

### **Delayed Entry Program (DEP) – Pre/Post Assessment**

The Consumer Financial Protection Bureau (CFPB) has created this online financial education eLearning program for recruits in the Department of Defense Delayed Entry Program (DEP). The CFPB is conducting a pilot of the program with a small group of DEP recruits who were selected at random by the Department of Defense. The purpose of this information collection is to gather feedback on the effectiveness of this learning program.

**Instructions:** For each of the following questions, select the best response from the choices listed.

#### **Knowledge**

1. I should be aware that salespeople...
  - a. with military backgrounds will give me a better deal.
  - b. will always exploit customers as much as possible.
  - c. often create a sense of urgency to make the sale.(√)
  - d. will not sell me something at a price I can't afford.
2. When buying a car, can car dealer fees be negotiated?
  - a. yes(√)
  - b. no
3. To obtain a vehicle history report I need to have
  - a. the make and model of the vehicle.
  - b. the vehicle identification number (VIN).(√)
  - c. permission of owner or dealership.
  - d. all of the above
4. Having good credit could give you...
  - a. unlimited spending on credit cards.
  - b. discounts in most stores and online retailers.
  - c. a better refund on your income taxes.
  - d. an edge on job and apartment applications.(√)

5. A good way to build credit is...
  - a. keep a running balance on several credit cards.
  - b. make all purchases on a debit card or with cash.
  - c. always pay bills in full on time.(√)
  - d. fund your savings and retirement account.
  
6. If you qualify, the Servicemembers Civil Relief Act (SCRA) can help you...
  - a. erase all debts incurred before your military service.
  - b. reduce the interest on debts incurred before your military service.(√)
  - c. place your debts on hold until you end your military service.
  - d. pay off your debt with a one-time loan from the federal government.
  
7. Advertisements and the media target teens and young adults because ...
  - a. they spend a higher percentage of their income.(√)
  - b. they have the most discretionary income.
  - c. they represent the center of American culture.
  - d. it's important to keep up with the latest trends.
  
8. You can get a free credit report from each of the three credit reporting agencies...
  - a. once per year.(√)
  - b. once per month.
  - c. whenever you like.
  - d. never unless you are a certified loan officer or bank.

**Attitudes**

9. I feel best about myself when ...

- a. I have the latest trendy things.
- b. others have a high opinion of me.
- c. I feel good about my decisions.(√)
- d. I change based on judgments others have made of me.

10. I should start trying to build good credit...

- a. now.
- b. after completing my initial military training.
- c. in the next few years.
- d. at least two years prior to attempting to purchase a home.

*(Did not indicate a right answer above – we’re just looking for statistical movement towards the “a.” choice across aggregate responses.)*

11. I think that having a lot of debt ...

- a. is a smart way to build credit .
- b. can lead to a bad credit history.(√)
- c. is what everyone should do as early as possible in their financial life.
- d. doesn’t show up on a credit report.

12. I believe impulse purchases are...

- a. never acceptable.
- b. OK in infrequent and small doses.(√)
- c. acceptable, even if they can’t be paid off within a month.
- d. important to be happy

13. True or False: How I spend my money is not important to the military as long as I am disciplined on duty.

- a. true
- b. false (√)

14. When buying a car I should focus first on negotiating...

- a. a monthly payment I can afford.
- b. the best trade-in value for my old vehicle.
- c. the total purchase price. (√)
- d. the car dealer fees.

15. A car shopper can require a sales person provide....

- a. an independent mechanic's assessment of the car.
- b. the pricing paperwork and out-the-door cost to purchase the car.(√)
- c. their sales commission percentage.
- d. their Federal Trade Commission license.

16. I think that buying things you want vs need ...

- a. is normal, but can be unhealthy in excess.(√)
- b. is psychologically unhealthy.
- c. shows how successful you are .
- d. can increase your popularity

***For the post examination we will add two usability questions.***

17. Overall, I am satisfied with how easy it is to use this system.

- a. Very Satisfied
- b. Satisfied

- c. Okay
- d. Dissatisfied
- e. Very Dissatisfied

18. Based on my experience, the interface of this system met my expectations.

(Select all that apply)

- a. I am satisfied with it.
- b. I would recommend it to a friend.
- c. It is fun to use.
- d. It works the way I want it to work.
- e. The way the information was presented was fun.
- f. I would like more topics developed in this format.
- g. I can use it without written instructions.
- h. I don't notice any inconsistencies as I used it.
- i. The information contained was timely.
- j. **The interface of this system did not meet my expectations.**
- k. **The way the information was presented was not entertaining.**
- l. **The topics were not relevant or timely to me.**

**[A link to the Privacy Act and Paperwork Reduction statements will be provided on the first screen viewed by respondents]**

Notice of Collection Under the Privacy Act of 1974, 5 U.S.C. § 552a -- As Amended

The information requested is being collected to assist in providing you with financial education. The Consumer Financial Protection Bureau (CFPB) will not obtain or access any information that directly identifies participants, and any answers you provide will not be tied to you individually. The Bureau will only obtain and access de-identified results and aggregated analyses of those results.

The collection of this information is authorized by Public Law 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. 5493 and 5512. The information is collected pursuant to the CFPB's published Privacy Act system of records notice CFPB.021 – Consumer Education and Engagement Records although no identifiable information will be disclosed. Participation in this program is entirely voluntary and you are not required to submit or provide any identifying information; however, if you choose not to provide the information, we may not be able to provide you the requested financial education.

Paperwork Reduction Act

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 20 minutes per response. 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](mailto:PRA@cfpb.gov).