

**Request for Approval under the "Generic Clearance for Improving
Customer Experience: OMB Circular A-11, Section 280
Implementation"**

(OMB Control Number: 1225-0093)

TITLE OF INFORMATION COLLECTION: Employee Training
Administration- Job seeking and career advancement Customer
Interviews

PURPOSE OF COLLECTION: To better understand the different
audiences that use career services such as American Job Centers
and websites like careeronestop.org, and make recommendations
for how the services DOL provides such as CareerOneStop can
better serve the needs of those audiences.

TYPE OF ACTIVITY: (Check one)

- Customer Research (Interview, Focus Groups)
 Customer Feedback Survey
 User Testing

ACTIVITY DETAILS

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. Who will you collect the information from?

We will collect the information from the following
individuals:

- Job seekers (who we will recruit through online
surveys as well as in-person intercepts at
American Job Centers)

- American job center employees (who we will schedule interviews with through our client contact)
- High school guidance counselors and college career counselors (who we will recruit by reaching out to schools)

To recruit a diverse group of participants, we will be going to various AJCs across the country in various locale.

We will be working with National Employment Law Project to help us reach people from different populations such as seniors, returning citizens.

We will be working with Source America to reach workers with disabilities.

3. How will you ask a respondent to provide this information?

We will gather information through synchronous video or phone interviews with participants and in-person intercepts at American Jobs Centers.

4. What will the activity look like?

The activity will be an interview, a conversation about the participants' experiences with job searching, researching careers, changing careers, and/or looking for scholarships (all activities that can be done on careeronestop.org). Participants may also show researchers how they navigate the website and think out loud as they try to accomplish their goals on the site. These activities will be done synchronously online through Zoom, as well as in-person at American Job Center locations.

5. Please provide your question list.

The full list of questions is in the attached moderator guide.

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

6. When will the activity happen?

We plan to conduct these interviews during the month of December 2022 and January 2023.

7. Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?

Yes No

Participants will receive a \$100 visa gift cards digitally or by mail.

BURDEN HOURS [MOU1]

Category of Respondent	No. of Respondents	Participation Time (hours)	Burden Hours
Jobseeker with barriers to employment	5	1	5
American Job Center customers	12	1	12
American Job Center employees	12	1	12
Other workforce professionals	2	1	2
Totals	31	1	31 hours

CERTIFICATION:

I certify the following to be true:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial and do not raise issues of concern to other Federal agencies;

4. Any 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 near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered is intended to be used for general service improvement and program management purposes
7. Upon agreement between OMB and the agency aggregated data may be released as part of A-11, Section 280 requirements only on performance.gov. Summaries of customer research and user testing activities may be included in public-facing customer journey maps.
8. Additional release of data will be coordinated with OMB.

Name: Marisela Douglass

All instruments used to collect information must include:

OMB Control No. 1225-0093

Expiration Date: 02/29/2024
