

# USA.gov's Web Chat Service Customer Survey

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 3090-0297. We estimate that it will take 4 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 3090-0297, 1800 F Street, NW, Washington DC 20405.

Thank you for giving us feedback on your experience with the USA.gov web chat service.

This should take less than four minutes. Your responses to our questions help us improve our services to the public.

## Please rate the following:

	Very Good	Good	Fair	Poor	Very Poor
The speed of our responses during the web chat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our understanding of your issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accuracy of the information we provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The usefulness of the information we provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The courtesy we showed you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our concern for your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your overall experience with USA.gov's web chat service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- No effort at all
- Some effort
- High effort
- Very high effort

## Do feel that you chatted with a computer or a live person?

- With a computer
- With a live person
- Don't know

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**Please complete the following sentence:**

**The USA.gov web chat service was...**

- ...better than I expected.
- ...close to what I expected.
- ...worse than I expected.

**We're sorry to hear that we did not meet your expectations. What could we have done differently or better?**

**How likely are you to use USA.gov's web chat service again?**

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely

**How likely are you to recommend USA.gov's web chat service to someone else?**

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely

**What are the greatest strengths of the USA.gov web chat service?**

# USA.gov's Web Chat Service Customer Survey

**What are the greatest weaknesses of the USA.gov web chat service?**

**Do you currently live in the United States? (This question helps us better understand our customers.)**

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

You're done!

Thank you very much. We pay close attention to each survey response that we receive.

We can't respond to questions asked during the survey. If you need further help, please call 1-800-FED-INFO (1-800-333-4636).