

# American Customer Satisfaction Index Annual Survey Questions

U.S. Department of State, Bureau of Consular Affairs, Passport Services

OMB Control Number: 1405-XXXX

Burden Estimate:

Expiration Date: XX-XX-XXXX

This brief survey should take approximately 10 minutes to complete.

CFI Group is a third-party independent research group that conducts this annual survey on behalf of The Department of State, Bureau of Consular Affairs, Passport Services to better understand customer needs and customer service experience at passport facilities. Your identity is anonymous and all information obtained from this survey is secured.

Q1. What was the **primary** source you used to obtain passport information?  
Please select only one answer from the list below.

- 1 The National Passport Information Center
- 2 Passport Services' official website at travel.state.gov
- 3 Other website
- 4 Passport Acceptance Facility (post office, clerk of court, library, etc.)
  
- 5 Traditional media (newspaper, magazine, radio, television)
- 6 Social media (Twitter, Facebook, YouTube, etc.)
- 7 Travel agent
- 8 Family member, friend, co-worker
- 9 Other
- DK
- REF

{If you did not select "1" or "2" go to Q2}

{If you selected "1" go to Q1A}

{If you selected "2" go to Q1E}

Q1A. Did you speak with a Customer Service Representative?

- 1 Yes
- 2 No
- DK
- REF

{If your answer to Q1A is "Yes", go to Q1B, Q1C, and Q1D, otherwise go to Q2}

Q1B. How professional was the Customer Service Representative you spoke with?

Use a 10-point scale in which “1” means “not at all professional” and “10” means very “professional”.

DK  
REF

---

Q1C. How knowledgeable was the Customer Service Representative you spoke with?

Use a 10-point scale in which “1” means “not at all knowledgeable” and “10” means “very knowledgeable”.

DK  
REF

Q1D. How satisfied were you with the information provided to you by the Customer Service Representative?

Use a 10 point scale in which “1” means “very dissatisfied” and “10” means “very satisfied”.

DK  
REF

Q1E. How satisfied were you with the information on [travel.state.gov](http://travel.state.gov)?

Use a 10 point scale in which “1” means “very dissatisfied” and “10” means “very satisfied”.

DK  
REF

---

Q2. What type of passport information did you need?  
Please select all that apply.

- 1 How to apply for a passport
  - 2 Where to apply for a passport
  - 3 Passport application forms
  - 4 Passport fees
  - 5 Passport processing times
  - 6 Check status on a pending passport application
  - 7 Country information
  - 8 Other
- DK

REF

---

Q3. How easy was it to get information on applying for your passport?

Use a 10-point scale in which “1” means “not at all easy” and “10” means “very easy”.

DK  
REF

---

Q4. Did you receive complete information needed to apply for your passport?

1 Yes  
2 No  
DK  
REF

---

Q5. Was an appointment required to appear before a passport agent?

1 Yes  
2 No  
DK  
REF

{If your answer to Q5 is “Yes”, go to Q5A; otherwise go to Q6}

---

Q5A. How convenient was it to make an appointment for the date and time you wanted?

Use a 10-point scale in which “1” means “it was difficult to schedule an appointment for the date/time you wanted” and “10” means “it was not difficult to schedule an appointment for the date/time you wanted”.

DK  
REF

---

Q6. How did you apply for your most recent passport?

Select only one answer.

1 In person at a U.S. Postal Passport Acceptance Facility  
2 In person at a Non-Postal Acceptance Facility (town clerk, clerk of court, library, etc.)  
3 In person at a Passport Agency  
4 Through the mail (passport renewal, data correction, name change, etc.)  
DK  
REF

{If you selected “1”, “2”, or “3” to Q6, go to Q6A, Q6B and Q6C otherwise go to Q7}

---

Q6A. How professional was the staff where you applied for your passport?

Use a 10-point scale in which “1” means “not at all professional and knowledgeable” and “10” means very “professional and knowledgeable”.

DK  
REF

---

Q6B. How knowledgeable was the staff where you applied for your passport?

Use a 10-point scale in which “1” means “not at all professional and knowledgeable” and “10” means very “professional and knowledgeable”.

DK  
REF

---

Q6C. How satisfied are you with the service you received when applying for your passport?

Use a 10 point scale in which “1” means “very dissatisfied” and “10” means “very satisfied”.

DK  
REF

---

Q7. How convenient was the application process?

Use a 10-point scale in which “1” means “not at all convenient” and “10” means “very convenient”.

DK  
REF

---

Q8. How long did it take for you to receive your passport?

Use a 10-point scale in which “1” means “longer than expected” and “10” means “faster than expected”.

DK  
REF

---

Q9. Did the passport you received contain your correct data information (spelling of name, date of birth, etc.)?

- 1 Yes
  - 2. No
  - DK
  - REF
- 

Q10. Please consider all of your experiences in the past year with Passport Services. How would you rate the overall quality of Passport Services?

Use a 10-point scale in which "1" means "not very high" and "10" means "very high".

- DK
  - REF
- 

Q11. How **satisfied** are you with Passport Services in all of your experiences to date?

Use a 10 point scale in which "1" means "very dissatisfied" and "10" means "very satisfied".

- DK
  - REF
- 

Q12. Considering all of your experiences, to what extent has Passport Services fallen short or exceeded your expectations?

Use a 10 point scale in which "1" means "falls short of your expectations" and "10" means "exceeds your expectations".

- DK
  - REF
- 

Q13. Don't think about Passport Services for a moment. Now, please imagine an ideal agency that determines citizenship and identity and issues a document that allows you to travel. How well do you think Passport Services compares with that ideal agency?

Use a 10 point scale in which "1" means "falls short of your expectations" and "10" means "exceeds your expectations".

- DK
  - REF
-

Q14. How willing would you be to say positive things about Passport Services to friends and family?

Use a 10-point scale in which “1” means “not at all willing” and “10” means “very willing”.

DK  
REF

---

Q15. Have you complained to Passport Services within the past year?

1 Yes  
2 No  
DK  
REF

{If your answer to Q15 is “Yes”, go to Q15A and Q15B; otherwise go to Q16}

---

Q15A. How difficult or easy was it to make your complaint?

Use a 10-point scale in which “1” means “very difficult” and “10” means “very easy”.

DK  
REF

---

Q15B. Was your complaint resolved to your satisfaction?

1 Yes  
2 No  
DK  
REF

---

Q16. Why is having a U.S. passport important to you?

Select all that apply.

1 It allows me to travel internationally  
2 It contributes to national security  
3 It can be used as proof of identification  
4 It can be used as proof of citizenship  
5 Other  
DK  
REF

---

Q17. What is your age?

- 1 18 – 29 years old
  - 2 30 – 49 years old
  - 3 50 – 64 years old
  - 4 65 years old and over
  - DK
  - REF
- 

Q18. What is the highest level of formal education you completed?

- 1 Less than high school
  - 2 High school graduate
  - 3 Some college or associate degree
  - 4 College graduate
  - 5 Post-Graduate
  - DK
  - REF
- 

Q19. What state do you live in?

- DK
  - REF
- 

Q20. What is your gender?

- 1 Male
- 2 Female
- REF

END OF SURVEY

PRA Statement

Public reporting burden for this collection of information is estimated to average xx 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: insert Program Office address