

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

A. SUPPLEMENTAL SUPPORTING STATEMENT

A.1. Title: LAUS Stakeholder and State Partners' Feedback Surveys	
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: \$ 2,330 (20 hours of BLS employee work)	A.5. Requested expiration date (Month/Year): 09/2015
A.6. Burden Hour estimates: a. Number of Respondents: 600 a.1. % Received Electronically 100% b. Frequency: One-time c. Average Response Time: 10 minutes d. Total Annual Burden Hours: 100 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:

The Local Area Unemployment Statistics (LAUS) program is a Federal-State cooperative effort in which monthly estimates of total employment and unemployment are prepared for approximately 7,300 areas including the following:

- Census regions and divisions
- States
- Metropolitan Statistical Areas and Metropolitan NECTAS (New England City and Town Areas)
- Metropolitan Divisions and NECTA Divisions
- Micropolitan Statistical Areas and Micropolitan NECTAS
- Combined Metropolitan Statistical Areas and Combined NECTAS
- Small Labor Market Areas
- Counties and county equivalents
- Cities of 25,000 population or more
- Cities and towns in New England regardless of population

A wide variety of customers use these estimates:

- Federal programs use the data for allocations to states and areas, as well as eligibility determinations for assistance.
- State and local governments use the estimates for planning and budgetary purposes and to determine the need for local employment and training services.
- Private industry, researchers, the media, and other individuals use the data to assess localized labor market developments and make comparisons across areas.

The LAUS program will solicit feedback on the quality of its current products and the effectiveness of its current procedures by contacting the general audience of people who visit BLS.gov to obtain LAUS data, as well as other selected audiences (for example, individuals who have contacted BLS with a question and known LAUS data users in other federal agencies). We will contact general users of LAUS data by placing a link to the survey on our website and inviting visitors to the website to give us feedback. We will contact known data users or people who have previously contacted BLS about LAUS with a solicitation sent via e-mail. We will post the survey for one month on the LAUS website.

All of our responses will be collected using an online instrument (administered by SurveyMonkey). Based on our testing, we assume that it will take respondents an average of 10 minutes to complete the survey.

Based on our experiences with similar surveys, we expect a 70-80 percent response rate for e-mail invitations (approximately 75 responses), an estimated 510 responses from visitors to the LAUS website, and 15 responses from survey requests sent directly to contacts in other federal agencies. This results in an estimated response burden of 100 hours (600 x 10 minutes = 100 hours).

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* LAUS data users and, therefore, can't extrapolate the results to all LAUS data users.

A copy of the survey and a description of the skip instructions 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
Patrick Carey	DOL/BLS/LAUS	202-691-6414

Attachments

- LAUS Data User Stakeholder survey
- Skip instructions for LAUS State Partners' Feedback and LAUS Data User Stakeholder surveys