

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

A. SUPPLEMENTAL SUPPORTING STATEMENT

A.1. Title: Web Site Customer Satisfaction Survey			
A.2. Compliance with 5 CFR 1320.5: Yes x No		A.3. Assurances of confidentiality: No	
A.4. Federal cost: \$ 2110 per year Based on GS 14 step 1 base salary – 1hr a week for 52 weeks		A.5. Requested expiration date (Month/Year): 01/2016	
A.6. Burden Hour estimates: a. Number of Respondents:5893 a.1. % Received Electronically _100___% b. Frequency: ___Annual_ c. Average Response Time: 3__ minutes d. Total Annual Burden Hours: 295		A7. Does the collection of information employ statistical methods? <input checked="" type="checkbox"/> No _____ Yes (Complete Section B and attach BLS review sheet).	
A.8. Abstract: The customer satisfaction survey provides a way for our customers to provide us feedback as to whether they found what they were looking for and whether they found our website useful and easy to navigate. The feedback will help DOL agencies improve our design and customer service.			
Program Official Andy Bailey	Date 3/20/2013	Departmental Clearance Officer Michel Smyth	Date