

Usability Test for CFPB Consumer Satisfaction Survey Questionnaire Structure				
Survey Script/Survey Item		Response Choices	Reference in Generic Clearance Package	
Section/Page 1	SURVEY SCRIPT: This survey will refer to your recent contact with the Consumer Financial Protection Bureau (CFPB) to [submit a Complaint, provide feedback], beginning on or about [Date].			
	1	Can you confirm that you had contact with CFPB to [submit a Complaint, provide feedback] on or about on [Date]?	Yes No [If no, route consumer out of survey]	33.2 Consumer communication channels (Generic Clearance Inventory, Feedback Tab)
	2	How did you first hear about the Consumer Financial Protection Bureau? (select one)	Advertising Through a news report or story Internet search Friends, family or colleague Another government agency Financial services institution Consumer advocacy group Local city information services (311 toll free line) Other: ___ [Open Text] ___	78.2 How consumer learned about CFPB (Generic Clearance Inventory, Feedback Tab)
	3	[If "another government agency" to item 2:] Did the agency: (select one)	Collect and forward your information/complaint to CFPB? Tell you to contact CFPB directly?	Sub-question, No. 2 (see above)
	4	What was the reason you submitted a complaint to CFPB? (select all that apply)	To resolve an issue I was encountering For assistance contacting the company/organization I was having an issue with To get information and resources to resolve my issue myself To report how I was treated To alert CFPB about misbehavior by a company/the financial industry	9.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)
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Section/Page 2	5	Is your complaint open or closed?	Open Closed I don't know	39.2 Consumer communication, Status Checks (Generic Clearance Inventory, Feedback Tab)
	6	Did you try to resolve your issue before you contacted CFPB?	Yes No	80.2 Consumer - Referral (Generic Clearance Inventory, Feedback Tab); see also Consumer Response Intake Form, OMB Control No. 3170-0011
	6a	[If yes to item 6:] Where did you try to resolve your issue before you contacted CFPB?	The company I was having an issue with Another government agency State attorney general office Better Business Bureau Counseling agency or organization Private attorney Other: ___ [Open Text] ___	78.2 Consumer Referral (Generic Clearance Inventory, Feedback Tab); see also Consumer Response Intake Form, OMB Control No. 3170-0011
	7	When you first contacted CFPB, what did you expect CFPB would do for you? (select all that apply)	Collect and send information about my issue to the company/organization Compel the company to respond to my issue Act to resolve my issue Examine and investigate my individual case Enforce laws and regulations Other	1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)
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	SURVEY SCRIPT: Now think about your overall experience working with CFPB -- the total time you were in contact with CFPB. How satisfied are you with:			
	8	Your overall experience with CFPB?	1 Not at all satisfied 2 3 4 5 Extremely satisfied 0 (Don't know/Does not apply)	1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)

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Section/Page 3	9	The communications provided by CFPB?	1 Not at all satisfied 2 3 4 5 Extremely satisfied 0 (Don't know/Does not apply)	7.2, 8.2, 9.2, 21.2 CFPB Consumer Communication, generally, overall satisfaction, or 21.2 (Generic Clearance Inventory, Feedback Tab)
	SURVEY SCRIPT: Indicate the extent you agree or disagree with the following statements:			
	10	I would recommend CFPB to friends and family.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	76.2 Consumer satisfaction, Recommendations to friends and family with similar complaints (Generic Clearance Inventory, Feedback Tab)
	11	Working with CFPB helped me achieve more than I could have on my own.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)
	12	Based on my experience, I would work with CFPB again.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	29.2 All Offerings, consumer satisfaction, likelihood of future contact (Generic Clearance Inventory, Feedback Tab)
	13	CFPB did all it could do to assist me.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)
	14	CFPB makes consumer financial products and services work better for Americans.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)
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SURVEY SCRIPT: These next few questions concern the initial process to submit information in support of your complaint or issue. Indicate the extent you agree or disagree with the following statements:				
	15	Submitting my complaint was simple and easy.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	4.2 All stakeholders, complaint intake form, overall satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
	16	I felt the information I provided to CFPB was safe and secure.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	4.2 All stakeholders, complaint intake form, overall satisfaction, all elements or specific elements; Also 84.2, 85.2 Consumer experience, Privacy (Generic Clearance Inventory, Feedback Tab)
	17	CFPB made it clear what kind of information would be required to submit my complaint.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	4.2 All stakeholders, complaint intake form, overall satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)

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Section/Page 4	18	I thought the amount of information I had to provide was: (select one)	Too much information About right Too little information	4.2 All stakeholders, complaint intake form, overall satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
	19	I thought the time it took to provide my information was: (select one)	Too much information About right Too little information	4.2 All stakeholders, complaint intake form, overall satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
	[If PHONE COMPLAINT, present items 20 - 22:]			
	SURVEY SCRIPT: Indicate the extent you agree or disagree with the following statements:			
	20	The CFPB phone representative provided clear information and answers.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	50.2 Phone, clarity of info relayed by CSR; 56.2 Phone, helpfulness of CSR; 57.2 Phone, knowledgebase, demonstration of knowledge of relevant info by CSR (Generic Clearance Inventory, Feedback Tab)
	21	The CFPB phone representative was courteous.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	51.2 Phone, Courteousness (Generic Clearance Inventory, Feedback Tab)
22	The CFPB phone representative was helpful in guiding me through the submission process.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	54.2 Phone, Obtaining complaint assistance; 56.2 Phone, helpfulness of CSR; (Generic Clearance Inventory, Feedback Tab)	
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SURVEY SCRIPT: These next questions concern the time following your submission of a complaint to CFPB, when information about your complaint was sent to and reviewed by the company. Indicate the extent you agree or disagree with the following statements:				
23	CFPB informed me about what would happen after I submitted my complaint.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	23.2 Consumer communications, generally, responsiveness, clarity of information, clarity of "next step communications (Generic Clearance Inventory, Feedback Tab)	

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Section/Page 5	24	Communications from CFPB kept me adequately updated after my complaint was sent to the company.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	23.2 Consumer communications, generally, responsiveness, clarity of information, clarity of "next step" communications; 13.2 responsiveness, timeliness of delivery (Generic Clearance Inventory, Feedback Tab)
	25	Did you check the status of your complaint with CFPB? (select all that apply)	Yes, I checked the status of my complaint on CFPB's consumer portal/website Yes, I called CFPB to check the status of my complaint Yes, I checked the status of my complaint by mail/fax No, I did not check the status of my complaint with CFPB No, the status of my complaint was provided directly to me by the company	39.2 Consumer communication, Status Checks (Generic Clearance Inventory, Feedback Tab)
	[If item 25 is "Yes, I checked the status of my complaint on CFPB's consumer portal/website", present items 25a and 25b:] SURVEY SCRIPT: Indicate the extent you agree or disagree with the following statements:			
	25a	CFPB's consumer portal/website provided me the information I needed about my complaint.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	43.2 Consumer Portal, ease of use; 21.2 Consumer communications, generally, overall satisfaction, meeting of expectation; 31.2 Availability of information (Generic Clearance Inventory, Feedback Tab)
	25b	CFPB's consumer portal/website was easy to use.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	43.2 Consumer Portal, ease of use (Generic Clearance Inventory, Feedback Tab)
	[If item 25 is "Yes, I called CFPB to check the status of my complaint", present item 25c:] Indicate the extent you agree or disagree with the following statement:			
	25c	The CFPB phone representative provided a clear description of the status of my complaint.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	49.2 Phone, clarity of information, clarity of "next step" communications; 20.2 Phone, clarity of information, clarity of information relayed by CSR (Generic Clearance Inventory, Feedback Tab)
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Section/Page 6	SURVEY SCRIPT: These next few questions concern the company's response to your issue. Indicate the extent you agree or disagree with the following statements:			
	26	I had enough time to review the company's response to my complaint.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	1.2 all offerings, overall satisfaction, anticipating consumer needs (Generic Clearance Inventory, Feedback Tab)
	27	I was satisfied with the company's response to my complaint.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	25.2 Consumer experience, satisfaction with case resolution (Generic Clearance Inventory, Feedback Tab)

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	28 CFPB clearly communicated when my complaint was closed.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	27.2 All offerings, consumer experience, clarity of correspondence; 34.2 Close out or final disposition, consumer satisfaction (Generic Clearance Inventory, Feedback Tab)
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Section/Page 7	<p>SURVEY SCRIPT: These next few questions concern your dispute of the company's response to your complaint.</p> <p>Indicate the extent you agree or disagree with the following statements:</p>		
	29 I had a good understanding of what would occur during the dispute process.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	37.2 CFPB Complaint Communication, consumer response investigation, consumer satisfaction (Generic Clearance Inventory, Feedback Tab)
	30 I was satisfied with the communications I received from CFPB during the dispute process.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)	37.2 CFPB Complaint Communication, consumer response investigation, consumer satisfaction (Generic Clearance Inventory, Feedback Tab)
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Section/Page 8	31	What do you believe is the most important thing CFPB did for you? (select all that apply)	<ul style="list-style-type: none"> Collected and sent information about my issue to the company/organization Compelled the company to respond to my issue Resolved my issue Examined and investigated my individual case Enforced laws and regulations CFPB did nothing important for me Other 	1.2 Overall satisfaction, anticipating customers needs (Generic Clearance Inventory, Feedback Tab)
	<p>SURVEY SCRIPT: Part of CFPB's mission is to collect information pertaining to complaints and issues experienced by consumers, and to publish this information in a publicly available database at http://www.consumerfinance.gov.</p> <p>This database is refreshed nightly. Any information published is completely anonymous and does not reveal any specific information about you or other consumers.</p>			
	32	Do you believe a complaint database like this could help consumers make better financial decisions?	<ul style="list-style-type: none"> Yes No 	1.2 Overall satisfaction, anticipating customers needs (Generic Clearance Inventory, Feedback Tab)
	33	How important is it to you that your contact with CFPB is contributing to this public database?	<ul style="list-style-type: none"> 1 Not at all important 2 3 4 5 Very Important 0 (Don't know/Does not apply) 	1.2 Overall satisfaction, anticipating customers needs (Generic Clearance Inventory, Feedback Tab)
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Section/Page 9	<p>SURVEY SCRIPT: This last section asks for basic demographic information that will be used for reporting purposes only:</p>			
	34	Throughout the entire time you worked with CFPB (from the time you first made contact with the agency to the time your issue was resolved), about how many times did you interact with CFPB? For instance, submitted your information, sent an email/follow-up, called to check status, checked status on the portal, etc.	<ul style="list-style-type: none"> Once Twice 3-5 times 6-10 times More than 10 times 	39.2 Consumer Communication, Status Checks (Generic Clearance Inventory, Feedback Tab)

Email	Fax	Phone	Postal	Referral	Web	
283	2,688	20,820	21,663	72,450	146,607	264,511
0.11%	1.02%	7.87%	8.19%	27.39%	55.43%	