

**CONSUMER FINANCIAL PROTECTION BUREAU
REQUEST FOR APPROVAL UNDER THE GENERIC CLEARANCE
FOR CONSUMER COMPLAINT AND INFORMATION COLLECTION SYSTEM
(TESTING AND FEEDBACK)
(OMB Control Number: 3170-0042)**

Usability Summary based on Test Survey Results

A usability test of the CFPB Consumer Satisfaction Survey instrument (ICR Reference Number 201307-3170-002) was administered between May 1, 2014 and May 7, 2014 and informed the development of the CFPB Consumer Satisfaction Survey - National Pilot Survey ICR. Invitation emails were sent to 200 individuals. Survey invitations were received by 194 individuals, since six invitation emails bounced back due to inaccurate email addresses or full email inboxes. Seventeen surveys were completed; however, two respondents were immediately routed out of the survey because of their response to an identifying question (i.e., responded “No” to the question “Did you submit a complaint to the Consumer Financial Protection Bureau (CFPB) on or about on [Date]?”). Fifteen surveys were completed in full, yielding a response rate of 7.73 percent. In past experience, similar consumer surveys have yielded a response rate of between five and ten percent. Four surveys were started but not completed by the end of the day on May 7, 2014, yielding a drop-off rate of 19.05 percent. No emails were received through the “Survey Support” inbox from consumers.

Comprehension data

Completion rate: 15 complete responses / 194 survey invitees = 7.73 percent

Drop-off rate: 4 incomplete responses / 21 total responses = 19.05 percent

Consumer emails for survey assistance received through the “Survey Support” inbox: None