

Appendix C – Credit Union Advisory Council Responses to FY19 Advisory Committee Survey.pdf

CUAC - 2019 Annual Comprehensive Survey Breakdown

7 out of 7 (100% response rate)

What advisory committee do you serve on?

Response(s)	Credit Union Advisory Council
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- 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	5	4	5	5
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Were you satisfied with the timeliness of communication regarding meeting agenda items?

Response(s)	4	3	2	3	4	5	4
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Were you satisfied with the timeliness of requests for input during the meeting planning process?

Response(s)	5	5	3	4	4	5	5
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**Agenda Creation**

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

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

Response(s)	5	5	5	4	5	5	5
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**Accommodations**

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

Response(s)	5	4	5	3	5	5	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?

Response(s)	5	5	5	3	5	5	5
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**Communication**

Were travel rules and guidelines clearly explained?

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

Response(s)	5	5	5	5	5	5	5
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Were questions about travel and accommodations answered accurately and in a timely manner?

Response(s)	5	5	5	5	5	5	5
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**Travel Reimbursement**

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

Response(s)	5	5	5	5	5	5	5
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Were reimbursements received in a timely manner; within 30 days of submission of receipts?

Response(s)	5	1	5	5	5	5	3
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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?

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

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

“I think staggering committee members so there is an additional resource within your industry to ask for meeting prep advice will be very helpful.”

“A more detailed Org chart would be helpful, as the people who came in for orientation moved so quickly it was not clear how/where their areas meshed with the CFPB overall.”

“The meetings got more effective with each iteration because I believe the feedback solicited was readily incorporated. The staff at the CFPB were very cordial, professional and easily accessible.”

“Meetings were well structured with advance dates to facilitate travel and related plans. As the year progressed, the topics were provided earlier to allow for better preparation by committee members. That effort was greatly appreciated and helpful to all of us.”

“Orientation was a very informative and engaging experience. It was well organized and provided a great foundation to be an effective advisory committee member.”

**Communication**

Meeting goals were clearly communicated in advance of the meetings.

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

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

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

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

Response(s)	5	5	5	3	5	5	5
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### Materials Provided

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

Response(s)	5	3	2	4	5	5	5
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Meeting materials were well-organized, easy to navigate, and supported the agenda and goals.

Response(s)	4	5	5	5	5	5	5
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### Meetings

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

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

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

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

Response(s)	5	5	4	5	5	5	5
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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.

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

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

Response(s)	5	5	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.

Response(s)	4	4	4	3	5	5	5
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Do you think the advisory committee has an appropriate balance of skills, experiences and backgrounds?

Response(s)	5	5	5	5	5	5	5
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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.

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

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

Response(s)	5	4	4	5	5	5	5
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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:

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

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

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

Response(s)	5	4	5	3	4	5	3
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Do you have additional comments or suggestions?

“Provide meeting materials as far in advance as possible. Travel reimbursements are taking an inordinate amount of time to receive.”

“I have enjoyed my experience on the CUAC. I was not selected to continue, but appreciated the call from Matt and Rick--both are first class individuals. If possible, additional time to review the material in advance of the meeting would have been helpful. I had time to talk to our staff, but would have liked to talk with other CUs prior to the meeting. CFPB staff knowledge, concern, and willingness to listen were most impressive.”

“Most of my suggestions have already been addressed with more time for discussion in different formats, input on agendas, and feedback on how each meeting results in recommendations to the Bureau. Everything looks to be headed in an very exciting direction.”

“Thanks for incorporating our feedback in the term of committee members. I think this will go along with to enhance continuity.”

“For some questions, the survey requires one of the ratings be selected, even if not applicable. Changing the ratings to allow for a N/A response would facilitate more accurate results. For example, if no reimbursement was sought for travel expenses a rating still had to be selected. In fairness to the CFPB staff, who seem totally focused on providing great service, I chose Highly Satisfied even though this was a N/A question for me. Thank you for your consideration, as always, and for asking us for our perceptions.”

“The Bureau is doing a great job with its Advisory Committees and the current Advisory Committee meeting structure seems to be very productive. Allowing each group to select a topic relevant to that group and present on the topic to the Directors was a great addition to the meetings. The new structure with staggered terms is a positive change that should provide continuity and increased engagement. Great work overall.”