

**Office of the Comptroller of the Currency**  
**Supporting Statement**  
**Communications Questionnaire and Usability Test Survey**  
**OMB Control No. 1557-0226**

A. Justification

1. Circumstances that make the collection necessary:

This information collection provides the OCC with information needed to properly evaluate the effectiveness of the OCC's communications products, such as booklets, issuances, CDs, and Web site. The OCC collects information from national banks regarding the quality, timeliness, and effectiveness of OCC communications products, such as booklets, issuances, and CDs, and proposes to expand its collection to include a usability test of its website. Case scenarios would be presented to users to test their ability to find information or complete a task on the website.

2. Use of the information:

The OCC uses the information to evaluate the quality, timeliness, and effectiveness of its communications products. The OCC also uses the information to identify problems and to improve its service to national banks and customers of the national banking system.

Completed questionnaires provide the OCC with information needed to properly evaluate the effectiveness of its paper products and would provide information needed to properly evaluate its electronic communications products. The OCC uses the information to identify problems and to improve its service to national banks.

3. Consideration of the use of improved information technology:

Users may submit this information collection directly to the OCC via its public website, its Extranet or in hard copy. The questionnaire also would be made available on the OCC's National BankNet, if bankers wish to respond electronically.

4. Efforts to identify duplication:

This information collection is unique and is not duplicated anywhere.

5. Methods used to minimize burden if the collection has an impact on small entities:

This information collection has a minimal impact on businesses, including small businesses or other small entities.

6. Consequences to the Federal program if the collection was conducted less frequently:

This information is collected in conjunction with the use of and enhancements to the OCC communications products. Less frequent collection would negatively impact the reliability of the data and ensuing recommendations for improvements.

7. Special circumstances necessitating the collection to be conducted in a manner inconsistent with 5 CFR Part 1320:

Not applicable. This information collection is conducted in accordance with OMB guidelines in 5 CFR 1320.

8. Efforts to consult with persons outside the agency:

On February 15, 2008, the OCC published a notice in the Federal Register soliciting comments for 60 days on this information collection (73 FR 8931). The OCC received no comments.

9. Payment to respondents:

None.

10. Any assurance of confidentiality:

Responses will be kept confidential. In addition, we will accept anonymous responses.

11. Justification for questions of a sensitive nature:

There are no questions of a sensitive nature.

12. Burden estimate:

The OCC estimates the burden as follows:

Estimated Number of Respondents:

Communications Questionnaire: 2,600  
Usability Test: 300.

Estimated Frequency of Response: 1 to 2 times annually.

Estimated Time per Respondent:

Communications Questionnaire: 10 minutes  
Usability Test: 1 hour.

Estimated Total Annual Burden: 1,100 hours.

The OCC estimates the cost of the hour burden to respondents as follows:

Middle management/technical: 100% @ 1100 @ \$40 = \$ 44,000  
Total cost to respondents: = \$ 44,000

13. Estimate of the total annualized cost to respondents:

There are no capital or start-up costs associated with this collection. In addition, there are no system and technology acquisition or operation and maintenance costs.

14. Estimate of annualized cost to the Federal government:

None.

15. Changes in burden:

Former burden:  
2,300 respondents; 767 burden hours

Current burden:  
2,600 respondents; 1,100 burden hours

Difference:  
+ 300 respondents; + 333 burden hours

16. Information regarding collections whose results are planned to be published for statistical use:

Not applicable.

17. Display of expiration date:

Not applicable. The OCC will display the OMB control number and expiration date on the first page of the collection.

18. Exceptions to certification statement:

None.

B. Collections of information employing statistical methods

Not applicable.