

## Bureau of Consular Affairs

### Passport Call Center\_IVR Questionnaire

---

Hello. You have been selected to participate in a survey about your recent experience with the National Passport Information Center. This survey will take approximately 3-5 minutes and is authorized under Office of Management and Budget Control Number 1090-0007 which expires September 30, 2021. Your participation in the survey is voluntary. No personal information will be collected.

---

#### Website Experience

---

1. Before calling did you visit the official US Department of State travel website, travel.state.gov, for information? Press "1" for "Yes," press "2" for "No", press." Press \* to repeat this question- If "NO" go to Q2
- 1a. Why did you call after you visited our website? Press "1" for "I couldn't find the information I needed on the website," Press "2" for "The information on the website was unclear," "Press "3" for "I wanted to talk to a person about my situation," Press "0" for "Other reasons". Press \* to repeat this question.

#### Purpose of Call

---

2. Using the numbers on your telephone keypad please press the number that best describes the purpose of your recent call to us. Press "1" for "Inquire about an Application In Process," Press "2" for "Schedule an Appointment at a Passport Agency", and Press "3" for "Request General Information". Press \* to repeat this question.

#### On hold/Wait time

---

3. Please rate your wait time to speak to a customer service representative. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent.". Press \* to repeat this question.

#### Customer Service Representative

---

4. Please rate the professionalism of the customer service representative who helped you. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.
5. Please rate the knowledge of the customer service representative who helped you. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press \* to repeat this question.

# Final

---

## ACSI Benchmark Questions

---

6. Using a scale where “1” means “Very dissatisfied” and “9” means “Very satisfied,” please rate your satisfaction with the service you received. Press \* to repeat this question.
7. Using a scale where “1” means “Falls short of expectations” and “9” means “Exceeds expectations,” please rate the service you received. Press \* to repeat this question.
8. Now imagine an ideal customer service experience. How well did your experience compare with that ideal service experience? “1” means “Not very close to the ideal,” and “9”, means “Very close to the ideal.” Press \* to repeat this question.

---

## Outcome

---

9. When you have questions related to your passport needs in the future, how likely are you to contact the National Passport Information Center? Use the numbers on your telephone keypad for a scale of “1” to “9” where “1” means “Not at all likely” and “9” means “Very likely” Press \* to repeat this question.
10. If a friend or colleague had questions about obtaining a passport, how likely are you to recommend they contact the National Passport Information Center via phone? Use the numbers on your telephone keypad for a scale of “1” to “9” where “1” means “Not at all likely” and “9” means “Very likely” Press \* to repeat this question.

The U.S. Department of State would like to thank you for taking our survey. Your feedback is very important to us. Goodbye