

AMERICAN CUSTOMER SATISFACTION INDEX
Questionnaire Version 10c
Bureau of Consular Affairs, Department of State - 2008

Hello, I'm (NAME) calling on behalf of the CFI Group. We are conducting research on how satisfied users are with services provided by federal government agencies and private companies as part of the American Customer Satisfaction Index.

Today I want to ask you about services you may have received from the Passport Services Department. The purpose of the research is to help them and the U.S. Department of State improve their services to you. Your name will be confidential, and I will ask you only about products and services you have recently received. Your participation is voluntary and poses no foreseeable risk to you. You may stop at any time or skip any question you do not wish to answer. Your opinions are important because you have been chosen randomly to represent consumers across the United States and your responses will be added to a growing database of evaluations of customer satisfaction used by researchers and government agencies to improve the products and services provided to you, the consumer. This interview will take 8-10 minutes and is authorized by Office of Management and Budget Control No. 1505-0191.

PROG. NOTE: TERMINATE SCREEN

Those are all of the questions I have for you. Thank you for your interest in this project.

QA. Have you or any adult in this household, obtained a U.S. passport or renewed a U.S. passport in the last two years?

- 1 Yes, respondent
- 2 Yes, another adult, in household, not respondent being screened
(Ask for person and re-ask intro).
- 3 Not a U.S. citizen
- 4 No adult in household has obtained U.S. passport in past two years
- DK
- REF

{IF QA=1 or 2, ASK Q1; OTHERWISE GO TO TERMINATE SCREEN}

I want to ask you about your experiences obtaining, or renewing, your passport. Passports are issued by Passport Services of the U.S. Department of State. When I use the term "obtaining a passport" in these questions, I mean either obtaining a new passport or renewing one you already held...

Q1. Before you most recently obtained your passport, you probably knew something about getting a passport from Passport Services. Now think back and remember your expectations of the overall quality of the process of obtaining a passport from Passport Services. Please give me a rating on a 10-point scale on which "1" means your expectations were "not very high" and "10" means your expectations were "very high."

How would you rate your expectations of the overall quality of the process of obtaining a passport?

[RECORD NUMBER 1-10]
DK
REF

Now, let's think about information you needed to apply for a passport...

Q2. Was the information you needed to apply for a passport difficult or easy to get? Again, we will use a 10-point scale on which "1" means "very difficult to get" and "10" means "very easy to get." How difficult or easy was it to get information on applying for your passport?

[RECORD NUMBER 1-10]
DK
REF

Q3. How useful was the information you received from Passport Services in terms of being current, accurate, helpful, and relevant? Using a 10-point scale on which "1" means "not at all useful" and "10" means "very useful," how useful was the information you received?

[RECORD NUMBER 1-10]
DK
REF

And next, considering the actual process of applying for and receiving your passport...

Q4. How professional was the service you received in obtaining your passport? Using a 10-point scale on which “1” means “not at all professional” and “10” means “very professional,” how professional was the service you received?

[RECORD NUMBER 1-10]

DK
REF

Q5. How convenient was the application process? Using a 10-point scale on which “1” means “not at all convenient” and “10” means “very convenient,” how convenient was the application process?

[RECORD NUMBER 1-10]

DK
REF

Q6. How timely was the receipt of your passport after you filed your application? Using a 10-point scale on which “1” means “not timely” and “10” means “very timely,” how long did it take for you to receive your passport?

[RECORD NUMBER 1-10]

DK
REF

Thinking about the U.S. passport in terms of security ...

Q7. How effectively does the U.S. passport contribute to the security of the United States? Using a 10-point scale on which “1” means “not at all effectively” and “10” means “very effectively,” how effectively does the U.S. passport contribute to the security of the United States?

[RECORD NUMBER 1-10]

DK
REF

Q8. How effectively do you feel security features of the U.S. passport protect it from alteration for fraudulent purposes? Using a 10-point scale on which “1” means “not at all effectively” and “10” means “very effectively,” how effectively do you feel security features of the U.S. passport protect it from alteration for fraudulent purposes?

[RECORD NUMBER 1-10]

DK
REF

Q9. Did you apply for a passport for a child under age 16?

- 1 Yes
- 2 No
- DK
- REF

{IF Q9 = 1, ASK Q9A; OTHERWISE GO TO Q10}

Q9A. How effectively does the passport application process maintain the welfare of children intending to travel abroad? Using a 10-point scale on which "1" means "not at all effectively" and "10" means "very effectively," how effectively does the passport application process maintain the welfare of children intending to travel abroad?

[RECORD NUMBER 1-10]
DK
REF

Q10. Please consider all your experiences in the **past two years** with Passport Services. Using a 10-point scale on which "1" means "not very high" and "10" means "very high," how would you rate the **overall quality** of Passport Services?

[RECORD NUMBER 1-10]
DK
REF

Satisfaction includes many things. Let's move on and talk about your overall satisfaction with Passport Services...

Q11. First, please consider all your experiences to date with Passport Services. Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how **satisfied** are you with Passport Services?

[RECORD NUMBER 1-10]
DK
REF

Q12. Considering all of your expectations, to what extent has Passport Services fallen short of your expectations or exceeded your expectations? Using a 10 point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent has Passport Services fallen short of or exceeded your expectations?

[RECORD NUMBER 1-10]
DK
REF

Q13. Forget Passport Services for a moment. Now, I want you to imagine an ideal agency that issues a proof of citizenship and a document that allows you to travel. (PAUSE) How well do you think Passport Services compares with that ideal agency? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

[RECORD NUMBER 1-10]

DK
REF

Next I want you to think about any communications you may have had with Passport Services or the U.S. State Department over the past year regarding complaints about your experience.

Q14. Have you complained to Passport Services within the past year?

1 Yes
2 No
DK
REF

{IF Q14 = 1, ASK Q14C - Q14D; OTHERWISE GO TO Q15}

Q14C. How well, or poorly, was your most recent complaint handled? Using a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint?

[RECORD NUMBER 1-10]

DK
REF

Q14D. How difficult or easy was it to make your most recent complaint? Using a 10-point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to make a complaint?

[RECORD NUMBER 1-10]

DK
REF

Q15. How confident are you that Passport Services will do a good job in the future of issuing passports to U.S. citizens who are eligible for them, and not issuing them to those who should not have them? Using a 10-point scale on which "1" means "not at all confident" and "10" means "very confident," how confident are you that Passport Services will do a good job issuing passports?

[RECORD NUMBER 1-10]

DK
REF

Q16. If asked, how willing would you be to say positive things about the job Passport Services is doing issuing passports? Using a 10-point scale on which “1” means “not at all willing” and “10” means “very willing,” how willing would you be to say positive things about Passport Services?

[RECORD NUMBER 1-10]

DK
REF

Q17. What is the **primary** means you used to obtain information on Passport Services?
(*READ CODES 1-7 IF NECESSARY; ACCEPT ONE MENTION*)

- 1 E-mail to the National Passport Information Center
 - 2 Internet – Specifically the www.travel.state.gov website
 - 3 Toll-free telephone call to the National Passport Information Center
 - 4 Visit to passport agency
 - 5 Visit to passport acceptance facility (such as post office, county clerk or clerk of the court)
 - 6 Written communication
 - 7 Some other means
 - 8 Not applicable/Do not obtain services from this agency
- DK
REF

{IF Q17 = 1, ASK Q17A; IF Q17 = 2, ASK Q17B; IF Q17 = 3, ASK Q17C; IF Q17 = 4, ASK Q17D; OTHERWISE GO TO Q18}

Q17A. How helpful was the information received in the email response from the National Passport Information Center in assisting you to obtain a passport? Using a 10-point scale on which “1” means “not at all helpful” and “10” means “very helpful,” how helpful was the information received in the email response from the National Passport Information Center in assisting you to obtain a passport?

[RECORD NUMBER 1-10]

DK
REF

Q17B. How helpful was the information provided on the website (www.travel.state.gov), in assisting you to obtain a passport? Using a 10-point scale on which “1” means “not at all helpful” and “10” means “very helpful,” how helpful was the information provided on the website (www.travel.state.gov)?

[RECORD NUMBER 1-10]

DK
REF

Q17C. How helpful was the information you received from the customer service representative when you called the toll-free National Passport Information Center? Using a 10-point scale on which “1” means “not at all helpful” and “10” means “very helpful,” how helpful was the information you received when you called the National Passport Information Center?

[RECORD NUMBER 1-10]

DK
REF

Q17D. When you visited the passport agency, how helpful were the personnel in assisting you to obtain a passport? Using a 10-point scale on which “1” means “not at all helpful” and “10” means “very helpful,” how helpful were the personnel when you visited the passport agency?

[RECORD NUMBER 1-10]

DK
REF

Q18. Are you aware of the new travel requirements for U.S. citizens where a passport or other travel document approved by the Department of Homeland Security will be needed to enter the U.S. from Canada, Mexico, the Caribbean, and Bermuda when traveling by air?

1 Yes
2 No
DK
REF

Q18A. Are you aware that beginning June 1, 2009, new travel requirements go into effect for U.S. citizens where a passport or other travel document approved by the Department of Homeland Security will be needed to enter the U.S. from Canada, Mexico, the Caribbean, and Bermuda at land borders or sea ports of entry?

1 Yes
2 No
DK
REF

{IF Q18 = 1, ASK Q18A; OTHERWISE GO TO INTRO BEFORE QD1}

Q18B. To what extent does this travel requirement influence your decision to apply for or renew a passport? Using a 10-point scale on which “1” means “did not influence your decision at all” and “10” means “influenced your decision very much” to what extent did this proposed travel requirement influence your decision to apply for or renew a passport?

[RECORD NUMBER 1-10]

DK
REF

(If respondent asks for information about this proposed requirement, direct to the State Department website, ([www. travel.state.gov](http://www.travel.state.gov)))

Now, we need to ask a few demographic questions for the ACSI consumer profile...

QD1. What is your age, please?

[RECORD NUMBER OF YEARS 1-150]

DK

REF

QD2. What is the highest level of formal education you completed? (READ CODES 1-5)

- 1 Less than high school
 - 2 High school graduate
 - 3 Some college or associate degree
 - 4 College graduate
 - 5 Post-Graduate
 - DK
 - REF
-

QD3. Are you of Hispanic, Latino or Spanish origin?

- 1 Yes
 - 2 No
 - DK
 - REF
-

QD4. Do you consider your race(s) as: (*READ CODES 1-5, ACCEPT UP TO 5 MENTIONS*)

- 1 White
 - 2 Black or African American
 - 3 American Indian or Alaska Native
 - 4 Asian
 - 5 Native Hawaiian or other Pacific Islander
 - 6 Other race
 - DK
 - REF
-

QD5. What was your total annual family income in 2007? (*READ CODES 1-7 AS NECESSARY*)
(*READ IF NECESSARY: Before taxes*)

- 1 Under \$20,000
 - 2 \$20,000 but less than \$30,000
 - 3 \$30,000 but less than \$40,000
 - 4 40,000 but less than \$60,000
 - 5 \$60,000 but less than \$80,000
 - 6 \$80,000 but less than \$100,000
 - 7 \$100,000 or more
 - DK
 - REF
-

QD6. Gender (By Observation)

- 1 Male
 - 2 Female
-