DEPARTMENT OF LABOR GENERIC SOLUTION FOR CUSTOMER SATISFACTION, CONFERENCE, and OUTREACH ACTIVITIES CLEARANCE

A. SUPPLEMENTAL SUPPORTING STATEMENT

A.1. Title: Government User Experience Survey	
A.2. Compliance with 5 CFR 1320.5: Yes _____ No __X___ Respondents will be asked to complete this survey within three weeks. Because the survey is a short, one-time survey, collection in fewer than 30 days is considered appropriate.	**A.3. Assurances of confidentiality:** Yes _____ No __X___ If yes, basis in law:
A.4. Federal cost: $ 5,200 How Determined: 40 hours of BLS employee work	**A.5. Requested expiration date (Month/Year):** 06/2018
A.6. Burden Hour estimates: a. Number of Respondents: 58 a.1. % Received Electronically 100% b. Frequency: one-time c. Average Response Time: 10 minutes d. Total Annual Burden Hours: 10 hours	**A7. Does the collection of information employ statistical methods?** ____X___ No _____ Yes (Complete Section B and attach BLS review sheet).

A.8. Abstract:

The User Experience (UX) Community of Practice (CoP) is an interagency group working to promote and support UX in the US government. There are over 1,100 members of the group, which includes employees and contractors at federal, state, local, and tribal governments. I currently serve as a Co-Chair of the group.

Currently, the primary activity of the UX CoP is to provide a listserv for the group, where members can ask questions, provide support, and share lessons learned. This has been a great resource for group members, but the group leaders would like to provide more resources for the members. Towards that end, this survey of group members and others who are doing government UX work will uncover what their backgrounds are, what kind of UX work they are doing, and what areas they would like training in.

The results will provide the UX CoP leadership with a better understanding of (1) the membership of the UX CoP and (2) the type of UX work that US government agencies are conducting. We will use the information to improve the services provided to the UX CoP and to publically report on the state of UX work at government agencies.

We will allow three weeks for the data collection (from survey invitation to the closing of the survey). We will send potential respondents the survey invitation via the listservs listed below. We will also send two follow-up emails, one during the second week, and one during the third week.

All of our responses will be collected via web (using Survey Monkey). We will include the required warning about storing data on a third-party server. We expect that it will take the respondents an average of ten minutes to complete the survey. We will include the following statements in the introduction to the survey:

> "We estimate that it will take you 10 minutes to complete this survey. Your participation is voluntary."

> "We are collecting this information under OMB Number 1225-0059. Without this currently-approved number, we could not conduct this survey. (Expiration: November, 30, 2020). This survey is being administered by Surveymonkey.com and resides on a server outside of the BLS domain. BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response."

Attached please find copies of:
- The initial email invitation and two reminders for the UX CoP
- The initial email invitation and one reminder for the other CoPs
- A copy of the survey

Burden Estimate

Program Agency PO

B. SURVEYS AND EVALUATIONS EMPLOYING STATISTICAL METHODS

N/A