

National Credit Union Administration Office of Examination and Insurance (E&I) Secure File Transfer Portal Testing Questions

Introduction

Testing participants will consist of a subset of federally insured credit unions, which will submit examination related documents to NCUA through NCUA's secure file transfer portal. Participants will be asked to provide feedback on their experience. NCUA will review the feedback provided to enhance the user experience when the secure file transfer policy is released for agency-wide use.

Testing will be conducted during the credit union's regularly scheduled examination. Credit union participants will be asked to complete an online survey, comprised of the following questions, after using the secure file transfer portal.

1. On a scale of 1 to 5 – with 1 being the worst and 5 being the best – how do you rate your experience with the secure file transfer portal?

1 2 3 4 5

2. Please select which type of documents you transferred to NCUA using the portal:

- Only electronic documents with PII
- All sensitive or confidential electronic documents (including those containing PII)
- All sensitive or confidential electronic documents (including those containing PII) plus some other files that are not sensitive or confidential
- All exam-related documents, regardless of whether or not they contain PII

3. Please indicate the approximate number and aggregate size of documents transferred using the portal.

4. What did you like about the secure file transfer portal (Please list specific instances where the portal was useful.)?

5. What aspects of the portal made the exam process difficult or challenging? (Please give examples and fully explain why the identified aspects proved difficult/challenging.)
6. Do you have any suggestions for improvement (include feedback on instructions)?
7. If you experienced issues as you used the secure file transfer portal, select all the areas where those issues occurred:
- Portal access
 - Difficulty with uploading documents
 - Difficulty with instructions
 - Other (If other, please indicate where the issue(s) occurred.):
8. Please use the space below if you have any additional comments or recommendations.