

**Request for Approval under Department of Labor Generic Clearance for the
Collection of Qualitative Feedback on Agency Service Delivery
OMB Control Number: 1225-0088**

TITLE OF INFORMATION COLLECTION:

OFCCP Help Desk E-mail Survey

PURPOSE:

The Office of Federal Contract Compliance Programs (OFCCP) is an agency within the U.S. Department of Labor that administers and enforces three equal employment opportunity mandates: Executive Order 11246, as amended; Section 503 of the Rehabilitation Act of 1973, as amended; and the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212. These mandates prohibit covered federal contractors and subcontractors (hereafter collectively referred to as "contractors") from discriminating based on race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran. Additionally, contractors are prohibited from taking adverse employment actions against applicants and employees for asking about, discussing, or sharing information about their pay or the pay of their co-workers, subject to certain limitations.

OFCCP provides an e-mail inquiry submission portal through its Web site to stakeholders and the public to answer questions about the agency's regulations and worker protections. In order to improve this service, OFCCP collects feedback by offering the users of this service the option to participate in a voluntary, brief, 3-minute survey after they receive a response to their inquiry. The survey results enable OFCCP to evaluate the quality and accuracy of the customer service experience delivered through this service.

OFCCP is not requesting public input on this information collection and approval is sought under OMB Control No. 1225-0088.

DESCRIPTION OF RESPONDENTS:

The target audience for the OFCCP Help Desk E-mail Survey includes:

- 1) Individuals or households who work for federal contractors and community-based organizations.
- 2) Employer representatives, such as human resource professionals, lawyers and consultants who work for federal contractors or prospective contractors.
- 3) Individuals or households from the general public.

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 have submitted a written inquiry to OFCCP.

Name:

Harvey D. Fort
Deputy Director
Division of Policy and Program Development
Office of Federal Contract Compliance Programs

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [] Yes [X] No
3. If Applicable, has a System or Records Notice been published? [] Yes [X] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS:

The survey is offered to participants who contact the OFCCP online inquiry portal after they have received a response from the agency. In FY 2017, OFCCP received 972 e-mail inquiries. As such, the total burden is estimated at 49 hours, which constitutes an overestimation as not all inquiry submitters choose to participate in the survey.

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households who work for contractors or from the general public; employer representatives	972	3 Minutes	49 hours

FEDERAL COST:

The estimated annual cost to the Federal Government is \$1,453. This estimate reflects the time that will be spent by federal staff based on the GS-13 federal salary schedule in Washington D.C.¹

OFCCP estimates that agency staff spend approximately eight hours each quarter reviewing and analyzing the results, and drafting reports that summarize the responses to this information collection. Therefore, 32 hours (eight hours per quarter) multiplied by \$45.42 hourly rate based on the salary schedule is approximately \$1,453.

There is no third-party cost associated with this survey.

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?

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?

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

¹ See, “Salary Table 2017-DCB Incorporating The 1% General Schedule Increase And A Locality Payment Of 27.10% For The Locality Pay Area Of Washington-Baltimore-Arlington, DC-MD-VA-WV-PA,” available at https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2017/DCB_h.pdf (last accessed October 2017).