

# 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 (OCC) – Bank Supervision Policy – Community Affairs – Community Affairs Outreach Events

## PURPOSE:

The Community Affairs Outreach group at the OCC is responsible for conducting outreach with OCC-supervised banks and community organizations on issues related to community development and bank obligations under the Community Reinvestment Act (CRA). Each year we organize a handful of in-person events and webinars on one of these issues for external audiences. We are interested in collecting feedback from these events’ external participants in order to assess their perception of the organization, content, time allotted, and overall benefit of these events. The events surveys would be sent to participants by email after the conclusion of each event, along with a thank-you note.

## DESCRIPTION OF RESPONDENTS:

The nexus of all invited participants is an interest in community development and CRA-related issues. The typical event would include staff of OCC-supervised financial institutions, staff of non-OCC-supervised financial institutions, staff of private not-for-profit organizations, staff of private for-profit organizations, staff of government agencies, and other community development stakeholders. We have over 200 registrants for the first scheduled event and we expect the level of interest in the rest of the events to be the same. We expect our staff to organize about four such events per year.

## 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: <u>Webinar/Event Evaluation Survey</u> |

## 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: **Ammar Askari**

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. 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 [X] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
OCC-Supervised Financial Institutions	100	2 minutes	3.33 hours
Community Development Stakeholders (various)	100	2 minutes	3.33 hours
<b>Estimated Totals per event</b>	<b>200</b>		<b>6.66 hours</b>
<b>Estimated Total for four events per year</b>	<b>800</b>		<b>26.64 rounded to 27 hours</b>

**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**

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?  
[ X ] 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 the registrants that provided an e-mail addresses upon registration for the event. The respondents to the survey will comprise the feedback collection sample.

**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 (e-mail)

2. Will interviewers or facilitators be used?  Yes  No

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

Attached: Evaluation Form