



Block 1

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](#)

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

Department / Agency

Bureau / Sub-agency

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

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

Not at all likely
0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ Extremely likely

What was disappointing about using the USAccess CPOS location?

How could the experience at the USAccess CPOS location be improved?

What did you like most about using the USAccess CPOS location?

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

- ☐ Enrollment
- ☐ Card Activation
- ☐ Card Update / Rekey
- ☐ Card PIN Unlock
- ☐ Card Replacement

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
- ☐ Chicago, IL

- ☐ Los Angeles, CA
- ☐ Fernandina Beach, FL
- ☐ Sacramento, CA
- ☐ Columbus, OH
- ☐ Fredericksburg, VA
- ☐ San Bruno, CA
- ☐ Norman, OK
- ☐ Issaquah, WA
- ☐ Green Valley, AZ
- ☐ Chowchilla, CA

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

Please enter the Date and Time of your appointment.

Enter a date:

← November 2024 →

Su	Mo	Tu	We	Th	Fr	Sa
27	28	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

Please enter the appointment time: --:-- --

Was the appointment kept on time? (Response required)

- ☐ Yes
- ☐ No

Please explain why not.

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

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

Please explain why you don't agree.



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

Please explain why you were not satisfied.



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



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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