

CA/CX Interview Guide

Passports

2e: Automated Denial SMS Notification

Virtual Usability Testing, External Customers

Initial Outreach

Dear Passport Applicant,

The Department of State is conducting research to enhance the process of updating U.S. passport applicants on the status of their applications. We are actively seeking individuals like you, who have applied for a passport, to share their experiences. Your unique insights are crucial in helping us understand and improve the passport application process.

The session will take no more than one hour and be conducted remotely through Google Meet, allowing you to participate from the comfort of your home. You will need access to a desktop or mobile device (laptop, tablet) with an internet or cellular data connection to participate.

As a token of appreciation for your participation, you will receive a one-time compensation of a \$25 gift card.

We would be delighted to have you join this study. If you are interested, please reply to this email. If not, feel free to disregard this message.

If you have any questions or concerns about the study, please feel free to reply to this email.

Thank you for considering participation in this study. Your input is greatly appreciated.

Warm regards,

Consular Customer Research Team

Testing Introduction (5 minutes)

Thank you for making time to speak with me today. I am **[Moderator]**.

I'm working with the U.S. Department of State Consular Affairs to help improve the experiences of people who use their passport services. I am trying to help Consular Affairs better form notification messages to help people finish incomplete passport applications.

This conversation will be no more than one hour. Will that time still work for you?

[Wait for response].

You will be compensated for your time with a \$25 gift card.

I will ask for you to speak honestly about your thoughts— there are no right or wrong answers. You are the expert, and I'm looking to learn from you. You don't have to answer any questions that you're not comfortable with, and you can stop this discussion at any point for any reason without penalty.

[If they haven't signed the consent form ahead of time, the interviewer will go over the consent form for the participant to sign.]

Any questions before I begin?

Okay I will begin recording now.

[Begin recording]

Interview questions (40 minutes)

- How did you feel when you saw this notification?
- What was your initial reaction to the message?
- How trustworthy do you find this notification?
 - What specific elements made you trust or distrust it?
- How understandable was this notification?
 - What specifically made you feel that way?
- How likely are you to respond to this notification? Why?
- What, if anything, would make you more likely to respond to this notification?
- What suggestions do you have for improving this notification to make it more trustworthy?
- What suggestions do you have for improving this notification to make it more understandable?
- How does this notification compare to others you have received in terms of trustworthiness?
- What actions would you take upon receiving this notification?
- What are your expectations around receiving government notifications?

Conclusion (5 minutes)

- Before we conclude I wanted to ask:
 - Is there anything you'd like me to know about your experience of applying for a passport and the updates you received [or would have liked to receive] throughout the process?
 - Is there anything you would like to ask me about the project?
- Alright, if there is nothing else you'd like to discuss, we can conclude our interview.
- Thank you so much for taking the time to participate today. The information you shared is incredibly valuable as we continue to shape the experience of the passport application process and the updates people receive throughout it.
- If you think of anything else you'd like to add or have any additional questions, you can always reach out to our team at [**ConsularCustomerResearch@state.gov**].
- Thank you again for your time. Take care.