

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)

1. TITLE OF INFORMATION COLLECTION:

eRegulations usability study

2. PURPOSE:

To learn how users are interacting with the CFPB’s eRegulations tool and how the user interface can be improved.

3. DESCRIPTION OF RESPONDENTS:

Respondents will include industry compliance officers, consumer attorneys, and others who need to interact with CFPB’s regulations.

4. TYPE OF COLLECTION: (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

5. FOCUS GROUP OR SURVEY:

If you plan to conduct a focus group or survey, please provide answers to the following questions: No

a. 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 Not Applicable

b. If the answer is yes, please provide a description below. 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

6. PERSONALLY IDENTIFIABLE INFORMATION:

a. Is personally identifiable information (PII) collected? Yes No

b. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No Not Applicable

c. If Applicable, has a System or Records Notice been published?

Yes No Not Applicable

7. GIFTS OR PAYMENTS:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

8. ADMINISTRATION OF THE INSTRUMENT:

a. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media Telephone

In-person Mail

Other, Explain _____

b. Will interviewers or facilitators be used?

Yes No Not Applicable

9. BURDEN ESTIMATES:

| Information Collection | Number of Respondents | Participation Time | Burden Hours |
|------------------------------------|-----------------------|--------------------------------------|--------------|
| Web-based automated usability test | 500 | 15 minutes | 125 |
| | | | |
| Totals: | 500 | //////////////////////////////////// | 125 |

10. FEDERAL COST: The estimated annual cost to the Federal government is \$0_____

11. CERTIFICATION:

By submitting this document, the Bureau certifies the following to be true:

- The collection is voluntary.
- The collection is low-burden for respondents and low-cost for the Federal Government.
- The collection is non-controversial and does not raise issues of concern to other federal agencies.
- The results are not intended to be disseminated to the public.
- Information gathered will not be used for the purpose of substantially informing influential policy decisions.
- 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.
- The results will not be used to measure regulatory compliance or for program evaluation.

eRegulations Usability Study

1. What task did you use the eRegulations tool to accomplish today? Please be specific. [free response]
2. Please perform that task. [software tracks the user's actions – we'll want to play with the tool to test if we need to add additional instructions. The tool will tell us whether or not they finished.]
3. With respect to interacting with the regulation and commentary only, what features or functions did you find most useful?
4. If you used the section-by-section analysis function, did you find it useful? [yes/no] What about this function did you find most useful?
5. What about the experience was easier or better than the tool you would normally use for this task? [free response]
6. What about it was harder or worse? [free response]
7. Do you find this tool to be more valuable than the tool you would normally use? [yes/no] If not, what improvements would you suggest to make it more valuable? [free response]
8. Will you return to this tool the next time you need to reference Regulation E? [yes/no] If not, what will you reference instead? Why? [free response]
9. Would you recommend this tool to colleagues or others in your field?[yes/no/maybe if more regs were included]

[The following statement will be viewable via a link on the test site]

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 15 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.