Company Portal Interaction Survey
Questionnaire Structure

	Survey Script/Survey Item	Response Choices
	This survey is about your company's interactions with the Consumer Financial Protection Bureau (CFPB) Portal, beginning on or about [Date]. This survey focuses exclusively on operations. Our intent is to better understand your company's experience with the operations and functionality of the CFPB Portal. We are not soliciting responses about the content of any CFPB complaint or the CFPB complaint model at this time.	
	To what extent do you agree with the following statements regarding your company's experience with the CFPB Portal?	
1	The CFPB boarding process was efficient.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
2	The CFPB credentialing process was straightforward.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
3	The process of setting up CFPB Portal users is efficient.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
4	Managing credentials for CFPB Portal users is easy.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
5	Navigating to resources on the CFPB Portal is easy.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
6	My company receives sufficient CFPB Portal training.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)

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Portal access and resources	7	What do you think is the most effective way for receiving CFPB Portal training? (Select one)	Live in person (seminar) Webinar On-demand video FAQs
	8	Do your company's portal users use the CFPB Portal manual?	Yes No Don't know
	9	[If yes to Q8] To what extent do you agree that the manual is useful?	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
		To what extent do you agree with the following statements regarding your company's experience with the CFPB Portal?	
	10	The definitions of Closing and Administrative response categories are clear.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
	11	The Daily Digest effectively notifies my company when action is needed on a CFPB complaint.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
	12	By which method would your company prefer to receive notifications about CFPB complaints? (Select all that apply)	Email Portal notifications Direct data transfer Automated voice message
	13	How often does your company experience technical issues with the CFPB Portal? (Select one)	Never Rarely Somewhat often Often Routinely
	14	[If Somewhat often, Often, or Routinely to Q13] What technical issues has your company experienced most frequently on the CFPB Portal? Issues related to: (Select all that apply)	Logging in Resetting a password User management (adding/removing users, changing user access) Submitting a response Error message(s) Closing/attaching document(s) Other
		To what extent do you agree with the following statement regarding your company's experience with the CFPB Portal?	

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	15	My company receives sufficient support related to CFPB Portal issues (i.e., technical or process issues).	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
Level of effort/burden	16	Does your company use a separate system from the CFPB Portal to track actions in response to individual CFPB complaints?	Yes No Don't know
	17	[If yes to Q16] How does your company move data from CFPB systems into your separate system?	Manual re-entry Automated process Other Does not apply
Organization and governance	18	How many employees in your company handle CFPB complaints on a full-time basis? (Select one)	None 1 to 3 4 to 9 10 to 25 More than 25
	19	Does your company have a dedicated CFPB complaint response team?	Yes No Don't know
Other	20	Approximately what proportion of total consumer complaints that your company receives are CFPB complaints? (Select one)	1 out of 1 1 out of 50 1 out of 100 1 out of 250 1 out of 500 1 out of 1,000 1 out of 10,000 Don't know
	21	How often does your company access data published in the CFPB Consumer Complaint Database? (Select all that apply)	On an ad-hoc basis Daily Weekly Monthly Quarterly Annually Never