

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

**A. SUPPLEMENTAL SUPPORTING STATEMENT**

<b>A.1. Title: Job Accommodations Network (JAN) Customer Satisfaction Survey</b>	
<b>A.2. Compliance with 5 CFR 1320.5:</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<b>A.3. Assurances of confidentiality: Yes</b>  <b>See narrative in B1</b>
<b>A.4. Federal cost:</b> \$637,748.10 (5 years) Note: A detailed budget for each of the 5 years is attached.	<b>A.5. Requested expiration date (Month/Year):</b> <u>  9  /  09  </u>
<b>A.6. Burden Hour estimates:</b>  a. Number of Respondents: 6300 a.1. % Received Electronically 0% b. Frequency: On occasion _____ c. Average Response Time: 12.82 d. Total Annual Burden Hours: 1,346   The University of Iowa has conducted burden hour estimates both with student volunteers and JAN caller volunteers in the past for each instrument. These estimates were 15 minutes. Having completed past surveys, we calculated burden hour estimates from actual field data. Based on the past interviews completed, the average interview was 12.82 minutes. The University of Iowa is under contract to interview 6,300 individuals. Therefore, we estimate 1,346 hours of participants' time over the five years of the project.	<b>A7. Does the collection of information employ statistical methods?</b>  <u>  X  </u> No  <u>      </u> Yes (Complete Section B and attach BLS review sheet).
<b>A.8. Abstract:</b> <b>The JAN Customer Satisfaction Survey is a customer satisfaction survey that is conducted via telephone and takes approximately fifteen minutes. The purpose is to check satisfaction and improve service to the users of the Job Accommodations Network. It will be useful in improving the overall services that JAN provides to the general public.</b>	

## **B. SURVEYS AND EVALUATIONS EMPLOYING STATISTICAL METHODS**

**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.**

In the Informed Consent script used by both JAN and the University of Iowa, potential participants are told that the information will be used "to evaluate JAN's services and to identify ways that it could improve services to its clients. The information you provide to us and that we acquire from the record of your call to JAN will be kept confidential to the extent permitted by law. Any reports or articles about these follow-ups will describe the results in a summarized manner so that you cannot be identified."

This statement will be read both following the initial call to JAN to obtain permission to contact for the follow-up and again when the interviewer calls to conduct the follow-up. Participants will be asked to indicate both whether they understand these statements and if they are willing to participate under these terms. The statement has been approved by both the West Virginia University and the University of Iowa's Internal Review Boards.

**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.**

No statistical methods will be used in this work. All callers will be asked to participate in the survey, and no sampling will be used. Based on the responses received, simple descriptive quantities (e.g., means and percentages) will be calculated. The resulting descriptive quantities will not be used in any way to draw inferences to any population beyond the set of persons who responded to the survey.

**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.**

Although no sampling will be performed as part of this follow-up and while the results obtained will apply only to those individuals who respond to the follow-up, both JAN and the University of Iowa will take steps to ensure a maximized response rate and to deal with non-responses.

First, the informed consent specifies that the purpose is to evaluate JAN's services and to identify ways in which services can be improved to assist clients. Potential participants also will be informed that their decision to either participate or refuse to participate will in no way impact their ability to use JAN's services in the future. These assurances, it is believed, will provide potential participants with the assurances they need in order to feel comfortable in agreeing to participate, thus helping to maximize the response rate.

Second, the University of Iowa staff will make multiple attempts to contact each individual, to arrange a convenient

time for the interview to take place, and to explain each item in the interview. Participants may ask to have a question and/or possible responses repeated at any time.

Third, various response options are provided. For example, if an individual is not sure of a precise dollar value of an accommodation, he or she will be given a series of dollar ranges from which they may choose. This will substantially reduce the number of nonresponses to such questions.

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

n/a

**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.**

<u>Name</u>	<u>Agency/Company/Organization</u>	<u>Number Telephone</u>
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