

## Voluntary Customer Satisfaction Survey for Customers of the USA.gov Web Chat Government Information Service Who Speak to an Information Specialist

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Welcome to the USA.gov Satisfaction 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 Page' 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 3090-0297. 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 3090-0297, 1800 F St, NW, Washington, DC 20405.

For more information on GSA's privacy policy, [click here](#)

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Just to check, are you the person who had an online chat session with USA.gov on ?

*(Please select one response)*

Yes

No

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Thinking about the recent online chat session you had with USA.gov on , how would you rate the quality of the service you received? Please use 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

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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

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How would you rate the process of chatting online with USA.gov on ? 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

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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
- Both, they told me the information during the chat session and 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.

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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 the Information Specialist on "Overall quality of service"?

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

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Please think 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 -<br>Excellent     | 9                     | 8                     | 7                     | 6                     | 5                     | 4                     | 3                     | 2                     | 1 -<br>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"/> |
| 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"/> |
| 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 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"/> |
| Having the desire to assist you with 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"/> |

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Why did you provide a rating of 10 - Excellent for the overall quality of service you received from the Information Specialist?

Characters remaining: 1000

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Was the specific issue you chatted about on resolved?

- Yes
- No
- Still waiting

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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.

- Yes, contacted USA.gov more than one time
- No, only contacted USA.gov one time

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Which of these methods of contact did you use to try to resolve this particular issue before having an online chat session with USA.gov? Did you try...?

- Chatting with USA.gov
- Calling the Federal Information Line
- Researching on the website USA.gov
- Other (please specify)

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Did you contact some other government agency before contacting USA.gov?

- Yes
- No

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Who did you contact before you had your online chat session on ?

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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 1 is Very Difficult and 10 is Very Easy.

*(Please select one response)*

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

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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

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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

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What was the main reason for your online chat with USA.gov on ?

*(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)

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