

# **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1557-0248)**

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## **TITLE OF INFORMATION COLLECTION:**

Office of the Comptroller of the Currency - Office of Public Affairs - Outreach Coordination Program

## **PURPOSE:**

The purpose of the data collection is to assess the effectiveness of the OMWI technical assistance outreach program. Pursuant to the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 (12 USC 5452), the OMWI agencies are required to develop standards for coordinating technical assistance to minority- and women-owned businesses. This collection of information will seek routine customer feedback about the OMWI technical assistance efforts.

The customer feedback survey will be conducted approximately one-week after the participants participate in the OMWI Vendor Technical Assistance Event “Connections That Count.”

## **DESCRIPTION OF RESPONDENTS:**

Businesses (also known as vendors) will participate in a 6 hour event to learn about doing business with federal financial regulators, considerations for successful teaming, blueprint for growth, and federal contracting opportunities available for small businesses. The event is intended to provide technical assistance for small businesses and women- and minority-owned businesses interested in beginning or increasing their contract opportunities with the federal government through a better understanding of the procurement process.

We anticipate approximately 300 businesses will participate (mostly small business and/or minority- and women-owned businesses). All businesses who participate will receive the voluntary customer feedback request.

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

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

## **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.

- 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: **OCC Event Evaluation Form**

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

- Is personally identifiable information (PII) collected?  Yes  No
- If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
- If Applicable, has a System or Records Notice 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
Event attendees of OCC-sponsored outreach events	3,000	.25	750
<b>Totals</b>			<b>750*</b>

\*Approximate number

**FEDERAL COST:** The estimated annual cost to the Federal government is zero.

**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**

- 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?

The sample will be all of the email addresses which were provided when the participants registered for the event.

**Administration of the Instrument**

- How will you collect the information? (Check all that apply)  
 Web-based or other forms of Social Media  
 Telephone

- In-person
- Mail
- Other, Explain (email)

2. Will interviewers or facilitators be used?  Yes  No