# CUSTOMER SATISFACTION SURVEY AND CONFERENCE EVALUATION CLEARANCE FORM

## A. SUPPLEMENTAL SUPPORTING STATEMENT

<table>
<tr><td colspan="2">A.1. Title: FLSA Customer Experience Survey</td></tr>
<tr><td>A.2. Compliance with 5 CFR 1320.5:<br>Yes _____ No ___X__<br>The collection is not designed to produce statistically valid results but rather as anecdotal information for staff about service levels.</td><td>A.3. Assurances of confidentiality:<br><br>The DOL makes no assurances of privacy to respondents, however, the instrument provides a note to respondents that responses to the survey are anonymous and requesting that they place no identifiers on the instrument.</td></tr>
<tr><td>A.4. Federal cost: $14,137<br><br>The annual Federal cost includes the printing and mailing of approximately 2000 FLSA customer experience surveys, as well as the receiving and processing of approximately 400 completed surveys. Two federal contractors and two federal employees will perform the majority of the work in the Washington, D.C. National Office. Another federal contractor will conduct the data analysis. In the National Office, one federal contractor will design the actual print survey, and another will design and execute the query to create the universe of FY 2010 closed FMLA cases. The preparation of the surveys to be mailed will be completed by a GS-3, Step 2 federal employee, and the processing of the returned completed customer satisfaction surveys will be completed by a GS-14, Step 4 federal employee. The federal government contractor, the University of Tennessee, will conduct the final analysis.<br><br>Step One: Designing the survey<br><br>One design project = $1,301.40*<br><br>*The contractor who designed the survey performs the work on a project basis and not an hourly basis.<br><br>Step Two: Defining the survey universe<br><br>10 hours x $96.64/hour = $966.40<br><br>Step Three: Printing and mailing approximately 2000 surveys at approximately</td><td>A.5. Requested expiration date (Month/Year): 01/2016</td></tr>
</table>

| | |
|---|---|
| *eight minutes per survey.*<br><br><u>Printing</u><br><br>2000 surveys x $0.04 per survey = $80<br><br><u>Mail Postage Cost (including the enclosed addressed stamped envelope)</u><br><br>4000 envelopes (2000 surveys + 2000 return envelopes) x ($0.04 envelope + $0.45 postage + $0.10 address label) = $2,360.00<br><br><u>Survey Processing Cost (To Be Mailed)</u><br><br>2000 mailings x 8 minutes = 267 hours (rounded)<br><br>267 hours (rounded) x $13.47/hour (GS-3, Step 2) = $3596.79<br><br>*Step Four: Processing approximately 400 completed surveys, at approximately five minutes per completed survey.*<br><br><u>Processing of Completed Surveys</u><br><br>5 minutes x 400 completed surveys = 33.3 hours (rounded)<br><br>33.3 hours x $55/hour (GS-14, Step 4) = $1,831.5<br><br><u>University of Tennessee Analysis and Report</u><br><br>The University of Tennessee will analyze the completed surveys and produce a report containing its findings. The analysis will be conducted by the University of Tennessee's research expert.<br><br>64 hours x $62.52/hour = $4,001.28<br><br>*TOTAL ANNUAL FEDERAL COST = $14,137.37* | |
| **A.6. Burden Hour estimates:**<br><br>a. Number of Respondents: 2000<br>a.1. % Received Electronically __0__%<br>b. Frequency: one time<br>c. Average Response Time: 10 minutes | **A7. Does the collection of information employ statistical methods?**<br><br>_______ No<br><br>___**X**____ Yes (Complete Section B and |

| | |
|---|---|
| d. Total Annual Burden Hours: **333___** | attach BLS review sheet). |

**A.8. Abstract:**

The Wage and Hour Division (WHD) administers the Fair Labor Standards Act (FLSA), 29 U.S.C. § 201, *et seq.*, which sets the Federal minimum wage, overtime pay, recordkeeping, and youth employment standards of most general application. *See* 29 U.S.C. §§ 206; 207; 211; 212. FLSA requirements apply to employers of employees engaged in interstate commerce or in the production of goods for interstate commerce and of employees in certain enterprises, including employees of a public agency; however, the FLSA contains exemptions that apply to employees in certain types of employment. S*ee*, 29 U.S.C. § 213 *et al*. The WHD conducts periodic customer experience surveys in order to make improvements in how the WHD performs its investigations with respect to timely service, communication, and performance in protecting employee rights under the FLSA. Examining WHD's program quality and responsiveness to clients also furthers the purpose of the Government Performance and Results Act (31 U.S.C. § 1115. The customer experience survey is to be completed voluntarily by individuals whose FLSA cases were filed with the agency and closed in FY 2012. The information collection will be used to evaluate WHD's customer service and to make improvements in how WHD performs its investigations with respect to timely service, communication, and performance in protecting employee rights under the FLSA. The responses will be analyzed and interpreted and the findings will be shared with the WHD Regional Administrators. This is a one-time survey.

# A. 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.**

**The expected universe based on discussions with WHD will be approximately 20,000 cases. A case is defined as being a FLSA Complaint, resulting in a Full investigation and has been concluded. Cases are identified by the WHISARD Id assigned to the case by WHISARD.**

**A simple random sample will be used to draw a 10% sample from the universe. The ten percent sample was chosen because: 1) the previous complainant survey, 2009 FLSA Employee Satisfaction Survey, had a 10% sample taken from the universe (1,600 samples out of 16,000) and 2) since this is a paper survey the data for each document has to be hand entered and checked for accuracy before the data analysis can begin.  The workload for the expected number of responses should not be a hindrance to the project schedule.  The cases will not be sorted by demographics such as region or state. A 10% sample will result in approximately 2,000 cases to be mailed as survey forms. An approximate response rate of 20% is expected for this survey. Therefore, 400 survey forms should be returned for processing (recording responses) and calculations.**

**Previous WHD surveys have resulted in similar response rates: 2009 FLSA Employee Satisfaction Survey – 16.3%, 2010 FLMA Satisfaction Survey – 20.67% and 2012 FLSA Employer Survey – 26.9%**

**Other entities estimating Response Rates:**

**Survey Gizmo: 10-15% for external surveys**

**PracticalSurveys.com: 5-40% for Customers/Members**

**B.2.	Describe the procedures for the collection of information including:**

- **Statistical methodology for stratification and sample selection,**

**Sample will not be stratified. Sample selection will be a simple random selection without replacement.**

- **Estimation procedure,**

**N/A**

- **Degree of accuracy needed for the purpose described in the justification,**

**N/A**

- **Unusual problems requiring specialized sampling procedures, and**

**N/A**

- **Any use of periodic (less frequently than annual) data collection cycles to reduce burden.**

**N/A**

**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.**

**The methods for maximizing response rate are part of the survey design. The survey instrument is short in construction along with answers to questions very straight forward (Check All that apply, Scale from 1 to 5). These factors make the respondent more willing to start and complete the survey form. Also, the return envelope included with the survey instrument raises the response rate since it makes it easy for the respondent to return the form.**

## Instructional Assessment Resources (IAR)

http://www.utexas.edu/academic/ctl/assessment/iar/teaching/gather/method/survey-Response.php

### Guidelines for maximizing response rates

Request participation from respondents in advance (when possible) and provide information about the purpose of the survey, how the results will be used, and the terms of anonymity and confidentiality.

- Give respondents a sufficient amount of time to complete the survey.
- For online surveys, 7-10 days is sufficient.
- For mail surveys, provide a self-addressed stamped envelope and allow for transit time.
- For in-class surveys, provide 1 minute per question and allow a longer response time for open-ended questions.
- Provide clear instructions on how to complete and submit the survey when it is administered
- Design the survey so it is easy to read and follow.
- For mail or online surveys, send reminders during the survey period thanking the respondents who have completed the survey, while reminding others about the deadline for completing the survey. For online surveys, always provide a link to the survey and send a reminder a day before closing the survey.
- Offer an incentive for participating.

## Survey Monkey

http://s3.amazonaws.com/SurveyMonkeyFiles/Response_Rates.pdf

Survey Design – Keep the questions short and concise. Create a logical flow throughout.

- Outline the intent of the survey in the introduction. Surveys with a high perceived importance achieve much higher response rates.
- View our Smart Survey Design Guide for more even more design tips!

## Query Group, Inc.

http://www.practicalsurveys.com/respondents/typicalresponserates.php

### Increasing their self-interest

There are several factors which will make people more willing to spend time on your survey. When respondents are really involved, it's even possible to get a good response rate on a 40 minute survey.

- Ongoing relationships, such as employees, repeat customers, and members, especially if they're used to hearing from you through newsletters or other channels
- Heightened emotion—sometimes delight, often irritation
- Trust that you'll actually do something with the answers

- Curiosity about the survey results/what other people think
- Direct rewards or drawings
- Survey makes sense—they understand why you want their opinion
- Anonymous when possible, and trust with their contact information when it's not

### Minimizing effort

An astonishing number of surveys ask respondents to jump through hoops. While some hoops (like length) are research trade-offs, many surveys can simply benefit from a dose of usability.

- Right medium, such as Web for office staff but paper or kiosks for factory employees
- Inviting them at a time that's convenient, and/or with advance notice
- Short as possible, with accurate time estimates and progress indicators
- Easy password log-in (if any) to start the survey
- Option to pause the survey and return later (though sometimes forcing a single session gets more completions)
- Conventional questions and scales, with minimal filler words
- Few or no required responses or formats
- Good error messages for when they make a mistake
- No warnings that they have to turn on JavaScript or cookies to take the survey
- Clean layouts with a readable font size

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

**Only descriptive statistics on the survey data will be used to generate the survey report.**

**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.**

| Name | Agency/Company/Organization | Number Telephone |
|---|---|---|
| Terry Higgins | CIRPC | 865-974-4422 |
| | | |
| | | |

## INSTRUCTIONS FOR COMPLETING CUSTOMER SATISFACTION SURVEY AND CONFERENCE EVALUATION CLEARANCE FORM

**A.1. Title:** Provide the title for the customer satisfaction or conference evaluation. This should be consistent with what appears on the collection instrument.

**A.2. Compliance with 5 CFR 1320.5:** If the survey or evaluation complies with 5 CFR 1320.5 (see below), mark an “X” next to “YES.” If the survey or conference evaluation does not comply with 5 CFR 1320.5, mark an “X” next to “No” and explain any special circumstances that would cause an information collection to be conducted in a manner:

- requiring respondents to report information to the agency more often than quarterly;
- requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;
- requiring respondents to submit more than an original and two copies of any document;
- requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;
- in connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;
- requiring the use of a statistical data classification that has not been reviewed and approved by OMB;
- that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or
- requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

**A.3. Assurances of confidentiality:** Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy (if applicable, otherwise omit).

**A.4. Federal costs:** Provide estimates of annualized cost to the Federal government. For example, this could include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. These estimates should only include expenses that would *not* have been incurred without this collection of information.

**A.5. Requested expiration date:** Enter the date thru which you would like approval to conduct your customer satisfaction survey and/or conference evaluation. The date entered here should be consistent with the time you need to conduct the survey/evaluation. Please note that this date cannot extend beyond the expiration date currently assigned to OMB No. 1225-0059).

**A.6. Burden Hour and burden costs estimates:**

a. Enter the number of respondents (i.e., number of those to which the survey or conference evaluation is addressed).

a.1. Enter the estimated percentage of responses that will be submitted electronically. This item does not apply to conference evaluations.

b. Enter the frequency for which the survey and/or conference evaluation will be conducted. For example, if the collection is conducted on an annual basis, enter “annually.” If the collection will only be conducted once then retired, enter “one-time.” If the collection is triggered by an event (such as a customer’s experience with a product or service), enter “on occasion.” Other frequencies could include: Monthly, Bi-monthly, Semi-annually, or Bi-annually.

c. Enter the average time it would reasonably take to complete the survey or conference evaluation. Average response time includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

d. Enter the total estimated annual burden hours for the collection of information. Generally, for the purposes of customer satisfaction and conference evaluations submitted under 1225-0059, this is obtained by multiplying the average response time by the number of respondents.

**A.7. Does the collection of information employ statistical methods?** If the collection of information does not employ statistical methods, enter a “X” next to “NO.” If statistical methods are employed, enter an “X” next to “YES” and complete Section B -SURVEYS AND EVALUATIONS EMPLOYING STATISTICAL METHODS and attach a BLS concurrent sheet signed by the BLS reviewer.

Statistical methodology involves drawing a sample from a defined population and inferring the results obtained to the population from which the sample was drawn. The important point here is inference to the population. If inferences are not being made and the results are used only internally for planning purposes, statistical methodology is not being used. However, if the results will be made public and inferences are likely to be made, proper statistical methodology is required.

*Please note, BLS review should be conducted prior to submitting for Departmental review.*

**A.8. Abstract:** Provide a statement covering the agency’s need for the information, uses to which it will be put, and a brief description of the respondents. Other than for 1-time surveys and conference evaluations, describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology (e.g., permitting electronic submission of responses).

**Note:** Guidance for completing Section B., Statistical Methods, is provided within the form.