

The Consumer Report Card

Customers are provided information on the Entered Employment Rate, Employment Retention Rate, Average Quarterly Wage and Estimated Annual Wage for all ETPL programs and providers. In addition, there are two goals specific to adult education providers; i.e., Goal Attainment and Increased Literacy Level. These outcomes are calculated for three different time periods, the second, fourth and eighth quarters after program completion. For simplicity on the website, these three intervals are listed as six months, one year, and two years after program completion, respectively. The "Customer Comments" section of the CRC will provide an average score for the provider based on customer answers to a series of questions.

The following section describes the methodology used to calculate employment, retention, and average wages that are displayed on the results page of the CRC. It describes the elements of data that are needed to make these calculations, the sources of the data used to compute the results, and the operational definitions used to transform the raw data into meaningful employment, retention, and completion rates and average wage results. Two additional measures, goal attainment and increase in literacy level, are computed for adult literacy and basic education programs only.

The employment rate and average wage measures are calculated at each interval. The retention rate is computed at one and two years. Section 2.0 describes how each of the four outcomes is measured. The method by which each outcome is measured is the same at each time period.

Individual student enrollment and exiter records are aggregated at the training provider, curriculum preparation area and program level. Curriculum Preparation Areas are the career clusters defined in the federal Carl D. Perkins Vocational Education and Applied Technology Act. These data are then used to calculate a series of measures of performance. To calculate these measures, individual student Social Security Numbers are matched against the UI System's Wage Record database and the Wage Record Interchange System (WRIS). Information on WRIS can be found at <http://www.doleta.gov/performance/WRIS.cfm>. UI wage records provide employment and earnings information for exiters working in-State and WRIS for those working in other states participating in WRIS.

Performance Outcome Measures - The results page on the CRC displays performance on four different outcomes for occupational programs: the entered employment rate, the employment retention rate, the average quarterly wage and the estimated yearly wage. These outcomes are calculated for three different time periods, the second, fourth and eighth full quarters after program exit. For simplicity, on the website these three intervals are listed as six months, one year, and two years after program exit, respectively.

Performance Information Updates - There is a lag between the date that a student is reported as exiting a program and the date that this information will be reflected in the performance results on the CRC. This is because the Unemployment Insurance (UI) Wage Record System is based upon quarterly reports from employers on all workers who had earnings within a calendar quarter. The information is reported during the second month following the end of each calendar quarter. Employer reports are only prepared once for each calendar quarter.

Since the first calculation for entered employment is not made until after the second quarter after exit, there is a delay of from six to nine months in the availability of wage records to match

against student records and up to another four months before the results are displayed on the website.

For example, if a student exited a program on November 25, 2009, the measure for entered employment after the first or second quarter would not be calculated until the database was matched in August 2010, two full quarters after exit, and would not be reflected on the CRC until December 2010.

What are the performance measures?

The following are definitions of the performance measures:

Employment rate: the employment rate at six months (one year, two years) is the number of exiters who have a job during the first or second (fourth, eighth) quarter after they finish the program divided by the total number of exiters during the corresponding quarter. A person is counted as having a job if he/she has wages greater than zero in the Unemployment Insurance (UI) wage database during the first or second (fourth, eighth) quarter after he/she finishes the program.

Average quarterly wage: the average quarterly wage is the average wage that exiters employed in any job earned in the first and second full (fourth, eighth) quarters after they finished the program. This measure will be calculated for those employed in the first or second quarter after completion. The average quarterly wage is calculated by dividing the total wages earned in a quarter by the number of exiters earning wages. Total wages for an individual include all wages earned in a particular quarter. For example, if an individual worked for two employers during a quarter, wages from both employers are added together to arrive at the total wages for the quarter. Individuals who earn \$40,000 or more in the post-exit quarter are removed before calculating the average wage measure. These individuals are considered to be outliers because an annual wage of \$160,000 is unusually large and is probably the result of a data entry error. They are, however, included in the measurement of the employment rate.

Estimated yearly wage: The estimated yearly wage is calculated by multiplying the average quarterly wage, described above, by four.

Employment Retention rate: the retention rate is the percentage of students who are employed in the fourth (eighth) quarter after they finish the program and were counted as entering employment. A person is counted as remaining employed if he or she has wages greater than zero in the UI wage database for the first or second and the fourth (eighth) full quarters after he/she finishes the program. An individual does not have to remain employed with the same employer from the first or second quarter to the fourth (eighth) quarter to be counted as retaining employment.

Adult student goal satisfaction rate: The percentage of students that, at exit, achieve the goal they set at enrollment.

Literacy level improvement: The percentage of students that increased their level of literacy from the level they enter the program with.