

OCC Communications Questionnaire

Name: _____	Phone: _____
Title: _____	Department: _____
E-mail: _____	
Bank Name: _____	Total Assets:\$ _____
City: _____	State: _____ Zip: _____

1 **How do you prefer to receive information from the OCC?**
 Printed Publications OCC Web site National BankNet e-files compact disk All

2 **How do you rate the amount of information you receive from the OCC?**

Printed Publications:	<input type="radio"/> Not enough	<input type="radio"/> Right Amount	<input type="radio"/> Too much	<input type="radio"/> N/A
National BankNet:	<input type="radio"/> Not enough	<input type="radio"/> Right Amount	<input type="radio"/> Too much	<input type="radio"/> N/A
OCC Web site:	<input type="radio"/> Not enough	<input type="radio"/> Right Amount	<input type="radio"/> Too much	<input type="radio"/> N/A

3 **What do you like about the OCC's communications (printed publications, OCC Web site, e-files compact disk)?**

4 **How could they be improved?**

OCC ELECTRONIC COMMUNICATIONS

5a **How often do you visit the OCC's Web site (<http://www.occ.treas.gov>)?**
 Once a week Twice a month Once a month Once every two months Never

b **If never, why not?**

c **If you do visit, what do you think about the Web site?**

d **How do you think it could be improved?**

6 **When you visit the OCC's Web site, what information do you find most useful?**

	<u>Useful</u>	<u>Not useful</u>	<u>No Opinion</u>	<u>Did not visit</u>
What's New:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Banker Education:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Affairs:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corporate Applications:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CRA Information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Assistance:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Banking:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FOIA:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Issuances:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Interpretations:
- Publications:
- Public Information:
- Regulatory Information:
- Weekly Bulletin:

7 How easy is it to find information on:

- a OCC's Web site? Easy Average Difficult No opinion
- b National BankNet? Easy Average Difficult No opinion

8 What information would you like to see added to OCC's Web site?

9a Are you a registered member of National Banknet? Yes No

b If yes, what do you like about the National BankNet site?

c How do you think it could be improved?

d What information or transactional applications would you like to see added to National BankNet?

10a Have you used e-files, the OCC's electronic library compact disk? Yes No

b If so, what do you like about e-files?

c How do you think it could be improved?

OCC PRINTED COMMUNICATIONS

11a Please rate the following OCC types of publications (*low 1 2 3 4 5 high*)

	OCC Bulletins	Advisory Letters	Quarterly Journal	Comptroller's Handbook Booklets
Clarity:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Conciseness:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Informative/ Useful:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Completeness:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Overall Quality:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

b What other OCC publications do you find useful?

- Advisory Letters
- Alerts
- Comptroller's Corporate Manual
- Comptroller's Handbook
- Comptroller's Handbook for Asset Management
- Comptroller's Handbook for Compliance

- Economics Working Papers
- National Bank Community Development Investment Directory
- OCC Bulletins
- Red Flags in Board Reports
- Interpretations and Actions
- National Bank Director's Toolkit
- Quarterly Journal
- The Director's Book

- c Do you use the *Quarterly Journal*? Yes No
- d Would an annual report, instead of the *Quarterly Journal* be acceptable to you? Yes No
- e Comments:

12a How often have you had problems with or needed to clarify an OCC information product?

- Never Occasionally Usually Always

b What kinds of problems?

c Did the OCC satisfactorily resolve your problems or questions? Yes No

13a Does the OCC provide your bank with sufficient information on all the areas about which you need information? Yes No

b If NO, please list the kinds of information you wish to receive.

14 How does your bank handle OCC publications upon receipt? (please check all that apply)

	<u>OCC Bulletins</u>	<u>Advisory Letters</u>	<u>Quarterly Journal</u>	<u>Comptroller's Handbook Booklets</u>
Forwarded to specific person(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broadly Circulated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Posted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Filed only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discarded:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please describe):

15 Do you have any further comments about OCC's printed or electronic communications, or suggestions to improve them?

Submit