

Association of Computer-based Systems for Career Information Comprehensive System Standards Checklist

Entity Name _____ Product/Service Name _____

Name of Person Completing this Review _____ Date _____

Comprehensive systems provide integrated components that are consistent with career development theory in their design and facilitate career development in their application. ACSCI standards for comprehensive career information delivery systems exceed the core, component, and integration standards. Meeting comprehensive system standards signifies that a system qualifies to serve as a public or quasi-public utility. Comprehensive system standards apply to systems that serve multiple audiences, are accessible to diverse end users, and offer substantial support services such as training, instruction manuals, and technical and product support. Comprehensive systems should regularly evaluate their products and services, have feedback processes that enable end users and key constituencies to exert influence on product development and improvement, and disclose documented measures of organizational accountability.

Rating System: Using the following definitions, review the components checked above for compliance with the ACSCI standard.

M Meets standard (defined as *most knowledgeable reviewers would concur that the standard is substantially met in both letter and spirit*).

S Subscribes to standard (defined as *in process of revision to meet standard -- either work has already commenced in revising to meet the standard or work is planned to revise to meet the standard but has not yet begun*).

D Does not meet or subscribe to standard.

NA Does not apply. For any item that does not apply, please include a brief explanation on a separate sheet and refer to the item by number.

19. Comprehensive System Standards for *Accessibility*

The comprehensive system should be demonstrably effective with and accessible to people of varying abilities, experience, and backgrounds.

19.1 Comprehensive System Standard for *Standard Equipment*

_____ The system uses equipment and technology that is reliable, widely available, cost effective, and appropriate for a wide variety of users.

Comprehensive System Standard 19.2 *Interface Design*

_____ The system is sufficiently intuitive and attractive to enable and motivate a variety of users to explore options, make decisions, and create career and educational plans.

_____ The system is easy for people to use independently.

_____ The system has interface(s) that facilitate use by people with a wide range of abilities.

Comprehensive System Standard 19.3 *Use by Persons with Disabilities*

_____ The system enables use by persons with disabilities through accommodations that make all components accessible.

_____ The system provides alternative interfaces and delivery modes to enable access to the largest degree practicable.

20. Comprehensive System Standards for *Privacy and Confidentiality*

In their role as public or quasi-public utilities, comprehensive systems should conform to a high standard of privacy and confidentiality, a standard that faithfully embraces the principle of informed consent whenever sensitive or personal data are involved.

Comprehensive System Standard 20.1 *Saving and Storing Information*

_____ Users can save, store, or print information for future reference. Likewise, users have the option to delete any stored information.

Comprehensive System Standard 20.2 *Data Collection, Storage, and Sharing*

_____ No data is collected on any individual or shared in any way without the individual's *informed* consent.

_____ If any processing in the system is based on personally identifiable client data (for example, name, address, test scores, interests, personal preferences, or family characteristics), the system explains to the user how the data are being used and what personal data, if any, reside in the system.

_____ **20.2.1** Client records, records of individual delivery system use, or any other personal data obtained or used by the system for whatever purpose are secure and confidential.

_____ **20.2.2** The entity explains procedures for maintaining client data, how long such data will be maintained for use on the system, and how data will be disposed when the end user ceases to use the system for a defined period of time or requests personal data to be erased.

_____ **20.2.3** If non-aggregated client records or personal data are available to anyone other than the client, such availability is based upon client knowledge and informed consent. Such records and data are not be sold or transferred without the client's legal consent (in the case of minors, this would require the consent of a parent).

21. Comprehensive System Standard *Services and Support*

Services and support include marketing, training, technical assistance, and customer support.

Comprehensive System Standard 21.1 *Marketing Plan*

_____ The system has a plan that 1) describes methods for increasing awareness of system features and uses, 2) describes marketing and promotional activities and resources, and 3) identifies training objectives, audiences, and venues.

Comprehensive System Standard 21.2 *Systematic Audience Contact*

_____ *The entity* maintains records of service and support activities.

Comprehensive System Standard 21.3 *Public Information*

_____ Accurate and concise information that describes organizational activities, products, and services and the organizational mission is available to prospective and end users.

Comprehensive System Standard 21.4 *System Documentation*

_____ System documentation includes details of major components, principal uses, theoretical underpinnings, and relevant research or empirical validation of the system.

Comprehensive System Standard 21.5 *Instructions and Help Files*

_____ The system includes instructions or on-line help for users to make appropriate use of various components and information modules. The entity provides system documentation in print or on-line that explains how to use the system and how to get additional help.

Comprehensive System Standard 21.6 *Technical Assistance*

_____ Technical assistance is provided to users who need it. The method(s) of technical assistance are stated clearly, prominently displayed, and easily accessed.

Comprehensive System Standard 21.7 *Appropriate-Use Assistance*

_____ The entity provides end users and practitioners with support in using the system appropriately. The method(s) of system support are stated clearly, prominently displayed, and easily accessed.

Comprehensive System Standard 21.8 *Staff Support and Consultation*

_____ The comprehensive system has a staff member available to address questions and concerns of end users and practitioners.

22. Comprehensive System Standard *Localization of Key Information*

Comprehensive systems provide mechanisms that localize key information or present information in a localized context. Localized information may be included as part of a product or may be a feature that permits product users to add localized information.

Comprehensive System Standard 22.1 *Localization of Labor Market Information*

_____ Labor market information, including occupational outlook, wage, current employment, employers, industries, and licensing information, is made available at the state level and, to the extent possible, at the level of sub-state regions or metropolitan areas.

Comprehensive System Standard 22.2 *Localization of Education and Training Information*

_____ Education and training information, including apprenticeship information, and postsecondary program and institutional information, is made available at the state level, and, when possible, at the level of sub-state regions or metropolitan areas.

Comprehensive System Standard 22.3 *Customization for State Education and Workforce Initiatives*

_____ The comprehensive system serves state-based initiatives in education and workforce development by customizing and targeting relevant education and career information in ways that support these initiatives.

Comprehensive System Standard 22.4 *Local Data Input*

_____ The comprehensive system may provide methods for local administrators to add information that would be of interest to their clientele.

_____ **22.4.1** Information added by local administrators is labeled clearly with a citation that distinguishes the added information from that provided by the system developer.

_____ **22.4.2** An explanation of differences between system information and locally added information is available to users.

_____ **22.4.3** Entities that enable local administrators to add information to the system advise local administrators of the ACSCI standards and the importance of maintaining these standards when adding information to the system.

23. Comprehensive System Standard *Feedback and Evaluation*

Feedback includes all the methods available to end users and practitioners for communicating with the entity about the information and the effectiveness of the system in meeting their needs. Evaluation is the analysis of performance to determine discrepancies between intended results and actual results. Both feedback and evaluation are ongoing processes of review and revision that are necessary to improve career development outcomes.

Comprehensive System Standard 23.1 *Communication with Practitioners*

_____ There is an ongoing effort to communicate with practitioners who make the system available to end users about system changes, strategies for effectively using the system, and other matters that improve use of the system.

Comprehensive System Standard 23.2 *User Response Process*

_____ A process is in place for reporting delivery system problems and content errors and for resolving problems or issues identified by users.

_____ Users and site personnel are able to directly contact and communicate with system staff via mail, telephone, e-mail, web form, or a combination of the above.

Comprehensive System Standard 23.3 *Advisory Group(s)*

_____ The comprehensive system fosters feedback through advisory groups that include representatives of users and key constituencies. Such groups meet periodically, at least once per year.

24. Comprehensive System Standard *Accountability*

For comprehensive systems, accountability involves disclosure of the system's purposes, funding sources, ownership, organizational structure, key constituencies, and intended audiences. In addition, accountability includes an expectation of measuring the degree to which the system accomplishes its intended purposes and an expectation of research and development efforts that seek to continuously improve the system over time.

Comprehensive System Standard 24.1 *Organizational Identity*

_____ The organizing documents (for example, statute, executive order, charter, constitution, or bylaws) are disclosed in order to identify ownership and organizational structure.

Comprehensive System Standard 24.2 *Mission and Goals*

_____ The system's mission and goals are disclosed and accessible to end users and prospective end users of the system.

Comprehensive System Standard 24.3 *Responsible Party*

_____ The entity identifies the executive or manager who is responsible for the system.

Comprehensive System Standard 24.4 *Professional Standards*

_____ The entity that develops the system employs professionals whose education, training, experience, and ethics are appropriate for the positions they occupy and ensure high-quality products and services.

Comprehensive System Standard 24.5 *Professional Development*

_____ The entity that develops the system provides ongoing professional development activities to ensure that staff knowledge and skills keep pace with changes in the field.

Comprehensive System Standard 24.6 *Professional Involvement*

_____ The entity that develops the system engages with professional organizations and provides its staff with opportunities for involvement in relevant professional organizations.

Comprehensive System Standard 24.7 *Identification of Vested Interest*

_____ The entity identifies major sources of funding support and ownership interests and discloses this information publicly.

_____ The system identifies the entity that maintains financial control of the system and provides information on where financial statements may be obtained.

Comprehensive System Standard 24.8 *Research and Development*

_____ An ongoing research and development effort is in place to ensure that the system meets the needs of its users and takes advantage of advances in technology, improved data and information content, and improved understanding of the career development process.

Assertion of *Compliance* with ACSCI Comprehensive System Standards By checking this box, I certify that the product or service identified at the top of this document complies with ACSCI Comprehensive System Standards (all relevant items rated M and no items rated D).

Name of Reviewer/Contact _____ **Date of Review** _____

Entity Name _____

Entity Address _____

E-mail address _____ **Phone** _____