



Overall Survey Goals

- Normalize the feedback provided by on the examination process.
- Reinforce key exam procedures and expectations.
- Maintain consistency in exam processes.
- Inform the agency of areas where adjustments to processes and/or training is needed.

Pilot Objectives

- Begin to acclimate credit unions and NCUA staff to post-exam feedback.
- Initially focus on objective questions that can be answered factually.
- Test the survey process.
- Gather input and ideas on preferred approaches and sensitivities to the survey process and types of questions.
- Obtain input from credit unions on the specific questions or types of questions the agency should include in a permanent post-exam survey.

Pilot Approach¹

- Survey all Federal Credit Unions examined during the pilot period at the conclusion of a WCC-10 examination. Approximately 150-170 FCU examinations are completed a month.
- The same survey sent to the credit union will also be sent to the Examiner in Charge (EIC) for the respective credit union.
- Use three different sets of survey questions with six questions on each survey – which will include one common question across all three surveys that asks credit unions for their input on additional questions or types of questions that should be included in future surveys.
- Survey responses will be optional for credit unions and EICs during the pilot.
- The Ombudsman will obtain a list of completed FCU examinations on a weekly basis.
 - For completed FCU examinations, the Ombudsman will send an email to the credit union with the survey link and a separate email to the EIC with the survey link.
 - The email message for the survey will contain standard information and disclaimers about the survey and request a response within 15 business days. For example, the email will discuss how the survey will be used, that it is optional, provide OMB PRA and other privacy notices, and that credit unions should not include PII or sensitive information in the survey response (the one comment box that will be available).

¹ Note, staff are in the process of testing Survey Monkey for the pilot. The results of the test may necessitate some changes to the process envisioned herein.



- The three pilot surveys (1, 2, or 3) will be rotated as evenly as possible amongst the completed examinations on a flow basis.
- Surveys under the pilot are not anonymous. However, pilot survey responses will only be accessible by the Office of Executive Director and Ombudsman. OED will analyze the data and share summary results.
- The agency will utilize an existing Survey Monkey license for the pilot.
- Agency leadership will inform NTEU of pilot survey plans, including the questions asked in the survey.
- Agency leadership will inform NTEU of plans to include more formal discussions, including input from examiner focus groups, prior to implementation of a formal survey process.

Next Steps

- Obtain Board input and finalize initial sets of pilot survey questions.
- Finish pilot survey testing.
- Develop template for email message with necessary information and disclaimers.
- Finalize work with OGC on Privacy, etc.
- Submit fast-track PRA request to OMB.
- Brief NTEU and satisfy negotiation requirements.
- Implement regional and OED processes for administering the pilot.