

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 3133-0188)**

TITLE OF INFORMATION COLLECTION: SE, SSA, and CU League Survey

PURPOSE:

This survey is designed to solicit feedback from NCUA’s supervisory examiners, state supervisory agencies, and credit union leagues regarding ways NCUA’s OSCUI can more actively engage with them. The survey collects information about the respondents, finds out what they know about OSCUI and how they rate the services it provides, and request input on ways to provide them information to serve small, low-income, minority depository institutions, and newly chartered credit unions.

The survey will be available online. The respondents are sent a link via email to complete the survey using survey monkey.

DESCRIPTION OF RESPONDENTS:

The target respondents are NCUA Supervisory Examiners, State Supervisory Agency (point of contacts) responsible for small, low-income, minority depository institutions, and newly chartered credit unions outreach efforts, and Credit Union League (point of contacts) responsible for small, low-income, minority depository institutions, and newly chartered credit unions outreach efforts.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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 No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Government – NCUA Supervisory Examiners	73	15 mins/0.25	18.25
State, local, or tribal governments – State Supervisory Agencies	46	0.25	11.50
Private Sector – Credit Union Leagues	37	0.25	9.25
Totals	83		21

FEDERAL COST: The estimated annual cost to the Federal government is \$3,500

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 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?

NCUA maintains lists and contact information of its Supervisory Examiners, each State Supervisory Agency, and each Credit Union League. The survey will be sent to all NCUA Supervisory Examiners, State Supervisory Agencies, and Credit Union Leagues, no sampling plan will be employed.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone Mail
 - In-person Other, Explain
2. Will interviewers or facilitators be used? Yes No