DRAFT Survey for Renewing Your Passport Online

The U.S. Department of State, Passport Services, is requesting that you complete this brief survey on your experience for renewing your passport online. The feedback you provide will allow us to gain a better understanding of user satisfaction and help target improvements to the online renewal tool before its wider release to the general public.

1. **I am a:**
   A. Department of State employee or contractor
   B. Employee/contractor of another federal agency
   C. Friend of a federal employee/contractor,
   D. Family member of a federal employee/contractor

2. **What type of renewal service did you select?**
   A. Routine processing
   B. Expedited processing

3. **Were you able to complete your online renewal by simply following instructions on each screen?**
   A. Yes
   B. No

4. **If you answered "No" in question 3 above, what primary source of information did you use to help you complete your online application?**
   A. The guide that was e-mailed to me when I enrolled
   B. The National Passport Information Center
   C. Frequently asked questions (FAQs) posted in the Online Renewal tool
   D. I got help from a work colleague, friend, or family member
   E. Other: Please specify_____

5. **Please rate your overall satisfaction with renewing your passport online.**
   A. Very satisfied
   B. Somewhat satisfied
   C. Neither satisfied nor dissatisfied
   D. Somewhat dissatisfied
   E. Very dissatisfied

6. **Please rate how easy or difficult it was to complete your application online.**
   A. Very easy
   B. Somewhat easy
   C. Somewhat difficult
   D. Very difficult

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7. **Please rate your satisfaction with the quality of information which you used to learn how to renew online.**
   A. Very satisfied
   B. Somewhat satisfied
   C. Neither satisfied nor dissatisfied
   D. Somewhat dissatisfied
   E. Very dissatisfied

8. **How likely are you to recommend this online renewal tool to someone else?**
   A. Very likely
   B. Somewhat likely
   C. Neither likely nor unlikely
   D. Somewhat unlikely
   E. Very unlikely

9. **How likely are you to renew your passport online in the future?**
   A. Very likely
   B. Somewhat likely
   C. Neither likely nor unlikely
   D. Somewhat unlikely
   E. Very unlikely

10. **What did you like the most about renewing online?**
    Please write your comments here.

11. **How would you improve this online tool?**
    Please write your comments here.

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Public reporting burden for this collection of information is estimated to average 5 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: Passport Forms Officer, U.S. Department of State, Bureau of Consular Affairs, Passport Services, The Office of Program Management and Operational Support, 44132 Mercure Cir, PO Box 1199, Sterling, Virginia 20166-1199