

Post Transaction Survey – Applying for a U.S. Passport

Question 1 [Required]: This passport application experience increased my trust in the U.S. Department of State to work for U.S. citizens.

5 – Strongly Agree

4 – Agree

3 – Neither agree nor disagree

2 – Disagree

1 – Strongly disagree

Question 2a (if answered “5” to Q1) [Required]: What about this passport application experience made the difference? (*Select all that apply*)

(Effectiveness) My need was addressed effectively.

(Ease) It was easier than expected to complete the process.

(Efficiency) It took a reasonable amount of time to complete the process.

(Transparency) I understand what was being asked from me throughout the process.

(Equity) I was treated fairly throughout the process.

(Employee Interaction) Employees I interacted with during the process were helpful.

Question 2b (if answered “1-4” to Q1) [Required]: What about this passport application experience could have been better? (*Select all that apply*)

(Effectiveness) My need was not addressed effectively.

(Ease) It was too difficult to complete what I needed to do.

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(Efficiency) It took too long to complete the process.

(Transparency) I did not always understand what was being asked from me throughout the process.

(Equity) I was not treated fairly throughout the process.

(Employee Interaction) Employees I interacted with during the process were not helpful.

Question 3 [Required]: Is there anything else you want us to know about your experience?

[Open text]

Question 4 [CA Question]: Would you be willing to provide additional feedback about your experience in a focus group or 1-on-1 interview?

[Yes] Please enter your email address:

[No]

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