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

TITLE OF INFORMATION COLLECTION: Webinar and Learning Management Service Feedback

PURPOSE:

The Office of Small Credit Union Initiatives (OSCUI) conducts outreach events such as webinars to provide support and learning opportunities for small credit union staff through their Learning Management Service. The feedback is requested from participants in a two-phase process. (1) A feedback survey is provided to participants of a specific webinar. These webinars ranges in topics from Operations to Community Development, and Member Outreach. Though the webinar topics may differ, the same type of information will be collected from each webinar participant. (2) The second phase focuses on the participant's experience with the Learning Management Service as a whole. OSCUI will survey participants of their webinars or videos on an annual basis to provide their experiences with the training service.

DESCRIPTION OF RESPONDENTS:

The target respondents are employees and volunteers of credit unions who have participated in these training events.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.*
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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.

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Date: 2017.06.06 14:23:49 -04'00'

The results will be published and may be made available to interested parties as circumstances demand. Where that occurs, NCUA will communicate the qualitative nature of the results and that they are not generalizable to the population of study.

To assist review, please provide answers to the following questions:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] 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 [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals – Webinar participants	1500/year*	5 mins./0.0833	125 hrs
Individual – Learning Management Service Evaluation	1500/year**	5 mins./0.0833	125 hrs
Totals	**3000**		**250**

*Approximately 6 webinars with an estimated 250 participants conducted annually. The topics may vary, but the evaluation questions remain the same.
**Anticipated number of users of the OSCUI learning management service by the end of 2017.

FEDERAL COST: The estimated annual cost to the Federal government is _$10,000_

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?

   Surveys are made available to participants of a particular webinar and a follow-up survey will be made available annually to those receiving training through the Learning Management Service to evaluate their experience with the OSCUI training program.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
       [X] Web-based or other forms of Social Media
       [ ] Telephone
       [ ] In-person
       [ ] Mail
       [ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [X] No