

USAccess CPOS Survey Screenshots



Thank you for using a USAccess Credentialing Post Office Site (CPOS) location. Using local Post Offices will greatly enhance our ability to provide PIV credentialing services. We want to gauge your overall experience using CPOS. Your feedback will help us identify any improvements needed and ensure the future success of the program. All responses will be anonymous unless you wish to be contacted. Thank you for using USAccess and for completing this survey!

[Form Approved OMB# 3090-0297 Exp. Date 06/30/2025 and Privacy Act Statement](#)

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Please select the department/agency and bureau you work for. (Response required)

Department / Agency

Bureau / Sub-agency

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What is the primary reason you selected a USAccess Credentialing Post Office Site (CPOS) location for your PIV Card services? (Response required)

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How likely are you to recommend using USAccess at the U.S. Postal Service location to a colleague? (Response required)

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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What did you like most about using the USAccess CPOS location?

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Which services did you use? Please select all that apply. (Response required)

Enrollment

Card Activation

Card Update / Rekey

Card PIN Unlock

Card Replacement

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Which location did you visit? (Response required)

Atlanta

Benjamin Franklin

Colleyville

El Paso

Herndon

Houston

Lakeland

Merrifield

Reston

San Marcos

Suitland

Temple Hills

New York, NY

Rio Rancho, NM

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How long did it take you to travel to your post office appointment?

Less than 15 minutes

Between 15 minutes and 30 minutes

Between 30 minutes and 45 minutes

Between 45 minutes and 1 hour

Over 1 hour

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Please enter the Date and Time of your appointment.

Enter a date:

November 2023						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

11-01-2023

Please enter the appointment time: 10:00 AM

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Was the appointment kept on time? (Response required)

Yes

No

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How long did your appointment take?

Less than 15 minutes

Between 15 minutes and 30 minutes

Between 30 minutes and 45 minutes

Over 45 minutes

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Please indicate whether you agree or disagree with this statement: "The Post Office was a convenient location to receive the PIV card service(s) I needed." (Response required)

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly Agree

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Overall, how satisfied are you with your experience receiving PIV card service(s) at the Post Office? (Response required)

Very Dissatisfied

Dissatisfied

Neither satisfied nor dissatisfied

Satisfied

Very Satisfied

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Is there anything we could have done to improve your visit? (Optional)

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If you have any questions or concerns or would like to receive additional information about the USAccess Credentialing Post Office Sites, please contact the GSA MSO Helpdesk at GSAMSO@gsa.gov.

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Thank you for completing this survey! Please hit SUBMIT below.

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[SUBMIT](#)