

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

**A. SUPPLEMENTAL SUPPORTING STATEMENT**

<b>A.1. Title: Job Accommodations Network (JAN) Customer Satisfaction Survey</b>	
<b>A.2. Compliance with 5 CFR 1320.5:</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<b>A.3. Assurances of privacy: Yes</b>  <b>See narrative in B1</b>
<b>A.4. Federal cost:</b> The annual cost is \$99,470. \$298,411.00 (3 years) Note: A detailed budget for each of the 3 years is attached. \$298,411/3 years = \$99,470 per year.	<b>A.5. Requested expiration date (Month/Year):</b> <u>  09  /  21  </u>
<b>A.6. Burden Hour estimates:</b>  a. Number of Respondents: 15,000 a.1. % Received Electronically 100% b. Frequency: Once  c. Average Response Time: 15 minutes d. Total Annual Burden Hours: 3750  The West Virginia University School of Social Work has conducted burden hour estimates both with student volunteers and JAN caller volunteers in the past for each instrument. These estimates were 15-20 minutes. We calculated burden hour estimates, based on past surveys. The average interview was 15 minutes.	<b>A7. Does the collection of information employ statistical methods?</b>  <input checked="" type="checkbox"/> No  <input type="checkbox"/> Yes (Complete Section B and attach BLS review sheet).
<b>A.8. Abstract:</b> <b>The JAN Customer Satisfaction Survey is a customer satisfaction survey that is to be conducted via the internet and takes approximately fifteen minutes. The purpose is to assess satisfaction of and improve service for the users of the Job Accommodations Network. It will be used for program improvements and to disseminate information on the accommodation process to interested parties.</b>	

## **Methodology**

In the Informed Consent script used the West Virginia University School of Social Work, potential participants are told that the information will be used to evaluate JAN's services and to identify ways that it could improve services to its clients. The information you provide to us and that we acquire from the record of your call to JAN will be kept private to the extent permitted by law. Any reports or articles about these follow-ups will describe the results in a summarized manner so that you cannot be identified.

This script will be sent by email 30 days following the completion of service from JAN. The email will contain a link to the survey. A reminder email will be sent to all who do not respond within 3 days and again, one week later. This script has been approved by both the West Virginia University Internal Review Boards.

No statistical methods will be used in this work. JAN customers (employer representatives, service providers and individuals with disabilities) who contact JAN via phone calls, email and internet chats and have inquires related to workplace accommodation or self-employment issues will be asked to participate in the survey, and no sampling will be used. Based on the responses received, simple descriptive quantities (e.g., means and percentages) will be calculated. The resulting descriptive quantities will not be used in any way to draw inferences to any population beyond the set of persons who responded to the survey.

Although no sampling will be performed as part of this follow-up and while the results obtained will apply only to those individuals who respond to the follow-up, both JAN and the West Virginia University School of Social Work will take steps to ensure a maximized response rate and to deal with non-responses.

First, the informed consent specifies that the purpose is to evaluate JAN's services and to identify ways in which services can be improved to assist clients. Potential participants also will be informed that their decision to either participate or refuse to participate will in no way impact their ability to use JAN's services in the future. These assurances, it is believed, will provide potential participants with the assurances they need in order to feel comfortable in agreeing to participate, thus helping to maximize the response rate.

Second, the West Virginia University School of Social Work staff will make multiple attempts to contact each individual.

Third, various response options are provided. For example, if an employer is not sure of a precise age of the employee, he or she will be given a series of ranges from which to choose. This will substantially reduce the number of nonresponses to such questions.