


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

<b>TO:</b> Daniel Gillman [gillman.daniel@bls.gov]	<b>DATE:</b> 09 30 2010
	<b>FAX:</b> (202) 691-7426
<b>FROM:</b> Bonnie Naradzay, ETA Agency Clearance Officer, PRA Fax: 202-693-3490	
Dr. John Eltinge	
<b>ACTION:</b> Review the attached survey, 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> SCSEP Customer Satisfaction Survey	
<b>CLEARANCE</b>	
<input type="checkbox"/> Approved <span style="margin-left: 200px;"><input type="checkbox"/> Disapproved (See comments below)</span>	
<input checked="" type="checkbox"/> Approved with caveats (See comments below)	
<b>COMMENTS</b>	
<p>Our understanding is that the Federal Consulting Group of the National Business Center in the U.S. Department of the Interior, and the associated OMB desk officer, have sole responsibility for review/approval of the instrument, weighting, and all other methodological features of the American Customer Satisfaction Index (ACSI). BLS has not received sufficient information to evaluate the ACSI methodology to a satisfactory degree. Consequently, BLS does not provide an evaluation of, and has no responsibility for, use of the ACSI in the work proposed in the abovementioned package.</p> <p>In addition, it is our understanding that the contractor will be adding citations, and providing a related report, to document the statements regarding response rates observed during the FY 2008 survey work.</p>	
<b>(Comment space expands to accommodate all necessary comments)</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>
	9/30/2010

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