



Frequently Asked Questions

Arizona’s Post School Outcomes (PSO)

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Section 1: Preparing for the PSO Data Collection Season

What is PSO, and how do I know if my school is required to participate?

Each public education agency (PEA) that serves transition-aged students with disabilities is required to participate in the 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. Data obtained from the PSO Survey facilitates results-driven analysis and improvement to secondary transition programs at the state and local levels. If your school has former students eligible for the PSO Survey, assigned school staff or other contracted individuals must participate in the data collection process to collect and input survey responses.

How do I know if I have former students to survey this year?

Arizona's PSO Application pulls the student demographic and enrollment information provided by the PEA and will list any former students eligible for the current PSO Survey. Your student list will include former students who had IEPs when they exited last school year by graduating, dropping out, or aging out.

When am I supposed to administer the PSO Survey?

PSO Surveys are administered during the data collection season, which starts June 1 and closes promptly at 11:59 p.m. on September 30. This season was established to allow enough time for former students to successfully engage in postsecondary work or school after exiting the high school setting. The PSO Survey on the application is only available during the season each year.

Who can respond to the PSO Survey?

A variety of individuals are eligible to respond to the PSO survey if the former student is unable to, including parents, siblings, other family members, or state agency representatives such as Vocational Rehabilitation (VR) Counselors or Division Developmental Disabilities (DDD) Support Coordinators.

How do I access the PSO Application?

The process for gaining access to the application is now simplified:

1. Indicate to your Local Entity Administrator that access to the Post School Outcomes Survey is needed.
2. The Local Entity Administrator submits an access request.
3. Access is granted! You may now use the PSO Application, found on the ESS Portal of ADEConnect.

Learn more about the process and other considerations on our [Steps to Gain Access to the PSO Application document](#).

I have a former student on my student list who should not be there. How do I fix this?

The PSO Student List includes former students who had an IEP in place when they exited high school by either graduating, dropping out, or aging out. A former student would appear on your current list if they were documented as exited from high school during the prior school year.



When a former student does not require the PSO survey but appears on your list, document the student as a "N/A" exclusion. This option is found at the bottom of the student's page, as illustrated in the screenshot below.

Exclude?	Instructions	Reason
<input checked="" type="radio"/> N/A?	Check N/A to indicate the PSO survey will not be administered and is therefore not applicable to the student for one of the reasons listed to the right.	Please choose one..
<input type="radio"/> Not Collected?	Check "Not Collected" and select a reason listed to explain why the PSO survey could not be completed.	Please choose one.. Enrolled in High School Student is Deceased AZEDS Exit Code Error
<input type="radio"/> None	Check "None" if this student is not being excluded from the PSO survey.	

Save Student Contacts... Contact Attempts... PSO Survey...

You will also identify one of the following "N/A" exclusion reasons:

1. Enrolled in High School: A student exited during the school year required for the PSO Survey but has re-enrolled in high school. For example, this occurs when a student dropped out and then returned the following school year.
2. Student is Deceased: The former student has passed away since exiting high school.
3. AzEDS Exit Code Error: The former student was marked with the incorrect exit code in AzEDS. This error can occur when a student was listed as dropped out, graduated, or aged out but is actually still in high school.

My student list is missing one or multiple former students. What should I do?

There are a few reasons why a former student could be missing from your PEA student list. First, confirm that you have the correct information for the former student:

- Student state identification (SSID)
- Accurate exit information, including exiting school year
- Your PEA is the district of residence for the former student (former students will show as "tuitioned out" for the district)
- Confirm that the former student has not re-enrolled in high school (contacting the former student or their parent/caregiver is the best way to find out)

If it is confirmed that the student should be present on your list, there may be an exit code error. Student data is pulled from information that PEAs input into AzEDS. Exit code errors may require additional documentation to be submitted to amend AzEDS student information.

Please [contact the PSO Inbox](#) for support with missing former students on your list.



Section 2: Collecting and Inputting Survey Responses

How do I complete a PSO Survey for a Former Student?

PSO Surveys are available in the PSO Application during the data collection season each year. To complete a survey for a former student, go to the PSO Application and review your Student List. Find the former student in the list and click on the associated State Student Identification Number. This number is linked to a Student Page, where the PSO Survey is available at the bottom of the screen. Follow the prompts and instructions to document the former student's responses. Please refer to the image below that displays the location of the PSO Survey.

Exclude?	Instructions	Reason
<input type="radio"/> N/A?	Check N/A to indicate the PSO survey will not be administered and is therefore not applicable to the student for one of the reasons listed to the right.	Please choose one..
<input type="radio"/> Not Collected?	Check "Not Collected" and select a reason listed to explain why the PSO survey could not be completed.	Please choose one..
<input type="radio"/> None	Check "None" if this student is not being excluded from the PSO survey.	

Click here to enter contact attempts.

Click here to enter survey responses.

Save Student Contacts... Contact Attempts... PSO Survey...

There are resources to make the process of collecting PSO survey responses easier. Please [review the PSO Padlet](#) for tools including fillable copies of the PSO Survey questions and the PSO Survey Companion Document.

What are some strategies for contacting former students?

The Not Collected exclusion of "Unable to Contact after 3 Attempts" is automatically selected when three separate attempts have been documented on the "Contact Attempts" page. That said, best practice strategies can involve making more than three contact attempts as well as using different methods to make contact. For example, try calling at different times of the day; text the former student before calling; try making contact on a social media platform; use email; try contacting different family members listed on the student's file, including parents, grandparents, aunts/uncles, cousins, and siblings; mail information about the survey; or meet with the former student in-person or over a virtual platform.

Is DTA (Day Treatment for Adults) considered postsecondary education/training?

There are specific criteria that the DTA must meet to count as a form of engagement in education or training. The specific engagement category that a DTA may fall in is "Other Postsecondary Education/Training."

For your former student to be engaged in this category, the DTA training activities must meet the category's definition below:

- Enrolled full- or part-time
- Education or training program (e.g., an adult education program, job skills training course, a vocational or technical school that is less than a 2-year program, etc.)
- One complete term (the training has a clear start and end date)



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There are specific follow up questions you may ask to confirm that the former student's DTA meets the components of this engagement category, such as:

- Full- or part-time:
 - Did you attend the training activities full- or part-time? (Not necessarily the Day Program itself, but rather the actual skills training)
- Education or training program:
 - Did the training activities follow a curriculum?
- One complete term
 - When was your first day of training?
 - How long was the training?
 - When did you attend the training?
 - Did you complete the training?

The questions above are meant to guide you in expanding the conversation. There are other concepts to ask about in your conversation that can be individualized to the student. Consider researching or reaching out to the Day Program or other partners (e.g., a DDD Support Coordinator) to figure out the nature of the job skills training to help clarify whether all components of the definition would be met.

Why do we ask the name of the company/industry (Question #8)?

The purpose of asking the name of the company/industry is to decipher if each component of the Competitive Employment definition can be met. The name of the company/industry helps to inform the responses to questions 9 and 10. For example, the company/industry name might reveal the setting (Question 9) and whether it is a "large, well-known company" (Question 10). When learning the company/industry name, the person administering the survey may even know the responses for questions 9 and 10 based on his/her knowledge of community employers.

The name of the company/industry can also inform skip logic for the last four questions of the survey. Essentially, the name of the company (Question 8) and whether it is a "large, well-known" company (Question 10) determines whether questions 11–14 require responses.

What is a "large, well-known company?" (Question 10 of the current PSO Survey)

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 Workforce Innovation and Opportunity Act's (WIOA) definition of competitive integrated employment.

Can I delete submitted information on PSO survey?

If you already completed the survey, you would need to reopen the survey. The system will warn you that the previously entered information will be lost. Acknowledge the warning by selecting "Yes," which will allow you to enter the correct survey data for the student.



Section 3: Common PSO Scenarios

I heard back from a student after...

- A. **The student's survey was not collected after 3 contacts attempts; later (prior to the season closing), you hear back from the student.**
 - When opening the student page, click on the PSO Survey button to access the survey.
- B. **The student was not engaged when the survey was first completed and later (prior to the season closing) meets the criteria for a particular engagement category.**
 - If you want to make any changes to a PSO Survey after it was completed, you start by reopening the survey. The system will warn you that the previously entered information will be lost. Acknowledge the warning by selecting "Yes," which will allow you to enter the correct survey data for the student.

The former student cannot complete the survey. What do I do?

All former students eligible for the survey are required to complete a survey during the data collection season. However, situations can occur where the PSO Survey cannot be completed for a former student. The PSO Application includes a section to document the reason that a PSO survey will not be completed. This section is called "Exclusions" and is found toward the end of the Student Page for each former student.

Exclusion types:

- "N/A" Exclusions indicate that the **PSO survey does not apply** to the student, and therefore, the survey is not required.
- "Not Collected" Exclusions indicate that the **PSO survey is still required** for the student, but it could not be completed.

Reviewing the reasons for each type of exclusion can help to identify the appropriate selection for this former student. Are you unable to complete the survey because the former student is not required to respond this year, or is it due to the former student or another appropriate individual being unable to respond to the survey?

- If the former student is not required to complete this year's survey, the exclusion type is "**N/A (Not Applicable)**," and the appropriate reason will be recorded as one of the following:
 - Enrolled in High School
 - Student is Deceased
 - AzEDS Exit Code Error
- If the former student is still required to complete this year's survey, the exclusion type is "**Not Collected**," and the appropriate reason will be recorded as one of the following:
 - Responder Refused to Participate
 - Incorrect Contact Information
 - Contacts not Collected
 - No Contact After 3 Attempts (automatically selected after logging in these attempts through the "Contact Attempts" button at the bottom of the Student Page)

If you have questions, or if the circumstances surrounding your inability to complete a PSO survey seem complex, please [email the PSO Inbox](#) for further assistance.



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Reminder: If there are barriers that prevent an eligible former student responding to the survey, a family member or agency representative (such as a Vocational Rehabilitation counselor or case manager) may be able to respond. Please reach out to and log contact attempts made with any other individuals who can respond to the survey.

What does it mean if a student is listed as “Tuitioned Out?”

The Post School Outcome survey is required for former students who had IEPs when they graduated, aged out, or dropped out during the prior school year. A student is considered “Tuitioned Out” if they were funded to attend a school other than their home district for instruction and services. The PEA responsible for completing the survey will be the student’s home school. To complete surveys for “Tuitioned Out” former students, collaborate with the school that your former student attended. The school of attendance may have more up-to-date contact information or can connect you with staff who can reach the student. Whenever possible, begin collaborative efforts before the student exits high school.

How do I conduct PSO survey if there is a language barrier and my PEA does not provide translation services?

Your PEA may have procedures in place to address language translation needs. In addition, ADE has several documents located on the [PSO Padlet](#) that have been translated to Spanish. If you need any other documents translated or are in need of translation to a different language, please [contact the PSO team](#).