

Usability Test for CFPB Consumer Satisfaction Survey Questionnaire Structure		
Survey Script/Survey Item		Response Choices
Section/Page 1	SURVEY SCRIPT: This survey is about your recent contact with the Consumer Financial Protection Bureau (CFPB) to [submit a complaint, provide feedback], beginning on or about [Date].	
	1	Did you [submit a complaint, provide feedback] to the Consumer Financial Protection Bureau (CFPB) on or about on [Date]?  Yes No  [If no, route consumer out of survey]
	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] ___
	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?
	4	Why did you submit a complaint to CFPB? (select all that apply)  To resolve an issue I was having For help 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
Page Break		Page Break
Section/Page 2	5	Is your complaint open or closed?  Open Closed I don't know
	6	Did you try to resolve your issue before you contacted CFPB?  Yes No
	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] ___
	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 Make the company respond to my issue Act to resolve my issue Examine and investigate my individual case Enforce laws and regulations Other
Page Break		Page Break
Section/Page 3	SURVEY SCRIPT: Now think about your overall experience 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)
	9	The communications provided by CFPB?  1 Not at all satisfied 2 3 4 5 Extremely satisfied 0 (Don't know/Does not apply)
	SURVEY SCRIPT: Indicate how much 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)
	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)

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	12	Based on my experience, I would contact CFPB again.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)
	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)
	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)
<b>Page Break</b>		<b>Page Break</b>	
Section/Page 4	<b>SURVEY SCRIPT: These next few questions are about the initial process to submit information for your complaint or issue.</b> Indicate how much 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)
	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)
	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)
	18	I thought the amount of information I had to provide was: (select one)	Too much information About right Too little information
	19	I thought the time it took to provide my information was: (select one)	Too long About right Too short
	[If PHONE COMPLAINT, present items 20 - 22:]		
	<b>SURVEY SCRIPT: Indicate how much you agree or disagree with the following statements:</b>		
	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)
	21	The CFPB phone representative was courteous.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)
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)	
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Questionnaire Structure**

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<p><b>SURVEY SCRIPT:</b> These next questions are about the time after you submitted a complaint to CFPB, when information about your complaint was sent to the company for review and response.</p> <p>Indicate how much you agree or disagree with the following statements:</p>		
23	CFPB told me what would happen after I submitted my complaint.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)
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)
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 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 No, I checked the status of my complaint with a Congressional office
<p>Section/Page 5</p> <p>[If item 25 is "Yes, I checked the status of my complaint on CFPB's website", present items 25a and 25b:]</p> <p><b>SURVEY SCRIPT:</b> Indicate how much you agree or disagree with the following statements:</p>		
25a	CFPB's website gave me the information I needed about my complaint.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)
25b	It was easy to check the status of my complaint on CFPB's website.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)
<p>[If item 25 is "Yes, I called CFPB to check the status of my complaint", present item 25c:]</p> <p>Indicate how much you agree or disagree with the following statement:</p>		
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)
<b>Page Break</b>		<b>Page Break</b>
<p><b>SURVEY SCRIPT:</b> These next few questions are about the <u>company's</u> response to your issue.</p> <p>Indicate how much you agree or disagree with the following statements:</p>		
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)
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)
<p>Section/Page 6</p>		

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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)
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Section/Page 7	<p><b>SURVEY SCRIPT: These next few questions are about your dispute of the company's response to your complaint.</b></p> <p>Indicate how much you agree or disagree with the following statements:</p>	
	29 I had a good understanding of what would occur if I disputed.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)
	30 I was satisfied with the communications I received from CFPB after I disputed.	1 Strongly disagree 2 3 4 5 Strongly agree 0 (Don't know/Does not apply)
Page Break		Page Break
Section/Page 8	31 What do you believe is the most important thing CFPB did for you? (select all that apply)	Collected and sent information about my issue to the company/organization Made the company respond to my issue Resolved my issue Examined and investigated my individual case Enforced laws and regulations CFPB did nothing important for me Other
	<p><b>SURVEY SCRIPT: CFPB publishes complaint data about the issues consumers are submitting complaints about in a public database at <a href="http://www.consumerfinance.gov">http://www.consumerfinance.gov</a>.</b></p> <p>This database is updated 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?	Yes No
	33 How important is it to you that your complaint contributes to this public database?	1 Not at all important 2 3 4 5 Very Important 0 (Don't know/Does not apply)
Page Break		Page Break
Section/Page 9	<p><b>SURVEY SCRIPT: This last section asks for basic demographic information.</b></p>	
	34 Throughout the entire time you worked with CFPB (from the time you first contacted CFPB to the time your complaint was closed), 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 website, etc.	Once Twice 3-5 times 6-10 times More than 10 times