

**Health Resources and Services Administration**  
**SUPPORTING STATEMENT**  
**NHSC Virtual Job Fair Customer Feedback**

**A. Justification**

1. Circumstances of Information Collection

The Health Resources and Services Administration (HRSA) currently has approval under the generic clearance, Office of Management and Budget (OMB) Control No. 0915-0212, to conduct customer satisfaction surveys and focus groups. This collection of information helps fulfill the requirements of:

- a. Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

This is a request for OMB approval of a quantitative voluntary customer satisfaction survey under HRSA's generic clearance. HRSA's Bureau of Clinician Recruitment and Service (BCRS) Division of External Affairs (DEA) hosted two National Health Service Corps (NHSC) Virtual Job Fairs; the initial event was held on February 23, 2012, and the second on June 27, 2012. These Virtual Job Fairs were targeted to NHSC sites, providing them the opportunity to promote job openings to an audience of primary care medical providers interested in serving communities with limited access to health care. Providers from across the country who were invited to participate included unemployed NHSC Loan Repayment Program and Scholarship Program members.

Executive Order 12862 directs agencies that "provide significant services directly to the public" to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services." The objective of surveying the sites and providers who participated in the NHSC Virtual Job Fairs is to determine results as measured by follow up by job applicants with sites and hiring by sites, and to provide insight into participants' experiences and satisfaction to help improve future Virtual Job Fairs.

2. Purpose and Use of the Information

The goal of the National Health Service Corps Virtual Job Fairs is to help NHSC sites communicate to and ultimately hire qualified applicants. Limited resources make clinician recruitment particularly challenging for many sites. The NHSC Virtual Job Fair addresses this need by leveraging existing technology to reduce or eliminate resource barriers and provide an efficient, cost-effective means for sites to promote job vacancies to a highly targeted audience of primary care providers and more effectively engage in interactive communication with potential applicants.

The primary use for information gathered through the NHSC Virtual Job Fair customer feedback surveys is to identify strengths and weaknesses in the current Virtual Job Fair model, results as

measured by follow up by job applicants with sites and hiring by sites, to determine the level of participants' satisfaction, and identify areas for improvement for future Virtual Job Fairs.

Survey respondents from the NHSC Virtual Job Fair will include the NHSC sites and providers who participated in the first two job fairs. For sites, the survey will include questions regarding results as measured by follow up by job applicants, interview and hiring, satisfaction, and any general feedback on the NHSC Virtual Job Fair. For clinician participants, the survey will include questions regarding results as measured by follow up with sites, satisfaction and general feedback. Both survey instruments will use skip patterns.

The surveys will inform respondents that participation in the survey is voluntary and the information provided from the survey will provide important feedback regarding Virtual Job Fair participants' satisfaction and will offer suggestions for improving future Virtual Job Fairs.

### 3. Use of Improved Information Technology

The surveys will employ information technology by collecting the information online through Survey Monkey.

### 4. Efforts to Avoid Duplication

The proposed surveys are unique to this activity and the information is not found elsewhere. The surveys have been designed to collect only necessary information to measure effectiveness and satisfaction and have been reviewed carefully to avoid potential duplication.

### 5. Involvement of Small Entities

No small businesses will be involved in this study.

### 6. Consequences if Information Collected Less Frequently

These surveys are for a one-time project that will help evaluate the NHSC Virtual Job Fair as a cost-effective means for sites to promote job vacancies to a highly targeted audience and to connect with potential applicants. There are no legal obstacles to reduce the burden.

### 7. Consistency With the Guidelines in 5 CFR 1320.5(d)(2)

These surveys will be implemented in a manner fully consistent with 5 CFR 1320.5(d)(2).

### 8. Consultation Outside the Agency

In accordance with 5 CFR 1320.8(d), on April 24, 2009, a 30 day notice was published in the Federal Register for HRSA's generic clearance, OMB Control No. 0915-0212 (Vol. 74, Page 18726). No public comments were received.

9. Remuneration of Respondents

Not Applicable.

10. Assurance of Confidentiality

Surveys will not collect personally identifiable information from respondents.

11. Questions of a Sensitive Nature

The surveys do not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

*Respondents:*

Respondents will include a sample of NHSC Virtual Job Fair participating sites and clinician participants.

*Annual burden estimates:*

The total respondent burden for the online customer satisfaction survey is estimated to be 9.6 hours. We expect a total of 15 respondents to participate in the Site Feedback survey and 33 respondents to participate in the Participant Feedback survey.

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
NHSC Virtual Job Fair – Site Feedback	15	1	15	.20	3	\$50/hr	\$ 150
NHSC Virtual Job Fair – Participant Feedback	33	1	33	.20	6.6	\$50/hr	\$ 330
Total	48	--	48	--	9.6	--	\$ 480

The total number of respondents is estimated to be 48. The online survey will require no more than 10 to 15 minutes of time for respondents to complete and submit, for a total 9.6 hours. At the wage rate of \$50/hour, the total hour cost is estimated to be \$480.

*Planned frequency of information collection:*

This is a one-time project.

13. Estimates of Annualized Cost Burden to Respondents

The only associated cost to respondents is their time to provide the requested information.

14. Estimates of Annualized Cost to the Government

The online no-cost survey was developed by the HRSA DEA team. The estimated one-time cost to the government for survey development and data analysis is \$125, which includes .0014% from GS13 (\$89,033).

15. Change in Burden

Not Applicable. This is a new activity under HRSA's generic clearance and will be included in the total burden currently approved by OMB under OMB Control No. 0915-0212.

16. Plans for Analysis and Timetable of Key Activities

Because the time between initial provider follow-up contact with sites on available job opportunities and the interview and hiring process usually takes several months, the survey will be conducted in early November, approximately nine months after the initial NHSC Virtual Job Fair and five months after the second Virtual Job Fair. HRSA/BCRS/DEA staff will review survey results and summarize findings in a summary report which will be used for to gauge results of the events and for internal service improvement for future Virtual Job Fairs.

17. Exemption for Display of Expiration Date

No exemption is being requested. The expiration date will be displayed.

18. Certifications

This information collection activity will comply with the requirements in 5 CFR 1320.9.