Issue Date: October 23, 2024

Adult Education and Literacy (AEL)
Follow Up Survey Data Collection and Entry into LACES

Purpose

This document details data collection processes and resources for the follow up survey. For more information about what follow up surveys are and tips on how to conduct them, please see "Adult Education and Literacy (AEL) Follow Up Survey Purpose, Tips and Survey Questions."

From the [NRS Technical Assistance (TA) Guide](#)

Exhibit 2.7: Participants and Data Collection Period for Performance Indicators

Found on page 44 of the NRS TA Guide.

WIOA Indicator	Participant Population to Include	Data Collection Period
Employment in second quarter after exit.	All participants, except those incarcerated at entry who remain incarcerated or those who exit due to extenuating circumstances listed in the Exclusions section, who exit during the program year.	Second quarter after exit.
Employment in fourth quarter after exit.	All participants, except those incarcerated at entry who remain incarcerated or those who exit due to extenuating circumstances listed in the Exclusions section, who exit during the program year.	Fourth quarter after exit.

WIOA Indicator	Participant Population to Include	Data Collection Period
Median earnings, second quarter after exit.	All participants who are employed in the second quarter after exit.	Second quarter after exit.
Credential indicator • Obtained a secondary school diploma during participation or within one year of exit; obtained employment or entered postsecondary education within one year of exit.	Participants who entered the program without a secondary school diploma or equivalent who were enrolled in, or advanced to, a secondary level program who exit during the program year, excluding those incarcerated at entry who remain incarcerated or those who exit due to extenuating circumstances listed in the Exclusions section.	For obtained secondary school diploma: During participation or at any time within one year after exit. For obtained employment or entering postsecondary education: Any time within one year of exit.
Credential indicator • Obtained a postsecondary credential during participation or within one year of exit.	All participants co-enrolled in adult education and a postsecondary education program who exit the postsecondary program during the program year, excluding those incarcerated at entry who remain incarcerated or those who exit due to extenuating circumstances listed in the Exclusions section.	During participation or at any time within one year of exit.

* For all measures, the exit quarter is the quarter when the participant completes instruction or has not received instruction for 90 days and has no instruction scheduled. Each period of participation must be counted as a separate period.

Exhibit 2.9 Quarterly Periods for Collecting Employment and Earnings Indicators

Found on page 49 of the NRS TA Guide.

Exit Quarter	Collect Second-Quarter Employment and Earnings* by the End of:	Collect Fourth-Quarter Employment by the End of:
First Quarter (July 1 – September 30)	Third Quarter	First Quarter, Next Program Year
Second Quarter (October 1 – December 31)	Fourth Quarter	Second Quarter, Next Program Year
Third Quarter (January 1 – March 31)	First Quarter, Next Program Year	Third Quarter, Next Program Year
Fourth Quarter (April 1 – June 30)	Second Quarter, Next Program Year	Fourth Quarter, Next Program Year

*Earnings collected to calculate median only for participants employed in the second quarter after exit.

Example of Survey Collection Dates Using Fiscal Year (FY) 2025

Since each student who exits needs to be followed up with both in the second and fourth quarters after their exit, there are students who exited within two different periods who need to be followed up with each quarter. One group will be those who are being followed up with for the first time since they exited since this is the second quarter following their exit quarter, and one group will be those who are being followed up with for the second time since they exited since this is the fourth quarter after their exit.

The following table lists each of the quarters within a fiscal year and which students are eligible to be followed up with during that quarter using FY25 as the example.

FY25 Follow Up Survey Collection Dates

FY25 Quarter to conduct survey	Survey students who exited in these quarters (second and fourth quarters after exit respectively)
7/1/2024 – 9/30/2024 (Quarter 1)	1/1/2024 – 3/31/2024 7/1/2023 – 9/30/2023
10/1/2024 – 12/31/2024 (Quarter 2)	4/1/2024 – 6/30/2024 10/1/2023 – 12/31/2023
1/1/2025 – 3/31/2025 (Quarter 3)	7/1/2024 – 9/30/2024 1/1/2024 – 3/31/2024
4/1/2025 – 6/30/2025 (Quarter 4)	10/1/2024 – 12/31/2024 4/1/2024 – 6/30/2024

Cohorts

Employment measures – Only active students within the program year **without** a social security number in their LACES record need to be followed up with to collect employment information after exit. Students with social security numbers in their LACES records are included in the annual Department of Labor match that the Agency of Education conducts.

Post-Secondary measures – Students with a goal to enter post-secondary or a goal to earn IRC who **do not** have a met achievement entered into their record need to be followed up. Please note that whether they have a social security number or not is irrelevant to this cohort, unlike the employment measures cohort.

The Follow Up Survey in LACES

Locating students eligible for follow up and entering survey data into LACES

LACES conveniently has a guided follow up survey feature that is modeled after the NRS TA Guide's sample survey (in Appendix D). A detailed guide for it was created by the LACES support team in the "VT Beginner LACES User Manual" on pages 101 – 114. This guide explains both how to locate the students eligible for follow up and how to enter the survey data into LACES.

This guide can be accessed on the "Vermont Customizations" page in LACES.

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1. Log into LACES.
2. Select your organization from the "Agency" drop down field. (i.e., The Tutorial Center).

3. Locate the "person icon" in the upper right corner of the screen.
4. Hover your cursor over it and select "User News" from the drop-down menu that appears.
5. From the right-hand side of the User News page, locate the link for the "Vermont Customizations" page and select it.
6. From the right-hand side of the Vermont Customizations page, locate the link for the "VT Beginner LACES User Manual" and select it.
7. Select the "VT Beginner LACES User Manual" from the page that appears and the "VT Beginner LACES User Manual" will open.
8. From here, you can download and save a copy of it for easier access in the future.

Tracking follow up survey communications in LACES

The Vermont Agency of Education (AOE) is required by the Office of Career, Technical and Adult Education (OCTAE) to monitor the follow up survey process conducted by Vermont's AEL providers. Evidence must be maintained to show the following:

1. All eligible students were contacted for surveys.
   a. At least two (2) total attempts must be made to each student.
2. What format the communications were made in (email, phone, text, chat, etc.).
   a. Even if the student did not respond, evidence is needed of the attempts made to contact the student.
3. The content of the responses if the student did respond.
   a. Even if the student declined to complete the survey, save the evidence of that conversation.
   b. If the student did respond to the survey, save the evidence of their responses.
   c. The evidence of the responses does not have to be exact if the response was given via a phone call. A summary or notes of the conversation will be sufficient in that instance.

This evidence could be any of the following or similar:

- Email threads
- Phone logs
- Screenshots of text conversations
- Chat logs

The evidence for each student must be uploaded to their LACES record:

1. Make sure the documents are either in JPEG or PDF format.

2. Log into LACES.
3. Select your organization from the "Agency" drop-down field (i.e., Vermont Adult Learning).
   NOTE: You will not be able to upload documents if you are in the VT SEA agency.
4. From the Student area, either double-click on a student's line in the list or select the eye icon to open the student's record.
5. Under the "Key Data" tab, scroll down until you see a panel called "Documents."

6. Click on the panel to expand it.
7. Select the "Add" button.

8. Leave the "Document Category" as "General."

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9. Use the "Document Type" drop down field to select "Monitoring Follow up survey documentation" **OR** "Monitoring Proxy hour documentation", depending on which you are uploading for.
10. Select the "Select Files" button to open your file explorer and upload the file to LACES.
11. When you are done, select "Upload" to complete the upload.

Please complete the uploading of this follow up survey and proxy hours evidence for all students as you gather it. This will alleviate the need for the AOE to send lists and enable monitoring to be done seamlessly behind the scenes. The AOE will reach out only if there is an issue with evidence, missing or otherwise. The AOE aims to complete desk monitoring quarterly.

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