

## **Request for Approval under Department of Labor Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery**

**OMB Control Number 1225-0088**

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### **TITLE OF INFORMATION COLLECTION**

OFCCP Learning Management System (Contractor Compliance Institute) Account Creation Form

### **PURPOSE**

The U.S. Department of Labor’s (DOL) Office of Federal Contract Compliance Programs (OFCCP) administers and enforces three equal employment opportunity laws: Executive Order 11246, as amended; Section 503 of the Rehabilitation Act of 1973, as amended (Section 503); and the Vietnam Era Veterans’ Readjustment Assistance Act of 1974, as amended. These laws prohibit covered federal contractors and subcontractors (hereinafter collectively referred to as “contractors”) from discriminating based on race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran. Additionally, contractors are prohibited from taking adverse employment actions against applicants and employees for inquiring about, discussing, or disclosing information about their pay or the pay of their co-workers, subject to certain limitations.

In 2020, OFCCP implemented a new publicly facing website for its contractor training. The website hosts a Learning Management System (LMS) that OFCCP uses to register participants for training courses. The training includes several educational courses intended to inform contractors about the requirements of equal opportunity employment laws and the creation and maintenance of affirmative action programs. OFCCP collects contact information, and industry information from users in order to create their accounts in the system.

### **DESCRIPTION OF RESPONDENTS**

Respondents will be users who create accounts on the LMS.

### **TYPE OF COLLECTION (Check one)**

- |   |   |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form                   | <input type="checkbox"/> Customer Satisfaction Survey                   |
| <input type="checkbox"/> Usability Testing ( <i>e.g.</i> , Website or Software) | <input type="checkbox"/> Small Discussion Group                         |
| <input type="checkbox"/> Focus Group  | <input checked="" type="checkbox"/> Other: Account creation information |

## 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 individuals who create an account on the LMS and take a customer satisfaction survey.

Name:

Tina Williams  
Acting Deputy Director of OFCCP and Director of Policy & Program Development  
Office of Federal Contract Compliance Programs

### 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  N/A

### Gifts or payments:

Is an incentive (*e.g.*, money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

### BURDEN HOURS

OFCCP estimates that approximately 1,000 respondents will create an account, and that it takes .25 hours to complete this task. The total burden is 250 hours and is summarized in the table below:

Category of Respondents	No. of Respondents	Participation Time	Burden Hours
Private Sector	1,000	0.25 hours	250 hours
<b>Totals</b>	<b>1,000</b>	<b>0.25 hours</b>	<b>250 hours</b>

## FEDERAL COST

The estimated annual cost to the federal government is \$608.30. This estimate is based on agency staff spending approximately 10 hours each year maintaining the LMS accounts (\$60.83<sup>1</sup> x 10 hours = \$608.30).

### The Selection of targeted respondents:

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?  Yes  No

### 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

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<sup>1</sup> The cost is based on GS-13, Step 5 pay. See “Salary Table 2023-DCB Incorporating the 4.1% General Schedule Increase and a Locality Payment of 32.49% For the Locality Pay Area of Washington-Baltimore-Arlington, DC-MD-VA-WV-PA,” available at [https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2023/DCB\\_h.pdf](https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2023/DCB_h.pdf) (last accessed November 2023).