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## Usage of Travel.state.gov Resources to Plan International Travel

### Overseas Citizen Services Questions

1. Are you a U.S. citizen? (Y/N. If No, EXIT the survey.)
2. How did you find out about the Travel.State.Gov website?
  - a. Friend/family
  - b. My workplace
  - c. Travel agent / commercial tour operator
  - d. Media
  - e. Travel website
  - f. Online travel booking tool
  - g. Other, please specify:
3. Have you visited travel.state.gov before?
  - a. This is my first time (skip Q4)
  - b. I have visited before
4. How often do you visit travel.state.gov? [Select all that apply]
  - a. Every time I travel overseas
  - b. When I need information on a country's visa/entry requirements
  - c. When I think a country might be unsafe
  - d. When I am applying for a passport(s)
  - e. When I need specific information on services for U.S. citizens abroad.
5. Did you visit a specific country's information page? (Y/N. If no, skip to Q11)
6. If you visited a country information page, which section(s) did you read? (Check all that apply)
  - a. The entire page
  - b. Travel Advisory
  - c. Alerts
  - d. Entry, Exit, and Visa Requirements
  - e. Safety and Security information
  - f. Local Laws and Special Circumstances
  - g. Health information

- h. Travel and Transportation
  - i. I just skimmed the country page
7. If you reviewed a country's Travel Advisory, was the Travel Advisory you read easy to understand?
- a. Yes
  - b. No
8. Which part of the Travel Advisory did you find most useful?
- a. The travel advice itself (i.e. "exercise increased caution", "reconsider travel", etc.)
  - b. The numeric level of the Advisory (i.e. Level 1, Level 2, Level 3, Level 4)
  - c. The coloring on the page
  - d. The map
  - e. Details regarding areas of higher or lower levels of risk, if applicable
9. Do you intend on using the information from this page to inform your travel plans?
- a. Yes
  - b. No
10. Is there enough information for the country you are interested in?
- a. No, I was looking for more information.
  - b. Yes, there is enough information.
  - c. There is too much information.
11. Have you ever registered your travel with the Smart Traveler Enrollment Program (STEP)?
- a. Yes
  - b. No
12. How likely are you to register your next trip with the Smart Traveler Enrollment Program (STEP)?
- a. Very likely
  - b. Somewhat likely
  - c. Neither likely nor unlikely
  - d. Somewhat unlikely
  - e. Very unlikely
13. How likely are you to recommend others to register with the Smart Traveler Enrollment Program (STEP) before they travel?
- a. Very likely

- b. Somewhat likely
- c. Neither likely nor unlikely
- d. Somewhat unlikely
- e. Very unlikely

14. How likely are you to purchase travel insurance before you travel?

- a. Very likely
- b. Somewhat likely
- c. Neither likely nor unlikely
- d. Somewhat unlikely
- e. Very unlikely

15. Demographics – age range, gender, race/ethnicity, employment, level of education, where they reside

PRA statement

Public reporting burden for this collection of information is estimated to average 2 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: the U.S. Department of State, Bureau of Consular Affairs, Office of Public and Congressional Affairs, 600 19th Street, NW, Washington, DC 20036.