

OCC.gov Prototype 3 Usability Testing Questions

1. **Unauthorized:** The ‘Unauthorized Banks List’ for 1996-2006 indicates that the Allied Boston Bank is conducting banking business in the United States without authorization. Where is the bank located?
2. **Enforcement:** Which Georgia bank had an OCC enforcement action against it in May, 2007?
3. **APRWIN:** What is the current version of this program?
4. **Check21Act:** The "Check 21 Act," which enabled banks to lawfully convert paper checks to purely electronic formats, became effective on what date?
5. **Changing:** Under applicable federal and state law, certain types of depository institutions may change their charter to become national banks. What types of institutions are allowed to do this?
6. **Bulletin:** Did OCC take any actions on corporate applications in California during the most recent reporting period?
7. **Field:** You have relocated to Georgia to manage a national bank. Where is the Georgia Field Office located?
8. **Community:** What is the topic featured in “Community Developments *Insights*” published in June 2007?
9. **Minority:** What is the date of the OCC Policy Statement on Minority-Owned National Banks?
10. **Event:** Where is the Credit Risk Workshop: “Credit Risk: A Director’s Focus” scheduled for October 11, 2007 going to be held?

Customer Satisfaction Post-Test Questions:

1. What was your overall reaction to the site?
2. What did you like best about the site?
3. What did you like least about the site?
4. What improvements would you make to the site?