



## PSO App 2.0 CONSENT PROCESS

This document describes how to record consent or refusal in the PSO App.

Consent means a person agrees to take part in the Follow-Up Interview. If the person does not agree to take part, they are refusing to take part.

The consent question asks the former student or their designee:

***Are you (student, family, or other contact) willing to answer a few questions about your education, jobs, and life in general following high school?***

This question can only be answered after talking to the former student, or their designee.

- Select “Yes,” if the person agrees to answer the Follow-Up Interview questions.
- Select “No,” if person does not agree to answer the Follow-Up Interview questions.
- Select “Did not talk to anyone” if the interviewer did not talk to the former student, or their designee.

### To Complete or Not Complete: That is the Question

If more attempts are planned by the interviewer:

- Select “Will Complete Later,”
- Enter a note in the post-interview,
- Try another day, time, or contact method.

If no other attempts to contact will made:

- Select “Will NOT Complete.”
- Select the reason for not completing the interview.
- Add Interviewer Notes
- Complete the post-interview questions.

**REMINDER:** If you selected “Will Not Complete” and then decide to try more attempts, you can go back into the App, if data collection is open, unlock the student record, and resume the interview and complete.

Examples of reasons for continuing to attempt contacts:

1. Only one attempt was made by the interviewer - try a different day or time.
2. If there was no answer and the interviewer could not leave a message - try another form of contact (mail a letter, send an email, or text message)
3. A message was left and received no response - wait a few days and try again at a different time.
4. The contact information is wrong - try to find another form of contact information (e.g., check the emergency contact information for an updated phone number; reach out through social media and ask the student to call you, without disclosing personal information about the student)

Examples of reasons for not continuing to attempt contacts:

1. There is no contact information for the former student or their designee.
2. You tried different methods of contact (e.g., phone, email, text).
3. You left at least 3 to 5 messages and received no response.
4. You tried these calls at various times and on different days to the student and/or parent/guardian with no response.
5. Parent/designee would not share contact information for the former student – this is not a refusal unless the parent/designee says “No” to the question: “Are you (parent/designee) willing to answer a few questions about your child’s education, jobs, and life in general following high school?”

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**Remember:** Consent or refusal requires talking to a person.  
 If the interviewer did not talk to a person,  
 select “Did not talk to anyone” as the response in question B.

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## Step 5: Follow-Up Interview Tips Decision Tree

