



Utah State
Board of
Education

Special
Education
Services

POST SCHOOL OUTCOMES (PSO) SURVEY PROCESS

INDICATOR 14 TECHNICAL ASSISTANCE

A UTAH STATE BOARD OF EDUCATION TECHNICAL ASSISTANCE DOCUMENT

July 2025

WHAT IS THE PURPOSE OF THE PSO SURVEY?

The Post School Outcomes Survey, also referred to as Indicator 14, aims to evaluate the success of students with disabilities following their departure from high school. This survey gathers data on the postsecondary education, employment, and independent living outcomes of students who have received special education services. The results from this survey are instrumental in assessing the effectiveness of postsecondary transition planning and services, as well as identifying areas that require improvement.

WHO IS ELIGIBLE FOR THE PSO SURVEY?

A student who had an Individualized Education Program (IEP) in place when they exited a Utah public school is eligible for the PSO survey. This includes students who have graduated with a regular high school diploma, an Alternate Diploma, a certificate of completion, as well as those who have aged out, and students who have dropped out. All of these students are considered exiters.

WHEN ARE THE PSO SURVEYS CONDUCTED?

The PSO surveys are conducted by phone between June 1 and September 30 each year.

WHO CONDUCTS THE PSO SURVEYS?

Each year by May 15 Local Education Agency (LEA) special education directors must determine and indicate to the Utah State Board of Education (USBE) their LEA's preference for participation in the PSO survey process on the PSO website. LEAs must choose one of the following choices listed below. LEAs are required to communicate their choice to USBE on the PSO website. This selection can be found on the home page once logged in, under "[year] LEA PSO Survey Participation."

FIGURE 1: SCREENSHOT OF INDICATOR 14 PSO SURVEY

Indicator 14 PSO Survey - LEA 2025 Participation Survey Question

Please check one of the following options:

- A. ☒ Our LEA will **conduct our own PSO surveys** after participating in an on-line 60-minute interviewer training.
- B. ☐ **After St. Norbert** SRI has made the initial attempt, **our LEA will follow-up** with unsuccessfully completed surveys and attempt to complete the remaining surveys after participating in an on-line 60-minute interviewer training.
- C. ☐ Our LEA would like **St. Norbert** College Strategic Research Institute (SRI) to contact former students.

LEA PSO SURVEY OPTIONS

1. Your LEA conducts all its own PSO surveys.
2. Your LEA agrees to follow up with unsuccessful surveys after the USBE contracted interviewers, Strategic Research Institute (SRI), complete three attempts for each exiter. Follow-up surveys occur in August and September.
3. Your LEA chooses to have SRI conduct all its PSO surveys.

Note: LEAs that conduct their own surveys have the highest survey response rates. We encourage all LEAs to conduct their own PSO surveys as SRI interviewers are calling from Wisconsin and can often result in low response rates for LEAs.

LEAs can determine a person or persons in their LEA to conduct the PSO surveys. Interviewers can be teachers, school counselors, para-educators, administrators, or administrator support staff.

CAN MY STAFF RECEIVE COMPENSATION FOR COMPLETING PSO SURVEYS IF THEY ARE OFF CONTRACT TIME?

Yes, LEA staff who are off contract when completing PSO surveys can receive a stipend of \$20 per completed survey. Those interested in receiving the stipends must complete the W-9 and Direct Deposit Forms and return them to Jenny Jacobs by May 15. Instructions can be found under the “interviewer Information” section of the PSO website.

HOW DOES MY STAFF RECEIVE TRAINING IN CONDUCTING PSO SURVEYS?

All interviewers must watch the online recorded training before conducting PSO surveys. The online recorded training can be found on [the PSO website](#) under “Interviewer Information.” To access this section of the PSO website, users must have an account. To obtain an account, go to “Request an Account” on the home page of the PSO website.

FIGURE 2: SCREENSHOT OF PSO SURVEY TRAINING PAGE

The screenshot displays the Utah Post School Outcomes website. At the top, the logo features a graduation cap icon next to the text "Utah Post School Outcomes". Below the logo, it states "Developed under contract with the Utah State Board of Education". The left sidebar contains navigation links: "Welcome", "Request an Account", "Contact Us", and a "Coordinator Links" section with links for "Home / Confidentiality", "Interviewer Information" (highlighted), "Edit Contact Information", "Enter Surveys", "LEA Data", and "LEA Reports". It also shows the user is logged in as "lavinia.gripentrog@schools.utah.gov" and displays "2025 LEA PSO Survey Participation". The main content area is titled "Interviewer Information" and contains several bullet points providing details about survey completion, payment, training links, and contact information for Jenny Jacobs.

Utah Post School Outcomes
Developed under contract with the Utah State Board of Education

Coordinator Links

- Home / Confidentiality
- Interviewer Information**
- Edit Contact Information
- Enter Surveys
- LEA Data
- LEA Reports

Logged in as
lavinia.gripentrog@schools.utah.gov

2025 LEA PSO Survey Participation

Interviewer Information

- Interviewers requesting payment for survey completion for the 2025 survey will be paid \$20 for each successfully completed survey. Interviewers must send by mail a completed W-9 and Direct Deposit Form to Jenny Jacobs, CESA #7, 639 Henry St, Chilton, WI 53014 by May 31st if this is the first year that they are expecting payment. Previously paid interviewers need to send new forms if their bank account or home address have changed. New forms are not needed if there are no changes. All interviewers expecting payment are to email Jenny Jacobs and let her know at jjacobs@cesa7.org before July 31st. Stipend payments will not be paid out if deadlines are missed.
- The links for interviewer training can be found below. These were recorded in 2021 but the information is accurate except for the dates for this summer's survey will be 2025 with exiters having exited during 2023-24 school year. Please email Jenny Jacobs at jjacobs@cesa7.org after having completed the training.
 - [Interviewer Training for New Interviewers](#)
 - [Interviewer Training for Previously Trained Interviewers](#)
- Question and Answer Session for all Interviewers available on April 15th, 2:30 pm - 3:30 pm at this [ZOOM link](#) and/or May 14th, 2:30 pm - 3:30 pm at this [ZOOM link](#). Meeting ID: 802 248 4558 Passcode: transition
- [Interviewer Directions and Tips](#)
- [2025 Interview Questions](#)
- [Direct Deposit Form](#)
- [W-9](#)
- Contact Jenny Jacobs at jjacobs@cesa7.org or call 920-809-7662 with any questions

HOW CAN I IMPROVE MY SURVEY RESPONSE RATES?

We encourage LEAs to communicate with students and families regarding the importance of the PSO survey during high school IEP meetings by using the following communication tools found on the [Indicator 14 Padlet](#) under “Communication Tools.”

- Short video on the PSO survey
- Notice to youth & families
- Template letter to send to exiters in April or May prior to survey window

HOW DO I ENSURE THAT THE PHONE NUMBERS FOR MY EXITERS ARE CORRECT?

In April each year, all eligible exiters for the PSO survey will be listed on the PSO website. You can add additional phone numbers and/or update phone numbers for your exiters to improve the likelihood of reaching those exiters for the PSO survey. To do this, go to “Edit Contact Information,” then click “edit” next to each exiter’s name. Then enter updated phone numbers.

WHAT IF I NEED AN “UNSUCCESSFUL SURVEY” OPENED?

Email [Lavinia Gripentrog](#) or [Jenny Jacobs](#) to have a survey reopened.

HOW CAN I LEARN MORE ABOUT THE PSO SURVEY PROCESS?

You and your staff can join the online PSO Community of Practice (CoP) held three times a year. The dates and links can be found on the [PSO Community of Practice section of the Indicator 14 Padlet](#). Recordings from the previous CoPs can also be found there.

WHAT IF I HAVE ADDITIONAL QUESTIONS?

Contact Lavinia Gripentrog or Jenny Jacobs at the email addresses above or call Lavinia at 801-538-7645, or Jenny Jacobs at 920-809-7662.