

## **Online Training Modules for Librarians**

### INVITATION

Your participation in this survey is voluntary. You are not required to share any personal information. The survey is being conducted by Financial Industry Regulatory Authority (FINRA) Investor Education Foundation on behalf of the Consumer Financial Protection Bureau (CFPB). As a result, the CFPB will not be able to tell who provided responses. Instead, they will only receive anonymous and combined results.

The information you provide through your responses to this survey will help the CFPB improve its online training program for library staff. The survey should take less than 5 minutes to complete.

Your input is appreciated. Thank you.

### **Privacy Act Statement**

#### **5 U.S.C. 552(a)(e)(3)**

The information you provide through your responses to the Financial Industry Regulatory Authority (FINRA), will assist the Consumer Financial Protection Bureau (“CFPB”) in providing feedback to assess and improve the training materials.

The CFPB will not obtain or access personally identifiable information.

This collection of information is authorized by Pub. L. No. 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. §§ 5493 and 5512.

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### **Paperwork Reduction Act Statement**

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and not withstanding any other provision of law a person is not required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-0024. It expires on 11/30/2018. The time required to complete this information collection is estimated to average approximately 5 minutes per response. Comments regarding this collection of information, including the estimated response time, suggestions for

improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection should be submitted to Bureau at the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to [CFPB\\_PRA@cfpb.gov](mailto:CFPB_PRA@cfpb.gov).

1. Overall, how satisfied are you with the CFPB online course, [name of course], that you completed?
    - a. Very satisfied
    - b. Somewhat satisfied
    - c. Somewhat dissatisfied
    - d. Very dissatisfied
  
  2. How useful is the information included in this course to the financial education needs and interests of the patrons of your library?
    - a. Very useful
    - b. Somewhat useful
    - c. Not very useful
    - d. Not at all useful
  
  3. [Similar to #2] Will the course information help you to respond to the financial education needs of the patrons of your library?
    - a. A lot
    - b. Somewhat
    - c. Not very much
    - d. Not at all
  
  4. Would you recommend this course to other library staff? (yes/no)
  
  5. To what extent was the online course relevant to your work with library patrons?
    - a. Very relevant
    - b. Somewhat relevant
    - c. Not very relevant
    - d. Not at all relevant
    - e. I do not work directly with library customers
  
  6. To what extent did the online courses increase your confidence level in the topics covered?
    - a. A lot
    - b. Somewhat
    - c. Not very much
    - d. Not at all
  
  7. Please provide feedback that can help us make this course better:
-

8. To what extent was the online course topic aligned with your patrons' financial education needs and interests?
  - a. Very well aligned
  - b. Somewhat aligned
  - c. Not very well aligned
  - d. Not at all aligned
  
9. How would you rate the value of this online course to you professionally?
  - a. Very valuable
  - b. Somewhat valuable
  - c. Not very valuable
  - d. Not at all valuable
  
10. How would you rate the value of this online course to you personally?
  - a. Very valuable
  - b. Somewhat valuable
  - c. Not very valuable
  - d. Not at all valuable
  
11. Do you plan to use any information or resources from the course to help library patrons?
  - a. Yes
  - b. No
  - c. Not applicable
  
12. Can you use any information or resources from this course to help colleagues?
  - d. Yes
  - e. No
  - f. Not yet but I plan to
  - g. Not applicable

### CLOSING

Thank you for taking part in this survey! Your input will be used by CFPB to assess and improve these online training resources for librarians.

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