

# **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 Minority and Women Inclusion (OMWI) Business/Vendor Technical Assistance Session: “Managing for Long-Term Success”

## **PURPOSE:**

The purpose of the data collection is to assess the effectiveness of the OCC’s OMWI technical assistance/outreach program. Pursuant to the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 (12 U.S.C. § 5452), the OCC is 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 OCC’s OMWI technical assistance efforts.

The customer feedback survey will be conducted approximately one-week after the participants attend an OCC technical assistance session.

## **DESCRIPTION OF RESPONDENTS:**

Businesses will attend a 3-hour workshop to learn about the major weaknesses that entrepreneurial businesses encounter. Businesses will then learn how a thoughtful strategy positions their businesses to survive, prosper, and grow to scale in the public and private sectors. Finally, business will be shown how a disciplined approach to managing business ensures that the chosen strategy is implemented and will be provided with tools to assess their own management situations.. This event is intended to provide technical assistance for women- and minority-owned businesses interested in beginning or increasing their contract opportunities and, specifically, their contracting opportunities with the federal government.

There will be approximately 150 businesses attending (mostly minority- and women-owned businesses) who responded to a Federal Business Opportunities posting and other publicization. All businesses that attend will receive the voluntary customer feedback request.

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

Customer Comment Card/Complaint Form  
 Usability Testing (e.g., Website or Software)  
 Focus Group

Customer Satisfaction Survey  
 Small Discussion Group  
 Other: \_\_\_\_\_

## **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: **Madelynn Orr**

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     |
|---------------------------------------|--------------------|--------------------|------------|
| Private Sector - Businesses (Vendors) | 150                | .05                | 7.5        |
|                                       |                    |                    |            |
| <b>Totals</b>                         |                    |                    | <b>7.5</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 of the e-mail addresses (all 150) that were provided when the attendees registered for the event.

The sample for the follow-up survey (to be conducted 6 months after the initial survey) will be those that responded positively on the first survey with respect to whether they were willing to be re-contacted for the follow-up survey.

**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: Survey