

Appendix A – Consumer Advisory Board Responses to FY19 Advisory Committee Survey

CAB - 2019 Annual Comprehensive Survey Breakdown

5 out of 9 response rate (specifically 56%)

What advisory committee do you serve on?

| | |
|-------------|-------------------------|
| Response(s) | Consumer Advisory Board |
|-------------|-------------------------|

- I. Planning/Pre-meeting activities: Please rate your satisfaction with meeting planning activities.

Communication

How satisfied were you with the timeliness of communication regarding important dates?

| | | | | | |
|-------------|---|---|---|---|---|
| Response(s) | 5 | 5 | 5 | 4 | 4 |
|-------------|---|---|---|---|---|

Were you satisfied with the timeliness of communication regarding meeting agenda items?

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|-------------|---|---|---|---|---|
| Response(s) | 5 | 5 | 5 | 3 | 4 |
|-------------|---|---|---|---|---|

Were you satisfied with the timeliness of requests for input during the meeting planning process?

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|-------------|---|---|---|---|---|
| Response(s) | 3 | 4 | 5 | 3 | 3 |
|-------------|---|---|---|---|---|

Agenda Creation

Were you satisfied that advisory members were given the opportunity to provide meaningful input during agenda planning?

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| Response(s) | 3 | 4 | 5 | 2 | 2 |
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Were the meeting agendas aligned with your understanding of the advisory committee mission and goals?

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| Response(s) | 5 | 5 | 5 | 4 | 3 |
|-------------|---|---|---|---|---|

Accommodations

Were you satisfied with the locations of the meetings (conference rooms, audio & visual)?

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|-------------|---|---|---|---|---|
| Response(s) | 5 | 3 | 4 | 3 | 5 |
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II. Travel: Please rate your satisfaction with travel related activities and processes.

Did the hotels and meeting locations meet your expectations?

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|-------------|---|---|---|---|---|
| Response(s) | 5 | 3 | 4 | 3 | 5 |
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Communication

Were travel rules and guidelines clearly explained?

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| Response(s) | 4 | 4 | 5 | 4 | 5 |
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Was it clear who to contact with questions about travel or accommodations?

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| Response(s) | 5 | 4 | 5 | 5 | 5 |
|-------------|---|---|---|---|---|

Were questions about travel and accommodations answered accurately and in a timely manner?

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| Response(s) | 5 | 4 | 5 | 5 | 5 |
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Travel Reimbursement

Was it clear who to contact to obtain reimbursement for travel related expenses?

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| Response(s) | 3 | 4 | 5 | 5 | 5 |
|-------------|---|---|---|---|---|

Were reimbursements received in a timely manner; within 30 days of submission of receipts?

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| Response(s) | 3 | 5 | 5 | 5 | 5 |
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III. Meeting Management: Please rate the performance of the team with regard to meeting facilitation.

Orientation

Do you think the advisory committee orientation program provides members with the appropriate depth and breadth of information?

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| Response(s) | 5 | 5 | 5 | 3 | 4 |
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After orientation were you clear of your role and responsibility as an advisory committee member?

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|-------------|---|---|---|---|---|
| Response(s) | 5 | 5 | 5 | 4 | 5 |
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What other information would be of value?

“Is there a way to smooth out the process for entry. It is very cumbersome and time consuming.”

Communication

Meeting goals were clearly communicated in advance of the meetings.

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| Response(s) | 5 | 4 | 5 | 3 | 5 |
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Stated meeting goals align with mission of the advisory committees and the Bureau.

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| Response(s) | 5 | 4 | 5 | 4 | 4 |
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Meeting activities and events aligned with agenda and goals.

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| Response(s) | 5 | 5 | 5 | 4 | 4 |
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Advisory committee meetings encourage a high quality of debate with robust and probing discussions.

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| Response(s) | 4 | 5 | 5 | 4 | 5 |
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The chair’s leadership style and tone promotes effective decision-making and constructive debate.

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| Response(s) | 4 | 5 | 5 | 5 | 4 |
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Materials Provided

Meeting materials were provided in the agreed upon timeframe in advance of the meetings.

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| Response(s) | 5 | 5 | 4 | 3 | 4 |
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Meeting materials were well-organized, easy to navigate, and supported the agenda and goals.

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| Response(s) | 5 | 5 | 4 | 3 | 5 |
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Meetings

Do you believe advisory committee meetings are properly focused on significant matters such as strategy and policy?

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| Response(s) | 5 | 5 | 5 | 3 | 4 |
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Do you believe advisory committee meetings allow sufficient time to discuss the business at hand?

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| Response(s) | 5 | 5 | 4 | 4 | 3 |
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Do you think advisory committee meetings allow for candid and constructive discussion?

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| Response(s) | 5 | 5 | 5 | 5 | 4 |
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Do you consider presentations at advisory committee meetings to be generally of the appropriate length and content?

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| Response(s) | 4 | 4 | 5 | 3 | 4 |
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IV. Meeting Outcomes: Please rate your satisfaction with advisory committee outcomes.

Overall Effectiveness

Input provided by advisory committee members was used to make improvements in Bureau initiatives.

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| Response(s) | 5 | 5 | 4 | 3 | 3 |
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Bureau presenters provided expected clarity and demonstrated expertise.

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| Response(s) | 4 | 5 | 5 | 4 | 5 |
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During meetings, advisory committee members were able to share their experiences and opinions with the group and Bureau staff.

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| Response(s) | 5 | 5 | 5 | 5 | 5 |
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V. Impact: Please rate your satisfaction with advisory committee outcomes.

Overall Effectiveness

Do you feel input provided by advisory committee members provided meaningful impact in policy written by the CFPB.

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| Response(s) | 5 | 5 | 3 | 3 | 3 |
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Do you think the advisory committee has an appropriate balance of skills, experiences and backgrounds?

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| Response(s) | 5 | 5 | 5 | 4 | 3 |
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Advisory committee members recognize the role which they and each of their colleagues are expected to play and have the appropriate skills and experience for that role.

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| Response(s) | 5 | 4 | 5 | 4 | 3 |
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Were terms of reference (technical language or reference to shorthand or abbreviated terms) used for the advisory committee appropriate?

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| Response(s) | 5 | 4 | 5 | 4 | 4 |
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Please rate your overall impression of the Bureau, its work, and mission.

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| Response(s) | 5 | 5 | 4 | 4 | 4 |
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VI. Succession planning: Please rate your satisfaction with advisory committee outcomes.

There is appropriate succession planning for key committee members and the CAB as indicated by the charter:

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| Response(s) | 4 | 5 | 4 | 3 | 3 |
|-------------|---|---|---|---|---|

There is appropriate succession planning for key committee members and the CBAC as indicated by the charter:

| | | | | | |
|-------------|---|---|---|---|---|
| Response(s) | 5 | 3 | 4 | 3 | 3 |
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There is appropriate succession planning for key committee members and the CUAC as indicated by the charter:

| | | | | | |
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| Response(s) | 5 | 3 | 4 | 3 | 3 |
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There is appropriate succession planning for key committee members and the ARC as indicated by the charter:

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| Response(s) | 5 | 3 | 3 | 3 | 3 |
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Do you have additional comments or suggestions?