

Questions by Audience

Consumers	Industry	Other Government Agencies	Consumers Advocacy
<p>Introduction</p> <p>Tell me a bit about yourself? Where do you live? What do you do? Do you use the internet? How often?</p> <p>How do you access the internet? Which devices do you use?</p> <p>What are some of your favorite sites? Favorite Apps? Why? Do you use any financial apps or sites? What about banking sites?</p> <p>Financial information</p> <p>How would you rate yourself when it comes to financial matters? One to five? One meaning that you often have other people take care of your finances to five meaning that you often give other people financial advice?</p> <p>Where do you go for financial advice? For example, if you needed to find information on getting a mortgage to buy a home, what would you do? For example, if your credit card bill had an incorrect charge on it, what would you do?</p>	<p>Company information</p> <p>Name Name of company</p> <p>Title/role at corporation What is your main corporate business? (Home refinance, consumer mortgage originator, student loan, etc) How many financial regulatory bodies do you deal with? What are they? Technology device does the company support? PCs, Mobile, Tablets, etc.</p> <p>Current interactions with CFPB</p> <p>What are some of the departments that uses consumerfinance.gov? Which section(s) of the site do you currently use on CF.GOV? What do you like or find useful about the section?</p>	<p>Agency information</p> <p>Name Name of agency</p> <p>Title/role at agency What type of businesses does your group regulate? What are you the other financial regulatory bodies do you interact with? Who are they? How do you interact with CFPB?</p> <p>Technology device the agency support? PCs, Mobile, Tablets, etc?</p> <p>Current interactions with CFPB</p> <p>How do you utilize consumerfinance.gov? Which section(s) of the site do you currently use on CF.GOV?</p>	<p>Introduction</p> <p><i>Tell me about the mission of your organization?</i> How many people do you work with each year?</p> <p>Tell me about the people you work with? Background? Age? Location? Technology Access?</p> <p>How do people find your organization?</p> <p>Financial Information</p> <p>What financial challenges do the people you work with face?</p> <p>What financial information do they with look for? Do they find it? Where?</p> <p>What financial resources do you give them?</p> <p>Which are your favorite resources? Why?</p> <p>CF.gov</p>

Questions by Audience

Consumers	Industry	Other Government Agencies	Consumers Advocacy
<p>Have you ever searched online for financial guidance? Buying a car or home? Taking out a loan? Looking for a bank account or credit card?</p> <p>Tell me about your experience?</p> <p>Did you find the information your needed? Where?</p> <p>Which sites or apps were the most helpful? Why?</p> <p>CF.gov</p> <p>Have you ever visited the CFPB's website? How did you come across it?</p> <p>If you haven't visited, what information would you expect to find on the CFPB website? Why?</p> <p>What information were you looking for? Did you find it on the website?</p> <p>Do you visit any part of the website regularly? how often?</p> <p>What do you like about the site? what would you change about the site?</p> <p>In your opinion, what is the most important information that the CFPB can offer consumers?</p> <p>Wrap Up</p> <p>Any other comments?</p> <p>Would you like to participate in future testing/surveys/inputs?</p>	<p>What do you dislike or find difficult about the section?</p> <p>What are some of the features you feel is missing from that section?</p> <p>How often do you visit the site per month?</p> <p>Why do you visit the site?</p> <p>What are other sites you use to compliment CF.GOV to complete your work?</p> <p>How do you provide input/feedback to CFPB?</p> <p>How do you learn about new content/information that matters to your business?</p> <p>What do you expect to find on CFPB website?</p> <p>Improvements, features, or suggestions</p> <p>What are some ways we can help improve the site?</p> <p>What are some ways we can help you get your opinions/voices heard to CFPB?</p> <p>What are some ways we can help you learn about content that matters to you?</p> <p>Would you like to be involved with future inputs/testing/surveys by CFPB?</p>	<p>What do you like or find useful about the section?</p> <p>What do you dislike or find difficult about the section?</p> <p>What are some of the features you feel is missing from that section?</p> <p>How often do you visit the site per month?</p> <p>Why do you visit the site?</p> <p>What are other sites you use to compliment CF.GOV to complete your work?</p> <p>How do you provide input/feedback to CFPB?</p> <p>How do you learn about new features/regs/content by CFPB?</p> <p>Improvements, features, or suggestions</p> <p>What are some ways we can do to improve the site for you?</p> <p>What are some ways we can help you get your opinions/voices heard to CFPB?</p> <p>What are some ways we can help you learn about content that matters to you?</p> <p>Would you like to be involved with future inputs/testing/surveys by CFPB?</p> <p>Anything else you want to tell us?</p>	<p>Have you visited the CFPB website? How did you find it?</p> <p>if so, which parts of the website do you use? how often?</p> <p>If so, what do you like about the site? what do you dislike about the site?</p> <p>If not, what information would you expect to find on the CFPB website? Why?</p> <p>Have any of your clients visited the CFPB website?</p> <p>How did they find the CFPB website?</p> <p>Did you hear any feedback about their experience visiting the website?</p> <p>In your opinion, what is most important information the CFPB can provide for consumers?</p> <p>How can the CFPB website help support your mission?</p> <p>Wrap up</p> <p>Any other comments?</p> <p>Any suggestions of other people I should talk with?</p>