

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

**A. SUPPLEMENTAL SUPPORTING STATEMENT**

<b>A.1. Title:</b> The FedCASIC Feedback Survey	
<b>A.2. Compliance with 5 CFR 1320.5:</b> Yes _____ No <input checked="" type="checkbox"/> _____ Respondents will be asked to complete this survey within 3 weeks. Because the survey is a short, one time opinion survey, collection in fewer than 30 days is considered appropriate.	<b>A.3. Assurances of confidentiality:</b> No assurance of confidentiality is being made.
<b>A.4. Federal cost:</b> \$ 2, 330 (20 hours of BLS employee work)	<b>A.5. Requested expiration date (Month/Year):</b> 06/2010
<b>A.6. Burden Hour estimates:</b> a. Number of Respondents: 425 a.1. % Received Electronically 100% b. Frequency: One-time c. Average Response Time: 5 minutes d. Total Annual Burden Hours: <b>35.4 hours</b>	<b>A7. Does the collection of information employ statistical methods?</b> <input checked="" type="checkbox"/> No  <input type="checkbox"/> Yes (Complete Section B and attach BLS review sheet).

**A.8. Abstract:**

The Bureau of Labor Statistics (BLS) and the US Census Bureau jointly sponsored the 2010 FedCASIC Workshop March 16-18, 2010 at BLS. The workshop provides government survey professionals an opportunity to share ideas and experiences related to the use of computers in data collection and processing. Attendance is open to representatives of Federal agencies and Federal contractors who provide software support to Federal CASIC surveys.

Organizers of the conference would like to seek feedback from everyone who either pre-registered or attended the conference without pre-registering in order to improve the conference for next year. We would like to find out what people thought of the sessions and get suggestions for topics for next year. We will also gather demographic information about the attendees so we can better understand the groups of people who attend.

Our sample will be everyone who registered or attended the conference. Those who were not able to attend would not be asked for feedback on this year’s sessions, but focus more on ideas for next year.

We will send potential respondents an advance email telling them about the survey, then send the survey invitation the next day via email. We will follow-up on email addresses that bounce and send the survey invitation to corrected email addresses. We will also send follow-up emails to non-respondents or respondents with incomplete surveys. We will allow three weeks for the data collection (from survey invitation to the closing of the survey).

All of our responses will be collected via web (using Survey Monkey). We will include the required warning about storing data on a third-party server. We expect that it would take the respondents an average of five minutes to complete the survey.

We are only using the results of this survey **for planning purposes**. We will share the results with those planning the conference from the Census Bureau.

We are not employing statistical methods because they are not relevant to the goals of the survey.

A copy of the survey is attached.

<b>Program Official</b>	<b>Date</b>	<b>Departmental Clearance Officer</b>	<b>Date</b>

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

### **B.1**

**Sample Frames:**

**Limitations of the Sample Frames:**

**Expected Response Rates:**

### **B.2**

**Sample Size:**

**Sample Allocation:**

**Sample Selection:**

**Procedure for Sample Selection:**

### **B.3**

**Methods to Reduce Non-Response:**

**Survey Distribution Procedures:**

### **B.4**

**Test of Procedures:**

### **B.5**

<u>Name</u>	<u>Agency/Company/Organization</u>	<u>Number Telephone</u>
Jean Fox	DOL/BLS/OSMR	202-691-7370

# **FedCASIC Feedback Survey**

March 23, 2010  
Draft to OMB

## **Advance E-mail**

Subject: Feedback for FedCASIC

Thank you for your interest in FedCASIC this year. If you were able to attend, we hope you enjoyed the conference.

We would like to get your ideas about FedCASIC to improve it for next year. Even if you weren't able to attend this year, we'd like your suggestions for next year. Tomorrow, I'll send an e-mail with a link to an online survey to provide your feedback.

I hope that you will take a few minutes to complete the survey. We will use your responses only for planning FedCASIC. Organizers at BLS and the Census Bureau will review all the comments and do what we can to improve FedCASIC to make it even better next year.

We will be using SurveyMonkey.com, so your responses will reside on a server outside of the BLS domain. The BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response

If you have any comments or questions, please let me know.

Jean

## Survey Invitation Email

Subject: FedCASIC 2010 Feedback

The organizers of FedCASIC hope you enjoyed this year's conference. We had approximately 340 attendees, and a lot of great sessions!

However, we know there is always room for improvement. Therefore, we would like to get your feedback to help with planning next year's conference. Please take a few minutes to complete the survey and give us your comments and suggestions, even if you weren't able to attend this year. We will consider all the input we get in planning for next year.

If you have any questions, please contact Jean Fox at [Fox.Jean@bls.gov](mailto:Fox.Jean@bls.gov).

Here is a link to the survey:

<Insert link>

This link is uniquely tied to this survey and your email address. Please do not forward this message.

This survey is being administered by SurveyMonkey.com and resides on a server outside of the BLS domain. The BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response

Thanks for your participation!

Please note: If you do not wish to receive further emails from us, please click the link below, and you will be automatically removed from our mailing list.

<insert link>

## Survey Follow-up Email (for non-respondents)

Subject: Reminder to provide feedback on FedCASIC

You still have time for your voice to be heard!

Please take a few minutes to provide feedback on the FedCASIC 2010 conference. We would like to hear from as many people as possible (even if you couldn't attend this year!), so that future FedCASIC conferences can better meet your needs.

Here is a link to the survey: <insert link>

Our response rate is only at <XX%> so far. Since we all know how important response rates are, please help to get it as high as possible. It will only take a few minutes, and it's easy.

If you have any questions or technical problems, please let me know.

This survey is being administered by SurveyMonkey.com and resides on a server outside of the BLS domain. The BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response

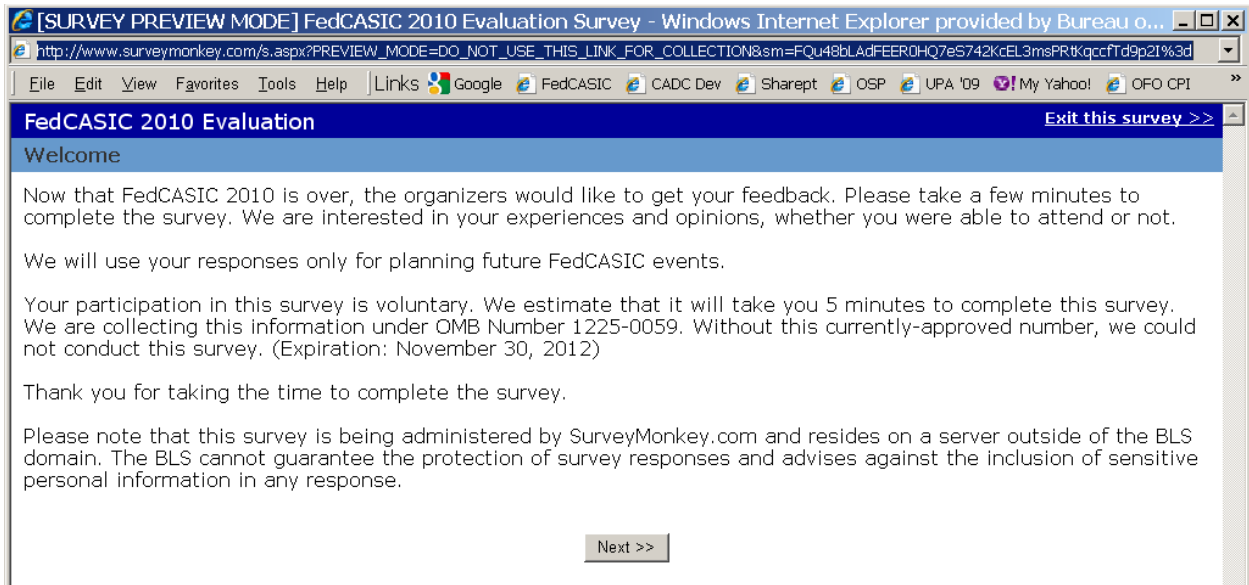
Thanks!  
Jean

This link is uniquely tied to this survey and your email address. Please do not forward this message.

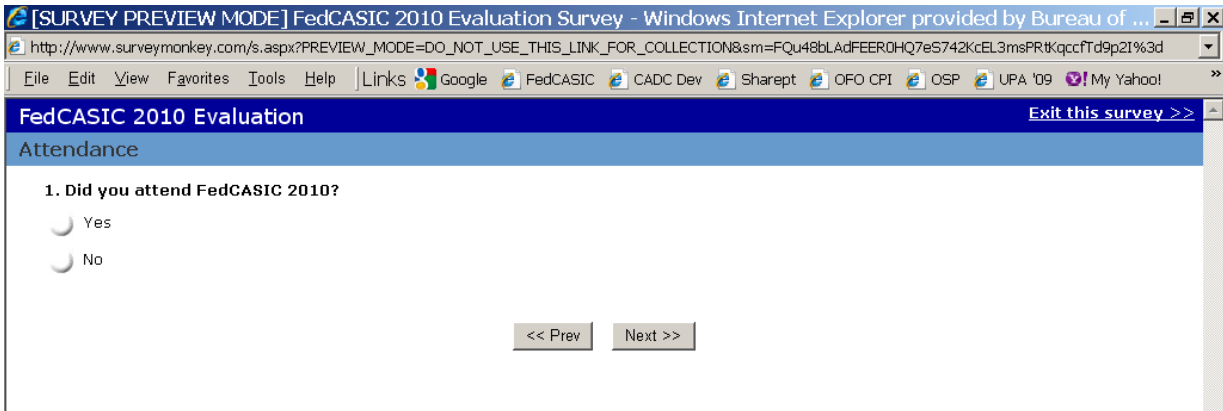
Please note: If you do not wish to receive further emails from us, please click the link below, and you will be automatically removed from our mailing list.

<insert link>

# User Web Survey



Welcome Screen



Question 1.

SKIP: If yes, skip to Question 2. If no, skip to "Instructions for people who registered but didn't attend" (after Question 8)

[SURVEY PREVIEW MODE] FedCASIC 2010 Evaluation Survey - Windows Internet Explorer provided by Bureau of...

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**FedCASIC 2010 Evaluation** [Exit this survey >>](#)

Satisfaction with FedCASIC 2010

**2. Please rate your satisfaction with the following events at FedCASIC 2010.**

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	No Opinion / Did Not Attend
Overall Conference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keynote Speaker, Stephen Blumberg	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Panel on CIO Perspectives on Meeting the New US IT Federal Requirements/Regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recent Innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Question 2

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http://www.surveymonkey.com/s.aspx?PREVIEW\_MODE=DO\_NOT\_USE\_THIS\_LINK\_FOR\_COLLECTION&sm=FQu48bLAdFEER0HQ7eS742KcEL3msPRtKqccfTd9p2I%3d

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**FedCASIC 2010 Evaluation** [Exit this survey >>](#)

Session Input

**3. Please select your favorite sessions at FedCASIC 2010.**

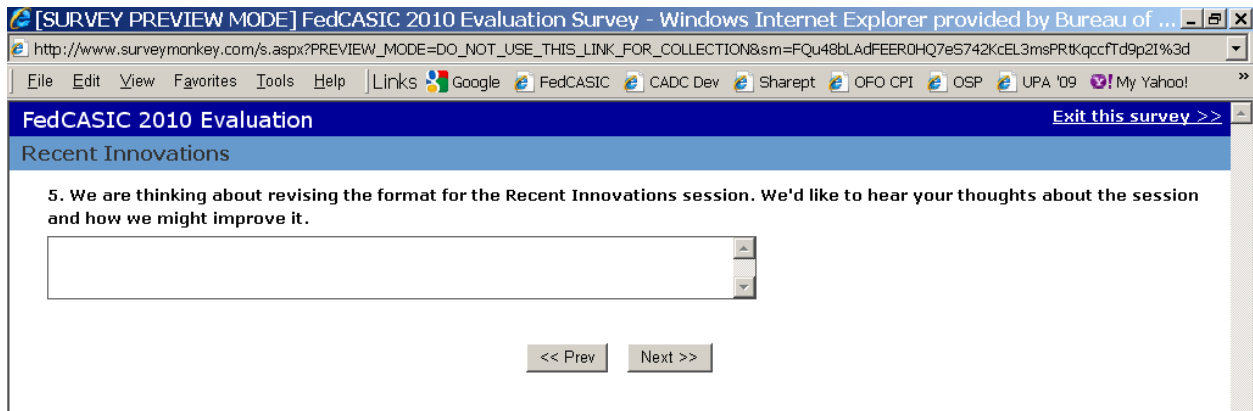
- Using Paradata to Monitor Survey Quality
- Web-Based Surveys
- Audio Recording within Survey Instruments
- New Approaches to Data Management - Validation, Editing, Dissemination
- Survey Uses of Metadata
- New Technologies for Surveys
- Address-Based Sampling
- Management Challenges in CAI Survey Organizations
- Multimode Data Collection
- Security in Data Collection Organizations
- Usability and Accessibility in CASIC Surveys
- Using Social Media to Administer Surveys

**4. Do you have any comments about any of the sessions you'd like to share?**

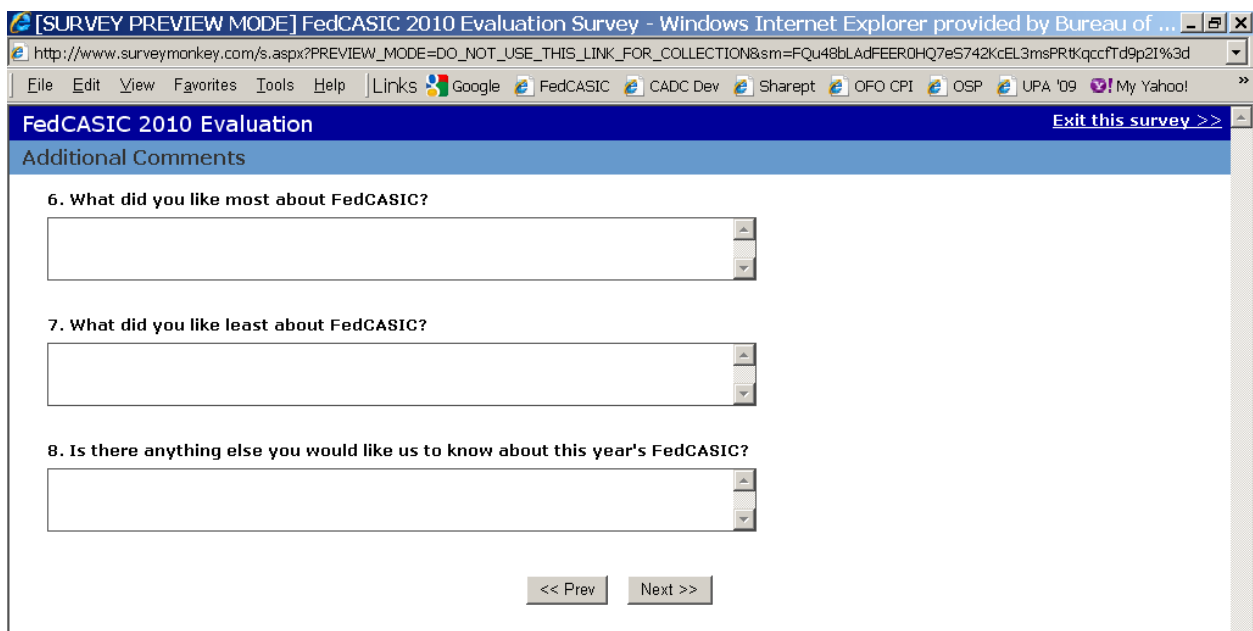
<< Prev Next >>

Questions 3 and 4



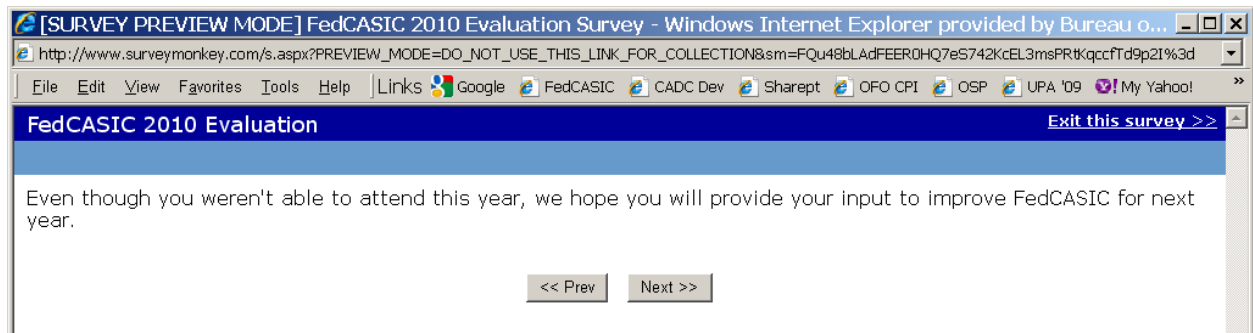


Question 5

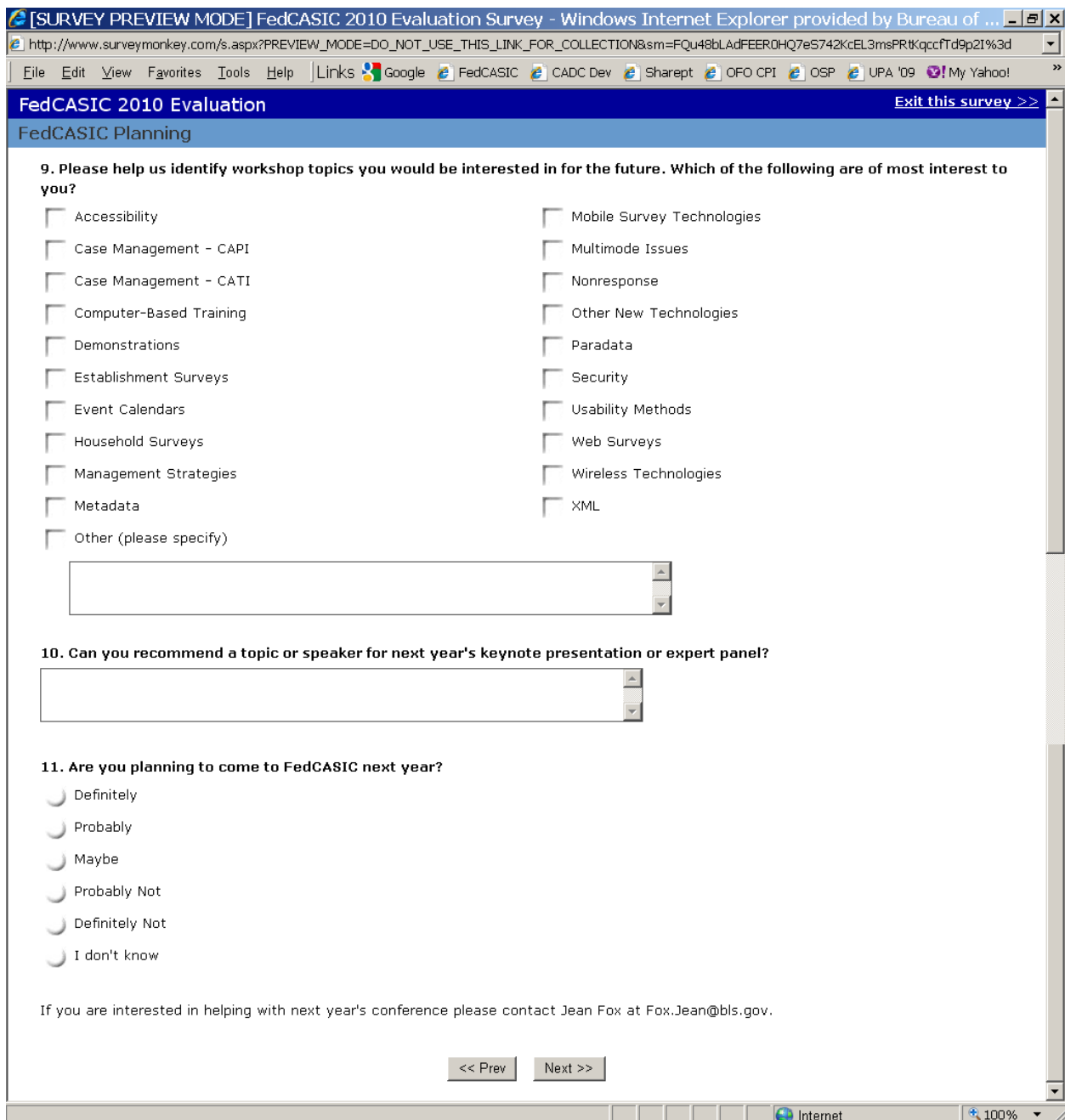


Questions 6, 7, and 8

SKIP: Go to Question 9.



Instructions for people who registered but didn't attend



Questions 9, 10, 11

## Information about You

Please provide some background about yourself. This information will help us understand who attends FedCASIC.

**12. Where do you live?**

- Commuting distance of Washington, DC
- Elsewhere in the USA
- Outside the USA

**13. Please describe the organization you work for.**

- U.S. Federal Government
- U.S. State or Local Government
- Other National Government
- Contractor
- Academic Institution
- Self-Employed
- Other (please specify)

**14. Which of the following describe your current job functions?**

- Developer of CATI or CAPI Instruments
- Developer of Web Instruments
- IT Specialist
- Manager of Software Development
- CASIC Program Manager
- Statistician or Math Stat
- Survey Manager
- Survey Methodologist
- Training Specialist
- Usability Specialist
- Other (please specify)

**15. How long have you been working in the field of Survey Methodology?**

- 0-2 years
- 2-5 years
- 5-10 years
- 10-15 years
- more than 15 years

**16. How many previous FedCASIC conferences have you attended?**

- 0 (This is, or would have been, my first)
- 1
- 2-4
- 5-7
- 8 or more

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Questions 12-16. SKIP: If Q16 = 0, then go to Question 17. Otherwise, go to Question 18.

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First Timers

**17. How did you first find out about FedCASIC?**

- Colleague
- Announcement at work
- Email group
- Internet search
- Other (please specify)

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Question 17

[SURVEY PREVIEW MODE] FedCASIC 2010 Evaluation Survey - Windows Internet Explorer provided by Bureau of ...

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**18. Please let us know if there is anything else we can do to improve FedCASIC.**

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Question 18

[SURVEY PREVIEW MODE] FedCASIC 2010 Evaluation Survey - Windows Internet Explorer provided by Bureau of ...

http://www.surveymonkey.com/s.aspx?PREVIEW\_MODE=DO\_NOT\_USE\_THIS\_LINK\_FOR\_COLLECTION&sm=FQu48bLAdFEER0HQ7eS742KcEL3msPRtkqccFTd9p21%3d

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Thank You

Thank you for taking the time to complete the survey.

If you have any other comments, questions, or suggestions, please contact Jean Fox at Fox.Jean@bls.gov.

<< Prev Done >>

Thank you page

**U.S. DEPARTMENT OF LABOR**  
**Bureau of Labor Statistics Concurrence of Customer Satisfaction Surveys Employing**  
**Statistical Methods**

<b>TO:</b>	<b>DATE:</b>	<b>FAX:</b>
[Enter program sponsor contact]	____/____/____	____-____-____
<b>FROM:</b>	<b>PHONE</b>	
[Enter name of BLS reviewer]	____-____-____	
<b>ACTION:</b> Review the attached report proposal, indicate approval or disapproval and return to the Sponsoring agency or program. Comments shall not be made on the proposed report but in the comments space below.		
<b>TITLE OF SURVEY OR EVALUATION</b>		
<b>CLEARANCE</b>		
<input type="checkbox"/> Approved <span style="margin-left: 150px;"><input type="checkbox"/> Disapproved (See comments below)</span>		
<input type="checkbox"/> Approved with caveats (See comments below)		
<b>COMMENTS</b> <span style="float: right;"><b>Think! Privacy Act</b></span>		
<b>(Insert additional pages as needed)</b>		
<b>(Attach sheet if additional space is necessary)</b>		
<b>Disclaimer:</b> BLS is approving only the statistical methodology as presented in the written documentation, and not necessarily passing judgment on the questionnaire itself nor on the necessity to conduct the collection of information.		
<b>SIGNATURE OF BLS REVIEWER</b>		<b>DATE</b>
		____/____/____