

Justification for Change to VRS Applicant Feedback Surveys

The Peace Corps proposes to make changes to the Peace Corps VRS Applicant Feedback Surveys (Form PC-2145 and PC-2146), OMB Control Number: 0420-0545, Expiration Date: 9/30/2017.

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.

The Peace Corps is proposing the following changes to form **PC-2145** and **PC-2146**:

PC-2145 – Applicant Feedback Survey

- Removed questions related to satisfaction with the application and JSR page
- Added question “How did you learn about Peace Corps”
- Updated scale and question wording for question “#2”
- Added “Speaking with an RPCV” to question “#2”
- Added a qualitative feedback mechanism for applicants if applicants would like to provide additional feedback in their own words. This appears at the end of the survey.

PC-2146 - Applicant Feedback Survey

- Updates to question 1-5 wording and deleted “question 6”. Removed question numbers.
- Changed scale choice of “satisfied” to “useful” for question “2”.
- Removed N/A as an option for questions “1, 2, and 5” added a choice of “I did not have any interaction....or I did not attend...”
- New question added related to the importance of certain factors when an applicant is considering whether to accept their invitation.
- Added a qualitative feedback mechanism for applicants if they would like to provide additional feedback in their own words. This appears at the end of the survey.

Changes to PC-2145 and PC-2146 can be found via track changes in the accompanying documents.