

2012 ACSI Email Survey Questions

Bureau of Consular Affairs, Passport Services

U.S. Department of State

The Department of State, Bureau of Consular Affairs, Passport Services is committed to serving and satisfying its customers. To this end, we have commissioned the CFI Group, an independent third-party research group, to conduct a survey that asks about your satisfaction with the service provided by our Passport Services.

The CFI Group and the Department of State will treat all information in a secure fashion. All information you provide will be combined with information from other respondents for research and reporting purposes. Your individual responses will not be released and will be kept anonymous. This brief survey will take about 10 minutes of your time.

This survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007.

Q1. Before applying for your most recent passport, how would you rate your overall expectations of the passport application process?

Use a 10-point scale in which "1" means your expectations were "not high" and "10" means your expectations were "very high".

Q2. How difficult or easy was it to get information on applying for your passport?

Use a 10-point scale in which "1" means "very difficult to get" and "10" means "very easy to get".

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Q3. What was the **primary** source you used to obtain passport information?
Select only one answer.

- 1 The National Passport Information Center
 - 2 Passport Services' official website at www.travel.state.gov
 - 3 Other website
 - 4 Passport Acceptance Facility (post office, clerk of court, library, etc.)
 - 5 Outreach event (passport fair, travel show, Passport Day in the USA, etc.)
 - 6 Traditional media (newspaper, magazine, radio, television)
 - 7 Social media (Twitter, Facebook, Yelp, etc.)
 - 8 Travel agent
 - 9 Family member, friend, co-worker
 - 10 Other
- DK
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Q4. How useful was the information you found on applying for a passport, in terms of being accurate, helpful, and relevant?

Use a 10-point scale in which “1” means “not at all useful” and “10” means “very useful”.

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Q5. How did you apply for your most recent passport?
Select only one answer.

- 1 At a U.S. Postal Passport Acceptance Facility
 - 2 At a Non-Postal Acceptance Facility (such as town clerk, clerk of court, library, etc.)
 - 3 Through the mail (passport renewal, adding visa pages, name change, etc.)
 - 4 At a Passport Agency
 - 5 At a U.S. Embassy or Consulate
- DK
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Q6. How convenient was the application process?

Use a 10-point scale in which “1” means “not at all convenient” and “10” means “very convenient”.

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Q7. How professional was the service you received?

Use a 10-point scale in which “1” means “not at all professional” and “10” means “very professional”.

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Q8. How long did it take for you to receive your passport?

Use a 10-point scale in which “1” means “longer than expected” and “10” means “faster than expected”.

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

- 1 Yes
- 2 No
- DK
- REF

{If your answer to Q9 is "Yes", go to Q9A; otherwise go to Q10}

Q10. Please consider all of your experiences in the past year with Passport Services. How would you rate the overall quality of Passport Services?

Use a 10-point scale in which "1" means "not very high" and "10" means "very high".

- DK
 - REF
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Q11. How **satisfied** are you with Passport Services in all of your experiences to date?

Use a 10 point scale in which "1" means "very dissatisfied" and "10" means "very satisfied".

- DK
 - REF
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Q12. Considering all of your experiences, to what extent has Passport Services fallen short or exceeded your expectations?

Use a 10 point scale in which "1" means "falls short of your expectations" and "10" means "exceeds your expectations".

- DK
 - REF
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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. 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."

- DK
- REF

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

- 1 Yes
- 2 No
- DK
- REF

{If your answer to Q14 is “Yes”, go to Q14A and Q14B; otherwise go to Q15}

Q14A. How difficult or easy was it to make your complaint?

Use a 10-point scale in which “1” means “very difficult” and “10” means “very easy”.

- DK
 - REF
-

Q14B. Was your complaint resolved to your satisfaction?

- 1 Yes
 - 2 No
 - DK
 - REF
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Q15. How confident are you that Passport Services does a good job of issuing passports to eligible U.S. citizens, and not issuing passports to people who should not have them?

Use a 10-point scale in which “1” means “not at all confident” and “10” means “very confident”.

- DK
 - REF
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Q16. How willing would you be to say positive things about Passport Services to friends and family?

Use a 10-point scale in which “1” means “not at all willing” and “10” means “very willing”.

- DK
- REF

Q17. Are you aware that U.S. citizens must present a passport or other document approved by the federal government to enter the United States from Canada, Mexico, the Caribbean, and Bermuda?

- 1 Yes
- 2 No
- DK
- REF

{If your answer to Q17 is “Yes”, go to Q17A; otherwise go to Q18.}

Q17A. To what extent has this travel requirement influenced your decision to apply for a passport?

Use a 10-point scale in which “1” means “did not influence your decision at all” and “10” means “influenced your decision very much”.

- DK
 - REF
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Q18. Are you aware that in addition to applying for a U.S. passport **book**, a U.S. passport **card** is now available to U.S. citizens for entry to the United States at land borders or sea ports of entry from Canada, Mexico, the Caribbean, and Bermuda?

- 1 Yes, I have one
- 2 Yes, I want one but I have not applied
- 3 Yes, but I do not plan to get one
- 4 No
- DK
- REF

{If your answer to Q18 is “1 Yes” or “2 Yes”, go to Q18A; otherwise go to Q19.}

Q18A. How do you plan to use your U.S. passport card?

Select all that apply.

- 1 Cruise vacation to the Caribbean, Mexico, or Canada
- 2 Vacation by car, bus or train to Mexico
- 3 Vacation by car, bus or train to Canada
- 4 Frequent travel to Mexico for work, business, visit family/friends
- 5 Frequent travel to Canada for work, business, visit family/friends
- 6 Proof of identification
- 7 Proof of U.S. citizenship
- 8 Other
- DK
- REF

Q19. Why is having a U.S. passport important to you?
Select all that apply.

- 1 It allows me to travel internationally
 - 2 It contributes to national security
 - 3 It can be used as proof of identification
 - 4 It can be used as proof of citizenship
 - 5 Other
 - DK
 - REF
-

Q20. What is your age?

- 1 18 – 29 years old
 - 2 30 – 49 years old
 - 3 50 – 64 years old
 - 4 65 years old and over
 - DK
 - REF
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Q21. What is the highest level of formal education you completed?

- 1 Less than high school
 - 2 High school graduate
 - 3 Some college or associate degree
 - 4 College graduate
 - 5 Post-Graduate
 - DK
 - REF
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Q22. What geographic region of the United States or its Territories do you live in?

- 1 North
- 2 South
- 3 East
- 4 West
- 5 Pacific Islands
- 6 Puerto Rico or U.S. Virgin Islands
- 7 Other
- DK
- REF

Q23. What was your total annual gross household income in 2011?

- 1 Under \$20,000
- 2 \$20,000 – \$29,999
- 3 \$30,000 – \$39,999
- 4 \$40,000 – \$59,999
- 5 \$60,000 – \$79,999
- 6 \$80,000 – \$99,999
- 7 \$100,000 or more
- DK
- REF

Q24. What is your gender?

- 1 Male
 - 2 Female
 - REF
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