

BUREAU OF CONSUMER FINANCIAL PROTECTION

**REQUEST FOR APPROVAL UNDER THE
“GENERIC INFORMATION COLLECTION PLAN FOR THE COLLECTION OF
QUALITATIVE FEEDBACK ON THE SERVICE DELIVERY OF THE CONSUMER
FINANCIAL PROTECTION BUREAU”**

(OMB Control Number: 3170-0024)

1. TITLE OF INFORMATION COLLECTION:

Customer Experience Surveys

2. PURPOSE:

This information collection collects customer experience data from users of public CFPB programs (e.g. conferences, trainings, live events). This information (including level of satisfaction, ease of use, and overall relevance) will be used to improve customer satisfaction for future events. Qualitative data will be collected. Contact information will be optional and no other personal identifiable information will be collected.

3. DESCRIPTION OF RESPONDENTS:

Attendees of public CFPB programs and resources.

4. TYPE OF COLLECTION (ADMINISTRATION OF THE COLLECTION INSTRUMENT):

a. How will you collect the information? Check all that apply.

<input checked="" type="checkbox"/> Web-based or other forms of Social Media	<input type="checkbox"/> Telephone
<input type="checkbox"/> In-person	<input type="checkbox"/> Mail
<input type="checkbox"/> Small Discussion Group	<input type="checkbox"/> Focus Group
<input checked="" type="checkbox"/> Other (please explain) _____	

b. Will interviewers or facilitators be used?

Yes No Not Applicable

5. FOCUS GROUP OR SURVEY:

If you plan to conduct a focus group or survey, please provide answers to the following questions:

a. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

Yes No Not Applicable

b. If **yes**, please provide a description below. If **no**, please provide a description of how you plan to identify your potential group of respondents and how you will select them.

This volunteer customer satisfaction survey will be given to all users of CFPB live events and public-facing programs. For example, we will email the registration list for a CFPB conference to receive feedback from attendees. No screening will be necessary. An example of a event feedback request: “Thank you for attending our X event. In order to improve our services going forward, we’d love to hear what you thought. Can you please fill out this short survey? Thank you.”

6. INFORMATION COLLECTION PROCEDURES:

Creating surveys administered through email, web, or print. Some examples would be:

- The survey will be emailed to the registration list for some CFPB conferences;
- The survey is web-based as attendees will be able to access this survey on CFPB program office web pages; or
- The survey’s print versions will be handed to users of CFPB live events and public-facing programs.

7. PERSONALLY IDENTIFIABLE INFORMATION:

a. Is personally identifiable information (PII) collected? Yes No

b. If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?

Yes No Not Applicable

c. Has a System or Records Notice (SORN) been published?

Yes No Not Applicable

If yes, list the SORN title and the *Federal Register* (FR) citation:

Title: CFPB.013 - External Contact Database (85 FR 3662).

d. If applicable, please provide a link to the Privacy Impact Assessment.

https://files.consumerfinance.gov/f/201406_cfpb_consumer-experience-research_pia.pdf

8. INCENTIVES:

a. Is an incentive provided to participants? Yes No

b. If yes, provide a statement justifying the use and amount of the incentive **and** the amount or value of the incentive: \$____N/A_____.

9. ASSURANCES OF CONFIDENTIALITY:

a. Will a pledge of confidentiality be made to respondents? Yes No

b. If yes, please cite the statute, regulation, or contractual terms supporting the pledge.

10. **JUSTIFICATION OF SENSITIVE QUESTIONS (if applicable):** N/A

11. **BURDEN HOURS:**

Collection of Information	Number of Respondents	Frequency	Number of Annual Responses	Average Response Time (minutes)	Burden (hours)
Pre-Event Survey	4,160	1	4,160	3	208
Post-Event Survey	8,321	1	8,321	3	416
General Evaluation Survey	8,321	1	8,321	3	416
TOTAL	20,802		20,802		1,040

12. **FEDERAL COST:** The estimated annual cost to the Federal government is \$0.

13. CERTIFICATION:

CERTIFICATION PURSUANT TO 5 CFR 1320.9, AND THE RELATED PROVISIONS OF 5 CFR 1320.8(b)(3):

By submitting this document, the Bureau certifies the following to be true:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It uses plain, coherent, and unambiguous terminology that is understandable to respondents;
- (d) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (e) It indicates the retention period for recordkeeping requirements;
- (f) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):
 - (i) Why the information is being collected;
 - (ii) Use of information;
 - (iii) Burden estimate;
 - (iv) Nature of response (voluntary);
 - (v) Nature and extent of confidentiality; and
 - (vi) Need to display currently valid OMB control number;
- (g) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to be collected;
- (h) It uses effective and efficient statistical survey methodology; and
- (i) It makes appropriate use of information technology.

CERTIFICATION FOR INFORMATION COLLECTIONS SUBMITTED UNDER A GENERIC INFORMATION COLLECTION PLAN

By submitting this document, the Bureau certifies the following to be true:

- The collection is voluntary.
- The collection is low-burden for respondents.
- The collection is non-controversial and does not raise issues of concern to other Federal agencies.
- Information gathered will not be used for the purpose of substantially informing influential policy decisions.
- The collection is not statistically significant; the results are not intended to be generalizable beyond the survey population.
- The results will not be used to measure regulatory compliance or for program evaluation.