

TO: Brenda Aguilar, DOL Desk Officer
OMB/OIRA

SUBJECT: Changes to JAN Survey Project

ODEP's Job Accommodation Network (JAN) contract requires JAN to conduct a user satisfaction survey as a measure of the quality of services. The results will be used to improve service provision to users of the JAN and to inform ODEP of the current level of satisfaction of JAN users. JAN will also collect and report accommodation cost and benefit information gathered from its users.

The proposed changes outlined in this memo are based on JAN's experiences in collecting data thus far. Data collection began in June 2008. It has been JAN's experience that some of the questions are difficult for participants to answer via the telephone and e-mail.

The first set of questions for removal is question W2 (see below). This set is a series of six questions that attempt to address the level of impairment of the person needing to be accommodated. Participants struggle with this question and the responses may not be reliable. This set of questions is a part of the Employer, Self/Individual, Professional, and Other surveys. This set of questions is not currently in the self employment survey.

JAN also requested the removal of a portion of question 19 and 21 (see below). JAN researchers currently ask if a benefit is derived or expected from providing the accommodation. This clarification confuses the participants and raises reliability issues. They believe that if they ask participants to say yes or no if their company received the benefit, the data will be reliable.

The research team also suggests re-ordering questions so that all cost and all benefit questions are in the same sections for flow of interview. Questions number 20 and 23 of the Employer survey are difficult for respondents to answer and are often skipped. Those who do answer struggle and the responses may not be reliable. JAN has requested the removal of those questions (see below).

In the Legislative section of the survey (Section IV, Legislative Outcome), it is suggested in question 2 that the phrase "policy decision" be changed to "policy change" and the explanation of policy decision be removed. This is to occur in the Employer, Professional, Self/Individual and Other surveys. This question is not in the self-employment survey.

The proposed deletions and changes included in the attachments.