SUPPORTING STATEMENT
Technology Transformation Services: Candidate Experience Surveys
OMB Control Number: 3090-XXXX

PART A.

JUSTIFICATION

1. Explain the circumstances that make the collection of information necessary.

The Technology Transformation Services (TTS) works toward modernizing how the government uses technology as part of the Government IT Initiatives does. In order to meet this vital need, TTS must hire highly skilled technical talent. The current demand of technical talent is much higher than the supply so it is crucial that TTS provide a strong candidate experience to remain competitive with other, often more highly paid, opportunities. An exceptional candidate experience helps us make the hires we need as candidate experience is a large part of how applicants perceive an organization and how likely they are to apply and accept an offer.

Through the use of candidate surveys, the Talent Team will be able to better understand how candidates perceive the application, interview and overall recruitment process, and will inform how and where the team can make improvements. These improvements will help us better attract and hire prospective talent, ensuring we can staff TTS teams and agency partner projects with the best possible talent.

2. Indicate how, by whom, and for what purpose the information is to be used.

There will be three surveys that get sent out during different stages of the hiring process:

- Application Stage - These questions will be sent to everyone who applies to one of our roles. The focus is around the effectiveness of the JoinTTS website and Job Postings to help us assess if:
  - the Job Posting gave a clear understanding of the role and responsibilities of the position the candidate applied to
  - If the JoinTTS website was easy to navigate and gave a clear understanding of our process and the federal recruitment process
  - If candidates are able to understand the General Schedule (GS) Levels/Pay and how to create a Federal Style Resume, as a large majority of our candidates come from the private sector and are new to the federal government hiring process.
- Interview stage - These questions will only be sent out to candidates who were found qualified during the application stage and interviewed with us. The focus of these questions will be to understand if the candidate had a positive interview experience, specifically:
  - If the interviewer prepared, made the candidate feel comfortable, and gave the candidate an opportunity to ask questions
  - Did the questions being asked seem relevant to assessing the candidates knowledge, skills and abilities

- Did the candidate have a better understanding of the TTS organization and role they were interviewing for by the end of the interview
- Did the recruiter provide a clear understanding of what to expect during the interview process, as well as regular updates throughout the recruitment process
- Selected/Not Selected candidates - Candidates who have interviewed for a role will receive different surveys depending on whether they were selected for hire or not. The goal of the survey is to get an understanding of their overall recruitment experience . The difference between the two surveys is that the Selected candidate Survey includes the following prompt: My recruiter gave me a clear understanding of what to expect in the offer process?

These surveys will be reviewed and used by the Talent team and TTS Hiring working group to make any improvements to our hiring process such as improving our website content, our interviewer training, our interview guides, and our recruiter communications.

- [TTS Candidate Experience Survey - Application Stage](#)
- [TTS Candidate Experience Survey - Interview Stage](#)
- [TTS Candidate Experience Survey - Selected](#)
- [TTS Candidate Experience Survey - Not Selected](#)

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology.

The survey will be sent out using Qualtrics, which is a FedRamped application used within GSA for any surveys sent out to customers.

4. Describe efforts to identify duplication.

There is no existing candidate experience information available regarding our organization's hiring practices. Our hiring process is unique to TTS. The questions that we ask are specific to the role, our client needs and our organization's culture.

5. If the collection of information impacts small businesses or other small entities, describe any methods used to minimize burden.
N/A

6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing the burden.

TTS is competing for the same highly-skilled technical Talent as companies such as Amazon Web Services, Google, Facebook, etc. By not soliciting candidate feedback on a regular basis to improve our hiring practices and processes, we are risk missing indicators of unsatisfactory experience and ultimately losing candidates to these high profile companies who can generally offer higher salaries and better benefits.   For the best possible response rates providing the most accurate representative answers, it is important to send these surveys after each stage in the process while their experience is still fresh in their memories. If the survey is sent out less frequently it's unlikely the candidate will remember their full experience and provide us with the input we need. Candidates would only be asked to complete these surveys if they applied to a role and will not be contacted in the future.

7. Explain any special circumstances .

There are no circumstances in which our information would be collected in any of these manners.

8. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB.

A 60-day notice published in the *Federal Register* at 85 FR 32394 on May 29, 2020. No comments were received. A 30-day notice published in the *Federal Register* at 85 FR 53374 on August 28, 2020.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

We will not be providing gifts or payments to respondents.

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

We are not collecting email addresses or any PII on the forms that we send to candidates. Surveys are completely anonymous and only aggregate results will be shared with individual TTS team members.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

N/A

12. Provide estimates of the hour burden of the collection of information.

This estimate is based of the number of applications we get throughout the year (3,000) and the conversion rate of candidates who make it to our interview stage (2,200). All candidates who make it to the interview stage will receive either a selected or not selected survey as well. The Number of Respondents is based on a general average (15%) of people who respond to all surveys.

Form Name	Form No.	No. of Respondents	No. of Responses per Respondent	Average. Burden per Response (in hours)	Total Annual Burden (in hours)	Average Hourly Wage Rate	Total Annual Respondent Cost
Application	1	450	1	.05	23	$0	$0

Interview	2	330	1	.05	17	$0	$0
Selected/ Not Selected	3/4	330	1	.05	17	$0	$0
Total		**1,110**	**1**		**57**	**$0**	**$0**

13. Provide an estimate for the total annual cost burden to respondents or record- keepers resulting from the collection of information.

N/A

14. Provide estimates of annualized costs to the Federal Government.

There are no costs beyond the normal labor costs for staff. The surveys will be reviewed on a monthly basis which will result in no more than two hours of work to review the information for any trends and or technical issues. An employee who makes approximately $60 per hour (based on the OPM GS-14 hourly pay scale) will review these surveys for an approximate annual total of $744.

15. Explain the reasons for any program changes or adjustments reported on the burden worksheet.

This is a new information collection.

16. For collections of information whose results will be published, outline plans for tabulation and publication.

N/A

17. If you are seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

N/A

18. Explain each exception to the topics of the certification statement identified in Certification for Paperwork Reduction Act Submissions.

N/A