

Tips for Conducting the Follow-Up Interview





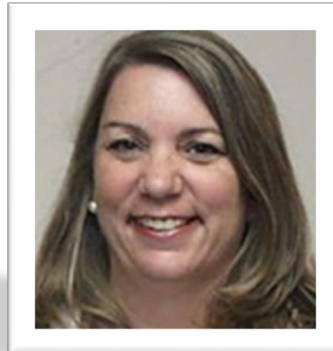
Tip 1: Reach Out with Questions

- Contact the UO PSO Team for help



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- Attend the Open Mic Question and Answer Sessions
- 2026 Open Mics: June 2 and September 3
- Check the Events page on the Oregon Transition Education website for dates and times of trainings: <https://transitionoregon.org/events>

Tip 2: Use the Website

- Check the website, <https://transitionoregon.org/post-school-outcomes/> for current PSO resources, events and trainings

OREGON TRANSITION EDUCATION



Transition Handbook



Transition Resources



Post-School Outcomes



Diploma Options



Events



Oregon Statewide Transition Conference



About Us



Tip 3: Use the Resources



| 2026 PSO Trainings | | | |
|---|---|--|-----------------------------|
| DATE/TIME (PDT) of Live Events | AUDIENCE | OBJECTIVE | MODE |
| March 4-6, 2026 <i>Oregon Statewide Transition Conference</i> | Anyone responsible for postschool outcome (PSO) data collection, reporting, or use. Check the OSTC materials for the time and location of PSO presentation/s. | | In person at OSTC in Eugene |
| April 22, 3:15 – 3:45pm <i>What's New in 2026: Just the Facts for Veteran Data Collectors</i> | Interviewers & Administrators experienced in collecting and reporting PSO data | To provide an overview of PSO and new processes and resources for 2026 | Live - Virtual via Zoom |

• Video Recordings and Transcripts

- Mini Training Series 1. Exit vs. Follow-Up; 2. What is a Refusal?; and 3. Recording Military responses **NEW**
- ODE Spring Training Webinar - 2026

• PDF Resources

- Accessing the ODE Post-School Outcomes (PSO) App
- The 5 W's to Understanding the PSO Data Collection
- Why Does It Matter? – Step by Step Guide to the Follow-Up -revised
- Follow-Up Telephone Survey Script
- Contacting Hard-to-Find Youth: Strategies for the Post-School Survey
- District Post-School Outcomes (PSO) Timeline
- Process for the Student List Review
- PSO App Follow-Up CCONSENT PROCESS – ½ page **NEW**
- PSO Follow-Up Parent Flyer & 2-pg. Student Flyer **NEW**

Post-School Outcomes

- What is PSO?** View Resources
- Follow-Up Interview** View Resources
- Exit Interview** View Resources
- Using PSO Data** View Resources

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
- Everything can be undone or redone
- There is a practice platform that the UO team can help you access – reach out to the team to utilize and schedule a training



Tip 6: Leave Comments in the App

- Comments are important and helpful.
- Comments left when *“Will Complete Later (Still In Progress)”* is selected, will show in Notes of the Contact History
- When *“Will Not Complete”* is selected, leave notes in the Interviewer Notes

| Contact History | | | | |
|-----------------|--------|---------------------------|------------------------------|--|
| | Name | Contact Date | Outcome | Notes |
| 1 | FGUser | Apr 6, 2026, 10:35:16 AM | | |
| 2 | FGUser | Apr 6, 2026, 10:40:56 AM | No Answer | |
| 3 | FGUser | Apr 7, 2026, 11:53:11 AM | Left a message | |
| 4 | FGUser | Apr 20, 2026, 11:20:57 AM | Person not available to talk | student unable to talk, is babysitting, will call tomorrow |
| 5 | FGUser | Apr 20, 2026, 11:22:04 AM | No Answer | will call again tomorrow morning |

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**
- Check the PSO App Dashboards for update information
- 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 **Opens in mid April**
- Contact the ODE Data Team by email to make changes to the Student List. Provide the following: student SSID#-no name, the student exit date, and the reason for exit.
- Practice the Telephone Script
- Use the App – it's easier, more secure, eliminates duplicated efforts
- Use the Mobile App – it is handy and convenient
- UO PSO Team is here to help – ask questions



Be in touch if you have questions. Thank you!

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