

**Request for Approval under the “Generic Clearance for the Collection of  
Routine Customer Feedback” HHS Online Customer Surveys (OMB Control  
Number: 0990-0379)**

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**TITLE OF INFORMATION COLLECTION:** ASPR Candidate Experience Survey

**PURPOSE:** The purpose of the ASPR Candidate Experience Survey is to gather information to improve the recruitment and hiring process at ASPR. Our team would like to learn more about candidate perceptions of the application and interview process and determine what (if any) challenges exist in our current procedures. This survey is a small part of efforts to gather more Human Capital metrics and improve the employee experience at ASPR.

**DESCRIPTION OF RESPONDENTS:**

All individuals who interview for a position with ASPR, whether they receive or accept a job offer, will be asked to respond to the survey.

**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 who have experience with the program or may have experience with the program in the future.

Name: Rebecca Frizzell

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  No  
Although the survey will not be collecting PII, we will be utilizing the participants’ email addresses to distribute the survey. This will allow us to send survey reminders to only those individuals who have not completed the survey, rather than the entire sample.
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 [ 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**

Category of Respondent	No. of Respondents	Participation Time	Burden hour
Individuals or Households	1000	5/60	83.33
<b>Totals</b>			

**FEDERAL COST:** The estimated annual cost to the Federal government is \$900\_\_\_\_\_

**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?  
[ x ] 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?

We will have a list of all individuals who interviewed for a federal position within ASPR in the last three months and we will send the survey link to all of them, regardless of whether they were offered or accepted the position. They will receive the survey through the following email:

Thank you for your interest in working for the Assistant Secretary for Preparedness and Response (ASPR). We would like to ensure that applying for a job with our organization is a positive experience for our applicants. Please help us accomplish this goal by completing a short (five minutes or less) survey. Your feedback will be used to improve our hiring processes.

**Follow this link to the Survey:**

[https://asprorgeffectiveness.az1.qualtrics.com/jfe/preview/SV\\_3WAzeLdSZkgEvt4?Q\\_CHL=preview&Q\\_SurveyVersionID=current](https://asprorgeffectiveness.az1.qualtrics.com/jfe/preview/SV_3WAzeLdSZkgEvt4?Q_CHL=preview&Q_SurveyVersionID=current)

Or copy and paste the URL below into your internet browser:

[https://asprorgeffectiveness.az1.qualtrics.com/jfe/preview/SV\\_3WAzeLdSZkgEvt4?Q\\_CHL=preview&Q\\_SurveyVersionID=current](https://asprorgeffectiveness.az1.qualtrics.com/jfe/preview/SV_3WAzeLdSZkgEvt4?Q_CHL=preview&Q_SurveyVersionID=current)

Thank you for your feedback!

ASPR Talent Acquisition

## 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

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**



Form Approved

OMB No. 0990-0379

Exp. Date 09/30/2023

Thank you for applying to work at ASPR! We want to get your feedback on the application process so we can improve the experience for future candidates. The following survey is expected to take about five minutes to complete, and your responses are confidential.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average 5 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, to review and complete the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

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What position did you apply for?

How did you learn about the job? Select all that apply.

- USAJobs
- LinkedIn
- Glassdoor
- Indeed.com
- Current or former ASPR employee
- Job fair
- Other - Please specify:

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Overall, how satisfied were you with the application process?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

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How well was the the hiring process (i.e., from application through selection decision) explained to you?

- Not well at all
- Slightly well
- Moderately well
- Very well
- Extremely well

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We want to know if the hiring manager communicated enough with you throughout the hiring process. Was it too little or too much?

- Far too little
- Too little
- About right
- Too much
- Far too much

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**Note: Only survey participants who select “Far Too Little” or “Too Little” will see the next question.**



What information would you have liked for ASPR to provide?

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The employees who interviewed me were professional (e.g., courteous, attentive, answered my questions).

- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree
- N/A, I was not interviewed

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**Note: Survey participants who select “N/A I was not interviewed” will skip the next two questions.**



The employees who interviewed me were respectful of my time.

Strongly disagree

Somewhat disagree

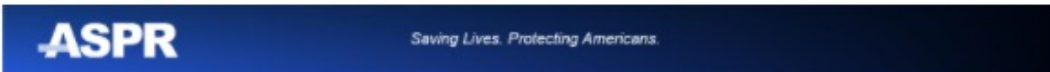
Neither agree nor disagree

Somewhat agree

Strongly agree

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The interview questions I was asked matched my understanding of the position.

Strongly disagree

Somewhat disagree

Neither agree nor disagree

Somewhat agree

Strongly agree

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I would recommend applying to work at ASPR to friends, family, or colleagues.

- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree

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What other feedback do you have for our hiring team?

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[Submit Survey](#)



Thank you for taking the time to provide feedback on your experience with applying for a position within ASPR. The information you shared will be used to improve our processes.

