

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 Institutions Program Feedback

PURPOSE:

The National Credit Union Administration (NCUA) seeks feedback on the needs of minority depository institutions (MDIs) regarding the services offered through the agency’s Office of Credit Union Resources and Expansion (CURE). Additionally, we seek their preferences for ongoing communications with the office. This feedback will be obtained through one or two methods - survey and small group discussions.

The surveys are designed to collect information about the respondents, determine their awareness of the services provided through CURE, and their preferences for ongoing communication with the office. The surveys will be available online through the agency’s Survey Monkey account. Respondents will receive an invitation by email with a link to the survey included.

The small group discussions will be used to clarify and further develop responses from the survey. For example, the agency may use the discussions to better understand survey responses by providing an opportunity to pose follow-up questions or to solicit feedback on specific recommendations based on the survey results. The discussions will be conducted by telephone using a toll-free telephone number.

DESCRIPTION OF RESPONDENTS:

A survey will be issued to those credit unions designated as a MDI. The group discussions will allow for an alternative response method and will target the same groups of respondents. Participation on the calls will be by direct invitation or through coordination with the trade organizations. The membership of these organizations is comprised of credit unions that serve specific minority groups. CURE has contacts within these organizations directly and through other contacts within the industry.

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 checked="" 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: *Dawn D. Wolfgang*
NCUA PRA Clearance Officer

Date: *October 2, 2018*

Program Contact: Pamela Williams, CURE

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
Federal Government – NCUA Supervisory Examiners and staff of CURE	25	15 mins/0.25	6.25
Private Sector – Minority Depository Institutions (survey)	180	0.25	45.00
Private Sector – Minority Depository Institutions, MDI Trade Organizations (discussion groups)	20	1.00	20.00
Total (private sector only)	200		65.00

FEDERAL COST: The estimated annual cost to the Federal government is \$7,900.

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
2. 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. The survey will be sent to all such credit unions. CURE will rely upon its industry contacts to identify the appropriate trade organizations and their contact information. 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
2. Will interviewers or facilitators be used? Yes No