

PSO Survey Companion Document

This document is intended to provide technical assistance for the 2021 Arizona Post School Outcomes (PSO) Survey data collection season.

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PSO Foundational Concepts

What is the Companion Document?

This document will provide an overview of foundational Post School Outcomes (PSO) concepts and strategies to support administering the survey. It is intended as a supplement to the PSO Survey Questions and PSO One-Pager found under the Helpful Documents section of the [PSO website](#).

What are Post School Outcomes (PSO)?

Post school outcome data provides a picture of life after high school for former special education students in relation to postsecondary education and employment. PSO data is a measurement of former students post-school engagement collected for Indicator 14 of the Individuals with Disabilities Education Act (IDEA) Part B Annual Performance Report (APR). Indicator 14 requires that public schools collect, and the Arizona Department of Education (ADE), Exceptional Student Services (ESS), must report, the percentage of all students who had an IEP and the following year were no longer in high school (which includes students with disabilities who dropped out, graduated, and aged out) and who are now enrolled in college or training programs or are employed, either competitively or noncompetitively. Data obtained from the PSO Survey is required for federal and public reporting provisions. PSO Survey data also facilitates results-driven analysis and improvement to secondary transition programs at the state and local levels.

Individuals with Disabilities Education Act (IDEA) Part B Indicator 14:

Percentage of youths who are no longer in secondary school, had IEPs in effect at the time they left school, and were:

- enrolled in **higher education**,
- **competitively employed**,
- enrolled in **postsecondary education or training**, or
- some **other employment**

within **one year** of leaving high school.

[20 U.S.C. § 1416\(a\)\(3\)\(B\)](#)

How does Arizona collect this data?

Each public education agency (PEA) that serves transition-aged students with disabilities is required to participate in the Post School Outcomes (PSO) Survey every year. Students who exited high school are contacted and administered a 14-question survey designed to capture student engagement in postsecondary education/training or employment. The PSO Survey is available in English and Spanish. Access the [PSO Survey in English here](#) and the [PSO Survey in Spanish here](#). Arizona's PSO Survey questions and calculations are based on the [Indicator 14 Data Collection Protocol: Revised](#), developed by the National Technical Assistance Center on Transition (2018). All designated school districts or charters are responsible for their data collection procedures, including assigning staff to conduct the survey.

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Who is eligible for the 2021 PSO Survey?

Former students ages 16 and over who were eligible for special education and exited high school by graduating, dropping out, or aging out during the 2019–2020 school year.

When is the PSO Survey administered?

Schools administer the PSO Survey between June 1 and September 30 the year following students' exit from high school.

Who can respond to the PSO Survey?

The former student, a family member, or state/local agency personnel who support the former student.

What if I am unable to administer the PSO Survey?

If you are unable to administer the survey, please indicate whether the PSO Survey was **not applicable** or **not collected**. There are two types of exclusions to the PSO Survey: Not Applicable (N/A) Exclusion and Not Collected Exclusion. Only one type of exclusion can apply to each student.

Not Applicable (N/A) Exclusion:

N/A Exclusions indicate that the **PSO survey does not apply** to the former student, and therefore, the student is not required to respond to the survey. The three N/A Exclusions are:

- **Student is enrolled in high school:** A student exited during the school year required for the PSO Survey but has re-enrolled in high school. This often occurs when a student dropped out and then returned the following school year, for example.
- **Student is deceased:** The former student has passed away since exiting high school.
- **Exit code was an error in AzEDS:** The former student was marked with the incorrect exit code in AzEDS. This might occur when a student was listed as exited as graduated or aged out but is still in high school.

Not Collected Exclusion:

Not Collected Exclusions indicate that the **PSO survey is still required** for the former student, **but the survey could not be completed**. The four Not Collected Exclusions are:

- **Respondent refused to participate:** The former student, family member, and/or state agency representative declined to respond to the PSO Survey.
- **No contact after three attempts:** The PEA has documented three separate attempts to contact the former student, the former student, family member, and/or state agency representative during the data collection season. The attempts must be documented in the PSO Application. When making contact attempts, it is recommended to use various modes of contact, such as phone calls, emails, mail, etc.
- **Incorrect contact information:** The contact information the PEA has collected for the former student, family member, and/or state agency representative is not accurate. For example, the phone line has been disconnected or mail has been returned as undeliverable.
- **Contacts not collected:** The PEA does not have any contact information for the former student, family member, and/or state agency representative. This includes phone numbers, email addresses, and mailing addresses, for example.

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Where do I input survey responses and exclusion information?

PSO Survey data is entered into the secure PSO Application located within the Exceptional Student Services Portal of [ADEConnect](#). Access to the PSO Application must be requested by the PEA's Entity Administrator, and if applicable, a secondary approval by the Special Education Director or Superintendent is required. These requests expire within seven calendar days. [Find resources for ADEConnect and Entity Administrators here.](#)

For information about navigating the PSO Application, please [view the Guide to Navigating the PSO Application video.](#)

The importance of having a PSO Survey conversation

While administering the PSO Survey, it is recommended to host a conversation rather than offering a questionnaire. A conversation results in more accurate data collection. The rest of this Companion Document will offer strategies and resources to support facilitating a PSO Survey conversation.

Example PSO Survey Talking Points:

To support your conversation with survey respondents, here are two suggested scripts:

- **If former students or families are unfamiliar with the PSO Survey, here's a suggestion for an introduction:** The Post School Outcomes or PSO survey gathers and reports information about what students are doing one year after leaving high school. It gives us the opportunity to reconnect with you and see how you are doing. It also helps us know how we can better prepare students for the future. We'll ask you questions about education/training and work. All questions are voluntary.
- **If former students or families are concerned about confidentiality, here's a suggestion for a response:** Your answers are kept confidential—they are summarized into reports about the post-school outcomes of students throughout Arizona, your former district, or school. You can see the statewide reports on the ADE website. The only people who will have access to your information include your former teachers, administrators from your school district, and ADE/ESS staff. Your answers help schools learn how they can better prepare students for life after high school.

PSO Categories of Engagement

The four Categories of Engagement for Indicator 14 data collection are defined in the [Office of Special Education Programs' IDEA Part B SPP/APR Indicator Measurement Table](#). Please note that Arizona reports Option 2 for Competitive Employment. In other words, Arizona's definition for Competitive Employment is aligned with the term "competitive integrated employment" and its definition in [Section 7\(5\) of the Rehabilitation Act of 1973, as amended by Workforce Innovation and Opportunity Act \(WIOA\)](#).

Each PSO Survey question is written to collect specific information about the former student's engagement in one of the engagement categories. Knowledge of these definitions and their connection to the PSO Survey questions will support facilitating a conversation. For example, an individual administering the survey may be more comfortable asking follow-up questions in order to collect more accurate responses about a former student's postschool engagement. Specific components addressed in the PSO Survey questions are bolded in each definition in the table below.

Categories of Engagement Definitions

Category of Engagement	Definition
Higher Education	<ul style="list-style-type: none"> Enrolled full- or part-time Community College (2-year program) College/University (4- or more year program) 1 complete term
Competitive Employment	<ul style="list-style-type: none"> Average 20 hours a week 90 days (cumulative) since leaving high school Worked for pay at or above the minimum wage while earning customary pay rate* Setting with others who are non-disabled where interaction is at a level comparable to co-workers without disabilities who perform the same job description Available benefits and opportunities for advancement as those without disabilities Includes military employment
Other Postsecondary Education or Training	<ul style="list-style-type: none"> Enrolled full- or part-time Education or training program (e.g., adult education, a vocational-technical school that is less than a 2-year program) 1 complete term
Other Employment	<ul style="list-style-type: none"> Worked for pay or was self-employed 90 days at any time since leaving high school Includes working in a family business (e.g., farm, store, fishing, ranching, catering services, etc.)

*A customary pay rate involves a former student compensated at the same wage rate as co-workers without disabilities for the same/similar job description.

Hierarchy of the Categories of Engagement

Although former students may be engaged in more than one category, per the IDEA Part B Indicator Measurement Table, former students should only be counted in one of the above categories, and the categories are organized hierarchically. So, for example, former students who are enrolled in full- or part-time higher education within one year of leaving high school should only be reported in the Higher Education category, even if they also happen to be employed. Likewise, former students who are not enrolled in either part- or full-time higher education, but who are competitively employed, should only be reported under the Competitive Employment category, even if they happen to be enrolled in some other postsecondary education or training program. The PSO Application calculates the appropriate engagement category for each former student based on the survey responses.

PSO Survey Questions with strategies to “Boost the Conversation”

While administering the PSO Survey, it is recommended to host a conversation rather than offering a questionnaire. A conversation with the survey respondent results in more accurate data collection. This section includes information that will support facilitating a PSO Survey conversation.

This section is divided into four areas:

- **PSO Survey Question:** Exact question and response options from the Arizona PSO Survey.
- **Categories of Engagement Definition and Components:** Identifies the connection between the PSO Survey question and the Categories of Engagement, including the exact definition component the question is addressing and the result of specific responses.
- **Sample Follow-Up Questions:** Optional questions that can be asked to facilitate a conversation with the respondent. These additional questions are intended to clarify and/or obtain the most accurate response for the PSO Survey questions as written.
- **Boost the Conversation:** Additional strategies, important concepts, and resources that can enhance the conversation with the survey respondent.

Postsecondary Education/ Training Questions			
PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>1. In the 12 months after leaving high school, were you ever enrolled in any type of school, job training, or education program?</p> <p><input type="checkbox"/> No → Go to question 4</p> <p><input type="checkbox"/> Yes → Go to questions 2 & 3</p> <p><input type="checkbox"/> No Answer</p>	<p>Higher Education and Other Postsecondary Education/Training</p> <p><u>Component:</u> General Enrollment</p> <p><u>Response:</u> Yes = Higher Education and Other Postsecondary Education/Training No = Not engaged in postsecondary education/training No Answer = Not engaged in postsecondary education/training</p>	<p>What have you been doing with your time since you left high school?</p>	<p>Always follow-up if the former student responds with “No” or “No Answer.”</p>

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Postsecondary Education/ Training Questions			
PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>2. Did you complete an entire term? [Note: Term is individualized to the institution. This can be any complete term including quarter, semester, intersession, summer, or online. This could be an entire course.]</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Answer</p>	<p>Higher Education and Other Postsecondary Education/Training</p> <p><u>Component:</u> Completion of a Term:</p> <ul style="list-style-type: none"> • Start and end date • Student completed an entire term <p><u>Response:</u> Yes = Higher Education and Other Postsecondary Education/Training No = Not engaged in postsecondary education/training No Answer = Not engaged in postsecondary education/training</p>	<p>When was your first day of training?</p> <p>How long was your training?</p> <p>When did you finish the training?</p> <p>Did you complete the training?</p>	<p>Always follow-up if the former student responds with “No” or “No Answer.”</p> <p>Knowledge about specific programs or training can be beneficial (e.g., knowing if an institution uses semester or quarter hours, length of training, etc.).</p>

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Postsecondary Education/ Training Questions			
PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>3. Describe the kind of school or job training program in which you were enrolled. [Note: Military service is considered employment.] (Choose One Option)</p> <ul style="list-style-type: none"> <input type="checkbox"/> High school completion program (e.g., Adult Basic Education, GED) <input type="checkbox"/> Short-term education or employment training program (e.g., WIOA Programs, Job Corps) <input type="checkbox"/> Vocational, technical, trade school <input type="checkbox"/> 2- or 4-year college or university <input type="checkbox"/> Religious or church-sponsored mission. <input type="checkbox"/> Other (Specify) _____ <input type="checkbox"/> No Answer 	<p>Higher Education or Other Postsecondary Education/Training</p> <p><u>Component:</u> Type of Training</p> <p><u>Response:</u> Higher Education if they report the following option:</p> <ul style="list-style-type: none"> • 2- or 4-year college or university <p>Other Postsecondary Education/Training if they report the following options:</p> <ul style="list-style-type: none"> • High school completion program • Short-term education or employment training program • Vocational, technical, trade school • Religious or church-sponsored mission • Other <p>No Answer = Not engaged in postsecondary education/training</p>	<p>Use options directly from the PSO Survey:</p> <ul style="list-style-type: none"> • Is that a community college? Or a university? (i.e., Higher Education) • Did you attend an employment training program? (i.e., Other Postsecondary Education/Training) 	<p>Follow-up questions may only be needed in specific situations (e.g., the student moved out of state or the interviewer is unfamiliar with the training facility).</p> <p>Consider unconventional training programs, like online certificate courses, CPR/First Aid training, volunteer or new hire orientation and training, etc.</p> <p>Use the “Other” option only when the student’s situation does not fit something listed. Record the response in the blank space provided.</p>

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Employment Questions			
PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>4. In the 12 months after leaving high school, were you ever employed?</p> <p><input type="checkbox"/> No → STOP: DATA COLLECTION COMPLETE (see optional question 15)</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No Answer</p>	<p>Competitive Employment and Other Employment</p> <p><u>Component:</u> General Employment</p> <p><u>Response:</u> Yes = Competitive Employment and Other Employment No = Not engaged in employment No Answer = Not engaged in employment</p>	<p>What have you been doing with your time since you left high school?</p> <p>Clarifying “Other Employment” options:</p> <ul style="list-style-type: none"> • Have you ever had a job? • Have you ever received money to do something for someone? • Have you ever been paid for a service? • Have you ever been paid for your time? 	<p>Always follow up if the former student responds with “No” or “No Answer.”</p>
<p>5. Have you worked for a total of 3 months (at least 90 days or more)? [Note: Days do not need to be in a row and can include multiple jobs.]</p> <p><input type="checkbox"/> No → STOP: DATA COLLECTION COMPLETE (see optional question 15)</p> <p><input type="checkbox"/> Yes → Go to questions 6, 7, 8, 9, 10, 11, 12, 13, & 14</p> <p><input type="checkbox"/> No Answer</p>	<p>Competitive Employment and Other Employment</p> <p><u>Component:</u> 90 days</p> <p><u>Response:</u> Yes = Competitive Employment and Other Employment No = Not engaged in employment No Answer = Not engaged in employment</p>	<p>Have you had more than one job?</p> <p>How long did you work in those jobs?</p>	<p>Always follow up if the former student responds with “No” or “No Answer.”</p>

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Employment Questions			
PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>6. On average, how many hours are your currently working or have you worked per week? [Note: Hours may vary week to week and can include multiple jobs.]</p> <p><input type="checkbox"/> 30 hours or more <input type="checkbox"/> 20–29 hours <input type="checkbox"/> 11–19 hours <input type="checkbox"/> 10 hours or less <input type="checkbox"/> No Answer</p>	<p>Competitive Employment or Other Employment</p> <p><u>Component:</u> 20 hours/week</p> <p><u>Response:</u> Competitive Employment if they report the following options:</p> <ul style="list-style-type: none"> • 30 hours or more • 20–29 hours <p>Other Employment if they report the following options:</p> <ul style="list-style-type: none"> • 11–19 hours • 10 hours or less <p>No Answer = Other Employment or not engaged in employment</p>	<p>How many hours a week did you work?</p> <p>Did you work the same number of hours every week?</p>	<p>Always follow up if the former student responds with “No Answer.”</p> <p>20 hours/week is the average; a former student’s work hours may vary.</p>
<p>7. Were you paid at least minimum wage at the time of employment? [Note: Arizona’s 2020 minimum wage was \$12.00 per hour, 2021 minimum wage increased to \$12.15 per hour.]</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Answer</p>	<p>Competitive Employment or Other Employment</p> <p><u>Component:</u> Minimum Wage</p> <p><u>Response:</u> Yes = Competitive Employment No = Other Employment No Answer = Other Employment or not engaged in employment</p>	<p>What city/county do you work in?</p> <p>What is your hourly wage?</p>	<p>Make a connection with Q13 (Customary Wages)</p> <p>Be aware of the minimum wage in other areas (e.g., the federal minimum wage is \$7.25 per hour).</p> <p>National and Arizona Minimum Wage</p> <p>PSO Survey and Labor Laws</p>

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Employment Questions

PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>8. What is the company/industry name(s)?</p>	<p>Competitive Employment and Other Employment</p> <p>Components: Level of Interaction Opportunities for Advancement Customary Wages Same Level of Benefits</p> <p><u>Response:</u> Provides context for questions 9–14.</p>	<p>If inconsistencies across responses are noted:</p> <ul style="list-style-type: none"> • What do you do at (<u>insert name of company</u>)? <p>What's your job title?</p>	<p>Make a connection to Q7 and Q9. Listen for consistencies or inconsistencies:</p> <p>Q7: Minimum Wage or Subminimum Wage Q9: Does this employer name match with the response?</p> <p>Consider if the former student worked multiple jobs with multiple companies.</p>

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Employment Questions			
PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>10. Is this a large, well-known company? [Note: Includes companies with 15 or more employees, which could be a franchise. Examples: Walmart, McDonald's, Home Depot, Fry's Food Stores]</p> <ul style="list-style-type: none"> <input type="checkbox"/> No → Go to questions 11, 12, 13, & 14 <input type="checkbox"/> Yes → STOP: DATA COLLECTION COMPLETE (see optional question 15) <input type="checkbox"/> No Answer → Go to questions 11, 12, 13, & 14 	<p>Competitive Employment and Other Employment</p> <p><u>Components:</u> Level of Interaction Opportunities for Advancement Customary Wages Same Level of Benefits</p> <p><u>Response:</u> Yes = Competitive Employment No or No Answer = Need further clarification, must ask questions 11–14.</p> <p>Response determines if Skip Logic is used for Qs 11–14.</p>	<p>Is (<u>insert name of company</u>) a franchise?</p> <p>About how many people work at (<u>insert name of company</u>)?</p> <ul style="list-style-type: none"> • 15+ employees = Yes to Q10 • No Answer/Unsure = No to Q10 and proceed with Qs 11–14 	<p>A “large, well-known company” can be defined as an employer who has 15 or more employees (which could be a franchise). When an employer has more than 15 employees, they are required to meet the letter of the law in all components of the WIOA definition of competitive integrated employment.</p> <ul style="list-style-type: none"> • Consider companies with 15+ employees that may only be well-known in your own or the former students’ community. <p>Look back at responses to other questions:</p> <p>Q7: Large companies are required to offer minimum wage</p> <p>Q8: Name of the company can give insight on whether or not it meets the criteria of a “large, well-known company”</p> <p>Q9: Does the setting identified match the company?</p> <p>PSO Survey and Labor Laws</p>

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Employment Questions			
PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>11. When doing your job did you interact or talk with co-workers without a disability to get your job done? [Note: Emphasis is on interaction with other employees, not supervisors or customers.]</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes (If unknown, default to Yes)</p> <p><input type="checkbox"/> No Answer</p>	<p>Competitive Employment or Other Employment</p> <p><u>Component:</u> Level of Interaction</p> <p><u>Response:</u> Yes = Competitive Employment No or No Answer = Other Employment</p>	<p>Whom do you go to if you need help when doing your job or if you have a question? Is this person your boss, another worker (co-worker), a job coach?</p> <p>Whom do you work with to get a task or project done?</p> <p>Consider the places people may interact with co-workers.</p> <ul style="list-style-type: none"> Is there a central location you and your co-workers start or end your day? <p>Consider the different ways people may interact with co-workers.</p> <ul style="list-style-type: none"> Do you call, text, email, or use instant messaging to interact with co-workers? 	<p>Confirm that the former student interacts with other co-workers (not just supervisors and/or job developers/job coaches).</p> <p>Keep an eye out for indicators of segregation (e.g., job coach, job developer, DDD membership, etc.).</p> <p>Look back at responses to other questions: Q8: Is the company integrated/in the community? Q9: Is the setting identified integrated/in the community?</p> <p>PSO Survey and Labor Laws</p> <p>Proposed Guidance: Frequently Asked Questions: Criterion for an Integrated Employment Location in the Definition of Competitive Integrated Employment and Participant Choice</p>

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Employment Questions			
PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>12. In this job, were you eligible for (could you get) a pay raise or promotion? [Note: Emphasis is on opportunities for advancement similar to other employees in a similar position and with similar experience.]</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes (If unknown, default to Yes)</p> <p><input type="checkbox"/> No Answer</p>	<p>Competitive Employment or Other Employment</p> <p><u>Component:</u> Opportunities for Advancement</p> <p><u>Response:</u> Yes = Competitive Employment No or No Answer = Other Employment</p>	<p>Have you been given increased responsibilities at work?</p> <p>In general, does your employer offer pay raises and/or promotions?</p> <p>Is there a waiting period to access these benefits?</p>	<p>Look back at responses to other questions:</p> <p>Q8: Is there an alignment between the company and raise/promotion?</p> <p>Q9: Is there an alignment between setting and raise/promotion?</p> <p>Consider if the employer offers any employee a pay raise or promotion.</p> <p>PSO Survey and Labor Laws</p>
<p>13. Were you paid the same as other people who work in a similar job with the same skills, experience, and training? [Note: Consider if there are indicators of altered pay (e.g., center-based employment).]</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes (If unknown, default to Yes)</p> <p><input type="checkbox"/> No Answer</p>	<p>Competitive Employment or Other Employment</p> <p><u>Component:</u> Customary Wages</p> <p><u>Response:</u> Yes = Competitive Employment No or No Answer = Other Employment</p>	<p>Do you get paid the regular rate that was advertised when you applied for the job?</p> <p>Were you receiving services from another agency when you were hired?</p> <p>Were indicators of altered pay mentioned? (e.g., sheltered workshop/Center Based Employment)</p> <p>What county/city do you work in?</p>	<p>Look back at responses to other questions:</p> <p>Q7: Is the student paid minimum wage or above?</p> <p>Q8: Is the student paid the customary rate for his/her position at that company?</p> <p>Q9: Is the student paid the customary rate for his/her position in that setting?</p> <p>Consider that the position may have varying customary wages depending on the employer's location.</p> <p>PSO Survey and Labor Laws</p>

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Employment Questions			
PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>14. In your position, were you eligible for the same benefits as other people who work in a similar job with similar hours and length of employment (such as group insurance like health, dental, vision, paid sick leave or vacation, social security, unemployment insurance, workers' compensation)? [Note: Eligibility to receive benefits does not necessarily mean the individual accepted or enrolled in the benefits.]</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes (If unknown, default to Yes)</p> <p><input type="checkbox"/> No Answer</p>	<p>Competitive Employment or Other Employment</p> <p><u>Component:</u> Same Level of Benefits</p> <p><u>Response:</u> Yes = Competitive Employment No or No Answer = Other Employment</p>	<p>Consider using the list of example benefits to guide questions.</p> <ul style="list-style-type: none"> • Did your employer offer you (<u>list example benefit</u>)? • Were you eligible to receive those benefits? <p>Consider benefits employers are required to offer, like Social Security, Medicare, Federal Insurance Contributions Act (FICA), unemployment insurance, and worker's compensation insurance (including health insurance and family and medical leave for companies with 50+ full-time employees).</p> <ul style="list-style-type: none"> • Did you notice any money taken out of your first paycheck for (<u>list example benefit</u>)? 	<p>The purpose of the question is to address if the former student has access to the same level of benefits as other employees in a similar position (e.g., consider if only full-time employees are offered health insurance). This question asks if the former student is eligible to receive benefits, not necessarily if he/she accepted, enrolled in, or used them.</p> <p>If no employee is receiving a specific benefit, then the former student is receiving the "same" level of benefits as their co-workers without disabilities.</p> <p>PSO Survey and Labor Laws</p>

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Employment Questions

PSO Survey Question	Categories of Engagement Definition and Components	Example Follow Up Questions	Boost the Conversation
<p>15. [Optional Question] Did the COVID-19 policies (e.g., social distancing, closing of non-essential services, government executive orders) impact you in: (You can check more than one option)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Enrolling in or completing a term in a school or job training program <input type="checkbox"/> Getting or keeping a job <input type="checkbox"/> Losing hours at work <input type="checkbox"/> Having access to your education/training support services (e.g., Disability Resource Center) <input type="checkbox"/> Having access to your employment support services (e.g., job coach) <input type="checkbox"/> Other (please describe): _____ 	<p>This is an optional question on the 2021 PSO Survey. The response does not impact the Categories of Engagement and is intended only to collect data to illustrate the impact of COVID-19 on Arizona Post School Outcomes.</p>	<p>Use options directly from the PSO Survey:</p> <ul style="list-style-type: none"> • In the last year, did you experience any of the following due to COVID-19 related policies? • Were you unable to complete your education/training program? • Did you get laid off from work? <p>Examples of support services: Vocational Rehabilitation, Division of Developmental Disabilities, Disability Resource Centers, job coaches, direct care workers, tutors, counselors, advisors, etc.</p>	<p>Arizona Department of Health: Arizona's Response to COVID-19 Pandemic</p> <p>United States COVID-19 information</p>

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PSO Recommendations and Resources

This section includes recommendations and online resources to support administering the PSO Survey.

PSO Recommendations and Resources	
General PSO Recommendations <ul style="list-style-type: none">• "No Answer" responses can lead to the wrong Category of Engagement or no engagement.<ul style="list-style-type: none">▪ Ask follow-up questions▪ Use context clues• Use the hard copy of the PSO survey during conversation so you can take notes and follow the conversation.• Identify a PSO mentor at your PEA.• Create opportunities to ask questions and brainstorm strategies for PSO data collection with your team.• Plan ahead for each data collection season by ensuring you have each student's correct contact information.• Reach out to the ADE/ESS Secondary Transition Team for support.	General PSO Resources <ul style="list-style-type: none">• ADE/ESS PSO Website• Categories of Engagement Definitions• Arizona's Current PSO Survey Questions (English)• Arizona's Current PSO Survey Questions (Spanish)• Arizona PSO One Page Summary• Arizona's State Performance Plan/Annual Performance Report (SPP/APR)• National Technical Assistance on Transition: The Collaborative (NTACT:C)• Individuals with Disabilities Education Act (IDEA) website

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PSO Recommendations and Resources

Recommendations for Postsecondary Education/Training Questions

- Understand the definitions of Higher Education and Other Postsecondary Education or Training.
- Always follow-up after Q1 and Q2 if the answer is "No" or "No Answer."
- Before using the "Other" option for Q3, ensure the response does not already fit something listed. If it is not listed, choose "Other" and add a description in the blank provided.
- Confirm the former student completed an entire term (i.e., there is a start and end date for the training he/she completed).
- Research programs (online, phone, visit) to help you recognize how a program applies to a category of engagement definition and develop individualized follow-up questions.
 - This information may support your current students with transition plans too. You can make connections between a student's Employment Measurable Postsecondary Goal and the available education/training opportunities.
- Consider unconventional training programs that may align with the "Other Postsecondary Education/Training" category of engagement. See examples in the Resources for Postsecondary/Education Training section.

Resources for Postsecondary Education/Training Questions

- [Arizona College and Career Guide](#)
- [AZ Transfer](#)
- [U.S. Department of Education College Map](#)
- [GED](#)
- [Training Services for WIOA](#)
- Vocational Programs Examples
 - [Apprenticeships](#)
 - [Job Corps](#)
- Unconventional Training Examples
 - [American Red Cross Training Services](#)
 - Online certificate programs (e.g., [Coursera](#), [edX](#), [LinkedIn Learning](#), [Khan Academy](#), [Udemy](#), etc.)
 - Volunteer or New Hire Orientation and Training

Recommendations for Employment Questions

- Build your knowledge of:
 - Definitions of Competitive Employment and Other Employment
 - State and National Minimum Wage
 - Local employers
- Always follow-up after Q4 and Q5 if the answer is "No" or "No Answer."
- Before using the "Other" option for Q8, ensure the response does not already fit something listed. If it is not listed, choose "Other" and add a description in the blank provided.
- Use the response to Q8 to guide the conversation for Qs 9–14.

Resources for Employment Questions

- [Minimum Wage in Arizona and Nationally](#)
- [Customary Wage in Arizona](#)
- [ARIZONA@WORK](#)
- [Vocational Rehabilitation](#)
- [DDD Member Employment Services](#)
- [Arizona Chambers of Commerce](#)
- [PSO Survey and Labor Laws](#)

PSO Survey Companion Document



PSO Recommendations and Resources

General Secondary Transition Resources

These resources can support PSO data collection efforts as well as transition planning.

- [ADE/ESS Secondary Transition Team Padlets](#)
- [O*NET](#)
- [Career One Stop](#)
- [Pipeline AZ](#)
- [Job Accommodation Network](#)

PSO Contact Information

Arizona Department of Education

Exceptional Student Services, Secondary Transition Team
1535 W. Jefferson St., Bin #24 / Phoenix, AZ 85007

Phone: 602-542-2817

Fax: 602-542-5404

[Email the PSO Inbox](#)

[ADE/ESS Secondary Transition web page](#)

[Secondary Transition Training Request Form](#)