

**Customer Satisfaction Survey for Customers of the USA.gov Chat Government  
Information Service Who Chatted with an Information Specialist (Req-16)**

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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.

Welcome to the USA.GOV Satisfaction Survey. Please click 'Next' to proceed with the survey.

We are following up with citizens who recently had an online chat session with USA.GOV. 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 5 to 7 minutes. Please click 'Next' to proceed with the survey.

(SCREEN BREAK)

LOYALTY/SATISFACTION
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Q1 Thinking about the entire experience of the online chat session you had with USA.GOV 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?

*(Please select one response)*

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

(SCREEN BREAK)

Q2 Why did you provide a rating of (INSERT RATING FROM Q1) for the overall quality of service you received?

(SCREEN BREAK)

Q3 How useful was the information provided by USA.GOV during your online chat? Please use a scale from 0 to 10 where 0 is not at all useful and 10 is extremely useful.  
*(Please select one response)*

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

(SCREEN BREAK)

Q4 How likely are you to use the USA.GOV online chat service again? Please use a scale from 0 to 10 where 0 is not at all likely and 10 is extremely likely.  
*(Please select one response)*

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

(SCREEN BREAK)

Q5 How likely is it that you would recommend the USA.GOV online chat 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.

*(Please select one response)*

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

(SCREEN BREAK)

Q6 Please tell us how the USA.GOV online chat service compared to your expectations.

*(Please select one response)*

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

(SCREEN BREAK)

CHAT HANDLING
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(SCREEN BREAK)

Q7 How would you rate the process of getting a response via chat when you had your online chat session on (INSERT DATE)? Please use a 1 to 10 scale where 1 is poor and 10 is excellent.

*(Please select one response)*

- 10 Excellent
- 9
- 8
- 7
- 6
- 5 -
- 4
- 3

- 2
- 1 Poor

(SCREEN BREAK)

Q8 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?  
*(Please select one response)*

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

INFORMATION SPECIALIST EVALUATION
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(SCREEN BREAK)

Q9 Next we would like your opinion on the Information Specialist who handled your online chat session. On a scale of 1 to 10, where 1 is poor and 10 is excellent, how would you rate that Information Specialist on ...  
*(Please select a single response for each row)*

(PROGRAMMER SET UP AS GRID WITH SCALE AS BANNER AND ATTRIBUTES AS STUB)

BANNER

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

- a Overall quality of service
- 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

h The timeliness of the chat response

CHAT RESOLUTION

(SCREEN BREAK)

Q10 Was the specific issue you chatted about on (INSERT DATE) resolved?  
(Please select one response)

- 1 Yes
- 2 No
- 3 Still waiting

(SCREEN BREAK)

Q11 Just to check, have you contacted USA.GOV about this particular issue more than once? When you respond, please think about and include all channels of contact, including phone calls to 1-844-USA-GOV1, Emails, researching information on USA.GOV's website and so on.)  
(Please select one response)

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

NEXT CONTACT AVOIDANCE QUESTIONS

(SCREEN BREAK)

Q12 Which of these methods of contact did you use to try to resolve this particular issue before having an online chat session with USA.GOV? Did you try...?  
(Mark all that apply)  
(RANDOMIZE ITEMS 1 - 4)

- 1 Calling the Federal Information Line
- 2 Emailing USA.GOV
- 3 Chatting with USA.GOV
- 4 Researching on the website USA.GOV
- 5 Other (specify)

(SCREEN BREAK)

Q13 Did you contact some other government agency before contacting USA.GOV?  
(Please select one response)

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

(SCREEN BREAK)

Q14 Who did you contact before you had your online chat session on (INSERT DATE)?

(SCREEN BREAK)

Q15 Please rate the amount of effort that you personally had to put forth to get your request addressed.

(Please select one response)

- 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

(SCREEN BREAK)

Q16 How easy was it for you to get your question answered or the information you needed from USA.GOV?

(Please select one response)

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

(SCREEN BREAK)

Q17 Did the most recent response appear to be written by a computer or a live person?  
(Please select one response)

- 1 By a computer
- 2 By a live person
- 3 Don't know

(SCREEN BREAK)

Q18 Do you currently live in the United States (This question helps us better understand our customers.)  
(Please select one response)

- 1 Yes I live in the United States
- 2 No, I live in a different country

(SCREEN BREAK)

CALL REASON
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Q19 What was the main reason for your online chat session on (INSERT DATE)?  
(Please select one response)

- 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)

(SCREEN BREAK)

CLOSING

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

END OF SURVEY