

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1557- 0248)

TITLE OF INFORMATION COLLECTION:

Office of the Comptroller of the Currency - Federal Financial Institution Examination Council (FFIEC) in-person courses and webinars evaluations/surveys– Doing Business with the OCC

PURPOSE:

The purpose of the data collection is to assess the effectiveness of the FFIEC’s examiner training courses, including industry outreach webinars. The FFIEC was established pursuant to title X of Public Law 95-630, the Financial Institutions Regulatory and Interest Rate Control Act of 1978 (FIRA). The purpose of title X was to create an interagency body empowered to "prescribe uniform principles and standards for the federal examination of financial institutions and make recommendations to promote uniformity in the supervision of these financial institutions." As a part of its mandate, the Council conducts training programs for federal and state examiners. This collection of information will seek routine customer feedback about the FFIEC’s examiner training events and industry outreach webinars.

The customer feedback surveys will be solicited immediately following the completion of each examiner training event or industry outreach.

DESCRIPTION OF RESPONDENTS:

Respondents from FFIEC training events may include state financial institution examiners and representatives from financial institutions, trade associations, third-party providers, and consultants.

For all FFIEC examiner training events, we anticipate approximately 1500 state examiners will participate annually and receive optional course feedback evaluations or surveys.

For each Industry Outreach webinar event, we anticipate approximately 1200 representatives from financial institutions, trade associations, third-party providers, and consultants will participate and receive optional feedback surveys. The number of events to be hosted annually is unknown, but an estimate of five to seven is possible.

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:

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	Burden Per Response	Frequency	Total
Course Evaluation (State Examiners)	30	0.20 hours	34	204
Industry Outreach Survey (Industry)	1200	0.10 hours	5	600
Examiner Webinar Survey (State Examiners)	1500	0.10 hours	5	750
Totals				1,554

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?
[] Yes [X] 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 which were provided when the participants registered for the event.

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: FFIEC Examiner Exchange Survey Template; FFIEC Industry Outreach Survey Template; and FFIEC Course Evaluation Template