



FFIEC Website Customer Survey

2023 FFIEC Website Modernization User Feedback Survey

Thank you for participating in the voluntary FFIEC.gov User Survey. This survey is designed to get your feedback on the current performance of the FFIEC's public website and what areas the redesign team should focus on. There are several multiple-choice questions along with open responses for you to provide more detailed feedback and suggestions.

Should you have any questions, please contact the FFIEC Website Modernization Team at ffiecwebmod@ncua.gov

1. How long have you been a user of the FFIEC's website?

Less than 6 months

6 months to 1 year

1 to 3 years

4 to 10 years

- 4 to 10 years
- 10 or more years
- I have not used the website

2. How often do you visit FFIEC.gov?

- Daily
- Weekly
- Monthly
- Yearly
- I rarely visit FFIEC.gov
- I don't visit FFIEC.gov

3. When I visit FFIEC.gov, I primarily use the following device:

- A desktop or laptop computer
- A tablet
- A smartphone

4. How do you get to the FFIEC's public website?

- Through search engines like Google, Bing and Yahoo
- Going directly to FFIEC.gov

- Social media posts
- Through other agencies' websites
- Through email

5. When I visit FFIEC.gov, I view the following content:
(Check all that apply)

- About the FFIEC
- Contact information
- Press releases/Announcements
- Industry Outreach website
- Examiner education pages
- Geocoder
- Census data
- Computational tools
- CRA-related information and data
- Reporting forms (i.e. Call Report)
- CDR-related Information and data
- UBPR-related information and data
- Publications and FFIEC reports (i.e., Annual Report, FOIA, etc.)
- Policy statements and supervisory guidance

Cybersecurity-related information and tools

BSA/AML InfoBase

IT Examination Handbook InfoBase

EGRPRA-related information and reports

Other (please specify)

6. How often do you visit or use the Industry Outreach website, BSA/AML InfoBase, and the IT Examination Handbook InfoBase?

Daily

Weekly

Monthly

Yearly

I rarely visit the Industry Outreach website, BSA/AML InfoBase, and the IT Examination Handbook InfoBase

I don't visit the Industry Outreach website, BSA/AML InfoBase, and the IT Examination Handbook InfoBase

7. How satisfied are you with the design, look, and feel of the FFIEC's Industry Outreach website, BSA/AML InfoBase, and the IT Examination Handbook InfoBase?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Not applicable

8. How satisfied are you with the navigation of the FFIEC's Industry Outreach website, BSA/AML InfoBase, and the IT Examination Handbook InfoBase?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Not applicable

9. What are the new features would you like to see on the new and redesigned FFIEC website? Select all that apply.

- More filtering and sorting tools for users to navigate and find information more quickly and easily
- An improved search function for the website
- An improved presentation of content, images, icons, and other visual elements
- An improved presentation of data
- Tools and resources, such as the Cybersecurity Assessment Tool, UBPR, or computational tools, having more prominence
- More video and infographics on the website
- Other (please specify)

10. Of the new features outlined above, which features should FFFIEC Website Modernization Project Team prioritize? Please indicate your preferences in ranked order.

- More filtering and sorting tools for users to find information more quickly and easily
- An improved search function for the website

-  An improved presentation of content, images, icons, and other visual elements  
-  An improved presentation of data  
-  Tools and resources, such as the Cybersecurity Assessment Tool, UBPR, or computational tools, having more prominence  
-  More video and infographics on the website  

11. What are the best performing websites, in your opinion, that provide similar information and data found on FFIEC.gov the FFIEC Website Modernization Project Team should take inspiration from and why? Please provide the web address.

12. Please provide any other thoughts or suggestions for the FFIEC Website Modernization Team to consider as part of this website redesign.

