

Delayed Entry Program (DEP) – Post Assessment

The Consumer Financial Protection Bureau (CFPB) has created this online financial education eLearning program for recruits in the Department of Defense Delayed Entry Program (DEP). The CFPB would like to conduct a survey of the program with a group of DEP recruits and Reserve Officers' Training Corps (ROTC) who will be selected at random. The Bureau will not disclose any personally identifiable information collected except to the extent that it is required to do so by law and as provided in the Privacy Act Statement listed below. Additionally, the Bureau will treat the information collected consistent with its confidentiality regulations at 12 C.F.R. Part 1070, et seq.

[Privacy Act Statement

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

The feedback you provide through your survey responses to the Consumer Financial Protection Bureau (CFPB) will help the Office of Servicemember Affairs improve their eLearning tool that provides “just-enough, just-in-time” financial education to those in the Delayed Entry Program.

The CFPB will not obtain and access identifying information about study participants. 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.

Participation in this survey is voluntary, you are not required to participate or share any personally identifying information. You may withdraw from participation at any time.]

Instructions: For each of the following questions, select the best response from the choices listed.

1. Car dealer fees can be negotiated when buying a car.
 - a. TRUE(✓)
 - b. FALSE

2. To obtain a vehicle history report I need to have which of the following?
 - a. The make and model of the vehicle.
 - b. The vehicle identification number (VIN).(✓)
 - c. Permission of owner or dealership.
 - d. All of the above

3. Having good credit could give you...
 - a. unlimited spending on credit cards.
 - b. discounts in most stores and online retailers.
 - c. a better refund on your income taxes.
 - d. an edge on job and apartment applications.(✓)

4. If you qualify, the Servicemembers Civil Relief Act (SCRA) can help you...
 - a. erase all debts taken out before your military service.
 - b. reduce the interest on debts taken out before your military service.(√)
 - c. place your debts on hold until you end your military service.
 - d. pay off your debt with a one-time loan from the federal government.

5. You can get a free credit report from each of the three credit reporting agencies...
 - a. once per year.(√)
 - b. once per month.
 - c. whenever you like.
 - d. never, unless you are a certified loan officer or bank.

6. When buying a car I should focus first on negotiating...
 - a. a monthly payment I can afford.
 - b. the best trade-in value for my old vehicle.
 - c. the total purchase price. (√)
 - d. the car dealer fees.

7. A car shopper can require a sales person provide....
 - a. an independent mechanic's assessment of the car.
 - b. the pricing paperwork and out-the-door cost to purchase the car.(√)
 - c. their sales commission percentage.
 - d. their Federal Trade Commission license.

8. After completing the Misadventures in Money Management program, do you **NOW** feel you have a better understanding about the importance of:
 - a. Know where to seek help if you have a question about a financial matter. ____ Yes ____ No
 - b. Saving for emergencies. ____ Yes ____ No
 - c. Establishing a good credit rating. ____ Yes ____ No
 - d. Being a smart shopper. ____ Yes ____ No
 - e. Understanding that your actions will determine your success in life. ____ Yes ____ No
 - f. Managing your money wisely. ____ Yes ____ No
 - g. Saving and investing for the future. ____ Yes ____ No

9. Describe your **overall satisfaction** with Misadventures in Money Management.

- Very Satisfied.
- Satisfied.
- Neutral.
- Dissatisfied.
- Very Dissatisfied.

10. When it comes to the financial behavior that you practice every day, how did you learn to do what you do? (Check all that apply)

- Personal experience
- Doing my own research
- My parents taught me
- School
- Friends, classmates and other peers
- Advice from a bank or other financial institution customer support.
- An Accountant or Financial Advisor
- Military resources or websites
- Online social media tools

11. Once in the military, if I have an unexpected financial burden I can't handle, I know all my options.

- a. Strongly agree.
- b. Agree.
- c. Neutral.
- d. Disagree.
- e. Strongly Disagree.

12. Which topic did you find most interesting: *(Choose only one)*

- Buying a car
- Establishing credit
- Purchases associated with identity
- Saving for the future
- Top five money mistakes
- Providing good or bad advice
- Managing Debt

13. I learned something I might use in real life regarding: (Check all that apply)

- Buying a car.
- Getting a good deal when buying a product.
- Establishing credit.
- Buying with a debit card vs credit card.
- The Servicemembers Civil Relief Act (SCRA).
- How buying habits can affect your money over time.
- Taking out loans.

- How to deal with being in debt.
- Doing research before making a big purchase or signing a contract.
- Dealing with debt collectors.
- I didn't learn anything new that I might use in real life.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and 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 3170-0036. It expires on 8/31/2019. The time required to complete this information collection is estimated to average approximately 11 minutes per response. Responding to this collection of information is voluntary. 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.

Privacy: Responses to this data collection will be used only for statistical purposes. The reports prepared for this study will summarize findings across the sample and will not associate responses with a specific organization or individual. We will not provide information that identifies you or your affiliation to anyone outside the study team, except as required by law.