

**CUSTOMER SATISFACTION SURVEY GENERIC CLEARANCE
 AND CONFERENCE EVALUATION CLEARANCE FORM**

A. SUPPLEMENTAL SUPPORTING STATEMENT

A.1. Title: WHD Child Labor Law Education and Outreach Materials	
A.2. Compliance with 5 CFR 1320.5: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	A.3. Assurances of confidentiality: Respondents will be assured confidentiality in accordance with the Supporting Statement for this Generic ICR.
A.4. Federal cost: \$38,000	A.5. Requested expiration date (Month/Year): 8/28/09
A.6. Burden Hour estimates: a. Number of Respondents: 645 a.1. % Received Electronically 0% b. Frequency: <u>one-time</u> c. Average Response Time: <u>0.34 hours</u> > <u>Three surveys: 600 respondents total at 0.25 hours per response</u> > <u>One set of interviews: 25 interviews at 1.25 hours each.</u> > <u>Two focus groups: 20 respondents total at 2 hours per participant.</u> d. Total Annual Burden Hours: 221.25	A.7. Does the collection of information employ statistical methods? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (Complete Section B and attach BLS review sheet).
A.8. Abstract: DOL's Wage and Hour Division (WHD) is seeking approval to perform three surveys, a set of interviews, and a set of two focus groups designed to (1) collect information on the customer satisfaction with WHD's Child Labor-related outreach materials and (2) generate customer-based recommendations on improving WHD's Child Labor-related education and outreach materials. The five data collections under this ICR are: <ul style="list-style-type: none"> • Customer Satisfaction Survey of Parents. This survey will collect data on parents' satisfaction with WHD Child Labor-related outreach and education materials designed for parents and teens. • Customer Satisfaction Survey of Guidance Counselors. This survey will collect data high school guidance counselors' satisfaction with WHD Child Labor-related outreach and education materials designed for educators and teens. • Customer Satisfaction Survey of Employers. This survey will collect data on employers' satisfaction with WHD Child Labor-related compliance assistance and education materials targeted at employers. • Face-to-Face Interviews with Parents on the Usefulness of the YouthRules! web site. WHD will conduct a set of interviews with parents to discuss the YouthRules! web site to determine how useful the web site is to parents and to collect detailed information on how to improve the web site. (http://www.youthrules.dol.gov/) • Focus Group with Teens on the Usefulness and Materials Provided By WHD. WHD will conduct two focus groups with working teens that focus on collecting information on how teens view WHD's Child Labor-related materials and how to improve those materials. <p>No statistical methods will be used. All data collection will be based on a 100% sample of the inference population. In all reports and other publications and statements resulting from this work, no attempt will be made to draw inferences to any population other than the set of units that responded to the data collection effort.</p> <p>WHD has determined that this set of five data collections will provide a comprehensive approach to providing the necessary information to gauge satisfaction and improve the materials. WHD's compliance assistance and</p>	

outreach materials related to Child Labor provisions of Fair Labor Standards Act (FLSA) are targeted at four groups: teens, parents, educators (primarily guidance counselors), and employers. Thus, WHD has developed customer satisfaction surveys for the three adult groups to gauge the satisfaction of respondents to the survey with WHD compliance assistance and outreach materials. WHD expects that performing a similar survey of teens will be infeasible given the target population (teens aged 14-17). As such, WHD will use a focus group approach with teens instead. The set of focus groups will provide more detailed information from teens. The interviews with parents will focus on WHD's YouthRules! web site and will focus on providing detailed information on how useful the materials on the web site are to parents and how to better organize the web site for use by parents. The focus groups for teens will provide valuable information from the group protected by the child labor requirements of FLSA (teens between 14 and 17) on what will get their attention, what will work to convey the information to them, how effective the existing materials are, and how those materials can be improved.

The focus groups and interviews will include paying a small (\$50) stipend to each participant. The purpose of the stipend will be to (1) encourage participation and (2) offset to the time and effort required to participate in a focus group or interview lasting close to 1.25 to 2 hours. WHD expects that participation in such a group would be limited without payment of this type of incentive. Furthermore, WHD expects that the investment made in paying stipends (\$2,250 with an assumed 45 respondents) would be more than made up for in terms of the value of the information received.

WHD's choice of five related data collections is based on the fact that many of WHD's Child Labor materials are aimed at more than one group. For example, WHD's "Employer's Pocket Guide on Youth Employment" and the WHD bulletin entitled "Youth Employment Provisions under the Fair Labor Standards Act," are references for employers as well as parents and guidance counselors. Additionally, the YouthRules! web site is aimed at all groups affected by the Child Labor provisions of the FLSA (employers, teens, guidance counselors, and parents). Thus, in order to assess satisfaction with these materials and to develop better recommendations for improving those materials, WHD will need to cover all targeted groups and all materials that are targeted at those groups simultaneously.

B. SURVEYS AND EVALUATIONS EMPLOYING STATISTICAL METHODS

No statistical methods will be used. All data collection will be based on a 100% sample of the inference population. In all reports and other publications and statements resulting from this work, no attempt will be made to draw inferences to any population other than the set of units that responded to the data collection effort.

B.1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection methods to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.

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B.2. Describe the procedures for the collection of information including:

- **Statistical methodology for stratification and sample selection,**
- **Estimation procedure,**
- **Degree of accuracy needed for the purpose described in the justification,**
- **Unusual problems requiring specialized sampling procedures, and**
- **Any use of periodic (less frequently than annual) data collection cycles to reduce burden.**

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B.3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

No statistical methods will be used. All data collection will be based on a 100% sample of the inference population. In all reports and other publications and statements resulting from this work, no attempt will be made to draw inferences to any population other than the set of units that responded to the data collection effort.

B.4. Describe any tests of procedures or methods to be undertaken.

No statistical methods will be used. All data collection will be based on a 100% sample of the inference population. In all reports and other publications and statements resulting from this work, no attempt will be made to draw inferences to any population other than the set of units that responded to the data collection effort.

B.5. Provide the name, affiliation (company, agency, or organization) and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

No statistical methods will be used. All data collection will be based on a 100% sample of the inference population. In all reports and other publications and statements resulting from this work, no attempt will be made to draw inferences to any population other than the set of units that responded to the data collection effort