

Paperwork Reduction Act Submission
3090-0278 – General Services Administration
National Contact Center Customer Evaluation Survey
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Email and Chat Survey Screenshots

Note: for Question 2, the header says “Please tell us how well we did:” as the introduction to the 5 sub-questions.

OMB Number: 3090-0278
 Expires: XX/XX/XXXX
 Public reporting burden of this collection of information is estimated to average 4 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Federal Citizen Information Center, General Services Administration, 1800 F Street, NW, Washington, DC 20405

We're committed to monitoring and improving the quality of the services we provide. We would appreciate your feedback on our performance. All submissions are anonymous.

1. How did you submit your question to us?

E-Mail
 Web Chat

2. Rate our service. Please tell us how well we did:

	Excellent	Very Good	OK	Poor	Unacceptable	N/A
Understanding your question?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering your question or providing a referral?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a clear and understandable answer or referral?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering you promptly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you courteously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Did you search our Frequently Asked Questions (answers.usa.gov) before asking your question?

Yes
 No
 Didn't know there was an FAQ section.

4. Overall, how do you rate the quality of the services we provide?

Excellent Very Good OK Poor Unacceptable

5. How likely is it that you would use us again in the future?

Certain Very likely Somewhat likely Unlikely Very unlikely

[SURVEY PREVIEW MODE] - Windows Internet Explorer provided by General Services Administration
http://www.surveymonkey.com/s.aspx?PREVIEW_MODE=DO_NOT_USE_THIS_LINK_FOR_COLLECTION&sm=ANSYb300kzY%2b1r%2b92I9Wd52t3BUtu%2bewEstmKcod%3d

File Edit View Favorites Tools Help

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6. To help us better understand the audience we're reaching, will you give us your age group?

Under 21
 21 - 30
 31 - 40
 41 - 50
 51 - 65
 Over 65

7. To help us better understand the audience we're reaching, in what country do you currently reside?

United States
 Other (please specify)

8. Comments/suggestions regarding your experience or how we could improve the service we provide.

Submit your survey >>

Done Internet 100%

Example of Email Reply – see highlighted portion for Web Survey Invitation

"GSA Agent 06" To <gsareply@ictgroup.com>
<gsaagent06@sykes.com> cc
04/19/2010 01:08 PM Subj RE: Other [T20100418004RZ1008874]
ect

[FGE1134][FGE8000]

Thank you for contacting USA.gov.

We understand you are looking for assistance with medical bills for your elderly father.

There are a number of resources available to individuals who need assistance paying for medical care and prescription drugs. We have included several options that may be helpful depending on the circumstances.

GovBenefits.gov is the official government benefits website, encompassing more than 400 federal and 600 state programs funded by various agencies. This site allows you to complete a confidential questionnaire and receive a list of programs that may apply to your situation. To access this site, please visit:

<http://www.govbenefits.gov/>

The USA.gov website maintains a section on benefits, grants, and financial assistance. To access this information, please visit:

<http://www.usa.gov/Citizen/Topics/Benefits.shtml>

Additionally, a state social services agency, which offers direct assistance to individuals in time of need or referrals to other local organizations, may be of assistance. To obtain contact information for state social services agencies, select the state of residence at:

<http://www.hhs.gov/recovery/statewebsites.html>

If an individual is a senior citizen who qualifies for Social Security and Medicare benefits, the Social Security Administration (SSA) office may be contacted. To find the location of the nearest SSA office, input a zip code at:

<http://www.socialsecurity.gov/locator/>

You may also call the SSA's toll-free telephone number at 1.800.772.1213 between the hours of 7 a.m. and 7 p.m. eastern time, Monday through Friday, to determine eligibility. Be sure to have your Social Security Number handy prior to placing the call.

If a Medicare recipient is in need of assistance, please visit the contacts page of the Centers for Medicare and Medicaid Services (CMS) and follow the instructions provided. That website address is:

<http://www.medicare.gov/Contacts/>

You may also call the CMS toll-free telephone number at 1.877.267.2323. To call directly, please dial 1.410.786.3000, or write to them at:

Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, MD 21244-1850

If a veteran is in need, the local Department of Veterans Affairs (VA) office may be contacted regarding healthcare benefits that are available to veterans. To find a local office, please visit:

<http://www2.va.gov/directory/guide/home.asp?isFlash=1>

You may also call the VA Healthcare Benefits toll-free number at 1.877.222.8387.

The Eldercare Locator is the first step to finding resources for older adults in any U.S. community. It is a free national service from the Administration on Aging (AOA), which is part of the U.S. Department of Health and Human Services (HHS). The Eldercare Locator is designed to help older adults and their families and caregivers find their way through the maze of services for seniors by identifying trustworthy local support resources. To view the Eldercare Locator website, please visit:

<http://www.eldercare.gov/>

You may wish to contact them by e-mail at eldercarelocator@n4a.org or by phone at 1.800.677.1116.

If disability is of concern, we also recommend a visit to Disability.gov. This is the official portal to information and resources for people with disabilities. To access this information, please visit:

<http://www.disability.gov/>

You may also wish to view resources on the USA.gov for Seniors website at:

<http://www.usa.gov/Topics/Seniors.shtml>

We hope you find this information helpful.

Regards,
USA.gov Citizen Response Team

We cannot accept replies at this e-mail address. If you have further questions, please send us a message through our web form at:

<http://USA.gov/questions/>

You can also call our National Contact Center at 1.800.FED.INFO (1.800.333.4636) from the USA and Canada or 1.202.208.1576 from elsewhere. We are open Monday through Friday from 8 a.m. to 8 p.m., Washington, D.C., time. We would like your feedback on our performance. You can let us know what you think at the link below.

<http://www.info.gov/NCCsurvey.htm>

Follow our blog at:
<http://www.GovGab.gov/>

Become a Facebook fan at:
<http://www.facebook.com/USAgov/>

Follow us on Twitter at:
<http://twitter.com/USAgov/>

-----Original Message-----

Sender : XXXXXX@comcast.net
Tracking Number : T20100418004RZ1008874
Pool : USA.gov
Sent to : USA.gov@mail.fedinfor.gov
Date : 4/18/2010 9:45 AM

Good Morning, About a month ago my mother passed away leaving my almost 80 yr old father behind. He is starting to get bombarded with medical/hospital bills that there is no way he will be able to pay due to being on a fix income. An income that is now reduced with my mother's passing. Are there any agencies he could contact for relief of these bills in the state of Massachusetts? Is he responsible for these bills? He is starting to worry and is not getting much sleep. He has a pacemaker and we are worried that this is going to take a toll on him and we will lose him too because it is becoming too much for him to handle. PLEASE if there is any help out there could you let me know. Thank you so much.

[FORMGEN]

Example of Chat Reply – see highlighted portion for Web Survey Invitation

"Citizen Response Team"
<support@gsa.custhelp.com>
04/14/2010 07:11 PM

To usachat@gsa.gov, gsaqachat@ictgroup.com
cc
Subj USA.gov Live Chat Transcript
ect

Please respond to "Citizen Response Team" <USA.gov@mail.fedinfo.gov>
--

The following question has been received:

Contact Information

Email Address: noemailchat@mail.fedinfo.gov
First Name:
Last Name:
Type:
Title:

Reference #100414-000430

Summary: Chat Session
Date Created: 04/14/2010 07:11 PM
Last Reviewed: 04/14/2010 07:11 PM
Status: Solved
Assigned: Sandra XXXXXX
Zip Code:
Category:

Discussion Thread

Chat Transcript - 04/14/2010 07:11 PM

Hi, my name is Sandra N.. How may I help you? [06:45:05 PM]
Cristiane: Hi Sandra, I am trying to find information about a auto warranty company and would like to know where I can find those informations [06:45:46 PM]
Sandra N.: I can help find resources for you. Please give me a few moments while I do some research. [06:46:20 PM]
Cristiane: thanks [06:46:34 PM]
Sandra N.: You are welcome. [06:47:02 PM]
Cristiane: i already made a search over the internet but couldn't really find a trustful website [06:49:36 PM]
Sandra N.: Understood. [06:53:05 PM]
Sandra N.: You may access information on obtaining the status of a business at the USA.gov web page listed below.

[http://answers.usa.gov/cgi-bin/gsa_ict.cfg/php/enduser/std_adp.php?
p_faqid=72](http://answers.usa.gov/cgi-bin/gsa_ict.cfg/php/enduser/std_adp.php?p_faqid=72) [06:55:46 PM]

Sandra N.: I hope you find this information helpful. Do you have any further questions? [06:55:54 PM]

Cristiane: no, thank you so much! I'll check that out =) [06:56:24 PM]

Sandra N.: You are most welcome. :)

It was a pleasure to chat with you. Thank you for contacting USA.gov. We would like your feedback on our performance. You can let us know what you think by visiting <http://www.info.gov/NCCsurvey.htm> You may need to copy and paste that link into your browser's address bar.

Have a great day! Goodbye :) [06:56:44 PM]

Cristiane: You too! Have a great! [06:57:16 PM]

'Cristiane' is currently 'Absent'. Approximately 120 seconds until disconnect. [07:08:24 PM]

'Cristiane' is currently 'Disconnected'. [07:10:33 PM]

'Cristiane' disconnected ('Participant Left'). [07:10:33 PM]