

Association of Computer-based Systems for Career Information Core Standards Checklist

Entity Name _____ Product/Service Name _____

Name of Person Completing this Review _____ Date _____

Core standards apply to all information products and services for career development.

Rating System: using the following definitions, review the products or services for compliance with the ACSCI standard.
[Checklist numbering corresponds with numbering in the ACSCI Standards document.]

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

D Does not meet 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.

1. Core Information Standards

Career information comprises educational, occupational, industry, financial aid, job search, and related information for career development. Career information should be accurate, current, developmentally appropriate, relevant, specific, unbiased, understandable, and valid for intended audiences.

1.1 Accuracy

_____ Information is based upon empirical sources that can be validated or checked for consistency.

_____ Data resources and methodologies are available to users.

_____ Factual information is clearly distinguished from advice or information based on anecdotal reporting.

_____ Information is free from grammatical and spelling errors.

1.2 Currency

_____ Information is reviewed annually and updated at an interval appropriate to ensure currency.

_____ Data resources used are the most current available.

_____ Non-current data is purged or, at a minimum, identified as not current.

1.3 Developmentally Appropriate and Relevant

_____ Intended audiences are identified, and the information is developmentally appropriate and relevant.

1.4 Specificity

_____ Career information includes concrete details.

_____ Career information is realistic.

1.5 Understandable

_____ Information uses language appropriate for the intended audience(s).

_____ Information avoids, as much as possible, the use of jargon and technical language.

_____ The volume of detail is appropriate for the intended audience(s).

1.6 Unbiased

_____ The content is free from stereotypes relating to age, disability, ethnicity, gender, immigration status, nationality, occupation, physical characteristics, poverty level, race, religion, sexual orientation, and social class.

_____ The entity should annually review career information and services to ensure that they are non-discriminatory, unbiased, and free from stereotypes.

_____ Statements are impartial (that is, free from evaluative terms, not biased toward or against one kind of work, education, or user).

_____ The career information serves the interests of end users in their individual career development and does not include or omit information in order to serve the vested interests of the entity, its sponsors, its customers, or any party other than the end user.

2. Core Delivery Standards

For components to be useful, entities should deliver them in such a manner that users will be able to access the components, use or navigate them, and know when linked entities or third parties are providing content or processes to the user.

2.1 User Support

_____ Entities provide appropriate contextual guidance that enables use of the product.

_____ Entities identify components for which use requires the assistance or oversight of a trained professional.

2.2 User Interface

_____ The interface is appropriate for use by the intended audience.

_____ The interface is accessible to persons with disabilities in accordance with applicable laws.

2.3 Links

_____ The entity has a publicly stated policy for the inclusion of linked components and third-party components.

_____ The entity scrutinizes linked sites to ensure that content is audience appropriate.

_____ The entity ensures that off-site links are in working order and continue to meet the criteria for inclusion.

_____ Users receive an indication upon leaving the system site and instructions or navigational aids for returning.

3. Core Support Standards

Entities should provide support, technical assistance, and a method of communicating with users to ensure that the needs and concerns of those using the component(s) are being met. Some examples of support methods include documentation, help files, e-mail, toll-free numbers, letters, and on-site support visits.

3.1 Processes

_____ Documentation and methodology is available for all major components of the product or system, including assessments, planning, search/sort, and career management processes.

3.2 Content

_____ Assistance is available upon request to help users understand the information being provided.

3.3 Technical Assistance

_____ Assistance is available upon request to aid in the operation of any component(s).

3.4 Access for Persons with Disabilities

_____ Assistance is available to help users with disabilities to access the information or services being provided.

4. Core Evaluation Standards

Evaluation is the comparison of performance against standards to determine discrepancies between intended and actual results. The ongoing processes of review and revision should serve to improve career information and how it is delivered, methods of meeting customers' needs and organizational goals and objectives.

4.1 Evaluation Plan

_____ The entity has an evaluation plan for the product(s) and service(s) it provides.

4.2 Use of Feedback

_____ The entity has a process for incorporating feedback from users.

4.3 Research

_____ The entity validates the effectiveness of career information and services through ongoing research and evaluative functions that assess usability, navigability, and appropriateness for specific audiences.

5. Core Disclosure Standards

A variety of entities develop, manage, and distribute career information components and systems. These entities should clearly and publicly disclose who they are, why they provide career information, for whom their information is intended, and what data sources they use.

5.1 Purpose

_____ The entity clearly identifies its purpose or mission in providing career information.

5.2 Vested Interests

_____ The entity discloses any vested interest in the decisions or plans of users.

5.3 Intended Audience(s)

_____ The entity clearly identifies intended audiences and makes this information easily available to users.

5.4 Provider Contact Information

_____ The entity provides contact information to enable users to address questions and feedback to the entity.

5.5 Major Sources of Information

_____ The entity identifies the major sources used in preparing its career information.

5.6 Appropriate Use

_____ The entity describes appropriate use of its career information content and processes.

5.7 Finances

_____ The entity discloses major sources of financial support for its career information development, management, and distribution.

5.8 Data Collection and Use

_____ The entity discloses what data, if any, are collected about the user and how such data are used.

6. Core Confidentiality Standards

The entity should strive to maintain the utmost confidentiality and privacy of client data and records.

6.1 Data Collection and Release

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

6.2 Rationale for Data Collection

_____ For any processing in the program that is based on client data (for example., name, address, test scores, interests, personal preferences), the program explains to the user how the data are being used.

6.3 Data Security

_____ 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. There is a provision for erasing client data after services are no longer being provided to that individual.

6.4 Secure Processing of Confidential Data

_____ All transmission and storage of confidential data are through secure processes that maintain the privacy of client data and protect such data from any unauthorized use.

6.5 Research

_____ Any use of data for research purposes excludes any personally identifiable data, except when clients authorize their data to be used for research purposes.

Assertion of Compliance with ACSCI Core Standards By checking this box, I certify that the product or service identified at the top of this document complies with ACSCI Core 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** _____