



Executive Summary, 2024-SR-C-013, May 15, 2024

The CFPB Can Enhance Certain Aspects of Its Examiner Commissioning Program

Findings

The Consumer Financial Protection Bureau can enhance certain aspects of its Examiner Commissioning Program (ECP). Specifically, we found that CFPB examiners receive inconsistent opportunities, mentorship, and support as they pursue commissioning. We also found that the agency's Division of Supervision, Enforcement and Fair Lending can define the expectations for certain ECP support roles and standardize the process for collaboration between Supervision Learning and Development and the regions related to additional support for examiners preparing for the ECP. We believe that defining roles, responsibilities, and expectations as well as standardizing the process for collaboration may promote a more consistent experience for examiners.

Additionally, we found that the Division of Supervision, Enforcement and Fair Lending can improve examiner in charge (EIC) case study assessment (CSA) feedback to examiners. Multiple interviewees indicated that they received vague EIC CSA feedback. Providing more specific, actionable feedback will help examiners to address areas of weakness and further develop the necessary skills to complete the ECP and become commissioned examiners.

In addition, we identified a matter for management consideration related to formalizing an approach for diversifying panels that assess the EIC CSA and periodically collecting qualitative information through activities such as focus groups and qualitative surveys.

Recommendations

Our report contains three recommendations designed to enhance certain aspects of the CFPB's ECP. In its response to our draft report, the CFPB concurs with our recommendations and outlines actions to address them. We will follow up to ensure that the recommendations are fully addressed.

Purpose

We conducted this evaluation to assess the CFPB's approach to examiner commissioning, including the case study component of the program. Specifically, our scope covered the CFPB's ECP activities from January 2018 through December 2022.

Background

The CFPB's Office of Supervision Examinations oversees the examination activities of four regional offices. Within the Office of Supervision Examinations, Supervision Learning and Development is responsible for training and commissioning the CFPB's examination staff.

The ECP is a key component of the CFPB's supervision program and addresses the professional development of the agency's examination workforce. The ECP includes required coursework, on-the-job examiner experience, acting EIC assignments, a capstone course, a multiple-choice test, and the EIC CSA. Examiners must successfully complete the ECP to be commissioned.