
Customer Satisfaction Survey for Customers of the USA.gov Telephone Government Information Service Who Use the Recorded Message Library (Req-15)

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Paperwork Reduction Act Statement: This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 30900297. We estimate that it will take 7 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat (MVCB), IC 30900297, 1800 F Street, NW, Washington DC 20405.

Thank you for participating in our survey. Your responses are completely confidential and anonymous.

1. Please rate the usefulness of the information you received in our recorded messages.
 - If "Good," choose 1.
 - If "Fair," choose 2
 - If "Poor," choose 3
 - To repeat these choices, choose 8

2. Please rate your overall experience with our recorded messages.
 - If "Good," choose 1.
 - If "Fair," choose 2
 - If "Poor," choose 3
 - To repeat these choices, choose 8

3. Please rate the ease of use of the recorded message library
 - If "Easy", choose 1
 - If "Neither easy nor hard", choose 2
 - If "Hard", choose 3

4. Please rate the usefulness of the information we provided.
 - If "Good," choose 1.
 - If "Fair," choose 2
 - If "Poor," choose 3
 - To repeat these choices, choose 8

5. How likely are you to use our telephone service again?
 - If “Likely,” choose 1.
 - If “Unlikely,” choose 2
 - If “Neither Likely Nor Unlikely,” choose 3
 - To repeat these choices, choose 8

6. How likely are you to recommend our telephone service to someone else?
 - If “Likely,” choose 1.
 - If “Unlikely,” choose 2
 - If “Neither Likely Nor Unlikely,” choose 3
 - To repeat these choices, choose 8

7. Please tell us how our service compared to your expectations.
 - If our service was better than you expected, choose 1.
 - If our service was about the same as what you expected, choose 2
 - If our service was worse than what you expected, choose 3
 - To repeat these choices, choose 8

8. How did you hear about our telephone service? You may select from 5 choices. If it was from:
 - USA.gov, choose 1.
 - The Internet, choose 2.
 - Referred by a government agency, choose 3.
 - The paper phone book, press 4.
 - and for all others, choose 5.
 - To repeat these choices, choose 8

If you would like to leave a message and tell us more about your experience, please press 1 now. For example, you may choose to tell us about the strengths and weaknesses of our service, how we helped you, or how we did not. Again, press 1 to leave a message, or you may hang up at any time. Thank you for taking our survey. Your feedback is very important and we will use it to improve our services. If you have further questions, please call us again at 1-844-USA-GOV1. Our Information Specialists are available Monday through Friday, 8AM to 8PM Eastern Time. Thank you.

END OF SURVEY

Customer Satisfaction Survey for Customers of the USA.gov Telephone Government Information Service Who Speak to an Information Specialist (Req-15)

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Hello, I'm (INSERT INTERVIEWER NAME) calling on behalf of the USA.GOV Federal Information Line, about your recent customer service experience when you called (INSERT TFN FROM LIST). We appreciate your participation in this survey and will use your feedback to improve the quality of service we offer. This survey will take about 7 minutes.

LOYALTY/SATISFACTION

Q1 Thinking about the entire experience of the phone call you made to the Federal Information Line on (INSERT DATE), how would you rate the overall quality of the service you received using a 0 to 10 scale where 0 is Poor and 10 is Excellent?

- 10 Excellent
- 9
- 8
- 7
- 6
- 5 -
- 4
- 3
- 2
- 1
- 0 Poor

Q2 At this question I will be typing in your answer. Why did you provide a rating of (INSERT RATING FROM Q1) for the overall quality of service you received?

Q3 How useful was the information provided from the Federal Information Line? Please use a scale from 0 to 10 where 0 is not at all useful and 10 is extremely useful.

10 Extremely useful
9
8
7
6
5
4
3
2
1
0 Not at all useful

Q4 How likely are you to use the Federal Information Line telephone service again? Please use a scale from 0 to 10 where 0 is not at all likely and 10 is extremely likely.

10 Extremely likely
9
8
7
6
5
4
3
2
1
0 Not at all likely

Q5 How likely is it that you would recommend the Federal Information Line telephone service to a friend or colleague? Please use a scale from 0 to 10 where 0 is not at all likely and 10 is extremely likely.

10 Extremely likely
9
8
7
6
5
4
3
2
1
0 Not at all likely

Q6 Please tell us how USA.GOV's service compared to your expectations. Was it...?

- 1 Better than what you expected
- 2 About the same as what you expected
- 3 Worse than what you expected

CALL HANDLING

For these next few questions, please think about the call in general.

Q7a How would you rate the total amount of time you spent on the phone, including the time spent in the IVR when you called on (INSERT DATE)? Please use a 1 to 10 scale where 1 is poor and 10 is excellent.

- 10 Excellent
- 9
- 8
- 7
- 6
- 5 -
- 4
- 3
- 2
- 1 Poor

Q7b And, using that same scale, how would you rate the length of time you spent waiting to speak to an Information Specialist?

- 10 Excellent
- 9
- 8
- 7
- 6
- 5 -
- 4
- 3
- 2
- 1 Poor

Q8 Did the Information Specialist place you on hold at any time during your call?

- 1 Yes
- 2 No

Q9 Did the Information Specialist give you the information you needed directly, or did they tell you how to get the information you needed on your own?

- 1 They told me the information during the call
- 2 They told me how to get the information myself
- 3 Neither, they did not give me the information during the call nor tell me how to get it myself

INFORMATION SPECIALIST EVALUATION

Q10 Next we would like your opinion on the Information Specialist who handled your call. On a scale of 1 to 10, where 1 is poor and 10 is excellent, how would you rate that Information Specialist on ...

- a Overall quality of service (ALWAYS ASK 1ST)
- b Understanding your question or concern
- c Having the desire to resolve your question or concern
- d Being knowledgeable about what to do
- e Treating you like a valued customer
- f Being courteous
- g The accuracy of the information they provided

- 10 Excellent
- 9
- 8
- 7
- 6
- 5 -
- 4
- 3
- 2
- 1 Poor

CALL RESOLUTION

Q11 Was the specific issue you called about on (INSERT DATE) resolved?

- 1 Yes
- 2 No
- 3 Still waiting

Q12 Just to check, have you contacted the USA.GOV Federal Information Line about this particular issue more than once? When you respond, please think about and include all channels of contact, including phone calls, Emails, researching information on USA.GOV's website and so on.)

- 1 Yes, contacted more than one time (ask Q13)
- 2 No, only contacted one time (Skip to Q16)

NEXT CALL AVOIDANCE QUESTIONS

Q13 Which of these methods of contact did you use to try to resolve this particular issue before calling the Federal Information Line? Did you try...?

- 1 Calling the Federal Information Line
- 2 Emailing USA.GOV
- 3 Chatting with USA.GOV
- 4 Visiting the website USA.GOV
- 5 Other (specify) (DO NOT READ)

Q14 Did you contact some other government agency before contacting USA.GOV?

- 1 Yes (ASK Q15)
- 2 No (SKIP TO Q16)
- DK (SKIP TO Q16)
- REF (SKIP TO Q16)

Q15 Who did you contact before you called on (INSERT DATE)?

Q16 Please rate the amount of effort that you personally had to put forth to get your request addressed. Please use a scale from 1 to 10 where a 1 means "Easy - required no effort to get my issue or question addressed" and a 10 means "Hard - required a lot of effort to get my issue or question addressed".

- 10 Hard - required a lot of effort to get my issue or question addressed
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 Easy - required no effort to get my issue or question addressed

Q17 How easy was it for you to get your question answered or the information you needed from the Federal Information Line? Please use a scale from 1 to 10 where a 1 means "Very Easy" and a 10 means "Very Difficult".

- 10 Very Difficult
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 Very Easy

Q18 How did you hear about USA.GOV's telephone service? Was it from...?

- 1 USA.gov
- 2 The Internet
- 3 Referred by a government agency
- 4 The paper phone book
- 5 Other (SPECIFY)

CALL REASON

Q19 If I may ask, what was the main reason for your call on (INSERT DATE)?
(DO NOT READ LIST. RECORD FIRST MENTION.)

- 1 Business Issues
- 2 Consumer problems and complaints
- 3 Contacting elected officials
- 4 Foreign travel by Americans
- 5 Health care
- 6 Housing
- 7 Immigration and naturalization
- 8 Jobs and workplace issues
- 9 Law enforcement, justice system
- 10 Parks, environment, energy
- 11 Retirement matters
- 12 Social services
- 13 Taxes
- 14 Other (please specify)

CLOSING

On behalf of the Federal Information Line, thank you for sharing your opinions today. Your feedback will be used to improve future experiences. Have a great day/evening!

END OF SURVEY