

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

A. SUPPLEMENTAL SUPPORTING STATEMENT

A.1. Title: The Current Employment Statistics (CES) Customer Outreach Survey	
A.2. Compliance with 5 CFR 1320.5: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	A.3. Assurances of confidentiality: No pledge of confidentiality will be given.
A.4. Federal cost: \$1660 (40 hours of GS-13 BLS employee work)	A.5. Requested expiration date (Month/Year): 04/2014
A.6. Burden Hour estimates: a. Number of Respondents: 300 a.1. % Received Electronically 100% b. Frequency: One-time c. Average Response Time: 15 minutes d. Total Annual Burden Hours: 75 hours	A7. Does the collection of information employ statistical methods? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (Complete Section B and attach BLS review sheet).

A.8. Abstract:

Each month the Current Employment Statistics (CES) program surveys about 145,000 businesses and government agencies, representing approximately 557,000 individual worksites, in order to provide detailed industry data on employment, hours, and earnings of workers on nonfarm payrolls. The CES program produces nonfarm employment series for all employees, production and nonsupervisory employees, and women employees. Most employment series begin in 1990, although employment by aggregate industry sector and most major industry sectors is published as far back as 1939.

This outreach survey has multiple objectives. First, we would like to learn more about our user audience, for example, who are they, which CES data do they prefer to use, and how often do they visit our website? Related objectives include the following:

- Which specific data products are used?
- What level of detail is preferred in our data products?
- Which publications are used, and preferred?
- How are CES data accessed, and how satisfied are data users with access to the data, the usability of our website, and documentation provided on the website?
- Does the current release schedule meet data users’ needs?
- Which analytical measures are most useful? Are there suggestions for alternative measures?
- Is the process of revising CES data understood? Do data users believe the revision process improves or degrades the data? Which parts of the process are liked or disliked?
- How satisfied are data users with the analytical research summaries, news releases, and articles provided by BLS?
- Is BLS customer service satisfactory?
- What data products would they like to see BLS produce?

We will contact potential survey respondents by placing a link to the survey on our website, and inviting visitors to give us feedback. In addition, we will send the survey invitation to a list of 150 data users who have contacted BLS with questions about the CES data.

We will send potential respondents an email with the survey invitation. We will follow-up email addresses that bounce and send the survey invitation to corrected email addresses. We will allow four weeks for the data collection (from survey invitation to the closing of the survey).

All of our responses will be collected via web (using SurveyMonkey). No pledge of confidentiality will be given. Respondents will be told “This survey is being administered by SurveyMonkey.com and resides on a server outside of the Bureau of Labor Statistics (BLS) domain. The BLS cannot guarantee the protection of survey responses and advises against the inclusion of personally-identifiable information.”

Based on our testing, we assume that it will take respondents an average of 15 minutes to complete the survey. Based on the experiences of similar surveys, we expect a 20 percent response rate for the email invitation sent to CES data users that have previously been in contact with us (30 responses). We also have over 6,000 email subscribers to CES data who will be notified when we update our homepage to add the survey link, but they will not receive an individual survey invitation. We expect 4.5 percent of this group to participate in the survey (270 responses).

We are using the results of this survey **internally for planning purposes**. We are not employing statistical methods because we don’t have a sample frame of *all* CES data users and therefore, can’t extrapolate the results to all CES data users.

A copy of the survey and the email invitations are attached.

Program Official	Date	Departmental Clearance Officer	Date
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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>
Bill Mockovak	DOL/BLS/OSMR	202-691-7414
Julie Hatch-Maxfield	DOL/BLS/OEUS	202-691-5473