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 - Office of Public Affairs - Outreach Evaluation Form

PURPOSE:
The purpose of the data collection is to assess the effectiveness of the various OCC Outreach events and forums. This collection of information will seek routine customer feedback about the OCC's outreach efforts and be used to improve future activities.

The customer feedback survey will be conducted approximately one-week after the participants participate in OCC-sponsored outreach events.

This submission reflects the change from having the respondent fill in the name of the event to the use of a drop-down menu from which the participant chooses the name of the event. The OCC will continually update the list of events.

DESCRIPTION OF RESPONDENTS: The respondents will be composed of attendees of various OCC outreach forums, including bankers, and members of the financial services community.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [] Webinar Evaluation Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group   [X] Other: Outreach Evaluation Form

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.

Name: Ryan Portell

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
Attendees of OCC Sponsored Events	3000	0.167 hr.	501
Totals	**3000**		**501**

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 population will be all the e-mail addresses which were provided when the participants registered for the webinar. The percent of respondents will comprise the sample.

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 (e-mail)

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

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

Attached is the Outreach Evaluation Form