

CX CAP Goal Metrics

General CX Questions

| | | strongly disagree | disagree | neutral | agree | strongly agree |
|-----------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Trust (or) Confidence | This interaction increased my confidence in [Program/Service]. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | I trust [Agency/Program] to fulfill our country’s commitment to [population]. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Service Component Questions

| | | strongly disagree | disagree | neutral | agree | strongly agree |
|---------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Service | Effectiveness: My need was addressed. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Ease: It was easy to complete what I needed to do. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Efficiency: It took a reasonable amount of time to do what I needed to do. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Transparency: I was treated fairly. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| People | Employees: Employees I interacted with were helpful. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |