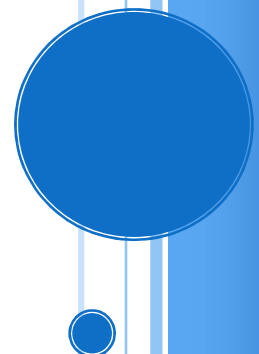# Academic Program TouchPoint & Continuing Education Post-iACT

Battle Creek Community-Wide Non-Profit Database

Prepared and managed by Goodwill Industries of Central Michigan's Heartland

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ACADEMIC PROGRAM TOUCHPOINT & CONTINUING EDUCATION POST-iACT

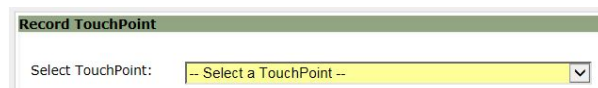## *Battle Creek Community-Wide Non-Profit Database*

INTRODUCTION

This chapter details the procedures for recording Academic Program information as well as how to record Post-iACT education. The "Academic Program" TouchPoint is specifically for KCC iACT program participants and should be used to record the details of the iACT program they are enrolled in *and* the details of any Post-iACT education program they may choose to take.

As with every chapter, this one will start with a conceptual view for those of us who need to know the nuts and bolts of how things work, and then there will be a Step-by-Step section detailing every step of the process including what kind of answers are expected and accepted. If you want to skip to the process details, and make this as short and simple as I'm able to make it, you might want to skip to the Step-by-Step section beginning on page 5.

Academic Program

The "Academic Program" TouchPoint is a pretty basic and relatively short TouchPoint. It can be recorded more than once per participant, the idea being to be able to record not only the iACT program information but any *other* academic program information *after* iACT. For this reason, it can be access to record a new form under both *KCC iACT* and *KCC Follow-up*. It may be viewed—without being able to edit—for informational purposes from other programs as well.

You can access the TouchPoint to record a new form in any one of two ways. First, you can select TouchPoints | Record TouchPoints from the Navigation Menu and then select the correct TouchPoint from the list. Or you can search for the participant you

Record TouchPoint

Select TouchPoint: -- Select a TouchPoint --

want to record academic program data for in the Quick Search bar and select View / Record TouchPoint from the fly-out menu that pops up when you click the entity name in the search result.

Review TouchPoints

Review TouchPoints for Fake, Mickey
TouchPoint Name

☐ Goodwill Connects Application Phase I **Take New**

[Take New TouchPoint]

This will open the participant's "Review TouchPoints" screen. The participant may or may not have previously recorded TouchPoints. If a previous "Academic Program" has been recorded, it will be listed, and you can start to record a new one either by clicking the bolded **Take New** link following the TouchPoint name or click

the "Take New TouchPoint" button at the bottom of the list, directing you to the "Select TouchPoint" control.

Take TouchPoint For Witni Fake

Select TouchPoint: -- Select a TouchPoint --

Record TouchPoint

Select TouchPoint:
-- Select a TouchPoint --
2. Barrier Assessment
3. Focus 2 Results
7. SMART Goals
Academic Program
Academic Program Exit
Case notes - community data
Childcare Provider
Employment
Interest Card
Monthly Follow Up Report
Quarterly Program Follow Up
Record Contact with Entity
Support Services
Training Achievements

Click the down arrow on the right side of the list and select "Academic Program" from the list. If you are using Internet Explorer and you have a good internet connection, the TouchPoint form should open pretty quickly. If the form does not open, usually selecting it from the list a second time will make it open.

The TouchPoint allows you to record the information on the behalf of another staff member, as in the case of a data entry person recording for a Job Coach, and both of you will be credited in ETO with recording the TouchPoint. It is not necessary to select your own name if you are not recording for another, and your name should not even appear in the list.

The first question is required and determines if the data being recorded is for the current iACT program or for a **Post**-iACT program. If you select Participant is enrolling in continuing education *after* iACT completion then a checkbox will appear: Enrolled in Non-KCC Education Program that will allow you to show the record as being for a non-KCC program. Checking this box opens to new free-text fields where you can record the program name and institution name.

The first question also will filter the choices for the Program Type question. If you select "Participant is enrolling now in iACT program" ETO will limit the choice for Program Type to "iACT Program" and automatically set that as the answer to the question. This makes it intentionally impossible to select conflicting answers for these two questions.

Selecting "Participant is enrolling in continuing education *after* iACT completion", likewise will filter "iACT Program" out of the list, so that you cannot select it in conflict with the first question.

Immediately after this, you have three pick list question fields to enter the cohort number, Semester (the 2-letter abbreviation for the season), and the year. From these, ETO can automatically generate a consistent and—as long as the information is entered correctly—accurate Cohort Names.

When you select any program type from the Program Type field, a corresponding list question will appear so you are not faced with answering all five of these questions every time, but only the one that goes with your choice of Program Type. Each of these corresponding list fields: iACT Program, Professional Certification Selected, Certificate Degree, Associates Degree, and Associates Degree in Applied Science; have as choices actual KCC educational certification and degree programs.

The remainder of the TouchPoint requires you to record an area of study, number of credit hours that will be earned, number of continuing education units (CEU's), and the expected month and year of completion.

Post-iACT Program

One of the grant benchmarks is the number of participants completing the iACT program that go on to enroll in other educational programs. While the "Academic Program" TouchPoint will record the *details* of these continuing education programs, there are also questions in the "Quarterly Program Follow Up" sub-form TouchPoint that indicate the participant has enrolled in Post-iACT education. These give a simple on/off; yes/no data point to the grant evaluator.

If, and only if, the parent record indicates the participant was in the iACT program then, at the bottom of the first page—the Contact Record—tab of the Follow Up Details sub form, just before the Notes text box, a required field appears: Have You Enrolled in any Other Educational Program Following iACT Completion?.

If you select "No" for this question—as you would for all the regular iACT participants—that will be the end of it. However, if you select "Yes" then a reminder to complete a new "Academic Program" TouchPoint to record the specifics about their educational program and a question asking if this continued education program is at KCC or another educational institution.

> If the participant has enrolled in another KCC educational program, please record a new *Academic Program* TouchPoint to show the details of the new program, making sure to select "Participant is enrolling in continuing education after iACT completion" for the first question.

Further information on this portion of the "Quarterly Program Follow Up" sub-form TouchPoint is detailed in the chapter for that TouchPoint.

STEP-BY-STEP INSTRUCTIONS

The following instructions will describe each field in the TouchPoints including: Type of field with data requirements (text in green), purpose of the field, conditional effects, and whether it is a required field or not (required fields are notified in red text). Fields that are said to be 'optional' should not be taken to mean they are not necessary or do not need to be filled out. *For the sake of good reporting, fill out all fields to the best of your ability; do not skip any because you don't think they are important.* This only means that entry of the TouchPoint will not be held up if the question is not answered.

Academic Program TouchPoint

1. Using the process most familiar to you, get to a list of TouchPoints. The most efficient way is to search for the participant and select "View / Record TouchPoint" from the fly-out menu.

2. From the list of available TouchPoints, select "Quarterly Program Follow Up".

3. Complete the TouchPoint. The fields are explained in detail below.

Date Taken: This is a date field using the ETO standard date format (m/d/yyyy, no lead zeroes required), and will reject incorrectly formatted responses rather than resolve them. This date will pre-populate as the current date by default for this TouchPoint. This should be the date of contact with the participant when you were informed of the continued education. If different from the current date, enter the correct date directly into the date box, or use the calendar tool to select the date. *This is a required field*.

This is being completed by: This is an exclusive choice (can choose only one) drop-down list box with a list of any users with access to the program you are recording the TouchPoint in. The purpose of this field is to give attribution to a lead staff member for whom you may be recording the TouchPoint. Your name will not be listed and it's not required that you select another user, but its available if you entering the data for another. Select the name of the

responsible staff member from the drop-down list. *This is an optional field.*

iACT or Post-iACT: This is an exclusive choice (can choose only one) option group listing the two possible options: "Participant is enrolling now in iACT program" and "Participant is enrolling in continuing education ***after*** iACT completion". If recording this TouchPoint for the first time, it

would be for a new iACT enrollment, and the first option is the appropriate

iACT or Post-iACT *
○ Participant is enrolling now in iACT program
○ Participant is enrolling in continuing education ***after*** iACT completion

choice. This is a key and important question and the answer will trigger other conditional fields to appear or disappear. If they have already completed iACT and are enrolling in a new educational program, the second option is the appropriate choice. Click to select the appropriate answer. *This is a required field*.

Cohort Number: This is an exclusive choice (can choose only one) drop-down list box with a pre-selected list of choices: "Cohort 01", "Cohort 02", "Cohort 03", on up to

Cohort Number *
-- Select -- ∨

"Cohort 50". Select the appropriate cohort from the list. *This is a required field*.

Semester (Season): This is an exclusive choice (can choose only one) drop-down list box with a pre-selected list of choices: "SP", "SU", and "FA". Select the appropriate season from the list. *This is a required field*.

Semester (Season) *
-- Select -- ∨

Semester Year - 20…: This is an exclusive choice (can choose only one) drop-down list box with a pre-selected list of choices: "17", "18", and "19", on up to "35". Select the appropriate year from the list. *This is a required field*.

Semester Year - 20... *
-- Select -- ∨

Program Type: This is an exclusive choice (can choose only one) drop-down list box with a pre-selected list of choices: "iACT Program",

Program type:
-- Select --

"Professional Certification", "Certificate Degree", "Associate Degree", and "Associate Degree in Applied Science". The choices for this field will be automatically limited based on the answer to the first question: iACT or Post-iACT, to avoid selecting conflicting answers. If you select "Participant is enrolling now in iACT program" then the form will filter out all choices but "iACT Program" from the list and automatically enter it as the answer. If you select "Participant is enrolling in continuing education ***after*** iACT completion" then the form will filter out "iACT Program" and only offer the

other four choices. This should make it impossible to select conflicting answers for any of the questions. The answer selected for this question will automatically filter the choices for the next question— Educational Program—to match

Note: the process that filters the list for this question also unavoidably triggers the "required answer" validation and causes a confusing warning: "! Educational Program: This question requires an answer" to appear in bold red text. Simply answer the question and the error will clear on its own.

that answer. Select the appropriate answer from the drop-down list box. *This is a required field*.

Educational Program: This is an exclusive choice (can choose only one) drop-down list box with a pre-selected list of choices that will be filtered by the answer selected to the previous question: Program Type. All of the

Educational Program *
-- Select --

choices are from actual KCC programs and will match the program type. Select the appropriate choice from the drop-down list box. *This is a required field*.

Area of Study: This is an exclusive choice (can choose only one) drop-down list box with a pre-selected list of choices: "Arts and

Area of Study: *
-- Select --

Communication", "Business", "Education", "Health Science", "Manufacturing and Applied Technology", "Science", "Technology", "Engineering and Mathematics", and "Social and Behavioral Sciences". Select the most appropriate answer from the drop-down list box. *This is a required field*.

Number of credit hours: This is a number field that will accept up to 2 decimals. Type the number of credit hours that will be earned by successful completion of the program you are entering directly into the text box. *This is a required field*.

Number of credit hours? *

Number of continuing education units (CEU's): This is a number field that will accept up to 2 decimals. Type the

Number of continuing education units (CEU's)? *

number of CEU's that will be earned by successful completion of the program you are entering directly into the text box. *This is a required field*.

Expected month of completion: This is an exclusive choice (can choose only one) drop-down list box with a list of the twelve months, from January to December. Select the month this education program is expected to be completed from the drop-down list box. *This is a required field*.

Year: This is an exclusive choice (can choose only one) drop-down list box with a list of years up to 2035. Select the year this education program is expected to be completed from the drop-down list box. *This is a required field*.

When the TouchPoint is completed and you are satisfied all the answers are as correct as possible, click the "Save" button at the bottom of the screen to complete the TouchPoint.

Quarterly Program Follow Up TouchPoint

You will almost certainly acquire the knowledge of a graduated iACT participant enrolling in a post-iACT program through a quarterly follow-up contact with the participant. Questions now appear on the "Quarterly Program Follow Up" sub-form TouchPoint that will remind you to ask about continuing education and allow you to quickly record the information. This will also be the easiest way for the grant evaluator to obtain the number of participants going on to enroll in other educational programs after completing iACT.

If the parent record of the "Quarterly Program Follow Up" says the program completed was "ACT", the first of the following two questions will appear; and if you answer "Yes" to that question, then the second will also appear. A detailed explanation of the two question fields follows.

Have You Enrolled in any Other Educational Program Following iACT Completion?: This is a Yes/No question. *This question will only appear if the Program from the associated parent record shows as "iACT".* If

Have You Enrolled in any Other Educational Program Following iACT Completion? * ❓
○ Yes
○ No

you are doing a follow-up record for a completed iACT participant and for the iACT program, then it's important to discover and record if they are continuing with another educational program. If not, then simply select "No" and continue with the TouchPoint. If so, select "Yes" and a line of instruction will appear to remind you to record a new "Academic Program" TouchPoint—if it's a KCC program—and a new question: "Is Continued Educational Program at KCC or another Educational Institution?", will appear. This question will remember and pre-populate with the last value recorded in previous TouchPoints for this participant. *This is a required field*.

Is Continued Educational Program at KCC or another Educational Institution?: This is an exclusive choice (can choose only one) drop-down list box with a pre-selected list of choices: "At KCC", "At Other Educational Institution",

Is Continued Educational Program at KCC or at another Educational Institution? *
-- Select -- ▾

and "Unknown or Declined to Answer". This question only appears if "Yes" is selected for the previous question: "Have You Enrolled in any Other Educational Program Following iACT Completion?" and selecting "At Other Educational Institution" will cause two other new questions: "Non-KCC Program Name" and "Non-KCC Institution Name"; to appear below. Select the

appropriate answer for the question. This question will remember and pre-populate with the last value recorded in previous TouchPoints for this participant. *This is a required field*.

Non-KCC Program Name: This is a free-text field (75 characters). This question only appears when "At Other Educational Institution" is selected for the previous question: Is Continued Educational Program at KCC or another Educational Institution?. Type the name of the education program directly into the text box as completely as possible, using common language and terms. This question will remember and pre-populate with the last value recorded in previous TouchPoints for this participant. *This is an optional field.*

Non-KCC Institution Name: This is a free-text field (75 characters). This question only appears when "At Other Educational Institution" is selected for the previous question: Is Continued Educational Program at KCC or another Educational Institution?. Type the name of the educational institution directly into the text box as completely as possible, using common language and terms. This question will remember and pre-populate with the last value recorded in previous TouchPoints for this participant. *This is an optional field.*

These questions are also covered and explained in detail in the chapter on the "Quarterly Program Follow Up" TouchPoint.

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