**Form that is changing:**

USA.gov Contact Center Web Chat Customer Satisfaction Survey

3090-0278

**Basis for the change:**

1. Remove questions for which analysis has deemed the responses predictable based on responses to other questions.
2. Fine tune questions in order to improve quality of responses

**Description of changes:**

1. *STRIKING TWO QUESTIONS BECAUSE RESPONSES ARE PREDICTABLE BASED ON RESPONSES TO OTHER QUESTIONS:*

~~Q4 How likely are you to use the USA.GOV online chat service again? Please use a scale from 0 to 10 where 0 is not at all likely and 10 is extremely likely.~~

*~~(Please select one response)~~*

 ~~10 Extremely likely~~

 ~~9~~

 ~~8~~

 ~~7~~

 ~~6~~

 ~~5~~

 ~~4~~

 ~~3~~

 ~~2~~

 ~~1~~

 ~~0 Not at all likely~~

~~(SCREEN BREAK)~~

~~Q5 How likely is it that you would recommend the USA.GOV online chat service to a friend or colleague? Please use a scale from 0 to 10 where 0 is not at all likely and 10 is extremely likely.~~

*~~(Please select one response)~~*

 ~~10 Extremely likely~~

 ~~9~~

 ~~8~~

 ~~7~~

 ~~6~~

 ~~5~~

 ~~4~~

 ~~3~~

 ~~2~~

 ~~1~~

1. ~~Not at all likely~~

~~ANALYTIC NOTE: CLIENT USES Q1, Q3, Q4, AND Q5 FOR THEIR INDEX SCORE~~

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

1. *CHANGE TEXT IN QUESTION TO SPECIFY FOCUS ON AGENT*

*CURRENT VERSION:*

Q2 Why did you provide a rating of (INSERT RATING FROM Q1) for the overall quality of service you received?

*PROPOSED NEW VERSION with new text highlighted, bolded, and underlined.*

Q10\_1 Why did you provide a rating of (INSERT RATING FROM Q10A) for the overall quality of service you received **from the Information Specialist**?

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

1. PROPOSED CHANGE TO WORDING TO BETTER REFLECT ROLE OF AGENT *with new text highlighted, bolded, and underlined:*

# Q10 And thinking again about that same Information Specialist who handled your online chat session, on a scale of 1 to 10, where 1 is poor and 10 is excellent, how would you rate that Information Specialist on …

*(Please select a single response for each row)*

10 Excellent

9

8

7

6

5

 4

3

 2

 1 Poor

a Overall quality of service

b Understanding your question or concern

c Having the desire to ~~resolve~~ **assist you with** your question or concern

 d Being knowledgeable about what to do

 ~~e Removed~~

 f Being courteous

~~g Removed~~

h The timeliness of the chat response

**PREVIEW OF NEW UPDATED SURVEY**

















Having the desire to assist you with your question or problem



 from the Information Specialist?













