

## **Request for Approval under Department of Labor Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery**

**OMB Control Number 1225-0088**

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### **TITLE OF INFORMATION COLLECTION**

OFCCP Website Usability Survey

### **PURPOSE**

The U.S. Department of Labor’s (DOL) Office of Federal Contract Compliance Programs (OFCCP) administers and enforces three equal employment opportunity laws: Executive Order 11246, as amended; Section 503 of the Rehabilitation Act of 1973, as amended (Section 503); and the Vietnam Era Veterans’ Readjustment Assistance Act of 1974, as amended. These laws 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.

This one-time survey is broken down by three target audiences: contracting officers, federal contractors, and workers. The survey is intended to reach out to the primary user groups of the OFCCP website in an effort to discover insights into who they are, how they currently use the website, and what additional needs they have from OFCCP. Additionally, it seeks to determine if they already have familiarity with the agency and making them aware of assistance and resources OFCCP can provide. Participant feedback from these groups will help inform and improve the OFCCP website information architecture and navigation design by organizing and prioritizing user content.

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

### **DESCRIPTION OF RESPONDENTS**

Respondents will be users of the OFCCP website. Specifically, the survey will be administered to contracting officers, federal contractors, and workers.

### **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 individuals who use the OFCCP website.

Name:

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Office of Federal Contract Compliance Programs

**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**

**Category of Respondents:**

- Individuals or Households
- Private Sector
- State, local, or tribal governments
- Federal Government

Name of Instrument	No. of Respondents	Participation Time	Burden
Survey - Contracting Officers	30	10 minutes	5 hours
Survey - Contractors	30	10	5
Survey - Workers	30	10	5
<b>Totals</b>	<b>90</b>	-	<b>15 hours</b>

**FEDERAL COST**

The estimated annual cost to the federal government is \$1,987.50 for contract support analyzing and summarizing responses to the surveys.

**Selection of targeted respondents:**

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

Users will be selected from a list of OFCCP stakeholders and contacted via email.

**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