

eRegs Survey Questions v.8
12 Dec 2013

INTRODUCTION

“Thank you for your recent participation in the CFPB eRegulation’s presentation on _____, or your comments submitted via CFPB.Gov.

This survey is a mechanism by which you can provide input to project decisions that can affect the evolution of specific tool capabilities, as well as help inform the long term direction of the program.

This survey should require less than 10 minutes of your time, and will help us:

- Confirm that we are in fact moving in a direction that satisfies our guiding principle – that consumers, industry and the government all benefit from regulations that are easier to use; and
- Better understand the ways in which eRegulations benefits you in your work.

If you have any questions about the survey or wish to provide additional feedback outside of this survey, please contact us at CFPB_eRegs_Team@cfpb.gov.

eRegulations Team”

Paperwork Reduction Act Notice

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-0024. It expires on 12/31/2015. The time required to complete this information collection is estimated to average approximately 10 minutes per response, including the time for reviewing any instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Responding to this collection of information is voluntary. Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection should be submitted to Bureau at the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to PRA@cfpb.gov.

USER INFO

1. Employer: *Please select the item that best describes you*

- a) Financial Industry
- b) Consumer Group
- c) Law Firm
- d) Government or Government Consultant
- e) None of the Above/Other
 - 1. An employer related to consumer law, other than the above
 - 2. An employer not related to consumer law

2. Professional Background: *Please select the item that best describes you*

- a) Attorney:
 - 1. Compliance Attorney
 - 2. Attorney Examiner

3. Consumer Advocacy/Consumer Law Attorney
 4. Other Attorney
- b) Non Attorney:
1. Compliance Officer
 2. Financial Services Professional or Banker
 - a. Compliance-related
 - b. Not Compliance-related
 3. Mortgage or Real Estate Professional
 - a. Compliance-related
 - b. Not Compliance-related
 4. Examiner
 5. Business/Program Analyst
 6. Consumer Advocate
 7. None of the above/Other

NEED FOR TOOL

3. With what frequency do you reference CFPB regulations and related commentary?
 - a. At least once a day, on average
 - b. A few times per week, on average (i.e., between two and four times weekly)
 - c. Once a week or less, on average
4. Have you used the new eRegs tool from CFPB?
 - a. Yes
 - b. No

If Yes to question 4:

1. How many times have you used the eRegs tool?
 - a. On one occasion
 - b. On two to four occasions
 - c. On five or more occasions
2. How much time have you spent using the eRegs tool so far, in total?
 - a. One hour or less
 - b. Between two and four hours
 - c. Five hours or more
3. What features did you find most useful? *Please select all those that apply*
 - a. Navigation (e.g., moving among sections, or Table of Contents bar)
 - b. Links to other sources or citations
 - c. Layout or organizational of material
 - d. Readability
 - e. Search function
 - f. Viewing commentary
 - g. Viewing definitions
 - h. Viewing previous versions of the regulation
 - i. CFPB Q&A
 - j. Other

Please state: [OPEN TEXT FIELD]

4. Overall, how helpful did you find the eRegs tool to be?
 - a. Very helpful
 - b. Somewhat helpful
 - c. Neither helpful nor unhelpful
 - d. Somewhat unhelpful
 - e. Very unhelpful

COMPARISON TO OTHER TOOLS

5. What tools do you typically use to reference regulations and related commentary?

Please select all those that apply

- a. e-CFR or FDsys
- b. Other free online resource (e.g., Cornell Law Online, government examination manuals)
- c. Paid or subscription online resource (e.g., Westlaw, Lexis)
- d. Paper, book, or hardcopy resource (e.g., paper CFR, CCAH)
- e. Mobile device app
- f. Other CFPB resources (wiki, exam manual, etc.)

6. Of the tools you typically use to reference regulations and commentary, which one do you most use *most frequently*?

Please select only one choice

- a. e-CFR or FDsys
- b. Other free online resource (e.g., Cornell Law Online, government examination manuals)
- c. Paid or subscription online resource (e.g., Westlaw, Lexis)
- d. Paper, book, or hardcopy resource (e.g., paper CFR, CCAH)
- e. Mobile device app
- f. Other CFPB resources (wiki, exam manual, etc.)
- g. None of the above

7. Compared to the tool I use *most frequently*, I found eRegs to be

- a. Much easier to use
- b. Somewhat easier to use
- c. Not any easier nor more difficult to use
- d. Somewhat more difficult to use
- e. Much more difficult to use

If (a) Much easier or (b) Somewhat easier to use:

What features of the eRegs tool made it easier to use than the tool you use most frequently for referencing regulations and commentary?

Please select all those that apply

- a. Navigation (e.g., moving among sections, or Table of Contents bar)
 - b. Links to other sources or citations
 - c. Layout or organizational of material
 - d. Readability
 - e. Search function
 - f. Viewing commentary
 - g. Viewing definitions
 - h. Viewing previous versions of the regulation
 - i. CFPB Q&A
 - j. Other
- Please state: [OPEN TEXT FIELD]

If (d) Much more difficult or (e) Somewhat more difficult to use:

What features of the eRegs tool made it more difficult to use than the tool you use most frequently for referencing regulations and commentary?

Please select all those that apply

- a. Format or layout problem (e.g., font size, or location of certain items)
 - b. Navigation problems
 - c. Speed of use
 - d. Need for internet connection/can't use offline
 - e. Printing issues or limitations
 - f. Search function difficulties or limitations
 - g. Exporting results from the tool
 - h. Sizing for different types of devices or screen sizes
 - i. Better instructions or resources on how to use eRegs
 - j. Can't view the whole reg at once, or multiple parts of the reg at once
 - k. Other
- Please state: [OPEN TEXT FIELD]

8. Compared to the tool I use *most frequently*, I found eRegs to be
- a. Much more valuable
 - b. Somewhat more valuable
 - c. Not any more nor less valuable
 - d. Somewhat less valuable
 - e. Much less valuable

PROJECTED USE

9. How likely are you to use the CFPB eRegs tool the next time you need to reference regulations and related commentary?
- a. Very likely to use eRegs
 - b. Somewhat likely to use eRegs
 - c. Neither likely nor unlikely to use eRegs
 - d. Somewhat unlikely to use eRegs
 - e. Very unlikely to use eRegs

10. How often do you anticipate using eRegs in your work this coming year?
- a. At least once a day, on average
 - b. A few times per week, on average (i.e., between two and four times weekly)
 - c. Once a week or less, on average

11. How much time do you anticipate eRegs will save you in your work this coming year?

Please select the item that fits best

- a. Two or more hours per day
- b. At least one hour per day
- c. A few hours per week (i.e., between two and four hours weekly)
- d. An hour per week at most

12. Would you recommend the eRegs tool to colleagues or others in your field?

- a. Yes
- b. No

If No:

Would you be more likely to recommend the eRegs tool to colleagues or others in your field if more regulations were included?

- a. Yes
- b. No

13. What additional features would be necessary for you to use eRegs as your *primary* tool?

Please select all those that apply

- a. Advanced search functionality
- b. Ability to provide feedback directly to the Bureau through eRegulations
- c. Historical information (interpretive letters, statutory legislative history, etc.)
- d. Other regulations under the Bureau's jurisdiction
- e. Other regulations *not* under the Bureau's jurisdiction
- f. Statutes with the same format, features, and functionality
- g. Federal Register notices with the same format, features, and functionality
- h. Other additional features
Please state: [OPEN TEXT FIELD]
- i. I am unlikely to use eRegs as my primary tool, even with additional features

14. If all of the features you selected in Question 14 (above) were added to the eRegs tool, ~~would you be~~ how likely would you be to recommend it to colleagues or others in your field?

- a. Very likely to recommend
- b. Somewhat likely to recommend
- c. Neither likely nor unlikely to recommend
- d. Somewhat unlikely to recommend
- e. Very unlikely to recommend

15. Please feel free to include additional comments you may have.