

**Supporting Statement B for Paperwork Reduction Act Submission
Technology Transformation Services - Candidate Experience Surveys**

B. Collections of Information Employing Statistical Methods

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection methods to be used.

Historically, the TTS Talent Team receives over 2,000 applications for our roles per year. All applicants will receive at least one of the three surveys we send out. Depending how far an applicant makes it in the hiring process determines whether they receive the remaining two surveys which address the interview and overall hiring process experience. The average survey response rate (for surveys in general) is 10-15% and therefore we expect that same response rate for our surveys.

2. Describe the procedures for the collection of information.

Once a job announcement has closed a survey will be sent out, using qualtrics, to all applicants. That information flows to a spreadsheet which we will use to create a report that averages the ratings given and produces an overall score of the experience. The raw data will also be reviewed to read through any comments that were inputted and to look for any trends to see if improvements in a particular section of the process or overall process needs to be improved. Once we review the qualified candidates sent to us by OHRM, we will review the applicants we are interested in interviewing. After interviews take place, we then send out another survey to all candidates who interviewed, also using google form. The same procedures outlined above take place in this stage as well. Lastly, a survey is sent out to all applicants who interviewed again asking about their overall experience. The same procedures outlined above take place in this stage as well.

3. Describe methods to maximize response rates and to deal with issues of non-response.

In order to maximize response rates and to deal with issues of non-response, we plan to encourage the completion of the surveys by letting applicants know that providing feedback is 100% optional, it is absolutely not required and it has no impact on their candidacy. Their responses are anonymous and only aggregate results will be shared with individual team members.

4. Describe any tests of procedures or methods to be undertaken.

We only test our surveys to ensure that they are functioning properly. The testing is done by employees within the team who are reviewing the survey responses.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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No individuals were consulted on statistical aspects of the design. Jennifer Moran and Amanda Schonfeld of the Business Operations team within Technology Transformation Services will analyze the information.