

**J.D. Power and Associates - 2013
USA.GOV Survey for Email Contact**

**Email Invitation and Survey Questionnaire
Co-branded**

Email Invitation



Subject: TBD

Dear [Customer Name]:

Thank you for using the USA.GOV email support for your recent question or inquiry. USA.GOV has commissioned J.D. Power and Associates, a marketing research firm known as “The Voice of the Customer” to obtain feedback about your recent email contact experience.

The survey will take approximately 3 – 5 minutes to complete depending on your answers, and it should be filled out by the person who made the recent email contact.

We appreciate your participation!

Please click on the link below to access the survey.

(Survey link here)

Sincerely,
Carol Fletcher
Senior Research Manager
J.D. Power and Associates

If you have any questions regarding this survey, please contact our Survey Hotline at 888-JDPOWER (888-537-6937) or send an email to JDPower@jdpa.com. Please include your name and contact information, the name and a description of the survey, and your specific questions(s) or comments.

To access the J.D. Power and Associates Privacy Notice, please or visit <http://www.jdpower.com/privacy>.

To opt out of future survey requests from J.D. Power and Associates, please click or visit <http://businesscenter.jdpower.com/OptOut.aspx>.

SURVEY INTRODUCTION

Thank you for taking the time to participate in our study. This is an opportunity for you to provide valuable feedback regarding your recent online email experience with USA.GOV. Please be assured that your individual responses will be kept confidential and only reported in summary form with other responses.

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 3090-0278. We estimate that it will take 5 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 3090-0278, 1275 First Street, NE., 7th Floor, Washington, DC 20417.

Q1. Did you email USA.GOV to resolve a problem?

Yes (1)

No (2)

Q2. Did you receive a confirmation email that your email was received?

Yes (1)

No (2)

Don't know (3)

Q3. Did USA.GOV give you a timeframe for how long it would take to respond to your email?

Yes (1)

No (2)

Don't know (3)

Q4. How long did it take to get a response back?

[RANGE: 0 – 60 FOR MINUTES]

[RANGE: 0 – 24 FOR HOURS]

[RANGE: 0 – 30 FOR DAYS]

99999 Don't know

[IF Q3=1]

Q5. Was your response time shorter, longer, or on time as promised by USA.GOV?

Shorter (1)

On-time (2)

Longer (3)

Q6. Did the response appear to be automatically generated, or from an actual live representative?

Automatically generated (1) An actual live representative (2) Don't know (3)

Q7. Regarding your most recent mail contact with USA.GOV, how many emails did you send and receive before your question was answered or your problem solved?

- Number of outgoing emails [RANGE: 0 – 20]
- Number of incoming response email [RANGE: 0 – 20]
- 98 Question not yet answered or problem not yet resolved
- 99 Stopped using e-mail and needed to call a customer service rep. to resolve issue

Q8. Did USA.GOV follow-up with you after your recent email contact?

- Yes (1) No (2) Did not need to follow-up (3) Don't know (4)

Thinking of your most recent experience with USA.GOV's email support, please rate the following using a 1 to 10 scale where 1 is Unacceptable, 10 is Outstanding and 5 is Average.

[PROGRAMMING NOTE: PLEASE RANDOMIZE THE PRESENTATION OF RESPONSE ALTERNATIVES Q9 THROUGH Q13. ANCHOR Q14 SO IT ALWAYS IS PRESENTED LAST AMONG THESE QUESTIONS.]

	<i>Unacceptable</i>				<i>Average</i>					<i>Outstanding</i>
	1	2	3	4	5	6	7	8	9	10
Q9. Promptness in communicating with the email representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q10. Knowledge of the email representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11. Courtesy of the email representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12. Email representative's concern for your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13. Timeliness of resolving your problem, question or request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q14. Overall email support experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q15. How likely are you to recommend USA.GOV's email support to a friend, relative, or colleague?

- Definitely will not (1) Probably will not (2) Probably will (3) Definitely will (4)

Q16. The next time you need to contact USA.GOV, how likely are you to use USA.GOV's email support?

- Definitely will not (1) Probably will not (2) Probably will (3) Definitely will (4)

Q17. Using a 4-point scale, please rate the amount of effort that you personally had to put forth to get your request addressed.

- Very high effort (1) High effort (2) Some effort (3) No effort at all (4)

Q18. When you visited the USA.GOV website, did you use the “FAQs (Frequently Asked Questions) feature?”

- Yes (1) No (2) Don't know (3)

[IF YES, ASK Q19; OTHERWISE, GO TO Q21]

Q19. Using a 4-point scale, please rate the helpfulness of the FAQ feature in finding the answer(s) to your question(s).

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- Very helpful (1) Helpful (2) Somewhat helpful (3) Not helpful at all (4)

Q20. How did you finally obtain the answer(s) to your question(s)?

- Used search engine (1)
 Called the 800 number (2)
 Emailed a representative (3)
 Chatted with a representative (4)
 Other [SPECIFY]_____ (5)
 Don't know (6)

Q21. What is your gender?

- Male (1) Female (2) Prefer not to answer (3)

Q21a. To help us better understand the audience we're reaching, in what country do you currently reside?

- United States (1) Other (please specify)_____ (2)

Q22. Lastly, in what year were you born? Enter 4-digit year.

[OE NUM, 4-DIGIT YEAR]

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- Prefer not to answer [9999]

Thank you for your participation in this survey.