

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

A. SUPPLEMENTAL SUPPORTING STATEMENT

A.1. Title: Data Users Impact Survey on Redesign of Consumer Expenditure 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: \$2,500 – (50 hours of work from a mix of team members averaging \$50/hour)	A.5. Requested expiration date (Month/Year): <u>3 / 2014</u>
A.6. Burden Hour estimates: a. Number of Respondents: <u>400</u> a.1. % Received Electronically <u>100%</u> b. Frequency: <u>one-time</u> c. Average Response Time: <u>15 mins.</u> d. Total Annual Burden Hours: <u>100</u>	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).
<p>A.8. Abstract: As part of the process of redesigning the Consumer Expenditure Survey (CE), BLS needs feedback from interested parties on the impact of a proposed new design on the data produced by the survey. This user impact survey is intended to provide that information on the current redesign proposal. The survey will be administered by surveymonkey.com. There will be a link to the survey on the CE website.</p> <p>The survey sample includes a targeted group of about 270 experienced data users and survey specialists who will receive a direct invitation to complete the survey. The expected response rate from this group is 30%. The remainder of the sample will consist of subscribers to a CE update list that notifies them when there is a change to the CE website. The update list has approximately 10,450 subscribers. They will learn of the survey as a new update item. There may also be a number of visitors to the CE website not included in either segment of the sample who will complete the survey. The number of random visitors is estimated at about 50. The response rate for the combined subscriber/random visitor part of the sample is estimated at 3%. A reasonable estimate of total respondents from all segments of the survey sample is 400.</p> <p>Information from this survey will identify potential “showstoppers” and other user concerns that would dictate changes be made to the CE redesign plan. It will also identify those features of the redesign that users find attractive. Lastly, it will identify the types of information users will require to prepare them for the redesign and the time frame in which this information will be needed.</p> <p>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 CE data users and therefore, can’t extrapolate the results to all CE data users.</p>	

Program Official Bill Passero	Date	Departmental Clearance Officer	Date
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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.

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

TO: [Enter program sponsor contact] _____	DATE: _____/_____/____	FAX: ____-____-____
FROM: [Enter name of BLS reviewer] _____	PHONE ____-____-____	
ACTION: Review the attached report proposal, 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.		
TITLE OF SURVEY OR EVALUATION 		
CLEARANCE _____ Approved _____ Disapproved (See comments below) _____ Approved with caveats (See comments below)		
COMMENTS Think! Privacy Act (Insert additional pages as needed) 		
(Attach sheet if additional space is necessary)		
Disclaimer: 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.		
SIGNATURE OF BLS REVIEWER 	DATE _____/_____/____	

