`Getting Help from TSA Quarterly Trust Survey:`

TSA Contact Center (TCC) Phone Survey

[*Call into TCC*]

Pre-Call Message: "TSA values your opinion and would love to hear about your experience. Please stay on the line after your call to answer a few questions regarding the service you received today. Your feedback will help us make your next visit even better."

[*Live Call with TCC Agent*]

Post-Call, Pre-Survey Message: "Thank you for providing feedback. Press 1 to hear the first question."

(Q1) Agency Question: "I am satisfied with my experience with the TSA Contact Center."

   Press 1 for Strongly Agree; Press 2 for Agree; 3 for Neither agree nor disagree; 4 for Disagree; 5 for Strongly Disagree

(Q2) Trust Question: "My experience with the TSA Contact Center increased my trust in TSA's ability to keep air travel safe."

   Press 1 for YES; Press 2 for NO

CX Driver Questions

   (Q3) "The call addressed my need."
         Press 1 for YES. Press 2 for NO
   (Q4) "Connecting to an agent was easy."
         Press 1 for YES. Press 2 for NO
   (Q5) "The call took a reasonable amount of time."
         Press 1 for YES. Press 2 for NO
   (Q6) "I easily understood the response I received."
         Press 1 for YES. Press 2 for NO
   (Q7) "I was treated with respect on the call."
         Press 1 for YES. Press 2 for NO
   (Q8) "The agent I interacted with was helpful."
         Press 1 for YES. Press 2 for NO

Post-Survey Message: "On behalf of TSA, thank you for taking time to provide your feedback. Good bye."

TSA Contact Center (TCC) Email Survey

<u>Welcome Page</u>: "Welcome to the TSA Contact Center Customer Satisfaction Survey. The survey should take 1-2 minutes to complete. Your feedback is invaluable.

Please provide your responses to the questions below. Once complete, please select "Submit" to finalize your selections and complete the survey."

<u>(Q1) Agency Question</u>: "I am satisfied with my experience with the TSA Contact Center."

☐ Strongly Agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree

<u>(Q2) Trust Question</u>: "My experience with the TSA Contact Center increased my trust in TSA's ability to keep air travel safe."

   Thumbs Up; Thumbs Down buttons

<u>CX Driver Question (branching based on Thumbs Up/ Down response)</u>

Thumbs Up Branch	Thumbs Down Branch
(Q3) "What made the difference? (Select all that apply)"	(Q3) What could have been better? (Select all that apply)"
☐ "The email response addressed my need."	☐ "The email response did not address my need."
☐ "Sending an email to TSA was easy."	☐ "Sending an email to TSA was not easy."
☐ "The email response took a reasonable amount of time."	☐ "The email response did not take a reasonable amount of time."
☐ "I easily understood the email response I received."	☐ "I did not understand the email response I received.

<u>(Q4) Open Question</u>: "Is there anything else you want to share that might help us better understand your responses to the previous questions?"

   [*Response captured in open text field*]

<u>Thank You Page</u>: "Thank you for completing the TSA Contact Center Customer Satisfaction Survey. Your feedback is invaluable to us. You may now close this page."

AskTSA Social Media Survey

<u>Welcome Page</u>: "Welcome to the AskTSA Customer Satisfaction Survey. The survey should take 1-2 minutes to complete. Your feedback is invaluable.

Please provide your responses to the questions below. Once complete, please select "Submit" to finalize your selections and complete the survey."

(Q1) <u>Agency Question</u>: "I am satisfied with my experience with AskTSA."

☐ Strongly Agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree

(Q2) <u>Trust Question</u>: "My experience with AskTSA increased my trust in TSA's ability to keep air travel safe."

Thumbs Up; Thumbs Down buttons

<u>CX Driver Question (branching based on Thumbs Up/ Down response)</u>

Thumbs Up Branch	Thumbs Down Branch
(Q3) "What made the difference? (Select all that apply)"	(Q3) What could have been better? (Select all that apply)"
☐ "The interaction addressed my need." ☐ "Sending my inquiry to TSA was easy." ☐ "The interaction took a reasonable amount of time." ☐ "I easily understood the response I received."	☐ "The interaction did not address my need." ☐ "Sending my inquiry to TSA was not easy." ☐ "The interaction did not take a reasonable amount of time." ☐ "I did not understand the response I received."

(Q4) <u>Open Question</u>: "Is there anything else you want to share that might help us better understand your responses to the previous questions?"

[*Response captured in open text field*]

<u>Thank You Page</u>: "Thank you for completing the AskTSA Customer Satisfaction Survey. Your feedback is invaluable to us. You may now close this page."

TSA.gov Website Survey

Welcome Page: "Welcome to the TSA.gov Customer Satisfaction Survey. The survey should take 1-2 minutes to complete. Your feedback is invaluable.

Please provide your responses to the questions below. Once complete, please select "Submit" to finalize your selections and complete the survey."

(Q1) Agency Question: "I am satisfied with my experience with tsa.gov."

☐ Strongly Agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree

(Q2) Trust Question: "My experience with TSA.gov increased my trust in TSA's ability to keep air travel safe."

Thumbs Up; Thumbs Down buttons

CX Driver Question (branching based on Thumbs Up/ Down response)

Thumbs Up Branch	Thumbs Down Branch
(Q3) "What made the difference? (Select all that apply)."	(Q3) What could have been better? (Select all that apply)"
☐ "I found what I needed." ☐ "It was easy to find what I needed." ☐ "I found what I needed on this site quickly."	☐ "I did not find what I needed." ☐ "It was difficult to find what I needed." ☐ "I did not find what I needed on this site quickly."

(Q4) Open Question: "Is there anything else you want to share that might help us better understand your responses to the previous questions?"

[*Response captured in open text field*]

(Q5) Agency Question: "I was able to complete the purpose of my visit."

☐ Yes ☐ No

(Q6) Agency Question: "If you weren't able to complete your visit, please select the option that best describes your difficulty."

☐ Bad Link ☐ Error on Page ☐ Multimedia / Technical Problem ☐ Plain Language Issues ☐ Other

(Q7) Agency Question: "I will return to this website."

☐ Yes ☐ No

(Q8) Agency Question: "I will recommend this website to a friend or colleague."

☐ Yes ☐ No

Thank You Page: "Thank you for completing the TSA.gov Customer Satisfaction Survey. Your feedback is invaluable to us. You may now close this page."