NCUA
National Credit Union Administration

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Post Examination Survey Project Update

June 16, 2022

Background

- NCUA Letter to Federal Credit Unions 21-FCU-05
- Pilot survey from September 20, 2021, to March 31, 2022
- Survey included five binary questions and one open-ended question

Pilot Survey Results

- **As of March 31, 2022:**
  - 3 iterations of survey
  - 1,058 surveys distributed (credit unions)

Survey Version	# Surveys Distributed	Credit Union Responses
1A	365	79
1B	376	54
1C	317	53
		186 Total Responses

- **Generally, overall positive feedback from the survey**

Post Exam Survey Responses

Question	CU Responses		
	Yes	No	N/A
1. Request for pre-exam data and information, avoided duplicate requests.	95%	5%	
2. Examiner consulted with management concerning time frames for providing requested pre-exam data and information.	100%		
3. The written exam report documented and explained the examiner's final conclusions and determinations. This includes CAMEL and Risk Ratings, any Documents of Resolution, any Examiner's Findings, and any other concerns or conclusions expressed in the written report.	100%		
4. Examiner's Findings, Documents of Resolution, and other concerns were discussed with credit union management prior to being presented to the Board of Directors.	93%	2%	5%
5. The credit union was made aware of its appeal rights.	93%	7%	
6. The Exam Notification and Items Requested Letter included the names of the field supervisor (Supervisory Examiner or Director of Special Actions) and Examiner-in-Charge assigned to your credit union.	98%	2%	
7. The exam review areas included those that pose the highest risk to your institution.	100%		
8. A reference to the applicable law, NCUA Rules and Regulations, GAAP, or other binding standard or requirement was provided for all Document of Resolution items included in the final examination report.	61%	2%	37%
9. The examiner held an exit meeting with the CEO or designated credit union staff to discuss conclusions from the examination.	95%	5%	
10. The examiner offered to keep management (CEO or designated credit union staff) updated throughout the exam.	98%	2%	
11. Notification of the examination was provided to management at least four weeks in advance of the state of the onsite exam work. (Please note, examiners are permitted to provide less than four weeks advance notice in some limited circumstances.	96%	4%	
12. The final exam report was delivered at the exit meeting with the CEO or designated credit union staff or at the joint conference with the credit union's board of directors (if one was held) or if changes resulted from either of these meetings, was delivered within 10 business days thereafter.	91%	9%	
13. The examiner offered to hold a Joint Conference – that is, a meeting with the credit union's board of directors – to discuss conclusions from the examination.	91%	3%	6%

CU Post Exam Survey Pilot

Future questions suggested by Credit Unions and Examiners

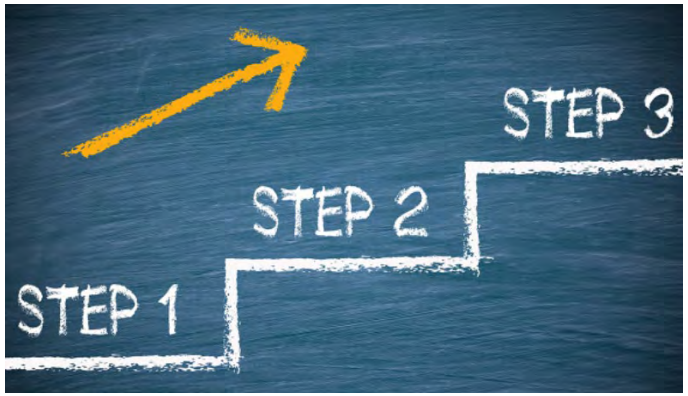
- How did the examiner interact with staff and Board of Directors?
- Did the exam start and stop in a timely fashion?
- What could have been done better during the examination?
- Were there inefficiencies or difficulties with the offsite exam process?
- How was overall communication with examiners during the exam?
- Did the credit union find the examination useful? Was feedback helpful?
- Were the findings and plan for corrective action appropriate for the size and complexity of the credit union?

Insights and Feedback

- Add more qualitative questions
- Value of using a third-party to administer the survey
- Communicate plans for dissemination and distribution of survey results
- Explore ways to increase participation
- Consider credit union asset size in determining survey questions
- Consider options to automate the survey process and to expand reporting

Next Steps

- Extended current pilot
- Determine next iteration of survey questions
- Additional communications
- Research third party vendors



Questions

Send Suggestions to the Office of Business Innovation:

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NCUA Ombudsman Contact Information:

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