

**ABBREVIATED SUPPORTING STATEMENT  
 CLEARANCE FORM**

**A. SUPPLEMENTAL SUPPORTING STATEMENT**

<b>A.1. Title: Survey on Use of Technology-Based Learning in American Job Centers</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 Confidentiality:</b> Yes
<b>A.4. Federal Cost:</b> \$50,000	<b>A.5. Requested Expiration Date (Month/Year):</b> May 30, 2018
<b>A.6. Burden Hour Estimates:</b> a. Number of Respondents: 1,128 a.1. % Received Electronically: 100% b. Frequency: Once c. Average Response Time: 25 minutes d. Total Annual Burden Hours: 470 hours	<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 CEO review sheet).
<p><b>A.8. Abstract: Description and Purpose:</b> This survey concerns use of technology-based learning (TBL) in American Job Centers (AJCs), the network of local agencies which provide career services to jobseekers and employers under the Workforce Investment Act (WIOA) administered at the national level by the Employment and Training Administration (ETA) of the U.S. Department of Labor (DOL). Under WIOA and its regulations, states and local boards have responsibilities for using technology for a broad array of purposes, including enhancing digital literacy, accelerating learning, attainment of recognized credentials, and assuring access to individuals with disabilities or who live in remote areas. The survey is part of a study being conducted by Abt Associates and its subcontractor (MEF Associates) under an ETA contract, regarding the use of TBL in the public workforce system.</p> <p>TBL encompasses many different types of technology, including computer-based learning systems (which can be interactive, online and can have varying degrees of instructor involvement) as well as use of videos and audio for initial teaching and skill practice. The survey will address use of TBL in four skill areas (employability or “soft” skills, basic reading and math, job search skills and technological literacy) and will cover both self-directed and staff-assisted TBL. Questions will also cover: perceived effectiveness of TBL; connectivity; roles of partners and decision-makers; instructor and student readiness to use TBL; and technical assistance needs.</p> <p>The survey will be sent to AJCs, rather than to local workforce development boards, since initial site visits found that specific TBL practices are often left up to AJCs, under the broad direction of the workforce development boards. The universe of all 1,612 comprehensive American Job Centers (AJCs) will receive a copy of the survey questionnaire via a web-based medium (Survey Monkey) and the Director of each AJC will be asked to make sure answers are inputted. There are two versions of the questionnaire, depending on current or past use of TBL which will be seamlessly delivered to each respondent based on responses to one initial question.</p> <p>The response rate is expected to be around 70 percent, since the ETA will notify all Centers, and the research contractor will provide multiple cycles of email follow-up. The information generated from the survey, combined with that from a series of site visits to seven local AJCs, will be analyzed and presented in a report to ETA officials and released to the workforce system and the general public.</p> <p>It should be noted that the overall number of respondents is an example of the occasional survey, prefigured in the supporting statement for OMB # 1205-0436, which exceeds the number identified in the examples offered in parts A and B of that supporting statement. The total burden of 470 hours for this survey will still allow for multiple other data collections under the overall burden level of 7,500 hours over three years. The universe has been preferentially selected for this survey, since there is no basis for a random stratified sample, as there currently are no national level data on AJC characteristics. This lack of data also precludes determining if the responding AJCs are representative nationally, conducting a non-response bias analysis, and making statistical adjustments regarding such factors as: location (urban, rural, etc); size in terms of the number of participants; demographic and educational characteristics of participants in each AJC; and local labor market conditions, in terms of unemployment, dislocations, employment growth, or major industry. Since there is no sampling and no statistical analysis will be undertaken, no statistical review has been conducted in advance.</p>	

Information from the data collected in the survey will thus be treated as strictly suggestive and no statistical inferences will be made. Key areas of interest in the eventual suggestive findings include: how widespread does the use of various forms of TBL appear to be nationally and regionally, perceived effectiveness of different types of TBL, and potential areas for further and more rigorous research.

This data collection will not duplicate any information currently collected since no information on this topic is being requested in DOL's current study of WIOA implementation nor was any requested in DOL's study of AJCs (data collection for which has been completed). Although the name of each center, city and state will be requested to determine if surveys have been completed by each center (in order to target reminders to those who have not completed), the information collected will not be linked to any data on participants. Names of respondent centers will not be included in published reports nor otherwise be revealed to anyone not directly involved in the information collection (i.e., contractor personnel). Respondents will be advised that their responses will be kept confidential as the information they provide will be combined with other Centers and presented in a report which will not identify -- nor permit identification -- of any individual Centers or respondents.

**Current Inventory of Surveys Under OMB control number 1205-0436:** There is currently one other survey being conducted under the OMB # 1205-0436 (approved in June 2017 and expiring in June 2020). The other survey concerns use of TBL for basic skills in the Job Corps program, also administered by ETA.