

Supporting Statement for Paperwork Reduction Act Submissions

Title: USA Hire Assessment Satisfaction Survey

OMB Control Number: 3206-NEW

A. Justification

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.

In accordance with the Paperwork Reduction Act of 1995 (Public Law 104-13, May 22, 1995), this notice announces that the U.S. Office of Personnel Management (OPM) intends to submit to the Office of Management and Budget (OMB) a request for approval of a new information collection which USA Hire automates through online administration and collection.

The U.S. Office of Personnel Management (OPM) and other Federal agencies rate applicants for Federal jobs under the authority of 5 U.S.C. §§ 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394. 5 U.S.C. § 1104 allows OPM to authorize other Federal agencies to rate applicants for Federal jobs. Additional authorities regarding the collection of information to meet the hiring needs of Federal government agencies are contained in 5 U.S.C. §§ 3109, 3302, 3305, 3306, 3307, 3309, 3313, 3317, 3318, 3319, 3326, 4103, 4702, 4723, 5532, and 5533.

On June 26, 2020, Executive Order (EO) 13932 – Modernizing and Reforming the Assessment and Hiring of Federal Job Candidates – was issued, directing important, merit-based reforms to expand the use of valid, competency-based assessments in the Federal hiring process. EO 13932 is aligned with the federal workforce-related priorities enumerated in the President’s Management Agenda, issued by OMB in 2018 to establish a long-term vision for modernizing the Federal government and improving its ability to deliver mission outcomes, provide excellent service, and effectively steward taxpayer dollars on behalf of the American people.

As part of its mission, OPM provides technical assistance to Federal agencies to meet their most critical human capital challenges. OPM Human Resources Solutions (HRS) is the division dedicated to providing exceptional HR products and services to meet the dynamic human capital and training needs of the Federal Government. The OPM HRS Federal Staffing Center (FSC) organization provides Human Resources solution offerings to include USA Hire assessment products and services. USA Hire provides agencies with online, Human Resources-related assessment solutions, which include delivery of valid, competency-based assessments online in unproctored and proctored environments.

The administration of the optional USA Hire assessment satisfaction survey allows OPM HRS to continually measure applicant satisfaction and its effectiveness in delivering and presenting online competency-based assessments. Without this information collection, OPM would be unable to establish a long-term vision for modernizing delivery and improving user experience in its administration and delivery of online competency-based assessments. This satisfaction survey is completely optional for applicants. Neither an applicant’s decision to take the survey nor the responses of the survey have any impact on an applicant’s opportunity for employment.

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

OPM uses assessment satisfaction survey results in aggregate to measure the performance of the USA Hire program. OPM analyzes this data on a monthly basis to identify trends in applicant satisfaction. OPM reviews the data monthly and annually in aggregate; OPM does not view individual applicant responses. OPM uses this information to evaluate impact of recent technology and assessment content changes on the USA Hire applicant experience.

OPM uses the first question regarding the applicant's chosen venue to complete the assessments (public or private) to determine where applicants have chosen to take the assessments. OPM explicitly recommends applicants complete assessments in a location with limited background noise. Therefore, understanding the venue applicants choose assists assessment development professionals in evaluating trends that user behavior may have against assessment outcomes.

The second and third questions ask applicants about their sentiments regarding their user experience and the overall online assessment process. OPM strives to provide an online process that is user-friendly. OPM delivers assessments through its online USA Hire platform; OPM may make changes to the platform, or assessment content, through continual product releases. With survey response data, OPM can ensure that that technology and content changes do not detract, but instead maintain or improve the user experience and overall online assessment process.

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, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

OPM delivers USA Hire assessments through an online platform. OPM will offer the assessment satisfaction survey to all applicants upon completion of the online assessments. This survey is optional; the instructions for the survey clearly state that it is optional and that responses have no impact on the applicant's opportunity for employment. Applicants who choose to complete the satisfaction survey submit their responses electronically. By administering the survey immediately upon assessment completion, OPM ensures the applicant is responding to the questions while their sentiment and perceptions are recent. This electronic method of collection reduces applicant and agency administrative burden by eliminating time, labor and material costs typically associated with a pen-and-paper or batch administration.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

There is no alternative mechanism to collect the location and user experience relating to an applicant's experience completing online USA Hire competency-based assessments. This new information data collection becomes the sole source of this information.

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize.

This information collection would not impact small businesses or other small entities.

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

Without this information collection, OPM will be unable to internally evaluate the impact of its technology and content changes to USA Hire assessments on the public. Additionally, it will be unable to establish if USA Hire effectively delivers on mission, experience and taxpayer stewardship requirements outlined in current and future regulations, policies, and directives. Collecting the data less frequently would not be technically feasible within the platform today, would increase the potential for sample bias in the response data, and eliminate OPM's capability to immediately identify, track, and resolve unexpected negative trends in the applicant's assessment experience.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

- requiring respondents to report information to the agency more often than quarterly.
- requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;
- requiring respondents to submit more than an original and two copies of any document;
- requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records, for more than three years;
- in connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;
- requiring the use of statistical data classification that has not been reviewed and approved by OMB;
- that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or
- requiring respondents to submit proprietary trade secrets, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

Not applicable. Responses to the USA Hire assessment survey are provided on a strictly voluntary basis.

8. Federal Register Notice: Provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice soliciting comments on the information collection prior to submission to OMB.

The information collection was previously published in the Federal Register on 2 May 2023 at Volume # 88 FR Page 27929 allowing for a 60-day public comment period. No comments were received for this information collection.

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

No gifts or payments of any kind have been provided to any individuals who are connected to this collection.

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

This information collection is governed by the Privacy Act of 1974 and included in the system of records.

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. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

This information collection does not include questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

12. Provide estimates of the hour burden of the collection of information. The statement should:

- a. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desired. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.
- b. If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.
- c. Provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost of contracting out or paying outside parties for information collection activities should not be included here. Instead, this cost should be included in Item 14.

The average completion time for the form, review of responses for accuracy and completeness, and submission is estimated at 1 minute per individual, yielding an estimated annual burden of 3,333.33 hours. For the purpose of approximating burden, this was rounded up to 3,400 hours.

Type of Respondent	Collection Name	No. of Respondents	No. of Responses per Respondent	Avg. Burden per Response (in hours)	Total Annual Burden (in hours)
Applicants completing assessments	USA Hire Assessment Satisfaction Survey	200,000	1	0.0167 hours	3,400 hours

13. Provide an estimate of the total annual cost burden to respondents or recordkeepers resulting from the collection of information. (Do not include the cost of any hour burden shown in Items 12 and 14.)

The cost estimate should be split into two components: (1) a total capital and start-up cost component (annualized over its expected useful life); and (b) a total operation and maintenance and purchase of services component. The estimates should take into account costs associated with generating, maintaining, and disclosing or providing the information. Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred. Capital and start-up costs include, among other items, preparations for collecting information such as purchasing computers and software; monitoring, sampling, drilling and testing equipment; and record storage facilities.

If cost estimates are expected to vary widely, agencies should present ranges of cost burdens and explain the reasons for the variance. The cost of purchasing or contracting out information collection

services should be a part of this cost burden estimate. In developing cost burden estimates, agencies may consult with a sample of respondents (fewer than 10), utilize the 60-day pre-OMB submission public comment process and use existing economic or regulatory impact analysis associated with the rulemaking containing the information collection as appropriate.

Generally, estimates should not include purchases of equipment or services, or portions thereof, made: (1) prior to October 1, 1995, (2) to achieve regulatory compliance with requirements not associated with the information collection, (3) for reasons other than to provide information to keep records for the government, or (4) as part of customary and usual business or private practices.

No cost or burden which is not already included in Item 12 or 14 exists for this information collection.

14. Provide estimates of annualized cost to the Federal Government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing and support staff), and any other expense that would have been incurred without this collection of information. You may also aggregate cost estimates for Items 12, 13, and 14 in a single table.

The annualized cost to the Federal government of administering and maintaining the survey through the existing USA Hire platform is estimated at \$20,000. This cost includes overhead, direct labor, forms design, development, and agency support.

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I. Changes in hour burden, i.e., program changes or adjustments made to annual reporting and recordkeeping **hour** and **cost** burden. A program change is the result of deliberate Federal government action. All new collections and any subsequent revisions of existing collections (e.g., the addition or deletion of questions) are recorded as program changes. An adjustment is a change that is not the result of a deliberate Federal government action. These changes that result from new estimates or actions not controllable by the Federal government are recorded as adjustments.

This is a new information collection, and no previous estimates exist for adjustment.

16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

No information collected from the form will be published.

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

Not applicable. Display of OMB Control Number and expiration date is acceptable.

18. Explain each exception to the certification statement identified in Item 19 "Certification for Paperwork Reduction Act Submissions," of OMB Form 83-I.

No exceptions are requested for this collection.