

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

TITLE OF INFORMATION COLLECTION: NCUA Credit Union Diversity, Equity and Inclusion Summit Feedback Form.

PURPOSE: The office of Minority & Women Inclusion (OMWI) of NCUA is interested in obtaining feedback from credit union professionals (e.g. credit union managers and others) attending a 1-day summit that will host several presenters, as well as OMWI staff, who will provide guidance and tools for credit unions to better manage workforce diversity and outreach/service to diverse customers. Subsequently, attendees will be sent a short feedback form to gather their perspective on the event and identify areas where credit unions may need technical assistance in supporting diversity.

OMWI will initiate the feedback form through an electronic survey tool called SurveyMonkey, that will be used to identify strengths/weakness of the event and gather useful information for future events planning.

DESCRIPTION OF RESPONDENTS: Respondents will be attendees of this 1-day summit which include mostly CEOs and managers in credit unions, and other professionals who work within the credit union environment that the CEOs may have sent an invitation to.

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 type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other <u>Event Feedback</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.

Sign: Dr. Bonita J. Soley

Date: October 28, 2019

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 N/A No

3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes [N/A]
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 |
|-----------------------------|--------------------|--------------------|-----------|
| Credit Unions (Individuals) | 150 | 8 Minutes | 20 |
| Totals | 150 | | 20 |

FEDERAL COST: \$1,000

(The cost is estimated by 8 hours of analyst time and the cost of the survey platform to administer the feedback form to the respondents.)

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?

The feedback form will be sent to all attendees of the 1-day summit. There will be no sample selection, it will be a census of those attending. Approximately 150 have registered in advance, we estimate that not all those registering will attend, so likely the burden will be less than estimated above. One senior analyst will set up the feedback form in an electronic survey tool (e.g. SurveyMonkey), send the survey to the respondents, and summarize the aggregate responses. The results will be aggregated and reviewed internally (within OMWI and likely shared with senior leadership – also in aggregate) to identify strengths/weaknesses of the event and gather useful information for planning future events to provide technical assistance to the credit unions.

Administration of the Instrument

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

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other, Explain

2. Will interviewers or facilitators be used? Yes No