REQUEST FOR RECORDS DISPOSITION AUTHORITY

(See Instructions on reverse)

TO NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR)
WASHINGTON, DC 20408

1. FROM (Agency or establishment)

Department of Labor

2. MAJOR SUBDIVISION

Office of the Secretary of Labor

3. MINOR SUBDIVISION

Office of the Assistant Secretary for Policy (OASP)

4. NAME OF PERSON WITH WHOM TO CONFER

Roxanna Bullock/ Paul Hyland

5. TELEPHONE

(202) 693-5907
(202) 693-5085

LEAVE BLANK (NARA use only)

JOB NUMBER N1 - 174-01-1

DATE RECEIVED 1-31-01

NOTIFICATION TO AGENCY

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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.

DATE 12-4-01

ARCHIVIST OF THE UNITED STATES John W. Carl

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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 _____ 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,

[X] is not required; [ ] is attached; or [ ] has been requested.

DATE 01-24-01

SIGNATURE OF AGENCY REPRESENTATIVE *Maureen Hill* Maureen Hill

TITLE *Departmental Records Officer*

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7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	Please see attached.		

115-109
NSN 7540-00-634-4064
PREVIOUS EDITION NOT USABLE

STANDARD FORM 115 (REV. 3-91)
Prescribed by NARA
36 CFR 1228

Agency: Department of Labor

Name of the system: Internet Customer Satisfaction Survey
Inclusive dates: 05/30/00 to present

Unit: The Office of the Assistant Secretary for Policy (OASP) is responsible for providing diverse technical support functions to the Secretary, Office of the Secretary, Assistant Secretary for Policy, and line and staff agencies of the Department of Labor These technical support functions include program and policy analyses, computer programming and computer information resource management. In addition, the OASP has a leadership role in planning, coordinating, developing and evaluating the Department's public Internet web site.

1. **Inputs:** Customer Satisfaction Surveys completed on-line by the public. In order to better evaluate the DOL web site, OASP has constructed a web-based, Internet Customer Satisfaction Survey Form application. The OASP will use the resulting records to ascertain the usefulness of the DOL web site by the public. This information will provide the Department with a way to monitor and determine if users are finding the information they are looking for, how useful the information is to the user, and how easy DOL's web site is to navigate. This information will provide OASP with a better understanding of why users have visited the DOL web site and provide feedback on what information the users hope to capture. The surveys will not result in changes to DOL's policies or procedures and completion of the form by the public is voluntary. No personally identifying information will be collected from the public or captured by DOL when users complete the Customer Satisfaction Survey form

    Disposition: Temporary Delete 18 months after information has been entered and confirmed

2. **Master file:** One database record is created for each answered survey System contains records created from May 30, 2000 to present Fields include:
    - id - a unique identifier
    - agency id, - internal id that identifies what agency this form was submitted for
    - looking for - 255 Character field that the user fills out
    - found - the user rates whether they found what they were looking for on a scale of 1 - 5
    - useful - Did the user find the site useful on a scale of 1 - 5 ?
    - navigate - How easy was the site to navigate on a scale of 1 - 5 ?
    - comments - Any text
    - url - The URL of the web page that linked to the feedback home page
    - submitted - date and time the form was submitted
    - user agency id - internal id of the agency of the user who submitted the form Only applies to forms submitted on DOL computers. It will be blank on public records

    Disposition: Temporary. Delete 18 months after data was entered into the Master File.

3. **Outputs:** Summary reports of completed surveys

   a. Electronic copy:

   Disposition· Temporary. Delete when no longer needed for reference.

   b. Paper copy:

   Disposition: Temporary   Destroy when no longer needed for reference

4. **System Documentation** including code sheet and other system documentation.

   Disposition: Temporary   Destroy or delete when system is upgraded or superseded.