

**Request for Approval under the “DOL Departmental Generic Clearance for
the Collection of Routine Customer Feedback”
(OMB Control Number: 1225-0088)**

TITLE OF INFORMATION COLLECTION: Customer Satisfaction Survey for the International Price Program data users.

PURPOSE: The purpose of this customer feedback survey is to determine how our users value IPP data and products, and if our products meet the needs of our users. The goal is that users’ responses will provide information on what products they use and assess what they think about our data and products. This will allow us to identify if there are any gaps between what the user thinks of as quality and what products/outputs they would like to have available and what we think of as quality and what IPP products are actually provided. In addition, we want to obtain feedback to rate our customer service to users who have contacted IPP. This will help us determine how well we respond to requests and inquires on IPP data and products.

DESCRIPTION OF RESPONDENTS: We are attempting to target our data users. The specific respondents in our survey will be individuals who have subscribed to our email distribution list and users who visit our website.

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other:_____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: John Trantin

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No

2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	2,850	10 minutes	475
Totals	2,850	10 minutes	475

FEDERAL COST: The estimated annual cost to the Federal government is: \$2,979.60 (the estimated value is based on 65 hours of work at the 2017 hourly wage of \$45.84 for a GS 12 step 7, position within the Baltimore / D.C. locality pay bracket.)

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

We will be sending the survey via email to all of our email subscribers and provide a link on our website for our data users. At the end of November 2016, we had 24,912 email subscribers and a total of 3,682 monthly hits to our home web page. Looking at similar surveys as a basis, we estimate a 10% response rate from our email subscribers and our website visitors, resulting in approximately 2,850 respondents. We do not intend to conduct a sampling plan of the population.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain (we wish to use the SurveyMonkey software to implement the survey)

2. Will interviewers or facilitators be used? [] Yes [X] No