

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

TITLE OF INFORMATION COLLECTION: Minority Depository Institution 2021 Feedback

PURPOSE:

The National Credit Union Administration (NCUA) seeks feedback on the needs of minority depository institution (MDI) credit unions for services offered through the agency’s Office of Credit Union Resources and Expansion (CURE). Additionally, the agency seeks to identify how COVID-19 has affected these credit unions’ ability to serve their members and how the agency might assist. This feedback may be obtained through one or two methods - survey and small/focus group discussion.

The survey will be available online through the agency’s Survey Monkey account or similar method. Respondents will receive an email invitation to participate with a link to the survey included.

Participation in the small/focus group discussion will be by registration, in advance. The discussion will be held virtually through technology available to the agency such as Adobe Connect, GoTo Meeting, or a toll-free phone number. Attendees may be broken into small groups to enhance participation, depending upon the number of participants and available technology. For ease of tabulation and efficiency, some questions such as in the “Tell us about your credit union” section, may be directed as poll questions using available technology.

DESCRIPTION OF RESPONDENTS:

A link to the survey will be issued to credit unions self-designated as an MDI as of the September 30, 2020 Call Report. The small/focus group discussion will target the same credit unions but allow for an alternate response method than the online survey.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input checked="" type="checkbox"/> Small Discussion Group |
| <input checked="" type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other: <u>Customer Feedback Survey</u> |

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: Pamela L. Williams

Date: 1/22/2021

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
Private Sector – Minority Depository Institution Credit Unions (survey)	155	0.25	38.75
Private Sector – Minority Depository Institution Credit Unions (small/focus group discussion)	45	1.00	45.00
Totals	200		83.75

FEDERAL COST: The estimated annual cost to the Federal government is \$2,485

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?

The NCUA maintains a list of MDI credit unions and their contact information. A link to the survey will be emailed to all such credit unions except credit unions that participate in the small/focus group discussion may not receive a survey to avoid double counting. A sampling plan will not 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. Video conference platform such as Adobe Connect, GoTo Meeting, etc.
2. Will interviewers or facilitators be used? Yes No
 CURE staff will facilitate the small/focus group discussions; the same questions will be addressed to each group.

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Attached are the questions from which the survey questions and small/focus group discussion questions will be drawn.