



PSO Survey Companion Document

This document is intended to provide technical assistance for the 2020 PSO Survey data collection season.

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What are Post School Outcomes (PSO)?

Post-school outcome (PSO) data provide a picture of life after high school for former special education students in relation to postsecondary education and employment. It's a measurement of student's post-school engagement.

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

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

1. enrolled in *higher education*
2. *competitively employed*
3. enrolled in *postsecondary education or training*
4. some *other employment*

within one year of leaving high school.

[20 U.S.C. § 1416\(a\)\(3\)\(B\)](#)

Example PSO Survey Talking Points:

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.

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PSO Category of Engagement Definitions (Current Definitions for 2020)

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 • Includes military employment • 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
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 been 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.

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Postsecondary Education/Training Questions

PSO Survey Question	Categories of Engagement Definition & 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 <input type="checkbox"/> Yes → Go to questions 2 & 3 <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> Y = Higher Education and Other Postsecondary Education/Training N = 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>
<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 & end date • Student completed an entire term <p><u>Response:</u> Y = Higher Education and Other Postsecondary Education/Training N = 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

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<p>3. Describe the kind of school or job training program in which you were enrolled. [NOTE: Military service is considered employment.] (CHECK 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> 2- or 4-year college or university = Higher Education All Others = Other 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? [HE] • Did you attend an employment training program? [Other] 	<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.</p> <ul style="list-style-type: none"> • Record the response in the blank space provided.

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Employment Questions			
PSO Survey Question	Categories of Engagement Definition & 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</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> Y = Competitive Employment and Other Employment N = 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</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> Y = Competitive Employment and Other Employment N = 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

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<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: <ul style="list-style-type: none"> • 30 hours or more • 20-29 hours Other Employment if they responded with one of these: <ul style="list-style-type: none"> • 11-19 hours • 10 hours or less </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 <i>average</i>; a student’s work hours may vary.</p>
<p>7. Were you paid at least minimum wage at the time of employment? [NOTE: Arizona’s 2019 minimum wage was \$11.00 per hour, 2020 minimum wage increased to \$12.00 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> Y = Competitive Employment N = Other 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 AZ Minimum Wage</p> <p>PSO Survey and Labor Laws</p>

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Employment Questions

PSO Survey Question	Categories of Engagement Definition & 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: 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> <p>AZ Center Based Employment Providers</p>
<p>9. Describe the job you currently have or have had? (CHECK ONE OPTION)</p> <ul style="list-style-type: none"> <input type="checkbox"/> In a company, business, or service IN YOUR COMMUNITY with people with and without disabilities <input type="checkbox"/> In the military <input type="checkbox"/> In supported employment (paid work with services, like a job coach, that assists you individually in your job) <input type="checkbox"/> Self-employed 	<p>Competitive Employment OR Other Employment</p> <p><u>Component:</u> Integrated Setting</p> <p><u>Response:</u> Competitive Employment if they report the following options as their work setting:</p> <ul style="list-style-type: none"> In a company, business, or service IN YOUR COMMUNITY with people with and without disabilities In the military 	<p>Use options directly from the PSO Survey:</p> <ul style="list-style-type: none"> Did you work in a company, business, or service in your community with people with and without disabilities? Did you work in a family business? Did you work for your own business? 	<p>Use multiple-choice options as a checklist to identify the setting.</p> <p>Use the “Other” option only when the student’s situation does not fit something listed (e.g., Group Supported Employment).</p> <ul style="list-style-type: none"> Record the response in the blank space provided. <p>The response to this question connects to most other employment questions.</p> <p>PSO Survey and Labor Laws</p>

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<input type="checkbox"/> In your family's business (e.g., farm, store, fishing, ranching, catering) <input type="checkbox"/> In centered-based employment (where most workers have disabilities) <input type="checkbox"/> Employed while in jail or prison <input type="checkbox"/> Other (Specify) _____ <input type="checkbox"/> No Answer	<p>Other Employment if they responded with one of these:</p> <ul style="list-style-type: none"> • In supported employment (paid work with services, like a job coach, that assists you individually in your job)* • Self-employed * • In your family's business (e.g., farm, store, fishing, ranching, catering)* • In centered-based employment (where most workers have disabilities) • Employed while in jail or prison • Other <p><i>*May be Competitive Employment if responses to Qs 5, 7, and 10 are Yes and if the response to Q6 is more than 20 hours a week.</i></p>		DDD Member Employment Services
<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> <input type="checkbox"/> No → Go to questions 11, 12, 13, & 14	<p>Competitive Employment AND Other Employment</p> <p>Components: Level of Interaction Opportunities for Advancement Customary Wages Same Level of Benefits</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>

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<input type="checkbox"/> Yes → STOP: DATA COLLECTION COMPLETE <input type="checkbox"/> No Answer → Go to questions 11, 12, 13, & 14	<p><u>Response:</u> Y = Competitive Employment N or No Answer = Need further clarification, must ask questions 11-14.</p> <p><i>Response determines if Skip Logic is used for Qs 11-14.</i></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: Q7 – Large companies are required to offer minimum wage Q8 – Name of the company can give insight on whether or not it meets the criteria of a “large, well-known company” Q9 – Does the setting identified match the company?</p> <p>PSO Survey and Labor Laws</p>
<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> <input type="checkbox"/> No <input type="checkbox"/> Yes (If unknown, default to Yes) <input type="checkbox"/> No Answer	<p>Competitive Employment OR Other Employment</p> <p><u>Component:</u> Level of Interaction</p> <p><u>Response:</u> Y = Competitive Employment N or No Answer = Other Employment</p>	<p>Who 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>Who do you work with to get a task or project done?</p>	<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>

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		<p><i>Consider the places people may interact with co-workers.</i></p> <ul style="list-style-type: none"> Is there a central location you and your co-workers start or end your day? <p><i>Consider the different ways people may interact with co-workers.</i></p> <ul style="list-style-type: none"> Do you call, text, email, or use instant messaging to interact with co-workers? 	<p>Look back at responses to other questions:</p> <p>Q8 – Is the <i>company</i> integrated/in the community?</p> <p>Q9 – Is the <i>setting</i> identified integrated/in the community?</p> <p>PSO Survey and Labor Laws</p>
<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> Y = Competitive Employment N 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 <i>company</i> and raise/promotion?</p> <p>Q9 – Is there an alignment between <i>setting</i> 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>

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Employment Questions			
PSO Survey Question	Categories of Engagement Definition & Components	Example Follow Up Questions	Boost the Conversation
<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 <input type="checkbox"/> Yes (If unknown, default to Yes) <input type="checkbox"/> No Answer</p>	<p>Competitive Employment OR Other Employment</p> <p><u>Component:</u> Customary Wages</p> <p><u>Response:</u> Y = Competitive Employment N 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: Q7 – Is the student paid minimum wage or above? Q8 – Is the student paid the customary rate for his/her position at that company? 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>
<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</p>	<p>Competitive Employment OR Other Employment</p> <p><u>Component:</u> Same Level of Benefits</p> <p><u>Response:</u> Y = Competitive Employment N or No Answer = Other Employment</p>	<p><i>Consider using the list of example benefits to guide questions.</i></p> <ul style="list-style-type: none"> • Did your employer offer you (list example benefit)? • 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</p>	<p>The purpose of the question is to address if the former student has access to the <u>same level of benefits</u> as other employees in a similar position. (E.g., consider if only full-time employees are offered health insurance).</p> <p>This question asks if the former student is <u>eligible</u> to receive benefits, not necessarily if he/she accepted, enrolled in, or used them.</p>

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Employment Questions			
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<p>individual accepted or enrolled in the benefits.]</p> <ul style="list-style-type: none"> <input type="checkbox"/> No <input type="checkbox"/> Yes (If unknown, default to Yes) <input type="checkbox"/> No Answer 		<p><i>compensation insurance (including health insurance and family and medical leave for companies with 50+ full-time employees).</i></p> <ul style="list-style-type: none"> • Did you notice any money taken out of your first paycheck for (list example benefit)? 	<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>
<p>15. [OPTIONAL] Did the COVID-19 policies (e.g., social distancing, closing of non-essential services, Governor Ducey’s “Stay Home, Stay Healthy, Stay Connected” Executive Order) 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 2020 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 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>Governor Ducey’s “Stay Home, Stay Healthy, Stay Connected” Executive Order</p> <p>Arizona’s COVID-19 Actions to Date</p>

Recommendations and Resources

General PSO Recommendations

- "No Answer" responses can lead to the wrong Category of Engagement
 - Ask follow-up questions
 - Use context clues
- Use the hard copy during conversation
- PSO mentor at PEA
- Staff topics with your teams
- Reach out to ADE for support

General PSO Resources

Arizona Resources

- [ADE PSO Website](#)
- [Definitions of PSO Engagement Categories](#)
- [Arizona's Current PSO Survey Questions – Fillable PDF](#)
- [PSO One Page Summary](#)
- [Arizona's SPP/APR](#)

National Resources

- [NTACT-National Technical Assistance on Transition](#)
- [GRADS 360](#)

Recommendations for Postsecondary Education/Training Questions

- Definitions of Higher Education & Other Postsecondary Education or Training
- Always Follow-Up after Q1 & Q2 if the answer is "No" or "No Answer"
- If using "Other" option for Q3, ensure the response doesn't already fit something listed and include 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)
- Consider unconventional training programs that may align with the "Other Postsecondary Education/Training" category of engagement

Resources for Postsecondary Education/Training Questions

- [Categories of Engagement Definitions](#)
- [Arizona College & Career Guide](#)
- [AZ Transfer](#)
- [College Map](#)
- [GED](#)
- [Training Services for WIOA](#)
- Vocational Programs
 - [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

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Recommendations for Employment Questions

- Knowledge of:
 - Definitions of Competitive Employment & Other Employment
 - State & National Minimum Wage
 - Local employers
- Always Follow-Up after Q4 & Q5 if the answer is "No" or "No Answer"
- If using "Other" option for Q8, ensure the response doesn't already fit something listed and include a description in the blank provided
- Use the response to Q8 to guide the conversation for Qs 9-14

Resources for Employment Questions

- [Categories of Engagement Definitions](#)
- [Minimum Wage in AZ & Nationally](#)
- [Customary Wage in AZ](#)
- [DDD Member Employment Services](#)
- [List of Center Base Employment Providers](#)
- [Arizona Chambers of Commerce](#)
- [PSO Survey and Labor Laws](#)

General Transition Resources

- [Vocational Rehabilitation](#)
- [ARIZONA@WORK](#)
- [AZCIS](#)
- [O*NET](#)
- [Career One Stop](#)
- [JAN](#)

PSO Contact Information

Arizona Department of Education
Exceptional Student Services, Secondary Transition Team
1535 W. Jefferson St., Bin #24 / Phoenix, AZ 85007
Fax: 602-542-5404
PSO Email: PSOInbox@azed.gov
[ADE/ESS Secondary Transition Webpage](#)
[Secondary Transition Training Request Form](#)