

Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on the Service Delivery of the Consumer Financial Protection Bureau” (OMB Control Number: 3170-0024)

TITLE OF INFORMATION COLLECTION:

PURPOSE:

This information collection will collect feedback on the CFPB's Spanish website. The feedback will be used to improve the website's content and features. Survey questions will allow the CFPB to understand if the respondents are able to navigate the site, if they are able to understand what services the site offers them, and if they are able to successfully take advantage of those services. Additionally, one question will seek feedback on desired content for future additions to the site.

DESCRIPTION OF RESPONDENTS:

Respondents will be members of the CFPB's Consumer Advisory Board who are present at the group's public meeting in Los Angeles at 1:30 p.m. on May 15. The event will be held in English. Additional respondents will be members of the public and members of advocacy organizations who are present at the public meeting. Respondents will view the Spanish website during the 1:30 meeting and then take a short survey to provide their feedback. All respondents speak English as well as some level of Spanish.

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| ☐ Customer Comment Card/Complaint Form | ☒ Customer Satisfaction Survey |
| ☐ Usability Testing (e.g., Website or Software | ☐ Small Discussion Group |
| ☐ Focus Group | ☐ Other: _____ |

CERTIFICATION:

By submitting this document, the Bureau certifies 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.

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ 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 N/A
3. If Applicable, has a System or Records Notice been published? ☐ Yes ☐ No N/A

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	Number of Respondents	Participation Time	Burden
Individuals	45	10 mins each	7.4 hours
Totals	45	10 mins each	7.4 hours

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?

N/A

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