

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 Credit Union Resources and Expansion (CURE) office 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. CURE 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)

- | | |
|--|--|
| <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: _____ Program Contact: Kathryn Baxter
NCUA PRA Clearance Officer

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

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 Hours
Individuals – Webinar participants	2,250/year*	5 mins./0.0833	187.43
Individual – Learning Management Service Evaluation	2,250/year**	5 mins./0.0833	187.43
Totals	4,500		375

*Approximately 9 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 CURE learning management service by the end of 2018-2019.

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 – 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?

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 CURE training program.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

<input checked="" type="checkbox"/> Web-based or other forms of Social Media	<input type="checkbox"/> In-person
<input type="checkbox"/> Telephone	<input type="checkbox"/> Mail
	<input type="checkbox"/> Other, Explain
2. Will interviewers or facilitators be used? Yes No