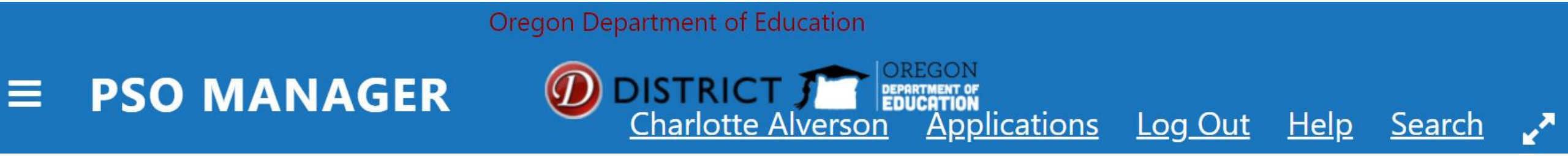
Orientation: Access & Navigation



- You will access to the PSO 2.0 App from ODE via the ODE Central Login https://district.ode.state.or.us/CentralLogin
- A Navigation Pane on the left side of the screen will take you directly to the:
  - Dashboard – also the home landing page
  - Follow-Up
  - Exit
  - Help
- Navigate within the App by clicking buttons and or scrolling
- If you need more help accessing the PSO App, please see the 1-page document: *"Accessing the ODE Post-School Outcomes (PSO) Application 2.- for the Follow-Up"* on the OTR website
- https://transitionoregon.org/post-school-outcomes/follow-up-interview/

Orientation

- Maximize the viewing width of the screen and column categories in the PSO App by clicking either
  - the Menu button
  - the expand screen button



Orientation: Dashboards

- Dashboards within the App highlight key information

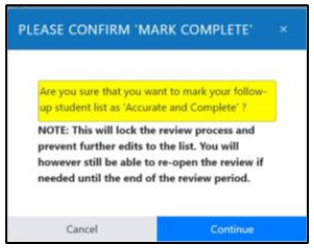
Welcome to the Post-School Outcomes (PSO) 2.0 Application!

Updated: February 2025

- **PLEASE WATCH** the Oregon Transition Education (OTE) website for upcoming trainings and events being offered for PSO information. **https://transitionoregon.org/post-school-outcomes**
- **OSTC** If you are attending the Oregon Statewide Transition Conference in Eugene in March - we will present a conference session as well as a booth set up in the vendor area. We will be handing out PSO postcards for use in both English and Spanish and answering any questions you have regarding PSO - please come and visit!
- **CONTACT FOR ODE DATA TEAM** If changes are needed to the Student List (additions or deletions), email the Secure Student ID# (SSID#) number (no name) to the ODE Data Team at: **ode.oss-datateam@ode.oregon.gov**
- **Follow-Up List Review** Continue watching this Dashboard for the 2025 Spring opening of the Follow-Up List Review in mid-April - this is for District convenience in getting a headstart on your PSO list and using this time in preparation of the opening for input in June.
- **Follow-Up Interview** is required and must be conducted with the former student or their designee one year after they leave high school. For 2025, the PSO Application will **open** for input on Thursday, June 5th and **close** on Monday, September 29th. These dates are set by ODE and cannot be changed.

Orientation: Buttons and Pop-Ups





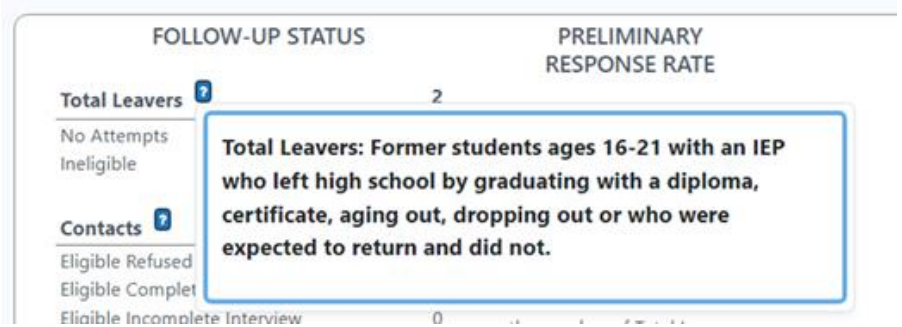


- Buttons are used to navigate through the App
- Pop-Ups provide information and feedback
- The mouse pointer becomes a finger icon on active buttons
- For a Glossary of PSO App Buttons, please see the resource on the website – PSO-App Buttons: https://transitionoregon.org/wp-content/uploads/2024/05/PSO-App-Buttons-FINAL-5.30.24-capv3-1JFB.pdf

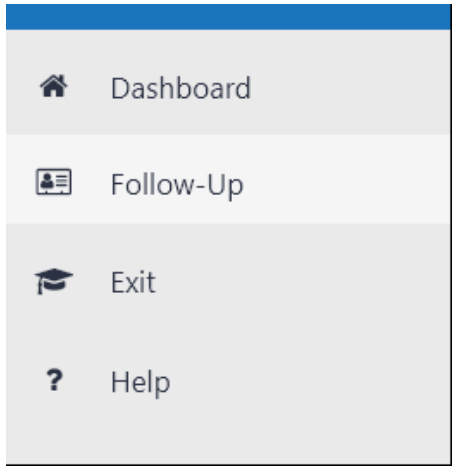
Orientation: Help

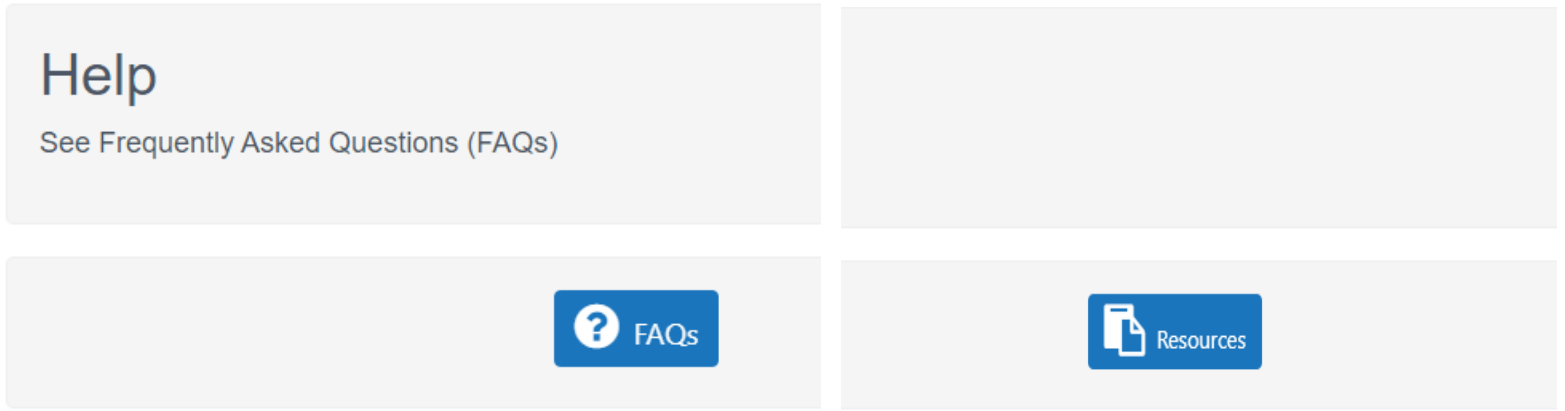
- Click the Help icon with a question mark to open a pop-up box with information





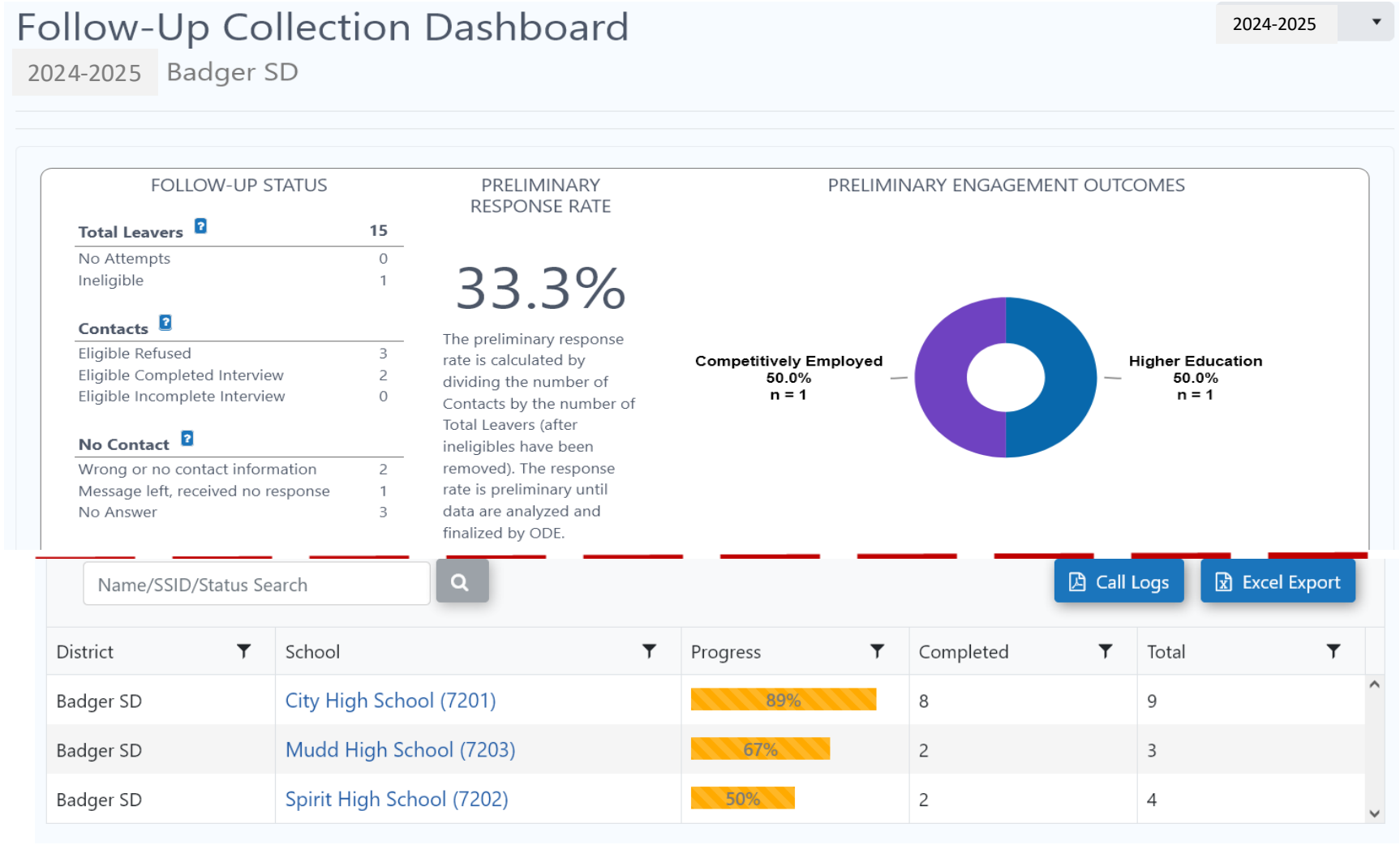
- Click *? Help* in the Navigation pane to go to a Frequently Asked Questions (FAQs) document and list of Resources





Orientation: Progress

- As data are collected in the App, progress is shown on the Follow-Up Collection Dashboard.

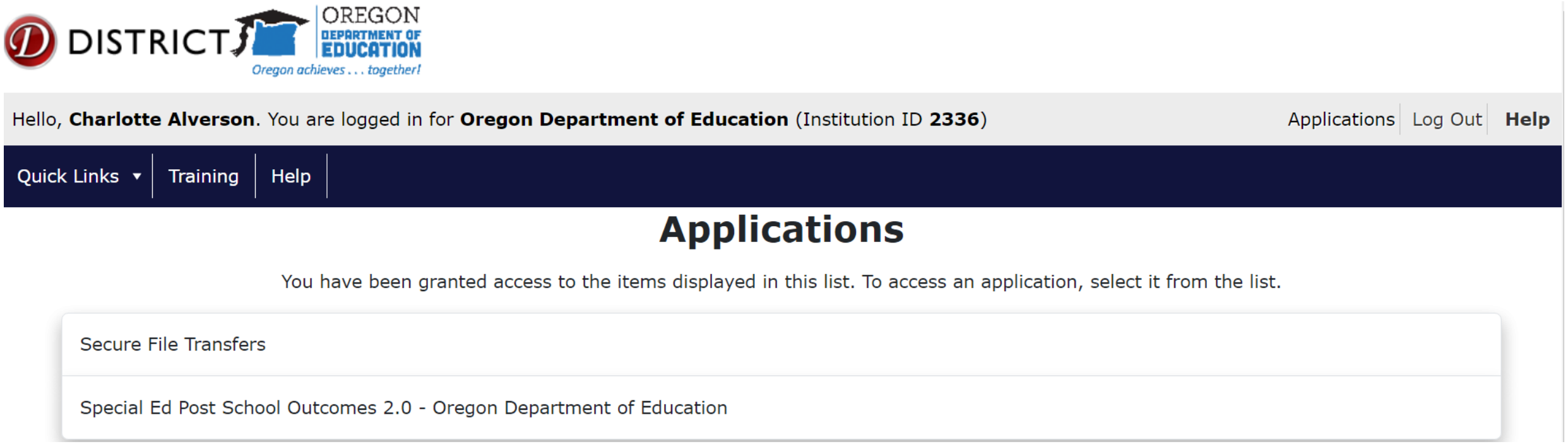


Access to the PSO 2.0 Application



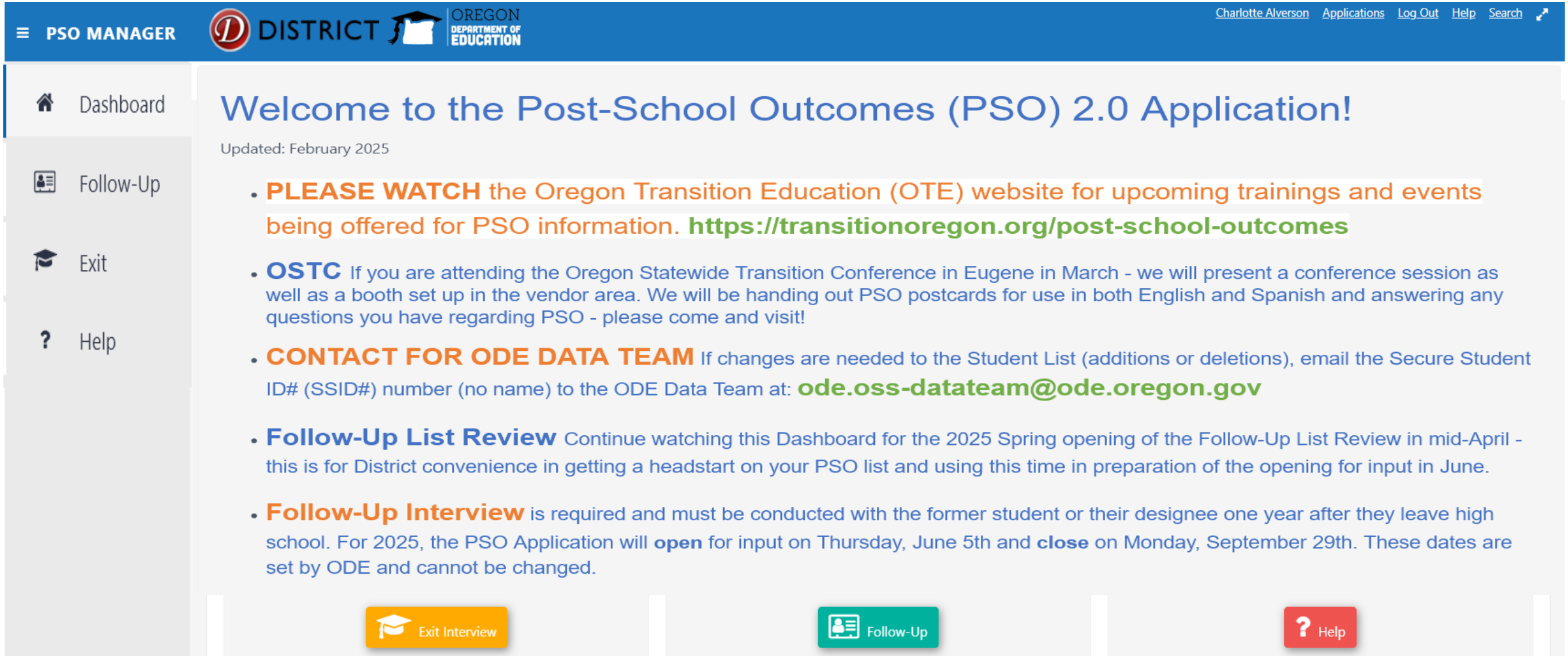
Step 1: Access to the PSO 2.0 App

1. Get permission from your special education director to obtain a password for access
2. Login to Central Login site at https://district.ode.state.or.us/CentralLogin/
   a. If needed, locate your District Security Administrator for access to the application
3. Select ***Special Ed Post School Outcomes 2.0 – Oregon Department of Education***



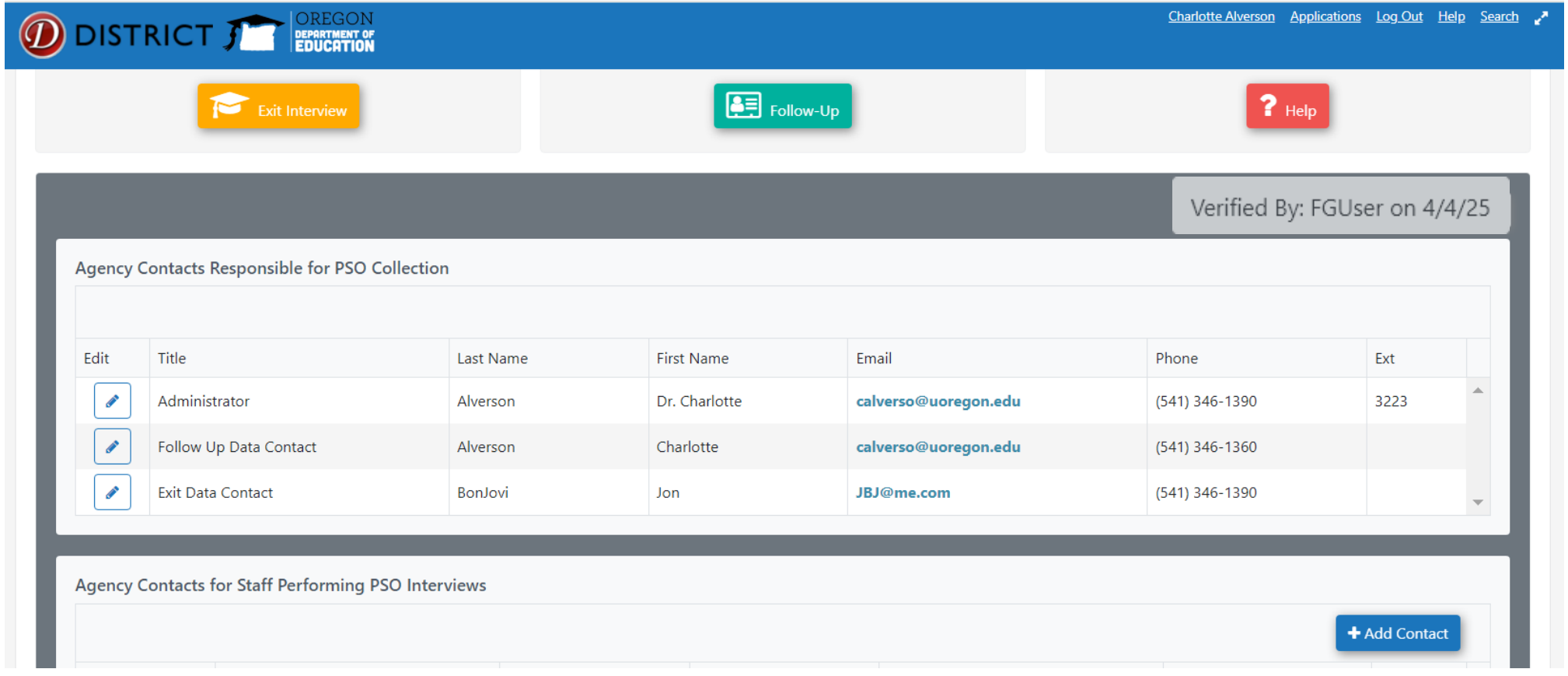
Step 1: Welcome to the Post-School Outcomes (PSO) 2.0 Application

- Land on the Home Dashboard



Step 2: Update Agency Contacts

- Scroll past the Dashboard to ***Agency Contacts Responsible for PSO Collection*** and ***Agency Contacts for Staff Performing PSO Interviews***
- This information must be provided to continue to the interview



Step 2: Update Agency Contacts

- Under ***Agency Contacts Responsible for PSO Collection***



a. Click the **Edit** button to change the title, name, email, and phone number for the Administrator, Follow-Up Data Contact, and Exit Data Contact.

- Under ***Agency Contacts for Staff Performing PSO Interviews***



- Click the **Edit** or **Delete** button to update the contact information for staff conducting the interviews.



- Click **Add Contact** button to add new data collectors.
- List all data collectors. There is no limit to the number of people listed here.



- Click the button **Click to Verify** if the information is still correct or revisions were made.

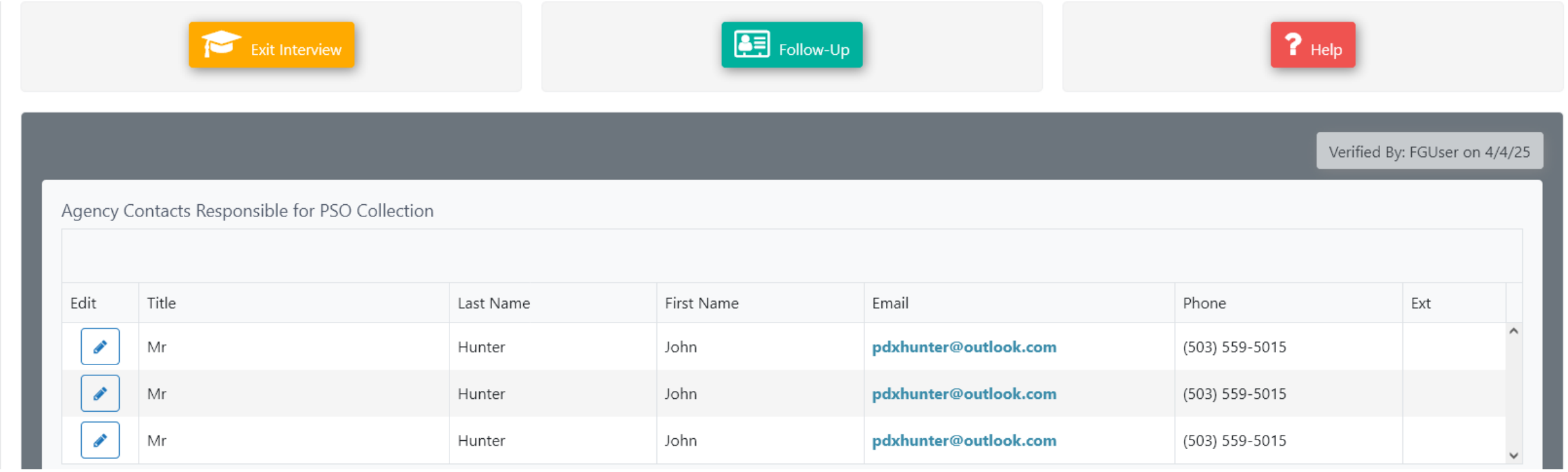


Step 3: Enter “Follow-Up” within the App

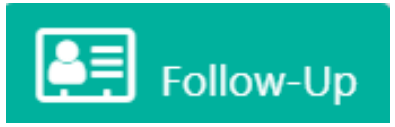
After updating and verifying Agency Contacts and Interviewers,



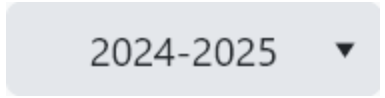
- Click the Follow-Up button to enter your district Dashboard



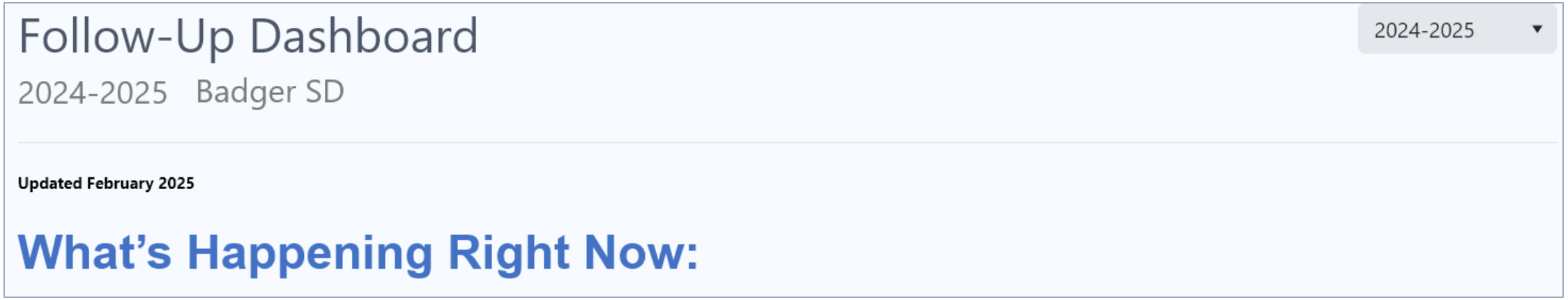
Step 4: Enter “Follow-Up” within the App



- The Follow-Up button takes you to the Follow-Up Dashboard



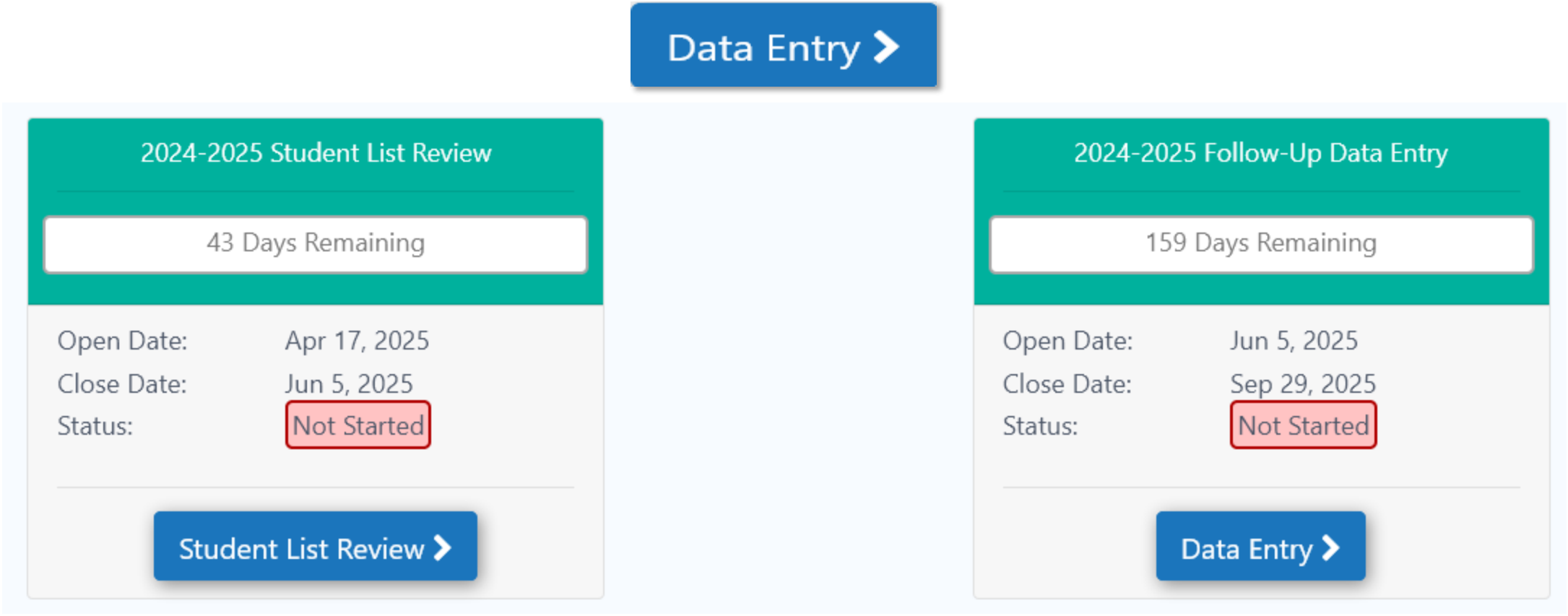
- Make sure the correct school year (2024-2025) is selected from the dropdown



Step 4: Data Collection

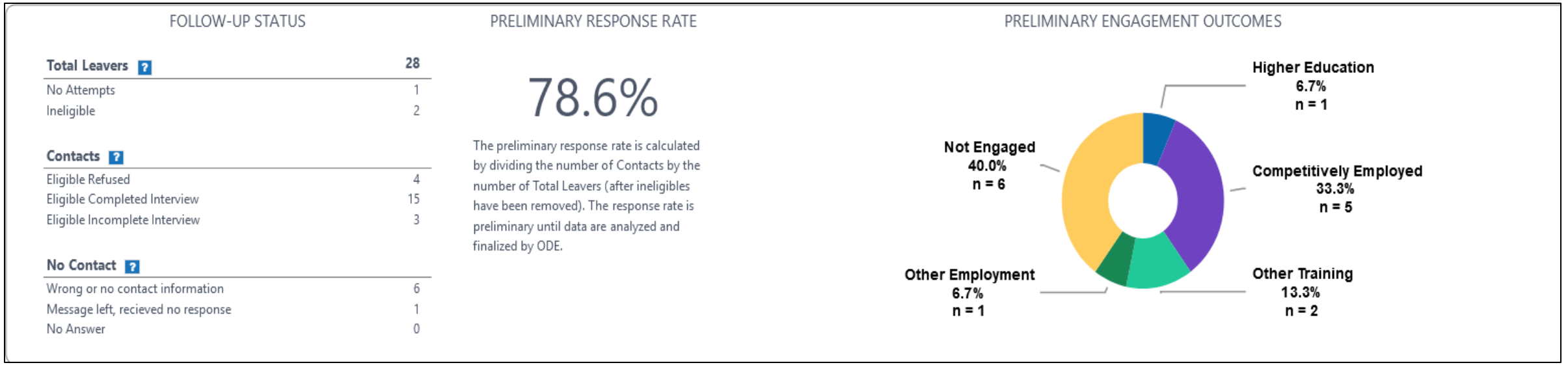
Scroll down until you have reached and Follow-Up Entry area

Click on the Data Entry button to see your list of school(s)



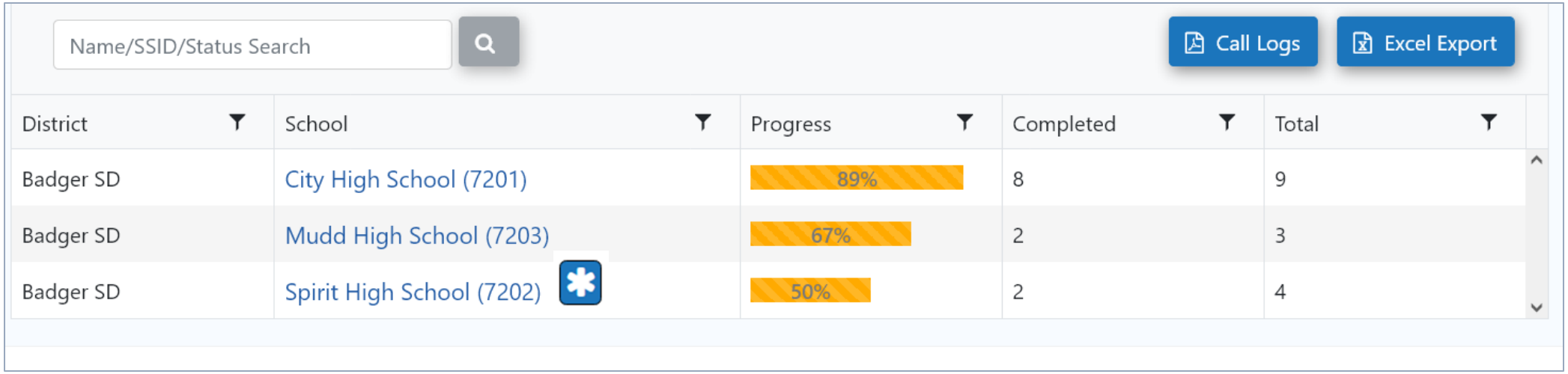
Step 4: Data Collection
Follow-Up Collection Dashboard

- The Data Entry button takes you to the Follow-Up Collection Dashboard
- The Follow-Up Collection Dashboard shows the Status of the data collection, the Preliminary Response Rate, and Preliminary Engagement Outcomes.
- This information is dynamic throughout data collection. It is preliminary until ODE verifies these data.



Step 4: Data Collection
Follow-Up Collection Dashboard

- Scroll past the Follow-Up Status to see the school or list of schools in the District
  - Some schools may have an asterisk by the name
  - The asterisk indicates a special program attended by one or more students from the district.
  - The asterisk will also be listed by the student's name.



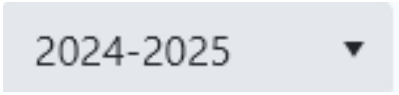
Step 4: Data Collection
Special Programs



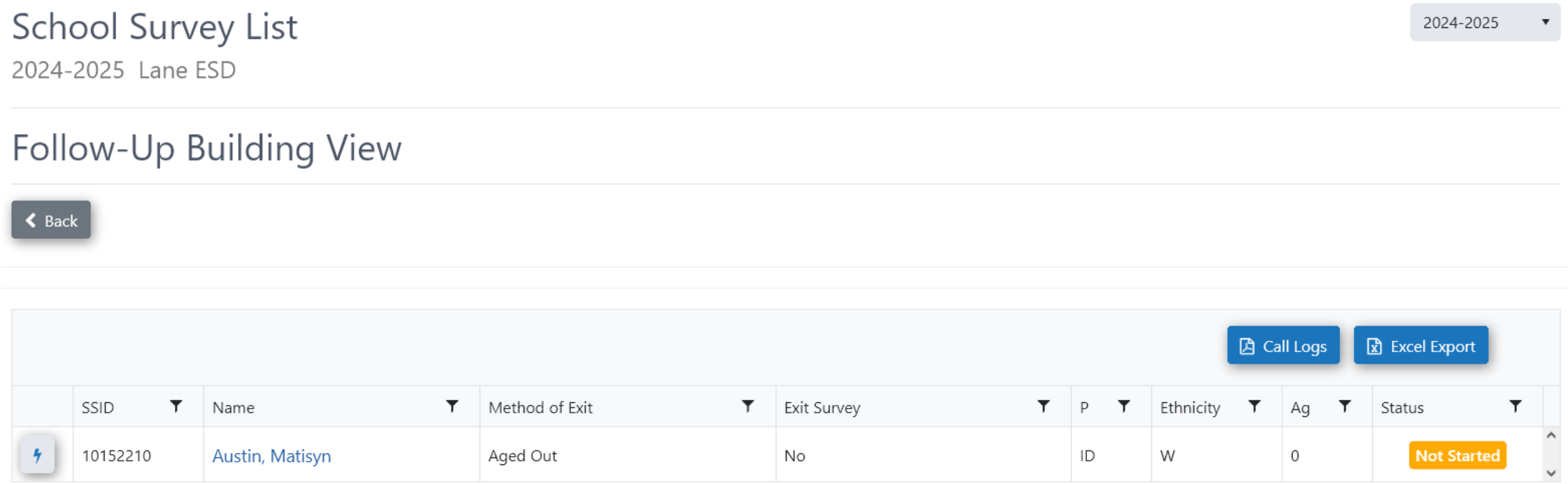
- The Special Program is the **attending** school.
- The student's home district is the **resident** district.
- The resident district is responsible for PSO Follow-Up Interview
- Best practice is to coordinate with the ***attending*** district to do the Follow-Up Interview with the former student or their family designee.
  - The attending school has the relationship with the former student/family
- Please be patient; there is no list of all special programs.

Step 4: Data Collection
Follow-Up Collection Dashboard

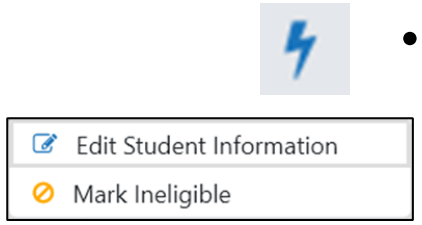
- Click on the name of the school to see a list of students



- Make sure the current school year shows in the dropdown
- Confirm student information - Name, Method of Exit, Exit Survey, Primary Disability, Ethnicity, & Age



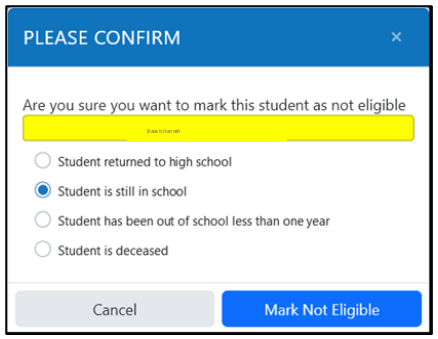
Step 4: Data Collection
Edit Student Information



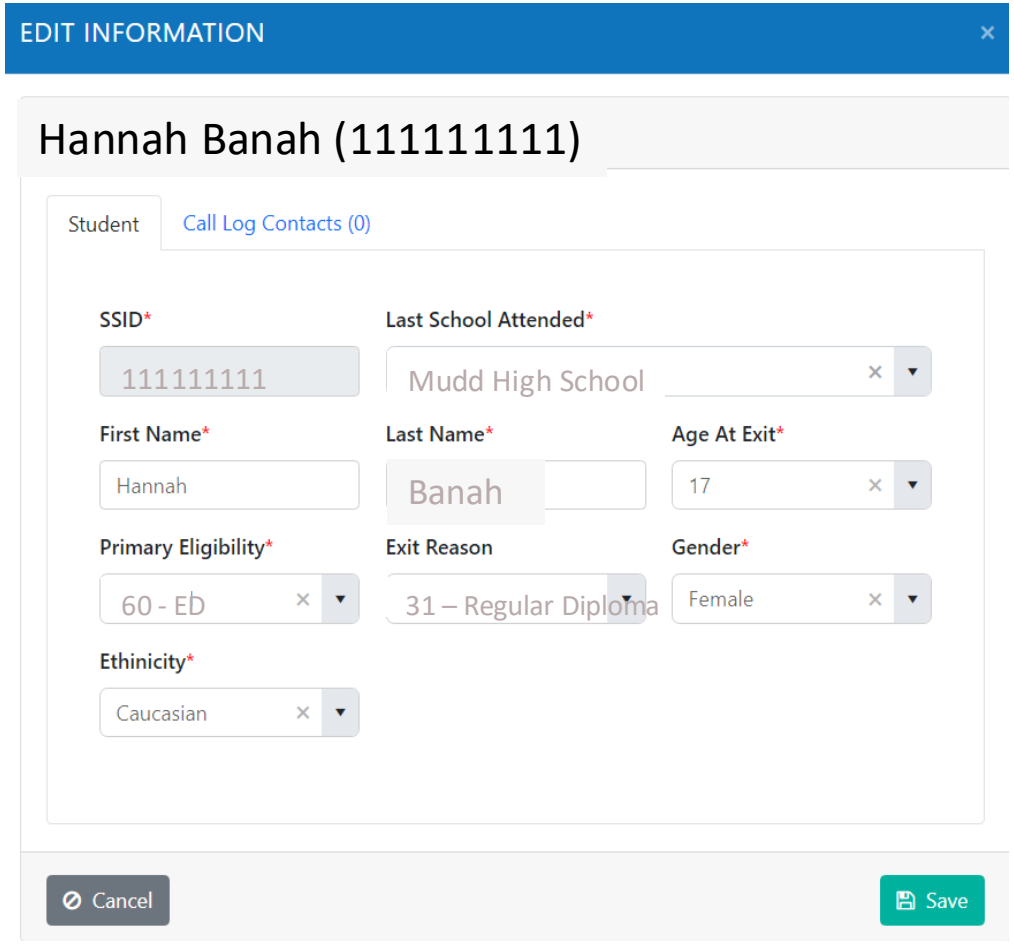
- Click the Lightning Bolt button to
  a. Edit the last school attended, or
  b. Mark the student as ineligible.



- Click the Save button if editing last school; only ODE Data Team can make other edits

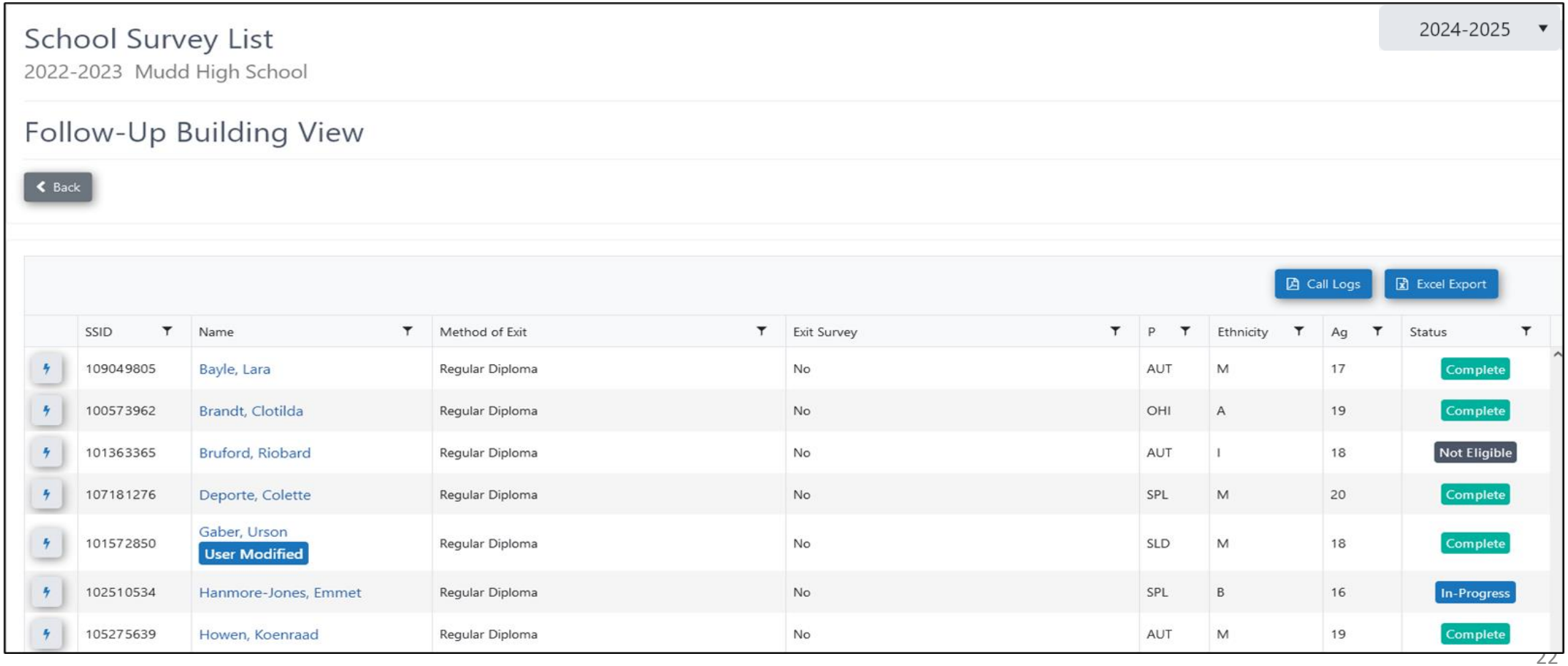


- If marking student ineligible, confirm the reason the student is ineligible
  - Returned to high school
  - Still in high school
  - Has been out of school for less than one year
  - Student is deceased



Step 4: Data Collection
The Interview

- Click on the student's name to start their interview



	SSID	Name	Method of Exit	Exit Survey	P	Ethnicity	Ag	Status
	109049805	Bayle, Lara	Regular Diploma	No	AUT	M	17	Complete
	100573962	Brandt, Clotilda	Regular Diploma	No	OHI	A	19	Complete
	101363365	Bruford, Riobard	Regular Diploma	No	AUT	I	18	Not Eligible
	107181276	Deporte, Colette	Regular Diploma	No	SPL	M	20	Complete
	101572850	Gaber, Urson User Modified	Regular Diploma	No	SLD	M	18	Complete
	102510534	Hanmore-Jones, Emmet	Regular Diploma	No	SPL	B	16	In-Progress
	105275639	Howen, Koenraad	Regular Diploma	No	AUT	M	19	Complete

Step 4: Data Collection
Contact Information

- Contact information entered in the PSO App for the Exit Interview is carried forward to the Follow-Up Interview

Contact Information

Name	Relationship	Email	Social Media	Cell	Home
Daisy Duck	self			503.541.541	
Huey Duck	Parent	Huey.Duck@disney.edu		503.541.541	
Scrooge McDuck	Parent	McDuck@disney.edu		503.541.541	

- When no contact information is listed, use district or other resources to find contact information

Contact Information

Name	Relationship	Email	Social Media	Cell	Home
No Contacts Exist from the Exit Interview -- Research contact information from your District or other resources.					

Step 5: Follow-Up Interview

- Six Areas of the Follow-Up Interview

PRE-INTERVIEW

CONSENT

POSTSECONDARY EDUCATION

EMPLOYMENT

ADDITIONAL DATA

POST-INTERVIEW

Step 5: Follow-Up Interview

- **Pre-Interview** – the interviewer confirms student is eligible for the Interview by answering "Yes" or "No"
  - *Is this student eligible to take the Follow-Up Interview?*
  - A "No" response (meaning ineligible) requires the reason a student is ineligible
- **Consent** – determines whether the former student or family designee is willing to answer questions.
  - *"Are you (student, family, or other contact) willing to answer a few questions about your education, jobs, and life in general following High School?"*
    - The former student or their family designee answers "Yes" or "No" to this question
    - Only the former student or family designee can answer this question
    - Interviewer does not answer this question on behalf of the former student
    - A refusal (saying no) is a valid response to this question
    - 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

Step 5: Follow-Up Interview

New for 2025

Consent Question: Are you willing…?

Consent Answers:

- Yes
- No
- Did not talk to anyone

You can choose to continue after clicking *Did not talk*…, or, submit after several attempts with clicking *Will Not Complete* and the reason why.

Step 5: Follow-Up Interview

- **Postsecondary Education** – Maximum 3 questions – to determine whether the former student enrolled in further education since leaving high school.
- **Employment** – Maximum 8 questions – to determine whether the former student enrolled worked since leaving high school.
- **Additional Information –** 11 questions – supplemental questions about the former student's experiences
- **Post-Interview –** 5 questions about who and how data were collected

Step 5: Follow-Up Interview

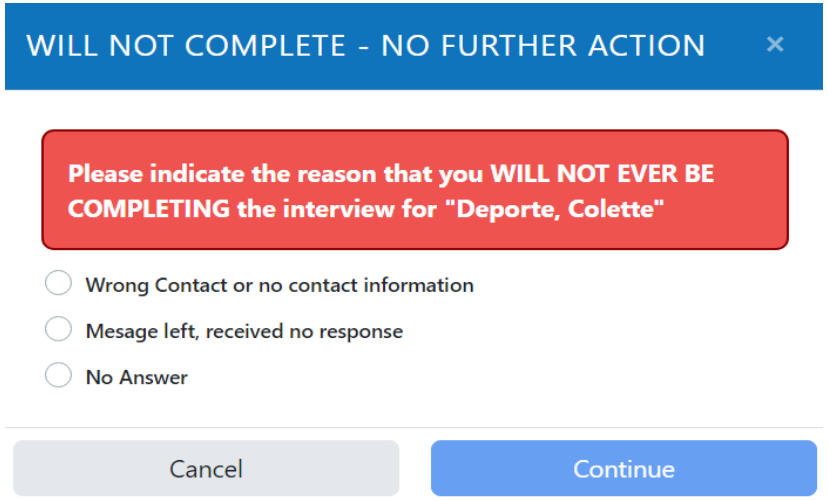
- An attempt is logged in the system each time a student's name is clicked.
- Each attempt results in one of three outcomes:
  - Talked to a person
    - Contact – *Survey Complete OR refused*
    - Contact – Survey interrupted – *Will Complete Later*
  - Did not talk to a person
    - No contact – *Will not complete an interview*
    - No contact – Will complete an interview later

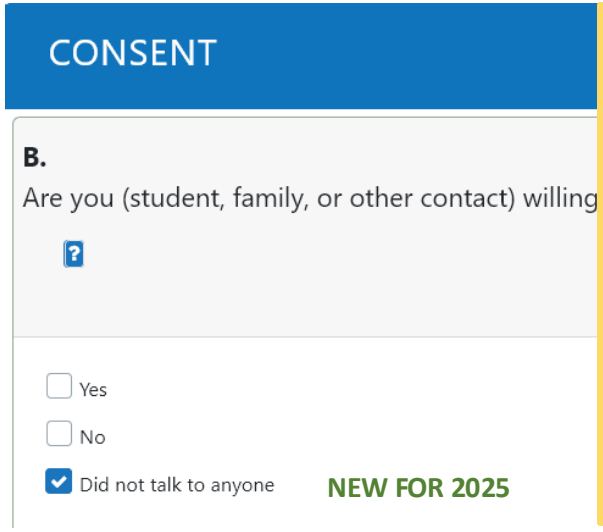


Will Not Complete
(No Further Action)

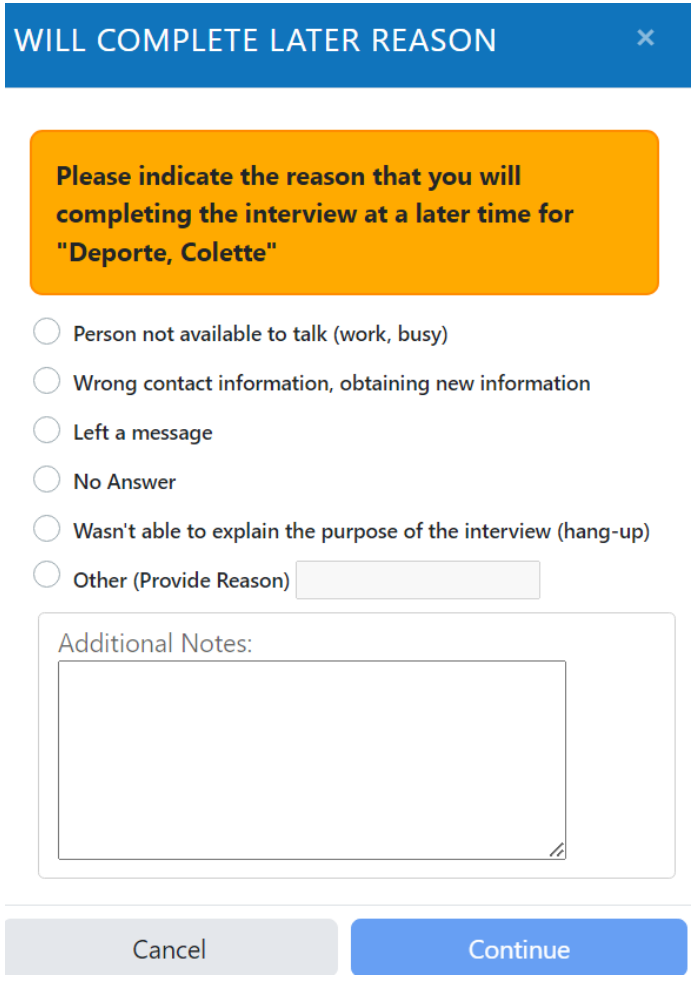
Will Complete Later
(Still In Progress)

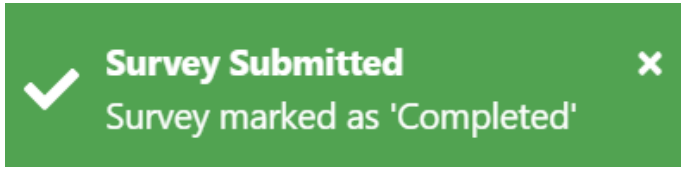
Submit
(Survey Complete)

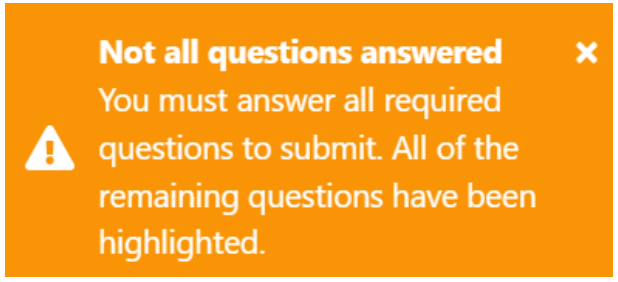




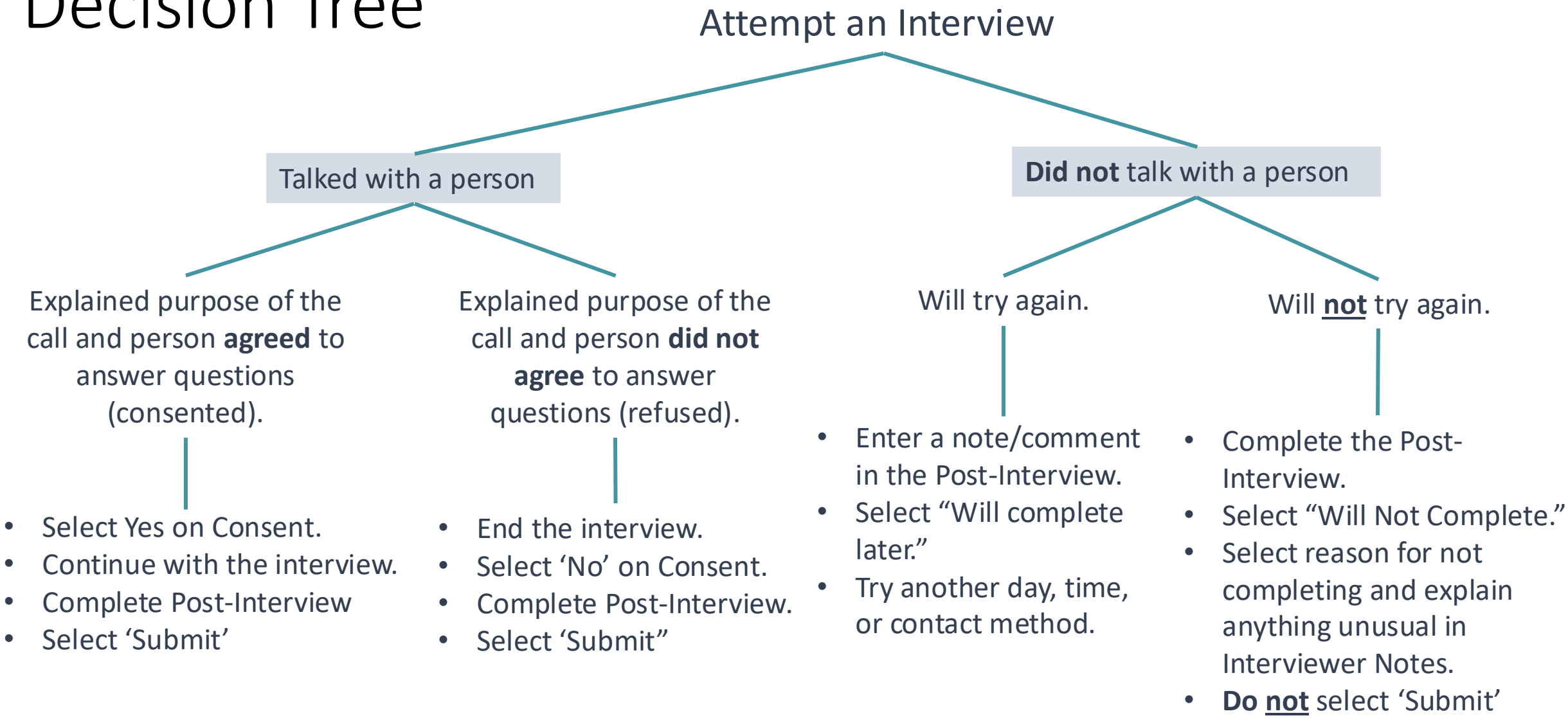
If you marked *Did not talk to anyone*, you can *use Will Complete Later* or *Will Not Complete* This depends on your number of contacts or the situation of the response





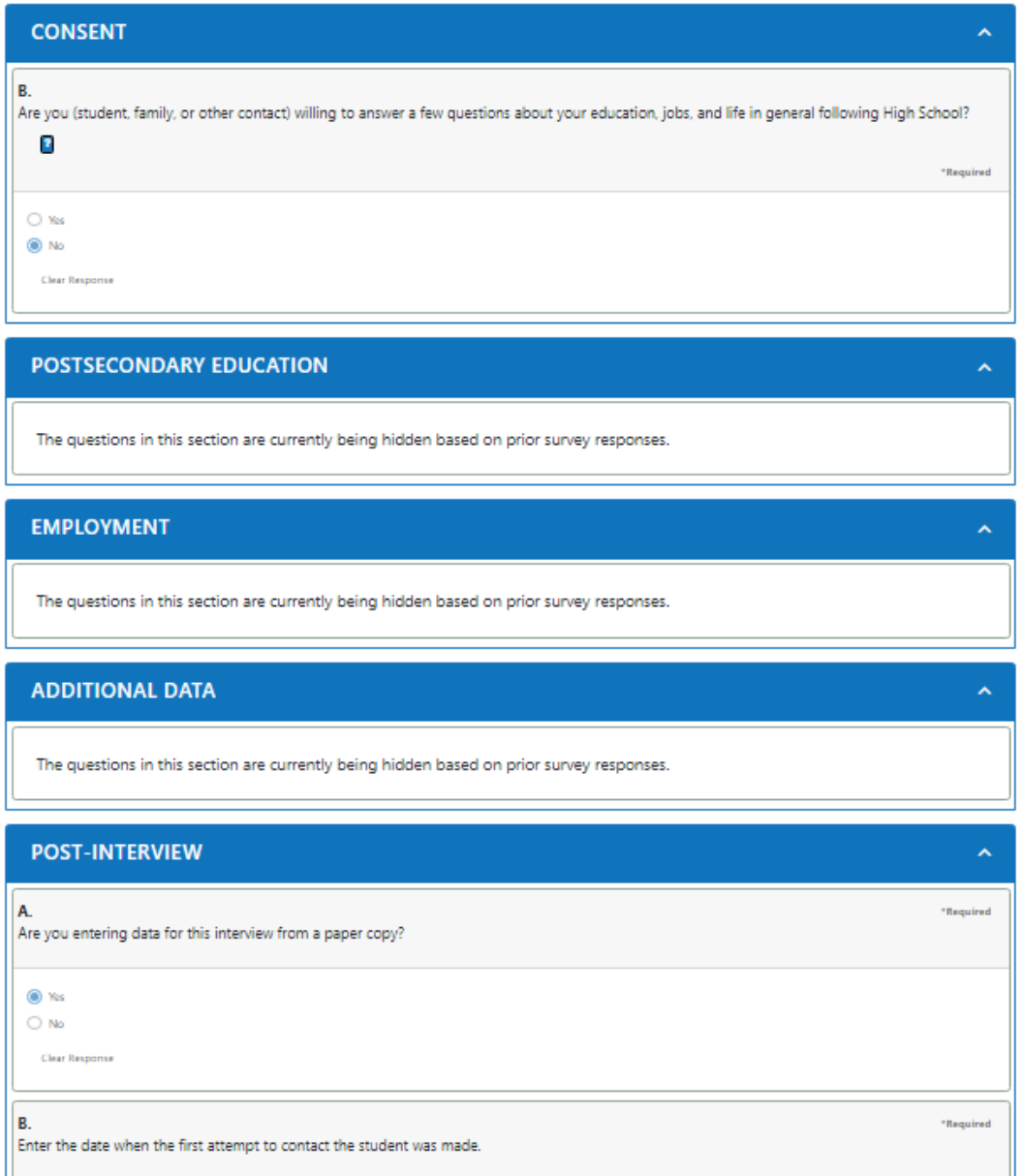


Step 5: Follow-Up Interview Tips Decision Tree



Step 5: Follow-Up Interview Tips

- Use the *Follow-Up Telephone Survey Script* (on the website)
- A person must answer this question.
- When “No” is answered to the Consent question, only the Post-Interview section is accessible; no other sections of the interview are accessible.
- The Post-Interview questions are required.
- The system has built-in skip logic to ensure the correct questions are asked.
- If no one is reached, try another way/day.



Step 5: Follow-Up Interview Tips Asking Questions

- Be conversational with the interview
- Read the question as written
    - Rephrase or explain only to help someone who cannot understand the question as written
    - Probe – used to clarify respondents' answer or obtain more information when the answer was incomplete, irrelevant, imprecise/evasive
- Do not read the list of response options to the respondent
- Be familiar with the interview protocol

Step 5: Follow-Up Interview Tips
Employment Questions & Location of the Job

- Ask the question, listen for the answer; avoid reading the list of response options
- **Small group** means a group of individuals with disabilities working together under the supervision of an agency employee in a community business or industry

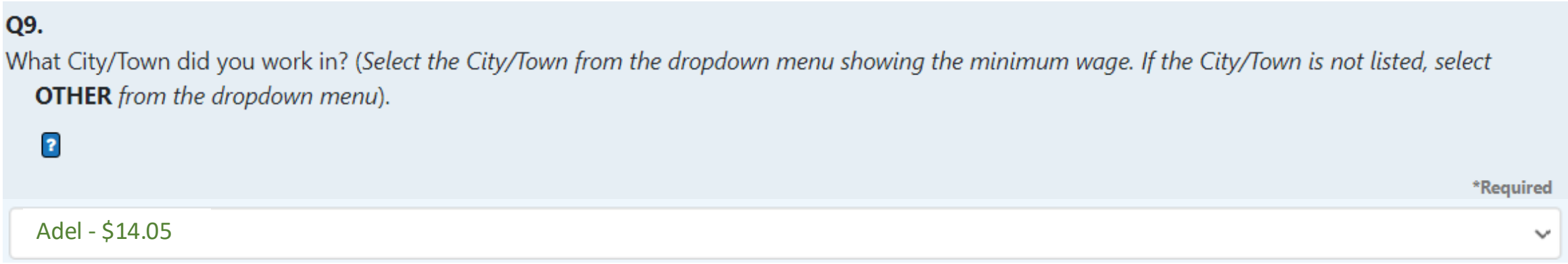
Q5. Where is (was) the job? *(Wait for answer, check box below, and read the option you selected if it helps to be sure you marked the best choice.)* ***If more than 1 job, answer for job they held 3 months or more, at minimum wage.***

*Required

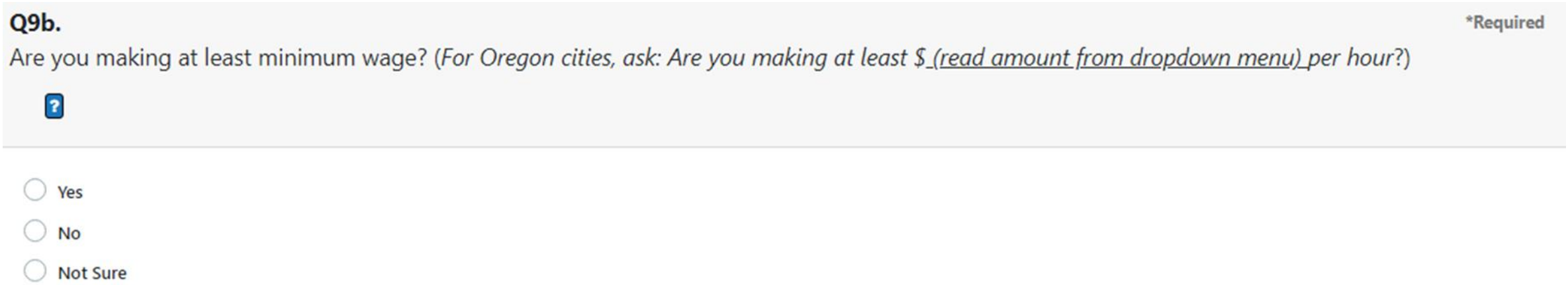
- [ ] Employer in your community with people with and without disabilities
- [ ] In the military
- [ ] Small group (in community with 2-8 individuals and paid minimum wage)
- [ ] In supported employment (wage support to employer)
- [ ] Self-employed
- [ ] Family business (e.g. farm, store)
- [ ] In sheltered employment (most workers have disabilities)
- [ ] Employed while in jail or prison
- [ ] Don't Know/No Answer

Step 5: Follow-Up Interview Tips: Employment Questions & Minimum Wage

- Minimum wage is a required question.
- Oregon's minimum wages are available in the dropdown list.



- For Oregon cities, ask: "Are you making at least $ ___ [read amount from dropdown menu] per hour?"



Step 5: Follow-Up Interview Tips: Employment Questions & Minimum Wage

- Select OTHER if the city/town is not listed or is outside of Oregon.

Q9.
What City/Town did you work in? (*Select the City/Town from the dropdown menu showing the minimum wage. If the City/Town is not listed, select* **OTHER** *from the dropdown menu*).

OTHER - $OTHER

- Enter the City/town where the student is working.

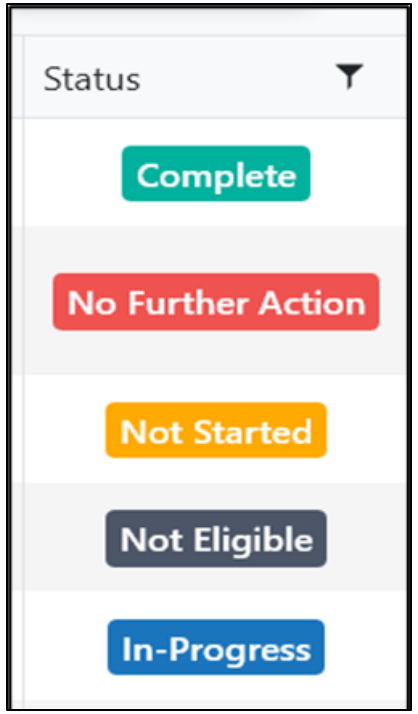
Q9a. *Required
What OTHER City/Town and State did you work in?

- Ask "Are you making at least minimum wage?"

Q9b. *Required
Are you making at least minimum wage? (*For Oregon cities, ask: Are you making at least $ (read amount from dropdown menu) per hour?*)

- Yes
- No
- Not Sure

Step 5: Follow-Up Interview Tips
Status Progress



- Status is visible for each student's interview

	SSID	Name	Method of Exit	Exit Survey	P	Ethnicity	Ag	Status
	102898009	Bernuzzi, Osmond	Regular Diploma	No	SPL	M	19	Not Eligible
	106166364	Gasparro, Verla	Regular Diploma	No	OHI	A	21	Complete
	103973294	Gogan, Amos	Regular Diploma	No	OHI	I	22	In-Progress
	108864999	Hargate, Devin User Modified	Regular Diploma	No	ID	I	19	No Further Action

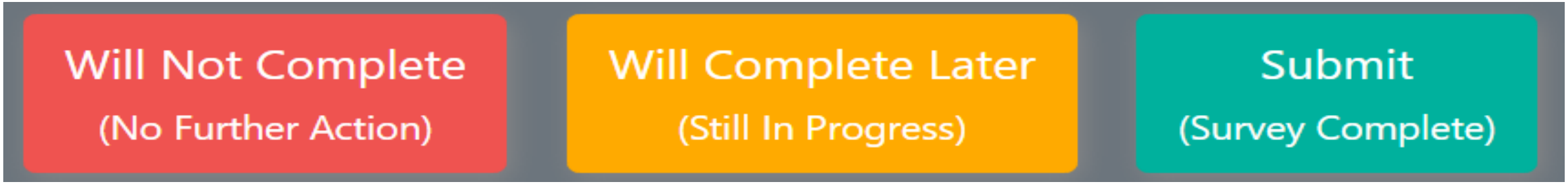
- Answering Question 1 in Postsecondary Education puts the interview "In Progress"
- Complete – Interview is done (answered all questions or refused)
- No Further Action – No contact will be made for specific reason; must report a reason
- Not Started – Question 1 in Postsecondary Education has not been answered
- Not Eligible – Student marked as ineligible; must report the reason
- In Progress – At least Question 1 has been answered; will remain "In Progress" until "Submit", or "Will Not Complete" button is clicked

Step 6: Complete or Incomplete Interview

- A completed interview means either
  a. Answered all the questions

     OR

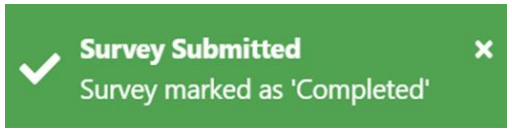
  b. Refused to participate

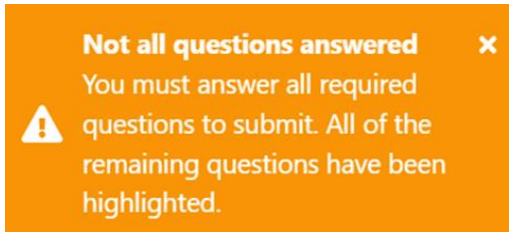


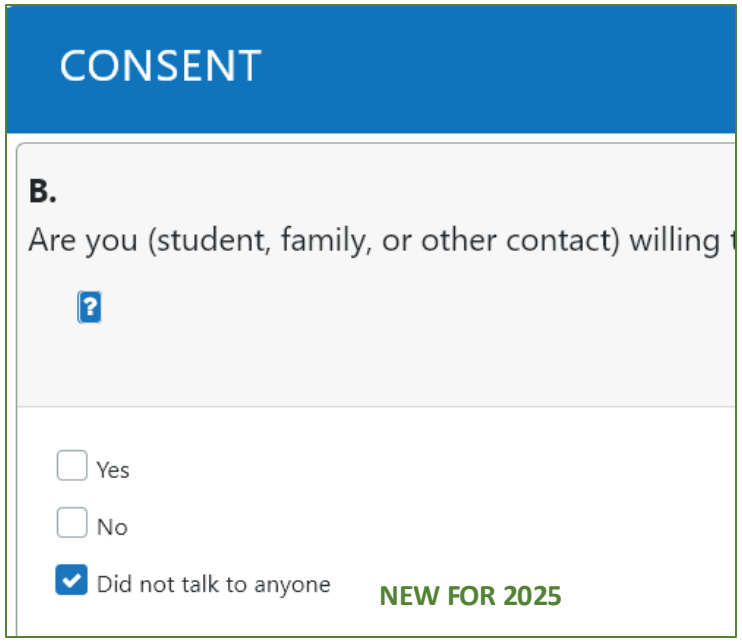
Step 6: Complete or Incomplete Interview

- When you click the Submit button, you'll see one of two messages:

  Survey Submitted ***or*** Not all questions answered

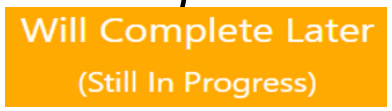






- If the Consent question is highlighted, and you <u>did not</u> talk to a person,
- You can select *Did not talk to anyone*

- *Click Will Complete Later* - if it is possible to make more attempts



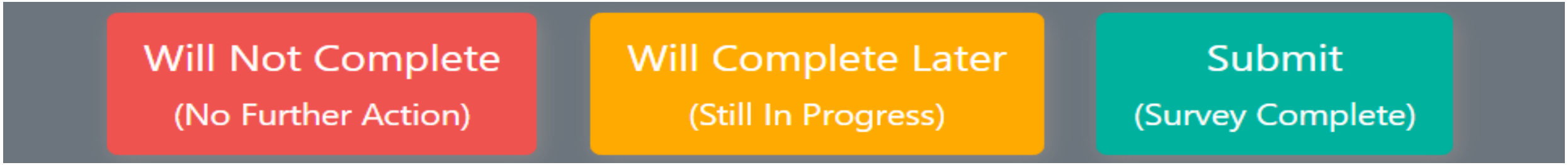
  - Click the *Will Not Complete* button and the reason why.



Step 6: Complete or Incomplete Interview

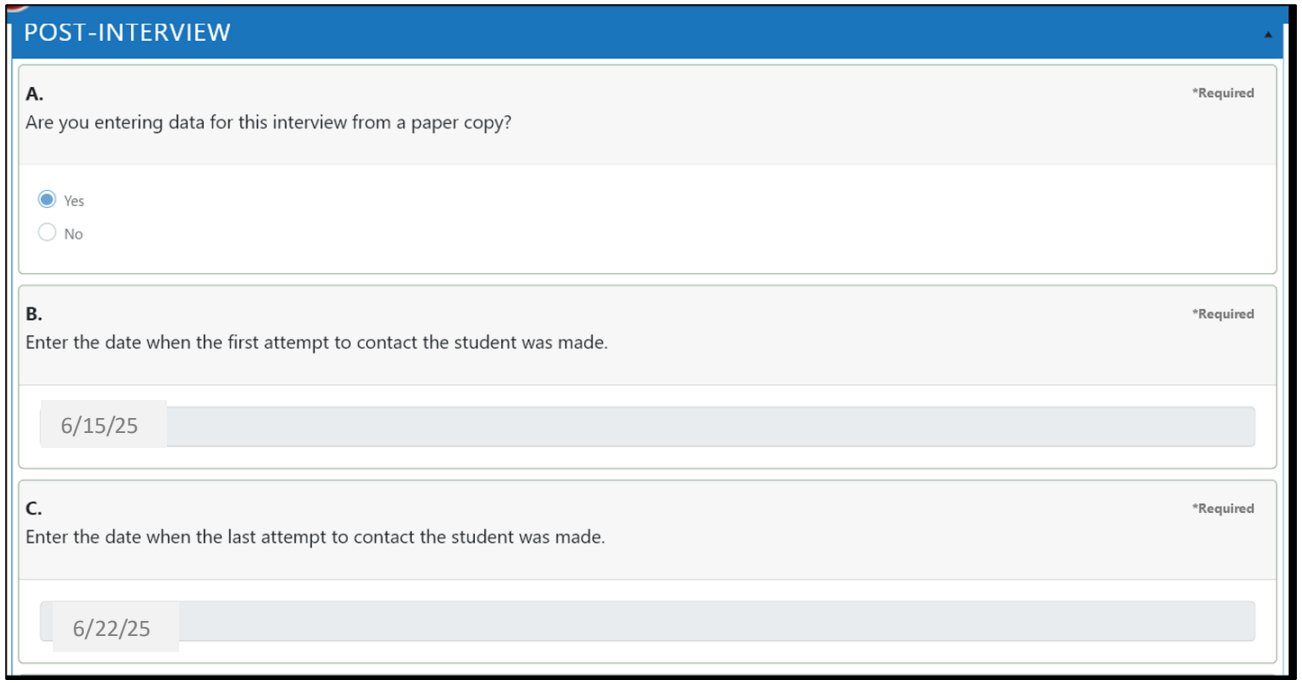
- An incomplete interview means either
  - Did not reach a person to conduct the interview and you will try another day, time, or contact method.
  - Some questions were not answered (e.g., interview interrupted)
    - Select the Will Complete Later button

Will Complete Later
(Still In Progress)



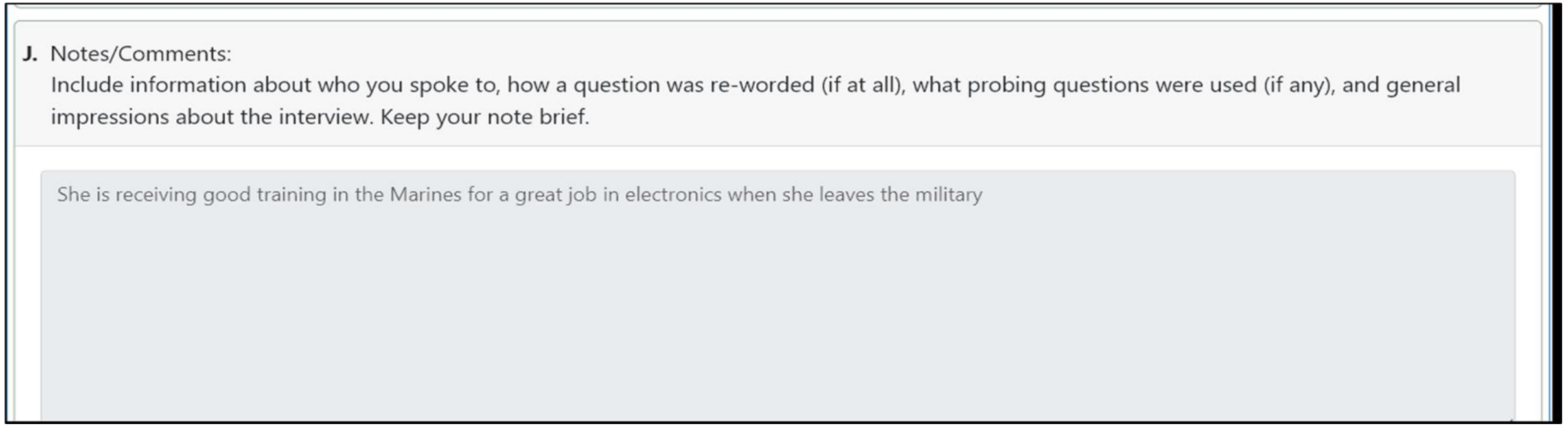
Step 7: Post-Interview Questions

- Post-Interview section is required for ALL interviews, including those that were refused or Will Not Complete.
- Additional questions are asked if data are entered from a paper copy of the interview



Step 7: Post-Interview Questions

- Use the Interviewer Notes to describe unusual events, critical information, or challenges with an interview

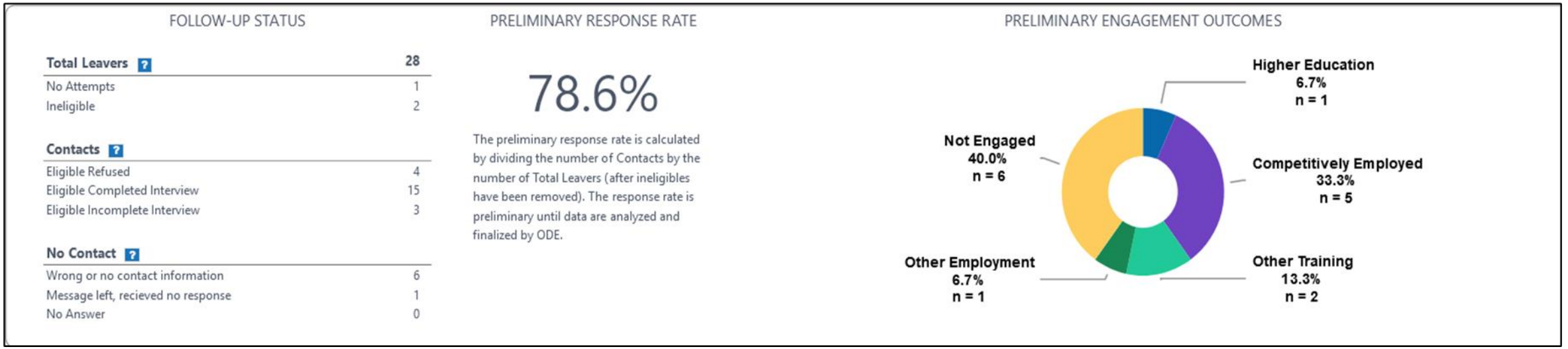


Step 8: Submit the Collection

When all the interviews are complete, or on the final day (September 29 for 2025), whichever comes first,

Mark Collection Complete

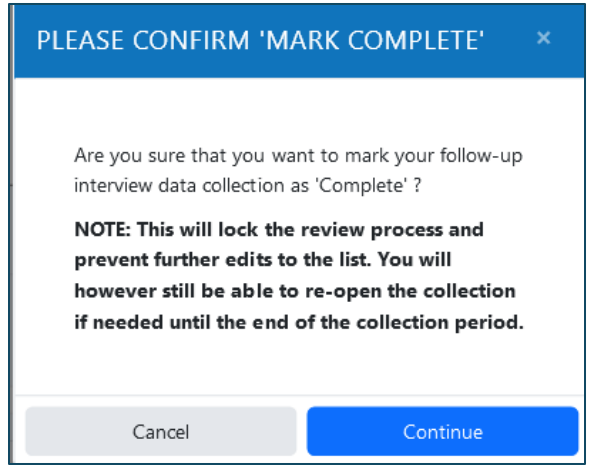
- Click the Mark Collection Complete button on the Follow-Up Collection Dashboard



Mark Collection Complete

Step 9: Mark the Collection Complete

You will be prompted to confirm the collection is complete.

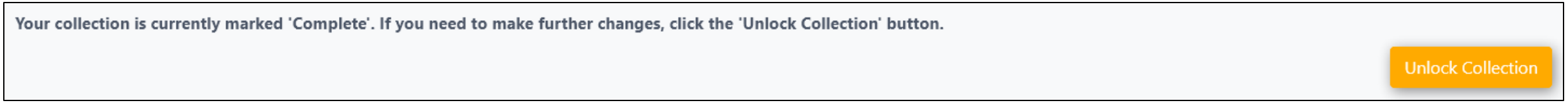


Continue

- Click the Continue button on the pop-up to close the collection.

Unlock Collection

- Click the Unlock Collection button to edit data collection through September 29. After September 29, the App cannot be reopened.

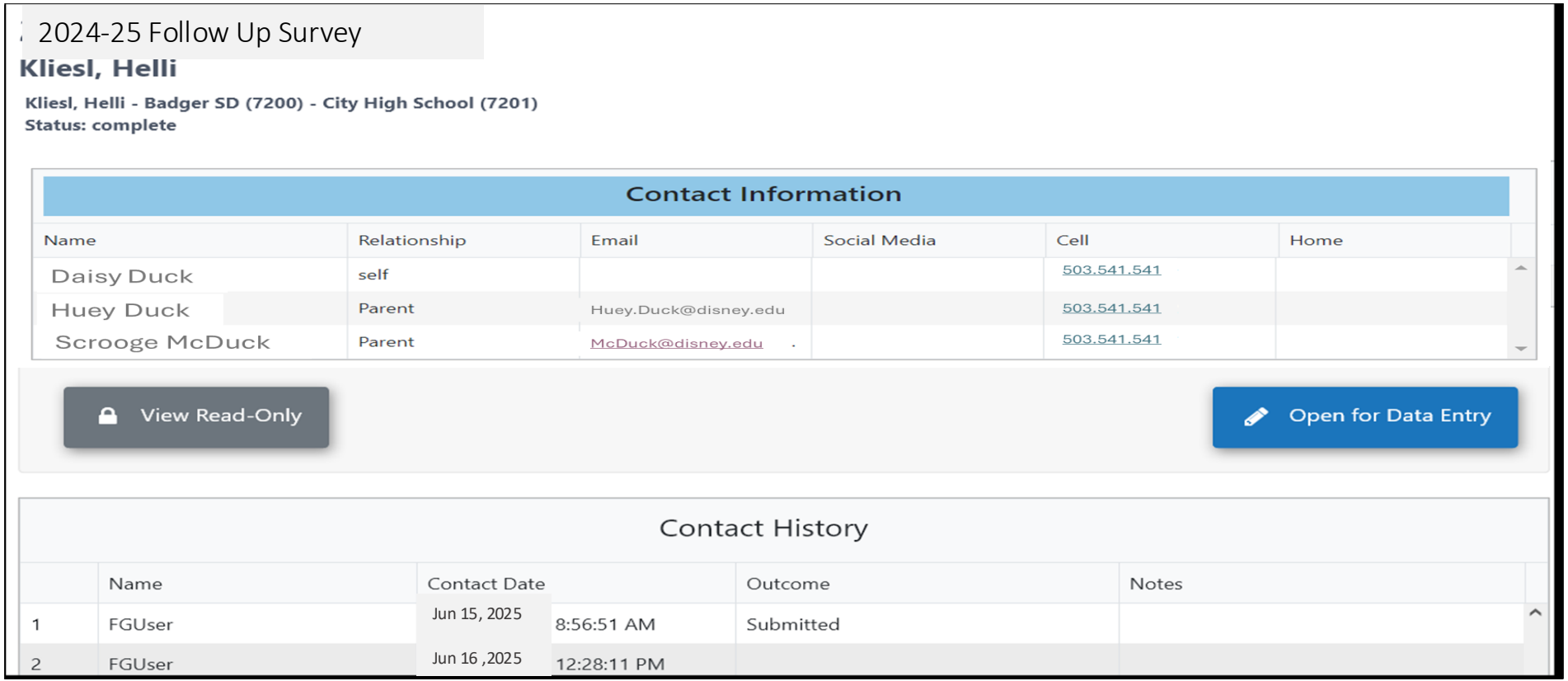


Step 10: Follow-Up Interview
Re-Open a Completed Interview

- The PSO system automatically records date and time each record is opened for an interview.

Open for Data Entry

- Click Open for Data Entry to re-open an interview after it has been submitted.



Closing Tips



Tip 1: Reach Out with Questions

- Contact the UO PSO Team for help



Charlotte Alverson
calverso@uoregon.edu



Cindy Post
cpost3@uoregon.edu

pso@uoregon.edu

- Attend the Open Mic Question and Answer Sessions
  - May 30 @ 3:00 – register at https://transitionoregon.org/event/open-mic-question-answer/
  - August 29 @3:00 – register at https://transitionoregon.org/event/open-mic-question-answer/

Tip 2: Use the Website

- Check the website, https://transitionoregon.org/post-school-outcomes/ for current resources and forms.



Tip 3: Use the Resources



- **Video Recordings and transcripts from previous trainings**
  - Ready, Set, Go for PSO: What veteran data collectors need to know for 2024
  - The Results Are In: Post-School Outcomes for Students who Left School in 2022-2023



- **One-Page PDF Resources**
  - Accessing the ODE Post-School Outcomes (PSO) App
  - The 5 W's to Understanding the PSO Data Collection
  - Follow-Up Telephone Survey Script
  - Contacting Hard-to-Find Youth: Strategies for the Post-School Survey
  - District Post-School Outcomes (PSO) Timeline

Tip 4: Become Familiar with the Interview

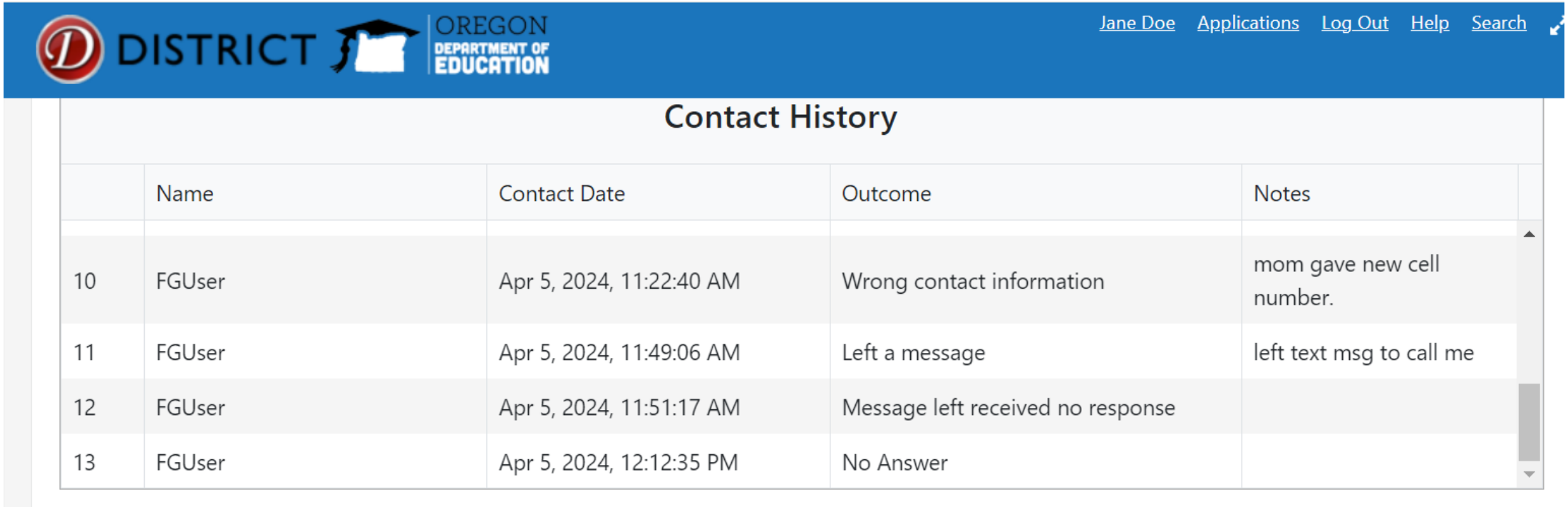
- Be familiar with the interview
  - Purpose of the Follow-Up Interview
    - *"To learn what you have been doing since you left high school."*
  - How the information will be used
    - *"This information helps us make school better for other students like you."*
  - Questions asked and instructions for asking the questions
  - All information is confidential
  - Be prepared to answer the respondents' questions
    - Why are you calling me?

Tip 5: Become Familiar with the App

- Use the Navigation Pane
- Maximize the increase viewing width of the screen and column categories in the PSO App by clicking either
  -  the Menu button or
  -  the expand screen

Tip 6: Leave Comments in the App

- Comments are important and helpful.
- Comments left when "*Will Complete Later (Still In Progress)*" is select show in Notes of the Contact History
- When "*Will Not Complete (No Further Action)*" is selected, leave notes in the Interviewer Notes



Reminders

- Your support of this data collection is important and appreciated
- State goals: 100% attempt; 85% completed interviews; and 76% total engagement
- PSO Follow-Up Interview data collection is required
- PSO 2.0 App is open for data collection between the **first Thursday in June and last Friday or Monday in September**
- Data collection can begin when the student has been out of school for at **least 365 days**
- Review the Student List and confirm it is accurate & complete.
- Contact the ODE Data Team by email to make changes to the Student List
- Practice the Telephone script
- Use the App – it's easier, more secure, eliminates duplicated efforts
- UO PSO Team is here to help – ask questions




QUESTIONS

Thank you!
Be in Touch with Us

- Shava Feinstein
  Shava.Feinstein@ode.oregon.gov
- Charlotte Alverson
  calverso@uoregon.edu
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  cpost3@uoregon.edu
- ODE Data Team email:
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