

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0420-0545)

TITLE OF INFORMATION COLLECTION: Volunteer Recruitment and Selection Applicant Feedback Surveys

PURPOSE: The purpose of the information collection is to analyze Peace Corps customer service delivery during different phases of the Peace Corps Volunteer application process. This information collection will be used to inform business decisions that the Peace Corps employs to recruit, place, and ensure the delivery of qualified and suitable Volunteers to overseas country programs.

DESCRIPTION OF RESPONDENTS: All respondents will be members of the public who have applied to the Peace Corps.

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: Denora Miller, FOIA/Privacy Act Officer

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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
Survey 1: (1) Individuals or Households	24,000 per year	5 minutes	2000
Survey 2: (1) Individuals or Households	3700 per year	5 minutes	308
Survey 3: (1) Individuals or Households	1350 per year	5 minutes	113
Totals	29050	15 minutes	2421

FEDERAL COST: The estimated annual cost to the Federal government is **\$3110**

Cost Calculations

Annual Membership Cost For Third Party Survey-Tool Used to Conduct Surveys: \$780.00

Peace Corps Staff Annual Hourly Estimate to Process/Analyze Survey Results: 80 HRS

Annual Labor Cost for Survey Processing/Analysis by Peace Corps Program Analyst: \$ 2330

(\$60,794 annual salary of a Program Analyst/2087 hrs = \$29.13 per hour)

(\$29.13 hourly wage of a Program Analyst * 80hrs)

Annual Cost of Tool to Conduct Surveys: \$780.00

Annual Labor Cost for Survey Processing/Analysis by Peace Corps Program Analyst: \$ 2330

Estimate of Annualized Costs to Federal Government: \$3110

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?

[x] 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?

The information collection will come in the form of 3 online surveys: a voluntary online survey that is presented to the applicant after they have submitted their application for Peace Corps service; a voluntary online survey approximately 30 days prior to an applicant's departure to their country of service; and a voluntary online survey for applicants who withdraw from the application process on their own accord. Any applicant who falls within one of the

aforementioned categories of the Peace Corps application process is eligible to take the survey and/or surveys.

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
2. Will interviewers or facilitators be used? Yes No