

TCC E-mail Customer Satisfaction Survey Questions

1. What was your reason for emailing the TSA Contact Center?
2. I attempted to find the information on the TSA Website
3. It was easy to contact the TSA Contact Center
4. The TSA Contact Center agents responded to my inquiry quickly
5. The information provided by the Contact Center was very thorough
6. The response I received was easily understood
7. The response provided resolution to my inquiry
8. I am satisfied with my experience with the TSA Contact Center
9. I am satisfied with the response from the Customer Support Manager (CSM) (if the issue involved the CSM).
10. I am satisfied with the timeliness with which I was contacted by the Customer Support Manager (CSM) (if the issue involved the CSM).
11. How many times have you contacted the TSA Contact Center about the same issue (either by e-mail or phone)?
12. What do you feel is the best way to get your TSA related questions answered?
13. Please provide any additional comments and/or concerns that have not yet been addressed in regards to your experience with the TSA Contact Center: (*comment box*)

PAPERWORK REDUCTION ACT BURDEN STATEMENT: TSA is collecting this information to identify ongoing improvement opportunities for its Contact Center. The public burden for collecting this information is estimated to be approximately 5 minutes. This is a voluntary collection of information. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0058, 601 South 12th Street, Arlington, VA 20598. An agency may not conduct or sponsor, and persons are not required to respond to a collection of information, unless it displays a valid OMB control number. The OMB control number assigned to this collection is 1652-0058, which expires 07/31/2016.
