

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 3064-0127)**

TITLE OF INFORMATION COLLECTION: FFIEC Evaluation Questions

PURPOSE:

Collection of routine customer feedback for FFIEC training courses and other offerings. Information is used by internal FFIEC parties to make adjustments to training courses and other offerings as needed.

DESCRIPTION OF RESPONDENTS:

Courses: Training programs for federal and state financial institution examiners

Examiner Exchanges: The target audience for FFIEC Examiner Exchange programs is federal and state examiners.

Industry Outreach: The target audience for FFIEC Industry Outreach programs includes representatives from financial institutions, trade associations, third-party providers, and consultants. Federal and state financial institution examiners are also welcome to participate in FFIEC Industry Outreach programs.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion Group
☐ 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: Keri Jones, FFIEC EEO Training Assistant

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	Frequency	Participation Time	Burden
Federal Government*	22,275	1	5 minutes	1,856
State Governments	14,522	1	5 minutes	1,210
Private Sector	4,246	1	5 minutes	354
Totals	41,043			3,420

*Burden from Federal Government respondents is excluded from burden estimate in ROCIS submission

FEDERAL COST: The estimated annual cost to the Federal government is 0

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?

All attendees are provided with an opportunity to respond to the evaluation; however, completion is strictly voluntary and not required.

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