

**Request for Approval under the “Fast Track Generic Clearance for the
Collection of Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 0704-0553)**

TITLE OF INFORMATION COLLECTION: NSA Candidate Feedback Survey

PURPOSE: Customer/candidate satisfaction qualitative survey.

Imagine going from zero feedback to incremental qualitative feedback in order to guide enhancements of the NSA’s hiring processes and candidate’s experiences. NSA’s Talent Identification and Acquisition organization is seeking a generic clearance to survey and examine candidates’ hiring experiences, understanding, and/or preferences as a mechanism to collect customer feedback. Ultimately to identify and address areas of concern but also implement changes as deemed necessary.

This survey would be conducted through an optional and anonymous online survey sent to candidates at 2 stages of the hiring processes:

- **Conditional Job Offer (CJO)** – The time period between after the application submission to the CJO offer. The candidate would go through the application process, interview process (On Demand or Live Interview), interacted with HR Techs (sending over resumes and transcripts, filling out HR Forms), filled out their security forms to begin the suitability process and have interacted with their POCs (Recruiter/Hiring Manager).
- **Final Job Offer (FJO)** – The longest period of the hiring process where the candidate has been through and successfully completed the suitability process (Psych and Polygraph) and received the final job offer.

The survey platform will be QuestionMark:

E-Assessment is a complete assessment system, powered by QuestionMark, the low-side equivalent to e-survey (high-side), a government supported tool. Enables users to create questions and organize them into exams, quizzes, tests, or surveys, to schedule participants to take assessments and to view assessment results in twelve different report types. e-Assessment can be integrated with other learning technology systems such as VUport (SumTotal©) and e-Campus (Blackboard©) and supports major standards including IMS Question Test Interoperability (QTI), Aviation Industry Computer-Based Training (CBT) Committee (AICC), Shareable Content Object Reference Model (SCORM), and HR-XML.

Under the auspice of the Director’s Big Move; Build and Sustain a Diverse Expert Workforce NSAs Talent Identification and Acquisition Organization is investing in technology improvements that focus on two primary outcomes: speed and efficiency in the hiring process and enhanced candidate experience.

DESCRIPTION OF RESPONDENTS:

Prospective NSA Candidates – Survey respondents will be combination of applicants who have applied for a position at NSA and have been received a CJO and/or an FJO.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion 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 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: Kathryn LaPlaca

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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
NSA Candidates	20,000	20 minutes	6,667 hours
Totals	20,000	20 minutes	6,667 hours

PUBLIC COST: The estimated annual cost to the public is \$113,400

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?
☒ 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?

Every candidate who receives a Conditional Job Offer (CJO) and Final Job Offer (FJO). CJO's and FJO's happen after interview and during security processing which can take anywhere from six to nine months or years+ for some. Every candidate who gets a CJO and/or FJO will have an opportunity to participate in an optional/anonymous customer satisfaction survey.

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.