Request for Approval under the "DOL Departmental Generic Clearance for the Collection of Routine Customer Feedback"
(OMB Control Number: 1225-0088)

TITLE OF INFORMATION COLLECTION:

Job Corps Admissions Customer Satisfaction Survey

PURPOSE

The purpose of this information collection is to collect feedback from prospective Job Corps students (i.e., Prospects and Applicants) about their experiences with the Job Corps recruitment and admissions processes. Such feedback would allow the Job Corps National Office (JCNO) to identify customer service issues and improve its outreach and admissions practices to better serve potential students.

The JCNO is proposing to conduct voluntary, anonymous, web-based surveys of Job Corps prospects and applicants using multiple distribution methods. JCNO plans to repeat the survey periodically, at least annually, to monitor customer satisfaction over time.

DESCRIPTION OF RESPONDENTS:

Respondents will be individuals ages 16-24 who have contacted Job Corps about enrolling but have not yet initiated a formal application ("Prospects") and those who have initiated and/or submitted a formal application ("Applicants").

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [√] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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:___Andrea Kyle_____

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

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 Respondent	No. of Respondents	Participation Time	Burden
Individuals - Job Corps Prospects	500	3 minutes	25 hrs
Individuals - Job Corps Applicants	500	3 minutes	25 hrs
Totals	1,000	3 minutes	50 hrs

FEDERAL COST: The estimated annual cost to the Federal government is $4,879.20. This cost is based on 30 hours of contractor time for a survey administration and analysis ($147.64 per hour at average contract rate) and the cost of procuring survey software ($300).

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?
<div align="center">[] Yes [√] No</div>

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?

The web-based survey will be offered to all individuals who made initial contact with or began an application to Job Corps during the survey period or within the 90 days preceding the survey launch. Job Corps will solicit responses from customers by distributing the survey link and QR code through multiple channels, including:

- email survey invitation sent to all eligible prospects and applicants using contact information maintained by the Job Corps Data Center
- emails sent by admissions customer service personnel with a link to the survey
- Job Corps communications otherwise being sent to customers, such as newsletters, emails, and text messages
- Job Corps website

A single survey link will take respondents to a web-based survey instrument that uses branching to direct prospects and applicants to questions targeted to their status in the application process. The branching is based on how respondents answer the first question of the survey. Respondents will also have the opportunity to complete the survey in Spanish.

Each survey will close upon receipt of 1,000 total responses (up to 500 responses each from prospects and applicants) OR after a fielding period of 90 days, whichever comes first.

There is no plan to use statistical methods.

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