

REQUEST FOR RECORDS DISPOSITION AUTHORITY (See Instructions on reverse)			LEAVE BLANK (NARA use only)	
TO NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408			JOB NUMBER N1-257-04-01	
1. FROM (Agency or establishment) US DOL / Bureau of Labor Statistics			DATE RECEIVED 10/28/2003	
2. MAJOR SUBDIVISION Office of the Commissioner			NOTIFICATION TO AGENCY	
3. MINOR SUBDIVISION Quality Management Staff			In accordance with the provisions of 44 U.S.C. 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
4. NAME OF PERSON WITH WHOM TO CONFER		5. TELEPHONE	DATE	ARCHIVIST OF THE UNITED STATES
April Judd, Records Coordinator		202-691-6007	4-8-04	John W. Carl
6. AGENCY CERTIFICATION				
I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached <u>2</u> page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,				
<input checked="" type="checkbox"/> is not required; <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.				
DATE	SIGNATURE OF AGENCY REPRESENTATIVE		TITLE	
10/20/03	<i>Louise L. Henderson</i> Louise L. Henderson		Chief, Branch of Printing, Mail, and Records Management	
7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION		9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	SEE ATTACHED			
<i>cc Agency, NARA, NWCT</i> 115-109				

115-109

NSN 7540-00-634-4064

PREVIOUS EDITION NOT USABLE

STANDARD FORM 115 (REV. 3-91)

Prescribed by NARA
36 CFR 1228

Customer Service Survey Records

Customer service surveys designed by various BLS offices are used to evaluate the customers' experience when requesting statistical data from the agency. These surveys are given to customers who contact the BLS via mail, telephone, electronic mail, or the public website (<http://www.bls.gov>)

The information collected through these surveys will be used as a tool to gauge customer satisfaction and to improve our work methods, procedures, and/or products. Surveys may be in one of the following formats: hardcopy forms that are mailed to and completed by the customer, electronic forms that are emailed to and completed by the customer, hardcopy or electronic forms that are completed by an analyst during a telephone session with the customer, and Web-based forms that are completed and submitted by the customer during an on-line session.

The sample size and frequency vary by survey and/or activity. Participation in any of the surveys is voluntary. Data collected or maintained by, or under the auspices of the Bureau -- under a pledge of confidentiality -- shall be treated in a manner that will ensure that individually identifiable data will be accessible only to authorized persons and will be used only for statistical purposes made known in advance to the respondent.

This schedule also applies to the American Customer Satisfaction Index (ACSI) and other surveys developed by third-party organizations or institutions to which BLS provides sample data.

All schedule items are considered *business confidential*. All hardcopy records must be stored in a locked cabinet.

a. Survey Instrument.

(1) Textual Questionnaires - questionnaires completed and returned by respondents, or completed by analysts during telephone sessions with the respondents.

TEMPORARY. Cutoff after all survey forms have been received and information has been entered in the electronic file and verified. Retire to Washington National Records Center (WNRC) when 3 years old, destroy when 5 years old.

(2) Electronic Questionnaires - questionnaires completed and returned by respondents via electronic mail or during an on-line session, or completed by analysts during telephone sessions with respondents. Included are surveys that are part of or embedded in electronic mail messages.

TEMPORARY. Cutoff after information has been entered in or migrated to the electronic file and verified. Delete from system when 5 years old.

b. Call Sheets – textual forms identifying names, addresses, and phone numbers of survey participants.

TEMPORARY. Destroy when 5 years old.

c. Electronic Data File - Electronic spreadsheet or database file that contains information submitted by survey respondents; may also include summary of said respondent information.

TEMPORARY. Delete when no longer needed for reference purposes.

d. Electronic Mail Messages – senders' and recipients' copies of electronic mail messages, and any attachments, that relate to the survey. Included are electronic mail messages requesting or authorizing participation in surveys, or requesting or providing additional information regarding survey responses.

(1) A recordkeeping copy must be printed and filed with associated survey instrument. All available metadata should be included with message.

TEMPORARY. Destroy when 5 years old.

(2) Copies in addition to the recordkeeping copy that have no further administrative value, such as copies maintained in personal files, personal electronic mail directories, or other personal directories on hard disk or network drives, and copies on shared network drives.

TEMPORARY. Delete from electronic mail system within 180 days after the recordkeeping copy has been produced.

(3) Copies in addition to the recordkeeping copy that are maintained for further dissemination, revision, or updating.

TEMPORARY. Delete from electronic mail system when dissemination, revision, or updating is completed.

e. Administrative Records Associated with Customer Service Surveys – documents such as background material, correspondence, internal instructions and/or procedures, and the like.

TEMPORARY. Destroy when no longer needed for reference purposes.

f. Electronic Word Processing System Copies

(1) Copies in addition to the recordkeeping copy that have no further administrative value, such as copies maintained in personal files on hard disk or network drives, and copies on shared network drives.

TEMPORARY. Delete from electronic mail system within 180 days after the recordkeeping copy has been produced.

(2) Copies in addition to the recordkeeping copy that are maintained for further dissemination, revision, or updating.

TEMPORARY. Delete from electronic mail system when dissemination, revision, or updating is completed