

## Screen 1



Thank you for using a USAccess Point location. Utilizing local Post Offices will greatly enhance our ability to provide PIV credentialing services. Please help us measure the success of this pilot program by completing this survey. All responses will be anonymous unless you wish to be contacted. Thank you for using USAccess Point and thank you for completing this survey!

[Form Approved OMB# 3090-0297 Exp. Date 08/31/2022 and Privacy Act Statement](#)

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## Screen 2



1. Please select the department/agency and bureau you work for. (Response required)

Department / Agency

Bureau / Sub-agency

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Notes: Complete agency and sub-agency lists are populated in the drop-down menus.

## Screen 3



2. Which services did you utilize? Please select all that apply. (Response required)

Enrollment

Card Activation

Card Update / Rekey

Card PIN Unlock

Card Replacement

3. Which location did you visit? (Response required)

Benjamin Franklin

Herndon

Merrifield

National Capitol

Reston

Suitland

Temple Hills

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## Screen 4



4. How long did it take you to travel to your post office appointment?

Less than 15 minutes

Between 15 minutes and 30 minutes

Between 30 minutes and 45 minutes

Between 45 minutes and 1 hour

Over 1 hour

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## Screen 5



5. Please enter the Date and Time of your appointment.

Enter a date:

← October 2020 →						
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Please enter the appointment time:  

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## Screen 6a



6. Was the appointment kept on time? (Response required)

Yes

No

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If the respondent answers No, the following screen is displayed, otherwise skip to question 7.

## Screen 6b



Please explain why not.

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## Screen 7



7. How long did your appointment take?

Less than 15 minutes

Between 15 minutes and 30 minutes

Between 30 minutes and 45 minutes

Over 45 minutes

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## Screen 8a



8. Please indicate whether you agree or disagree with this statement: "The Post Office was a convenient location to receive the PIV card service(s) I needed." (Response required)

1. Strongly Agree

2. Agree

3. Neither agree nor disagree

4. Disagree

5. Strongly Disagree

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If the respondent answers with 3, 4, or 5, the following screen is displayed, otherwise skip to question 9.

## Screen 8b



Please explain why you don't agree.

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## Screen 9a



9. Overall, how satisfied are you with your experience receiving PIV card service(s) at the Post Office? (Response required)

1. Very Satisfied

2. Satisfied

3. Neither satisfied nor dissatisfied

4. Dissatisfied

5. Very Dissatisfied

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If the respondent answers with 3, 4, or 5, the following screen is displayed, otherwise skip to question 10.

## Screen 9b



Please explain why you were not satisfied.

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Screen 10



10. Is there anything we could have done to improve your visit? (Optional)

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## Screen 11



11. If you have any questions or concerns, or would like to receive additional information regarding the USAccess Point Pilot Program, please contact the HSPD-12 Helpdesk at [HSPD12@gsa.gov](mailto:HSPD12@gsa.gov).

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Screen 12



Thank you for completing this survey! Please hit SUBMIT below.

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SUBMIT



We thank you for your time spent taking this survey.  
Your response has been recorded.