

Appendix D

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**Field Data Collector (FDC) Training
NPSAS: 2000**

Day 1

Computer Introduction Training

- 1:00 – 5:00 **Introduction to laptop computers**
- 5:00 – 8:00 **Registration for Field Data Collectors**

Day 2

Project Training

- 8:30 – 8:45 **Welcome and Introduction**
- 8:45 – 9:00 **Overview of Training Objectives**
- 9:00 – 9:30 **The NPSAS Project - Past and Present**
- 9:30 – 10:00 **NPSAS: 2000 Institutional Contacting**
- 10:00 – 10:15 **BREAK**
- 10:15 – 11:15 **Student Financial Aid Process and Practices**
- 11:15 – 12:00 **Uses of the NPSAS Data**
- 12:00 – 1:00 **LUNCH**
- 1:00 – 1:30 **FDC Responsibilities**
 - Contact with Institutional Coordinator
 - Confidentiality
- 1:30 – 1:45 **Introduction to Case Management System**
 -Overview
 -Selecting an Institution
- 1:45 – 3:00 **CADE Demonstration: Case #1**
- 3:00 – 3:15 **BREAK**
- 3:15 – 5:00 **CADE Demonstration: Case #1 Continued**

**Field Data Collector (FDC) Training
NPSAS: 2000**

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Day 3

8:30 – 9:15	Distribution of Computers
9:15 – 12:15	CADE: Sections and Subsections (Case # 2)
9:15 – 9:30	Registration: Locating Subsection
9:30 – 9:45	Registration: Characteristics Subsection
9:45 – 10:00	Registration: Admissions Subsection
10:00 – 10:15	BREAK
10:15 – 10:45	Enrollment: Enrollment Subsection
10:45 – 11:00	Enrollment: Tuition Subsection
11:00 – 11:30	Financial Aid: Financial Aid Subsection
11:30 – 12:00	Financial Aid: Need Analysis Subsection
12:00 – 12:15	Financial Aid: ISIR Subsection
12:15 – 1:15	LUNCH
1:15 – 2:30	Round Robin: Case # 3
2:30 – 3:00	Postsecondary Institution Environment
3:00 – 3:15	BREAK
3:15 – 4:30	Data Collection Process in Depth
4:30 – 5:00	Making Travel Arrangements
5:00	Adjourn
7:00 – 9:00	Study Hall (as needed)

**Field Data Collector (FDC) Training
NPSAS: 2000**

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Day 4

8:30 – 9:30	In Depth Look at the Case Management System
9:30 – 10:00	Round Robin: Case #4
10:00 – 10:15	BREAK
10:15 – 11:15	Round Robin: Case #4 Continued
11:15 – 12:15	E-Mail
12:15 – 1:15	LUNCH
1:15 – 3:15	Individual Practice: Case #5
3:15 – 3:30	BREAK
3:30 – 4:30	Transmission of Data
4:30 – 5:00	Homework Assignment – Case #8 Review and Questions and Answers
5:00	Adjourn
7:00 – 9:00	Study Hall (as needed)

**Field Data Collector (FDC) Training
NPSAS: 2000**

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Day 5

8:30 – 9:00	Review of Homework – Case #8
9:00 – 10:00	Administrative Procedures
10:00 – 10:15	BREAK
10:15 – 12:00	Individual Practice: Case #6 and FS Conference
12:00 – 1:00	LUNCH
1:00 – 1:30	Role Play: The Institutional Coordinator Call
1:30 – 3:00	Certification Exercise: Case #9
3:00 – 3:15	BREAK
3:15 – 4:00	Review of Case #9
4:00 – 4:45	Review of All Previous Cases Questions and Answers
4:45 – 5:00	Training Evaluation
5:00	Adjourn

Take home exercises: Case #7 & Case #10

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NPSAS:2000
TELEPHONE INTERVIEWER TRAINING AGENDA
(June 27-July 1, 2000)

<i>Tuesday</i>		<u>240 minutes</u>	6:00p-10:00p
	Welcome and Introduction of TIs	15 minutes	6:00p - 6:15p
Topic 1	Overview of NPSAS:2000 (Power Point Presentation) - Background and purpose of NPSAS - Study design - Types of questions included - Introduction of project staff	20 minutes	6:15p - 6:35p
Topic 2	Overview of the Training Session - Training agenda and rules	10 minutes	6:35p - 6:45p
Topic 3	Confidentiality and Informed Consent - Review Signed forms	15 minutes	6:45p - 7:00p
Topic 4	Demonstration Interview: Audiotaped with dataview projection of screens (Karen Howlett profile)	25 minutes	7:00p - 7:25
Topic 4	Question and Answer sheet review (round robin)	20 minutes	7:25p - 7:45p
BREAK		15 minutes	7:45p - 8:00p
Topic 5	NPSAS Questionnaire Review of Q-by-Qs -Sections A, B, C,	75 minutes	8:00p - 9:15p
	Round Robin Mock Interview (Lorenza Gibbs Profile) Sections A, B, C (as time permits)	35 minutes	9:15 - 9:50p
	<i>Production Sheet Discussion and Entry</i>	10 minutes	9:50p -10:00p

Appendix D: Training Materials

<i>Wednesday</i>		<u>240 minutes</u>	6:00 - 10:00p
	Question and Answer sheet review (round robin)	15 minutes	6:00p - 6:15p
Topic 5	NPSAS Questionnaire Q-by-Q Review (Continued) Sections D, E, F, G	90 minutes	6:15p - 7:45p
BREAK		15 minutes	7:45p - 8:00p
	Round Robin Mock Interview (Lorenza Gibbs Profile) Sections D, E, F, G (<i>start where left off on Tuesday</i>)	50 minutes	8:00p - 8:50p
Topic 7	Overview of User Exits in Questionnaire - For each (IPEDS; Major; Occ/Industry; Enrollment): Conceptual overview diagram Screen-by-screen review on dataview Hands-on navigation practice	60 minutes	8:50p - 9:50p
	<i>Production Sheet Entry</i>	10 minutes	9:50p -10:00p
<i>Thursday</i>		<u>240 minutes</u>	6:00p - 10:00p
	Question and Answer sheet review (round robin)	15 minutes	6:00p - 6:15p
Topic 8	Round Robin Mock (Juan Ramirez profile)	60 minutes	6:15p - 7:15p
Topic 9	User Exits Review and Written Exercises	45 minutes	7:15p - 8:00p
BREAK		15 minutes	8:00p - 8:15p
Topic 10	NPSAS Front End Module Overview of Contacting/locating procedures Intro to roster line concept (on data view) QxQ Review Examples on Dataview	30 minutes	8:15p - 8:45p
	NPSAS Front End Practice	65 minutes	8:45p - 9:50p
	<i>Production Sheet Entry</i>	10 minutes	9:50p -10:00p

Friday 120 minutes 5:00p - 9:00p

Structured Individual Practice at 300 Park TSU Facility*

- Orientation to TSU Facility
- Structured Practice
- Listen to interview in client room

**Interviewers will be required to sign up for a 2-hour block of time between 5pm and 9pm to complete their structure practice.*

Saturday 450 minutes 9:00a - 4:30p

Question and Answer sheet review (round robin) 15 minutes 9:00a - 9:15a

Topic 11 More Contacting/Locating/Front-end Practice **45 minutes 9:15a - 10:00a**

Topic 12 Round Robin Mock (Suzanne Liu profile) 45 minutes 10:00a - 10:45a

BREAK 15 minutes 10:45a - 11:00a

SMALL GROUP ACTIVITY SESSION 1	75 minutes 11:00a-12:15p
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Group A: Topic 15	Refusal Avoidance <ul style="list-style-type: none"> - Brief overview of reluctant respondent behavior - Review / Critique of audiotaped refusal scenarios - Question & Answers written exercise
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Group B: Topic 16	More User Exit Practice and Coding
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Group C: Topic 17	Certification: Contacting/Locating/Interviewing <ul style="list-style-type: none"> - Paired Mock (Patricia O’Conner Profile)
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LUNCH 45 minutes 12:15p-1:00p

SMALL GROUP ACTIVITY SESSION 1	75 minutes 1:00a-2:15p
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Group B: Topic 15	Refusal Avoidance <ul style="list-style-type: none"> - Brief overview of reluctant respondent behavior - Review / Critique of audiotaped refusal scenarios - Question & Answers written exercise
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Group C: Topic 16	More User Exit Practice and Coding
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Group A: Topic 17	Certification: Contacting/Locating/Interviewing <ul style="list-style-type: none"> - Paired Mock (Patricia O’Conner Profile)
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BREAK 15 minutes 2:15p – 2:30p

SMALL GROUP ACTIVITY SESSION 1	75 minutes 2:30a-3:45p
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Group C: Topic 15	Refusal Avoidance - Brief overview of reluctant respondent behavior - Review / Critique of audiotaped refusal scenarios - Question & Answers written exercise
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Group A: Topic 16	More User Exit Practice and Coding
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Group B: Topic 17	Certification: Contacting/Locating/Interviewing - Paired Mock (Patricia O’Conner Profile)
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Topic 14	NPSAS Quality Control Procedures	15 minutes	3:45p- 4:00p
	<ul style="list-style-type: none"> - Monitoring - Reporting problems/Electronic Problem Sheets - QC Meetings 		

Topic 18	Question and Answer Session	20 minutes	4:00p - 4:20p
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<i>(TSU Assistant)</i>	<i>Production Sheet Entry</i>	10 minutes	4:20p – 4:30p
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