

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

0 — Not at all likely

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

(2) 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?**

(3) 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

How was your recent experience with USA.GOV?



Inbox x

Inquiry x



USA.gov1@mail.fedinfo.gov <usa.gov1@mail.fedinfo.gov>

Apr 10 ☆



to me ▾

Thank you for contacting USA.gov.

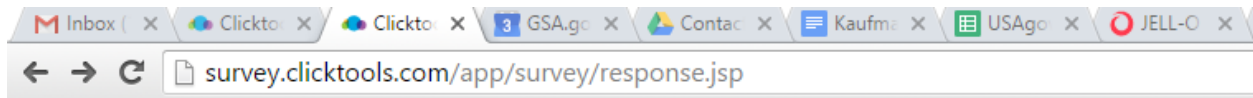
Thank you for your recent chat on 4/8/2016! Your feedback is very important to us as we continually work to improve the service provided to our customers.

To participate in a survey that will take approximately 7 minutes, [click](#) on this link:

<http://survey.clicktools.com/go?iv=3pm7uwqs0pqkk&q1=500t0000002oeVR&q2=003t0000004Haom&q3=005t0000000DszU&q4=012U00000001eZ5&q5=4/8/2016>

For your convenience, you can take this survey anytime you wish within 48 hours of receiving this email.

Sincerely,
The team at USA.gov
00659979-186



Welcome to the USA.GOV Satisfaction Survey. Please click 'Next' to proceed with the survey.

We are following up with citizens who recently had an online chat session with USA.GOV. We appreciate your participation in this survey and will use your feedback to improve the quality of service we offer. This survey will take about 5 to 7 minutes. We may contact you to learn more about your experience. Please do not use your browser buttons. Please click 'Next' to proceed with the survey.

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. The Office of Management and Budget control number for this collection is 3090-0278. We estimate that it will take 7 minutes to complete. 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, 1800 F St, NW, Washington, DC 20405.

Next »



1. Thinking about the recent online chat session you had with USA.gov on 4/8/2016, how would you rate the quality of the service you received using a 0 to 10 scale where 0 is Poor and 10 is Excellent? (Please select one response)

- 10 - Excellent
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1
- 0 - Poor

Next »



3. How useful was the information provided by USA.gov during your online chat? Please use a scale from 0 to 10 where 0 is not at all useful and 10 is extremely useful. (Please select one response)

- 10 - Extremely Useful
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1
- 0 - Not at All Useful

Next »



6. How would you rate the process of chatting online with USA.gov on 4/8/2016? Please use a 1 to 10 scale where 1 is poor and 10 is excellent. (Please select one response)

- 10 - Excellent
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 - Poor

Next »



7. Did the Information Specialist give you the information you needed directly, or did they tell you how to get the information you needed on your own? (Please select one response)

- They told me the information during the chat session
- They told me how to get the information myself
- Neither. They did not give me the information during the chat session, nor did they tell me how to get it myself.
- Both, they told me the information during the chat session and how to get the information myself

Next »



8. Next we would like your opinion on the 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 "Overall quality of service"?

- 10 - Excellent
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 - Poor

Next »



9. 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:

	10 - Excellent	9	8	7	6	5	4	3	2	1 - Poor
The timeliness of the chat response	<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"/>
Having the desire to assist you with your question or problem	<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"/>
Understanding your question or concern	<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"/>
Being courteous	<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"/>
Being knowledgeable about what to do	<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"/>

Next »



2. Why did you provide a rating of for the overall quality of service you received from the Information Specialist?

Next »



10. Was the specific issue you chatted about on 4/8/2016 resolved? (Please select one response)

- Yes
- No
- Still waiting

Next »



11. Just to check, have you contacted USA.gov about this particular issue more than once? When you respond, please think about and include all channels of contact, including phone calls to 1-844-USA-GOV1, Emails, researching information on USA.gov's website and so on.) (Please select one response)

- Yes, contacted more than one time
- No, only contacted one time

Next »



12. How easy was it for you to get your question answered or the information you needed from USA.gov? Please use a 1 to 10 scale where 10 is Very Easy and 1 is Very Difficult.

- 10 - Very Easy
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 - Very Difficult

Next »



13. Did the most recent response appear to be written by a computer or a live person? (Please select one response)

- By a computer
- By a live person
- Don't know

Next »



14. Do you currently live in the United States (This question helps us better understand our customers.) (Please select one response)

- Yes, I live in the United States
- No, I live in a different country

Next »



15. What was the main reason for your online chat with USA.gov on 4/8/2016? (Please select one response)

- Business Issues
- Consumer problems and complaints
- Contacting elected officials
- Foreign travel by Americans
- Health care
- Housing
- Immigration and naturalization
- Jobs and workplace issues
- Law enforcement, justice system
- Parks, environment, energy
- Retirement matters
- Scams and Frauds
- Social Services
- Taxes
- Other (please specify)

Next »



On behalf of USA.GOV, thank you for sharing your opinions today. Your feedback will be used to improve future experiences. Have a great day/evening!

Submit