

**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 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. 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 a nationwide Help Desk service accessible by a toll-free telephone line and an email inquiry submission portal found on the agency's website. The purpose of the Help Desk is to answer questions about the agency's regulations, jurisdiction, and worker protections to stakeholders and the public. In order to improve this service, OFCCP collects feedback from callers and online portal users by offering them the option to participate in a voluntary, 2-minute customer service survey. The survey asks participants to answer eight questions regarding their contact with OFCCP and its results enable the agency 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. Previously, OFCCP conducted this survey under two separate surveys, one for the online portal users and one the telephone line callers. Those surveys were also approved under OMB Control No. 1225-0008. This request seeks to streamline the two surveys into one combined survey with identical questions.

DESCRIPTION OF RESPONDENTS:

The target audience for the OFCCP Help Desk 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)

Customer Comment Card/Complaint Form

Customer Satisfaction Survey

- Usability Testing (e.g., Website or Software) Small Discussion Group
 Focus Group 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 respondents who have called the OFCCP Help Desk telephone line.

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 No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

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

BURDEN HOURS:

The survey is offered to every person who contacts the OFCCP Help Desk. In calendar year 2017, OFCCP received 2,844 telephone calls on the Help Desk line. As such, the burden is estimated at 95 hours for the telephone participants (2,844 x 2 minutes = 5,688 / 60 = 95 hours). In calendar year 2017, OFCCP received 926 email inquiries. As such, the burden is estimated at 31 hours for the online portal users (926 x 2 minutes = 1,852 / 60 = 31 hours). The total combined burden is 126 hours.¹

Category of Respondents	Estimated	Participatio	Estimated
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¹ This constitutes an overestimation as not all users of the Help Desk choose to participate in the survey.

	No. of Respondents	n Time	Burden
Individuals or Households who work for contractors or from the general public; employer representatives	2,844 calls	2 minutes	95 hours
	926 emails	2 minutes	31 hours
			126 hours total

FEDERAL COST:

Telephone survey

The estimated annual cost to the federal government to administer this survey to callers is \$2,463. This estimate reflects the cost of a third-party vendor and the time of federal staff who are on the GS-13 federal salary schedule in Washington D.C.² 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. The annual cost of retaining the service for the telephone survey through a third-party vendor is \$1,010. Therefore, \$1,453 + \$1,010 = \$2,463.

Online portal survey

The estimated annual cost to the federal government to administer this survey to the online portal users is \$1,453. This estimate reflects the time of federal staff who are on the GS-13 federal salary schedule in Washington D.C. As with the phone survey, 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.

The total cost to the federal government to administer the Help Desk survey is estimated at \$3,916 (\$2,463 + \$1,453).

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

² 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).

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