

Form that is changing:

USA.gov Contact Center Telephone 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) CHANGE TEXT IN QUESTION TO SPECIFY FOCUS ON AGENT

CURRENT VERSION:

Q2 At this question I will be typing in your answer. 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:

Q10A At this question I will be typing in your answer. Why did you provide a rating of (INSERT RATING FROM Q10a) for the overall quality of service you received **from the Information Specialist?**

(2) *STRIKING TWO QUESTIONS BECAUSE RESPONSES ARE PREDICTABLE BASED ON RESPONSES TO OTHER QUESTIONS:*

~~Q4 How likely are you to use the Federal Information Line telephone service again? Please use a scale from 0 to 10 where 0 is not at all likely and 10 is extremely likely.~~

~~_____ (IF NEEDED: You may use any number between 0 and 10)~~

~~_____ (RECORD ONE)~~

~~_____ 10 _____ Extremely likely~~

~~_____ 9~~

~~_____ 8~~

~~_____ 7~~

~~_____ 6~~

~~_____ 5~~

~~_____ 4~~

~~_____ 3~~

~~_____ 2~~

_____1
_____0 Not at all likely
_____DK
_____REF

Q5 How likely is it that you would recommend the Federal Information Line telephone 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.

_____ (IF NEEDED: You may use any number between 0 and 10)
_____ (RECORD ONE)

_____10 Extremely likely
_____9
_____8
_____7
_____6
_____5
_____4
_____3
_____2
_____1
0 Not at all likely
_____DK
_____REF

(3) *PROPOSED CHANGE TO WORDING to better reflect role of agent with new text highlighted, bolded, and underlined:*

Q10 Next we would like your opinion on the Information Specialist who handled your call. On a scale of 1 to 10, where 1 is poor and 10 is excellent, how would you rate that Information Specialist on ...

(INTERVIEWER: Repeat scale every 3rd or 4th attribute)
(IF NEEDED: You may use any number between 1 and 10.)
(RANDOMIZE ATTRIBUTES. RECORD ONE FOR EACH.)

- a Overall quality of service (ALWAYS ASK 1ST)
- 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 / e-mail) response

(IF Q13 CONTAINS 4, ASK Q13B; OTHERWISE SKIP TO Q14)

Q13b What specifically were you looking for on the USA.GOV website?

(RECORD RESPONSE)

(CLARIFY)

PREVIEW OF NEW UPDATED SURVEY

Customer Satisfaction Survey for Customers of the USA.gov Telephone Government Information Service Who Speak to an Information Specialist

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.

SCREENER

Hello, I'm (INSERT INTERVIEWER NAME) calling on behalf of the USA.GOV Federal Information Line, about your recent customer service experience when you called the USA.GOV Federal Information Line

If citizen name blank: Someone recently contacted the USA.GOV Federal Information Line and spoke with an Information Specialist on (INSERT DATE), is that person available?

SQ1 Just to check, are you the person who placed the call to the USA.GOV Federal Information Line on (INSERT DATE)?
(RECORD ONE)

- 1 Yes (SKIP TO Q1)
- 2 No (CONTINUE)
- DK (CONTINUE)
- REF (THANK & TERM)

SQ2 May I speak with the person who called the USA.GOV Federal Information Line on (INSERT DATE)?
(RECORD ONE)

- 1 Yes- respondent is available (RE-INTRODUCE)
- 2 No- respondent not available- schedule call back (SCHEDULE CALLBACK)
- 3 No - respondent is unavailable and a call back CAN NOT be made (THANK & TERM)

- 4 No- No one called the USA.GOV Federal Information Line (THANK & TERM)
- 5 No – respondent makes too many calls to remember this particular call
(THANK & TERM)

(USE WORDING FOR RESPONDENTS WHO TERM AT SQ1 OR SQ2: Those are all of my questions. I want to thank you very much for taking the time to speak with me. Have a great morning/afternoon/evening.)

We would like to ask you a few questions which should take about 7 minutes.

For your information, this call may be monitored or recorded for quality control purposes only.

LOYALTY/SATISFACTION

Q1 Thinking about recent phone call you made to the Federal Information Line on (INSERT DATE), 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?
(IF NEEDED: You may use any number between 0 and 10.)

(RECORD ONE)

- 10 Excellent
- 9
- 8
- 7
- 6
- 5 -
- 4
- 3
- 2
- 1
- 0 Poor
- DK (SKIP TO Q3)
- REF (SKIP TO Q3)

Q3 How useful was the information provided from the Federal Information Line? Please use a scale from 0 to 10 where 0 is not at all useful and 10 is extremely useful.
(IF NEEDED: You may use any number between 0 and 10.)

(RECORD ONE)

- 10 Extremely useful

- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1
- 0 Not at all useful
DK
REF

CALL HANDLING

For these next few questions, please think about the call in general.

Q7a How would you rate the total amount of time you spent on the phone, including the time spent in the IVR when you called on (INSERT DATE)? Please use a 1 to 10 scale where 1 is poor and 10 is excellent.
(IF NEEDED: You may use any number between 1 and 10.)
(RECORD ONE)

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

Q7b And, using that same scale, how would you rate the length of time you spent waiting to speak to an Information Specialist?

(IF NEEDED: Please use a 1 to 10 scale where 1 is poor and 10 is excellent. You may use any number between 1 and 10.)

(RECORD ONE)

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

Q8 Did the Information Specialist place you on hold at any time during your call?
(RECORD ONE)

- 1 Yes
 - 2 No
- DK
REF

Q9 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?
(RECORD ONE)

- 1 They told me the information during the call
 - 2 They told me how to get the information myself
 - 3 Neither, they did not give me the information during the call nor tell me how to get it myself
 - 4 Both, they told me the information during the call and how to get the information myself
- DK
REF

INFORMATION SPECIALIST EVALUATION

Q10 Next we would like your opinion on the Information Specialist who handled your call. On a scale of 1 to 10, where 1 is poor and 10 is excellent, how would you rate that Information Specialist on ...

(INTERVIEWER: Repeat scale every 3rd or 4th attribute)

(IF NEEDED: You may use any number between 1 and 10.)

(RANDOMIZE ATTRIBUTES. RECORD ONE FOR EACH.)

- a Overall quality of service (ALWAYS ASK 1ST)
- b Understanding your question or concern
- c Having the desire to assist you with your question or concern
- d Being knowledgeable about what to do
- e Being courteous

10 Excellent

9

8

7

6

5 -

4

3

2

1 Poor

DK

REF

CALL RESOLUTION

Q10A At this question I will be typing in your answer. Why did you provide a rating of (INSERT RATING FROM Q1) for the overall quality of service you received from the Information Specialist?

(RECORD RESPONSE. CLARIFY)

(INTERVIEWER: PLEASE FURTHER CLARIFY RESPONSES SUCH AS "INFO WAS/WAS NOT HELPFUL/USEFUL" (WHAT ABOUT THE INFO WAS/WAS NOT HELPFUL/USEFUL), "DID/DID NOT ANSWER QUESTION" (WHAT QUESTION WERE YOU ASKING?)

Q11 Was the specific issue you called about on (INSERT DATE) resolved?

(READ LIST)

(RECORD ONE)

1 Yes

- 2 No
- 3 Still waiting
- DK
- REF

Q12 Just to check, have you contacted the USA.GOV Federal Information Line about this particular issue more than once? When you respond, please think about and include all channels of contact, including phone calls, Emails, researching information on USA.GOV's website and so on.
(RECORD ONE)

- 1 Yes, contacted more than one time (ask Q13)
- 2 No, only contacted one time (Skip to Q16)

NEXT CALL AVOIDANCE QUESTIONS

Q13 Which of these methods of contact did you use to try to resolve this particular issue before calling the Federal Information Line? Did you try...?
(READ LIST, PAUSE AFTER EACH TO GET ANSWER)
(RECORD ALL THAT APPLY)
(RANDOMIZE ITEMS 1 - 4)

- 1 Calling the Federal Information Line
- 2 Emailing USA.GOV
- 3 Chatting online with USA.GOV
- 4 Visiting the website USA.GOV
- 5 Other (specify) (DO NOT READ)
- DK
- REF

Q14 Did you contact some other government agency before contacting USA.GOV?
(RECORD ONE)

- 1 Yes (ASK Q15)
- 2 No (SKIP TO Q16)
- DK (SKIP TO Q16)
- REF (SKIP TO Q16)

(PROGRAMMER: START RECORDING)

Q15 Who did you contact before you called on (INSERT DATE)?
(RECORD RESPONSE. CLARIFY)

- DK
- REF

(PROGRAMMER: RECORDING ENDS)

We have just a few last questions.

Q17 How easy was it for you to get your question answered or the information you needed from the Federal Information Line? Please use a scale from 1 to 10 where a 1 means "Very Difficult" and a 10 means-"Very Easy".

(IF NEEDED: You may use any number between 1 and 10.)

(RECORD ONE)

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

Q20 How did you hear about USA.GOV's telephone service? Was it from...?
(READ LIST. SELECT AS MANY AS APPLY)

(PROGRAMMER RANDOMIZE PUNCHES 1 – 4)

- 1 USA.gov
- 2 The Internet
- 3 Referred by a government agency

- 4 The paper phone book
- 5 Other (SPECIFY)
- DK
- REF

CALL REASON

Q21 If I may ask, what was the main reason for your call on (INSERT DATE)?
(DO NOT READ LIST. RECORD FIRST MENTION.)

- 1 Business Issues (Loan guarantees, operating/setting up a business, import/export, business with the federal government, authentication of documents for business purposes)
- 2 Consumer problems and complaints (Complaints/inquiries about businesses including banks and auto dealers, investing (including Savings Bonds,-insurance companies)
- 3 Contacting elected officials (A variety of issues, primarily “why” questions related to (1) reasons for public policy, (2) foreign relations, (3) proposed legislation, (4) copies of laws, etc. [In general, “how do I” or “where do I” questions are in the other categories])
- 4 Foreign travel by Americans (Leaving the US, admission to other countries (visas), reentry to the US, US passports)
- 5 Health care (Primarily insurance matters, prescription drugs, nutrition, food safety, disease diagnosis and prevention, health research, Affordable Care Act)
- 6 Housing (Loan guarantees, home repairs, mortgage issues, discrimination, landlord/tenant relations, flood insurance)
- 7 Immigration and naturalization (Legally visiting, studying in, or moving to the USA (e.g., getting a USA visa), becoming a US citizen [reporting illegal activity goes to “Law enforcement, justice system”])
- 8 Jobs and workplace issues (Applying for work (not federal), benefits, proper wages, discrimination, safety, applying for federal jobs, pay scale, government travel (per diem), benefits, military recruiters)
- 9 Law enforcement, justice system (Reporting suspected criminal or unsafe activities (e.g., illegal aliens, organized crime, most-wanted felons), inquiries about any aspect of the criminal and civil justice system, federal courts, bankruptcy, incarceration, correctional facilities)
- 10 Parks, environment, energy (Camping, birding, wildlife, hunting/fishing, hiking, boating, pollution, energy conservation, farming, gardening)
- 11 Retirement matters (Applications, payments, benefits, social security)
- 15 Scams and Frauds
- 12 Social services (like food stamps and other benefits)
- 13 Taxes (Payments, forms, computation)
- 14 Other (please specify)

DK
REF

Q21b What specifically were you calling about in regards to (INSERT Q21 CALL REASON)?
(DO NOT READ LIST. RECORD FIRST MENTION.)

- 1 Business Issues - Loan guarantees
- 2 Business Issues - operating/setting up a business
- 3 Business Issues - import/export
- 4 Business Issues - business with the federal government
- 5 Business Issues - authentication of documents for business purposes
- 6 Consumer problems and complaints - Complaints/inquiries about businesses including banks and auto dealers
- 7 Consumer problems and complaints - investing (including Savings Bonds)
- 8 Consumer problems and complaints - insurance companies
- 9 Contacting elected officials - reasons for public policy
- 10 Contacting elected officials - foreign relations
- 11 Contacting elected officials - proposed legislation
- 12 Contacting elected officials - copies of laws, etc.
- 13 Foreign travel by Americans - Leaving the US
- 14 Foreign travel by Americans - admission to other countries (visas)
- 15 Foreign travel by Americans - reentry to the US
- 16 Foreign travel by Americans - US passports
- 17 Health care - Primarily insurance matters
- 18 Health care - prescription drugs
- 19 Health care – nutrition
- 20 Health care - food safety
- 21 Health care - disease diagnosis and prevention
- 22 Health care - health research
- 23 Health care - Affordable Care Act
- 24 Housing - Loan guarantees
- 25 Housing - home repairs
- 26 Housing - mortgage issues
- 27 Housing – discrimination
- 28 Housing - landlord/tenant relations
- 29 Housing - flood insurance
- 30 Immigration and naturalization - Legally visiting
- 31 Immigration and naturalization - studying in or moving to the USA (e.g., getting a USA visa)
- 32 Immigration and naturalization - becoming a US citizen
- 33 Jobs and workplace issues - Applying for work (not federal)
- 34 Jobs and workplace issues – benefits
- 35 Jobs and workplace issues - proper wages
- 36 Jobs and workplace issues – discrimination

- 37 Jobs and workplace issues – safety
- 38 Jobs and workplace issues - applying for federal jobs
- 39 Jobs and workplace issues - pay scale
- 40 Jobs and workplace issues - government travel (per diem)
- 41 Jobs and workplace issues – benefits
- 42 Jobs and workplace issues - military recruiters
- 43 Law enforcement, justice system - Reporting suspected criminal or unsafe activities (e.g., illegal aliens, organized crime, most-wanted felons)
- 44 Law enforcement, justice system - inquiries about any aspect of the criminal and civil justice system
- 45 Law enforcement, justice system - federal courts
- 46 Law enforcement, justice system – bankruptcy
- 47 Law enforcement, justice system – incarceration
- 48 Law enforcement, justice system - correctional facilities
- 49 Parks, environment, energy – Camping
- 50 Parks, environment, energy – birding
- 51 Parks, environment, energy – wildlife
- 52 Parks, environment, energy – hunting/fishing
- 53 Parks, environment, energy – hiking
- 54 Parks, environment, energy – boating
- 55 Parks, environment, energy – pollution
- 56 Parks, environment, energy – energy conservation
- 57 Parks, environment, energy – farming
- 58 Parks, environment, energy – gardening
- 59 Retirement matters – Applications
- 60 Retirement matters – payments
- 61 Retirement matters – benefits
- 62 Retirement matters - social security
- 63 Taxes – Payments
- 64 Taxes – forms
- 65 Taxes – computation
- 66 Other (please specify)
- DK
- REF

Note: Will not be including SOS during the initial roll-out of this project. We will monitor how many SOS's would have been created and perhaps begin asking this in April 2015.

SERVICE RECOVERY QUESTIONS (SOS)

~~(DETERMINE SOS CRITERIA AND INSERT APPROPRIATE DIRECTIONAL)~~

~~Q22 — Your answers indicate you are not completely satisfied with the service you received or your issue has not yet been resolved.~~

~~—— Would you like the Federal Information Line Customer Service to call you back to further discuss your unresolved question or concern?~~

~~(RECORD ONE)~~

~~1 — Yes — (SAY: I will pass along this information.)~~

~~—— 2 — No — (SAY: OK, I understand.)~~

~~—— DK~~

~~—— REF~~

~~(ASK Q23 IF YES AT Q22; OTHERWISE SKIP TO CLOSING)~~

~~Q23 — To help address your needs when the Federal Information Line contacts you, what specific issues would you like to discuss?~~

~~—— (RECORD RESPONSE. CLARIFY AS NEEDED)~~

CLOSING

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

END OF SURVEY