

**National Credit Union Administration
Office of Small Credit Union Initiatives (OSCUI)
Focus Group Questions 2014**

Introduction

Focus Group participants will consist of credit unions that are eligible for support by NCUA's Office of Small Credit Union Initiatives (i.e., small, low-income and new credit unions). Participants will be asked questions related to customer satisfaction. The focus groups are one step of a larger evaluation project that NCUA is conducting with the overall objective of helping the agency better support small, low-income and new credit unions.

The discussion will last 45 minutes.

1. OSCUI could better help our credit union if it did_____or offered _____.

2. Is it a wise use of OSCUI's resources to help credit unions via consulting services, trainings, grants/loans and partnerships/outreach resources?

3. What should be the expectations for how much OSCUI can help small credit unions?

4. Should OSCUI try to help many small/low-income credit unions a little bit each or work more intensively with fewer credit unions?

5. What are the key drivers that move a credit union from stagnation in deposits, loans, and/or membership to growth?

6. What quantitative measures should NCUA use to measure the impact of OSCUI's work?

7. Is there anything else you would like us to note about OSCUI that has not been covered?