



**Massachusetts Department of Revenue
Child Support Enforcement Division**

Customer Service Survey 2013

Sponsored by
Department of Revenue
Commonwealth of Massachusetts

TABLE OF CONTENTS

Introduction and Background	1
Methodology	2
Sample	2
Data Collection.....	2
Instrument Design	3
Focus Groups.....	3
Cognitive Interviews	4
Sample Characteristics	5
Findings.....	10
Contacting DOR	10
Experience Calling DOR Customer Service Center.....	11
Experience with DOR Website	13
Experience Visiting DOR Office	15
Experience with Court Hearings	16
Experience with Mail Received from DOR	18
Noncustodial Parents Arrears.....	19
Knowledge of Case Owner System.....	20
Current Technology Use by DOR Parents	21
Preference for Future Modes of Contact.....	22
Parent Preferences for Contacting DOR	23
Group Differences	24
Comparisons by Years Involved with DOR.....	24
Comparisons by Level of Education	24
Comparisons by Type of Case.....	27
Appendices	
Appendix A: Noncustodial Questionnaire	
Appendix B: Custodial Questionnaire	
Appendix C: Frequency Distribution	
Appendix D: Study Materials for Data Collection	
Letter sent with Questionnaire	
Letter sent in Second Mailing	
Thank You Postcard	

INTRODUCTION AND BACKGROUND

In 2012, the Massachusetts Department of Revenue's Child Support Enforcement Division (DOR) entered into a one-year contract with the Center for Survey Research at the University of Massachusetts Boston (CSR). The contract provided that CSR would develop and conduct a survey of parents in DOR's caseload to gather data about their experiences with DOR – focusing on customer service. The goal of the survey was to gather information to help guide DOR's development of new processes designed to improve the overall quality of service. Additionally, DOR will use the results as a benchmark from which to gauge the relative success of its efforts to be more responsive to its customer base.

DOR is the single state agency in the Commonwealth responsible for the administration of the child support enforcement program pursuant to M.G.L. c. 119A and Title IV, Part D of the Social Security Act. DOR provides services to individuals and families, whether or not they receive public assistance, to establish paternity and to initiate, enforce, and modify child support orders, including orders for medical support. In any given year, DOR has more than 200,000 cases to which it attends. The 200,000 cases are made up of approximately 200,000 noncustodial parents; 213,000 custodial parents; and 358,000 dependent children.

The Center for Survey Research (CSR), established in 1971 by the University of Massachusetts Boston, is a full scale academic survey research center with professional telephone and in-person interviewing staff, computer assisted telephone facilities, and survey sampling capacity. CSR conducts basic and applied research that contributes to knowledge and understanding of important social issues, and supports public and private agencies and university scholars in carrying out high quality policy-related research.

CSR, using its technical expertise in research design and survey development, worked closely with DOR to craft a survey that separately measured custodial and noncustodial parents' experiences with DOR's various forms of communication. The development effort involved: setting the criteria for selecting the survey population; developing questions by topic; fine-tuning the questions with input from the two focus group sessions; and finally, ensuring that questions were understood as intended through input from cognitive interviews.

This report provides detailed information about the findings from the survey of parents, both custodial and noncustodial. Additionally, this report includes descriptions of the methodology employed, including the question development, survey and data collection processes. Materials, including the survey materials CSR sent to parents as well as the raw data on which CSR based its findings, are included in the appendices.

METHODOLOGY

Sample

The sample for this survey was drawn from the 132,000 cases with current child support orders. It excluded any parents with a mailing address outside of Massachusetts, cases in which DOR recorded a participant's safety concern, and cases involving the Massachusetts Department of Children and Families. DOR provided CSR with a file containing a random sample of 4100 customers – 2500 noncustodial parents and 1600 custodial parents - to be included in the study. The term “parent”, as used in this report, encompasses legal guardians as well as parents. For each parent selected for inclusion in the study, DOR included in the sample file the parent's name, contact information, number of children involved, length of time involved with DOR, whether a payment was made/received in the last 12 months, and whether the case is current TANF, former TANF, or never assistance.

Data collection

Respondents were sent a survey packet between March 19 and March 21, 2013 that included a cover letter, the survey instrument (either the noncustodial or custodial version) and a postage paid return envelope. Survey packets were not sent to any parents whose address indicated they were incarcerated. The initial mailing was followed by a postcard to all sample members after 2 weeks and second packets to non-responders after 4 weeks. The field period ended on June 6, 2013.

A total of 661 parents completed the survey, 276 noncustodial parents and 385 custodial parents. The response rate was 11.4% for noncustodial parents and 24.2% for custodial parents. The overall response rate for the two groups combined was 16.5%. After the field period started, some respondents were found to not be eligible to participate. This included 2 deceased parents, 15 parents who live outside of Massachusetts, and 71 parents who currently reside in a correctional or transitional facility. All other sample members were considered to be eligible, even if mail was found to be undeliverable at the address listed. (See Table A for the sample distribution.)

DOR customers who received the mailing were assured that participation was voluntary and that DOR would never know who responded and who did not respond. There was no identifying information on the questionnaire. Each questionnaire was assigned a sequential ID number for CSR to keep track of mailing and to match a limited amount of information from DOR to the data such as case status (current TANF, former TANF, never assistance). Respondents were assured that all data would be reported in the aggregate. According to DOR guidelines, CSR destroys the link and purges the contact information from the secure computer at the end of the study to protect confidentiality.

Table A: Sample Distribution								
Study Group	Original Sample	Not Eligible	Eligible Sample*	Completed Survey	Bad Address	Refusal	No final result	Response Rate**
Noncustodial	2500	82	2418	276	190	10	1942	11.4%
Custodial	1600	6	1594	385	63	3	1143	24.2%
TOTAL	4100	88	4012	661	253	13	3085	16.5%

*Eligible Sample = Original Sample – Not Eligible

**Response Rate = Number of Completes / Eligible Sample

Instrument Design

DOR was interested in the experiences of its customers and the many different methods that customers could use to contact them, including phone calls (both to live operators and the automated phone system), using the website, and visiting a DOR office in person. Other communication, such as mailings initiated by DOR and interactions during court hearings were also to be examined. In order to gather information about future technologies, questions about current technological use and preferences for future contact were also included.

Questionnaire development proceeded in several steps, starting with meetings with DOR staff to clarify goals, followed by focus groups, then development of a questionnaire to be tested and refined through cognitive testing.

Focus groups

As a first step in the development of the survey questionnaire, CSR conducted two focus groups with DOR customers. The goal of these groups was to find out about the different modes of interaction and how different terminology was used and understood by parents. The first focus group was with noncustodial parents on October 18, 2012, and the second was with custodial parents on October 25, 2012.

DOR created a random sample of 500 parents (250 noncustodial and 250 custodial) from more than 12 different cities and towns in the Boston area to be used for focus groups and cognitive interviews. CSR sent letters to a subset of those parents (140 noncustodial parents and 160 custodial parents) explaining the purpose of the project and saying that they would be called to see if they were interested in participating in the group. CSR included its phone number in the letter for recipients who wanted more information about the survey or who wanted to let CSR know that they did not want a follow-up phone call.

Each focus group participant received \$100 as a thank you for their time and to cover their costs for group attendance, which is standard honoraria for CSR focus group members and is in line with common survey practice. Eight noncustodial parents participated in the first group and 4 custodial parents were in the second. In the first group, the only female respondent

is currently both a noncustodial parent (paying support) and a custodial parent (receiving support). She was able to separate the roles and remained focused in this group on how she interacts with DOR as a noncustodial parent. One other member of the group commented that, at times in the past, he had been the custodial parent of his child (receiving support from the child's mother). The characteristics of the participants are outlined in Table B.

The focus groups were audio-taped, with the participant's permission. The semi-structured discussion focused on parents' experiences with customer service, about things such as: how they get information about their case, what kind of help they get to understand what is happening with their case and how to get assistance, and using the website. Mary Ellen Colten and Carol Cosenza moderated the groups. Stephanie Lloyd was also present at each group. She helped organize the groups and was the note taker.

Table B: Focus Groups Self-reported Demographics			
		Noncustodial	Custodial
		Total = 8	Total = 4
Gender	Male	7	0
	Female	1	4
Age	Mean age (range)	44.3 (38-57)	42.5 (33-64)
Education	High School or less	4	2
	Some college	3	1
	College grad	1	1
Ethnicity and Race	Hispanic or Latino	0	0
	Non-White	8	2
	White	0	2
Years using the program	Mean years (range)	9.4 years (<1 year – 24)	7.5 years (3 – 11)
Ever called DOR customer service center	Yes	6	3
	No	2	1

Cognitive Interviews

After creating two survey instruments (noncustodial and custodial) based on DOR's goals and the findings from the focus groups, CSR conducted 8 cognitive interviews. The overarching goal of cognitive interviews is to improve the questions proposed for the surveys. Specifically, cognitive interviews allow us to: learn about participants' comprehension of candidate survey items; identify any unclear concepts, questions, or terms; and learn how to make the questionnaire flow more smoothly for the respondent.

Interviewers used a semi-structured protocol. The cognitive interview included a set of test questions and a set of structured probes designed to understand how respondents understood

questions and went about answering them. The protocol was for interviewers to ask the test questions as worded, obtain answers to one or a short series of questions, then proceed to the cognitive probes. Interviews were audio-taped, with respondent permission. Interviewers then could use the tape recording to help with their answers and observations after the interview had been completed. Interviewers were debriefed by investigators at CSR and changes to the instrument were made based on the cognitive testing results.

The sample for the cognitive interview was drawn from the original list provided by DOR for the focus groups and by recruiting additional respondents by word-of-mouth. The characteristics of the interviewees are outlined in Table C.

Table C: Cognitive Interviews Self-reported Demographics			
		Noncustodial	Custodial
		Total = 4	Total = 4
Gender	Male	4	0
	Female	0	4
Age	Mean age (range)	27.75 years (25-29)	39.25 (26-49)
Education	High School or less	1	1
	Some college	3	3
	College grad	0	0
Ethnicity and Race	Hispanic or Latino	0	0
	Non-White	4	3
	White	0	1

Sample characteristics

DOR provided certain characteristics about the individuals to whom CSR sent the surveys (number of children involved, length of time involved with DOR, whether a payment was made/received in the last 12 months, and whether the case is current TANF, former TANF, or never assistance). In addition, the survey itself included questions about age, education, race, years involved with DOR and last payment made/received. The characteristics of the respondents are described in Table 1.

Although the noncustodial and custodial parents who responded are similar with respect to age, race and number of years with DOR, the two groups of parents differed slightly with respect to education. More specifically, less than half of the noncustodial parent responders had an education beyond high school, while more than two thirds of their custodial parent counterparts were educated beyond high school.

Since DOR provided some information about the entire sample they sent, we were able to compare some sample characteristics of the 661 respondents (those who completed and returned surveys) to the total number who were mailed surveys (see Tables 2a and 2b). Custodial parents

who responded to this survey did not differ significantly from the total sample who received the mailing on any of these dimensions; however, although not statistically significant, the responding custodial parents included 10% fewer TANF cases than are in DOR's population. Noncustodial parents who returned surveys did not differ from the group as a whole on number of dependent children. Their distribution across the various DOR offices is about the same as the rate distribution for the entire DOR population. Noncustodial parent responders, however, are more likely to be participants in never assistance cases and they are more likely to have made a payment in the past year, according to their record. (See Table 2a.)

Since DOR does not regularly keep data about age, education and race/ethnicity, CSR could not make a comparison with respect to these demographics between the survey respondents and those that did not respond. Therefore, this report cannot speak directly to how representative these respondents are on these characteristics relative to the caseload, but we can make some inferences. In general, those who respond to surveys tend, on average, to have more education than non-responders.¹ Also, that those parents who were participants in TANF cases at the time of the survey were somewhat less likely to respond. As will be discussed later TANF respondents are significantly less educated than never assistance respondents, so we might expect that there is some underrepresentation at the lower ends of the education distribution, compared with the entire DOR caseload. This should be taken into account when interpreting the findings.

For the 276 noncustodial parents, percentages reported are accurate within 5.9 percentage points with 95% confidence. For the 385 custodial parents, percentages reported are accurate within 5.0 percentage points with 95% confidence. For the combined 661 custodial and noncustodial respondents, percentages reported are accurate within 3.8 percentage points with 95% confidence.

¹ Rogelberg, Steven G. & Luong, Aleandra. (1998). Nonresponse to Mail Surveys: A Review and Guide. *Current Directions in Psychological Science*, 7(2), 60-65.

Table 1: Characteristics of Respondents

		Noncustodial	Custodial
		Total N = 276	Total N = 385
Gender*	Male	93.5%	4.2%
	Female	6.5	95.8
Age	Mean age (range)	42.2 (19-67)	40.9 (17-72)
	17-30 years	10.9%	17.4%
	31-40 years	29.7	30.9
	41-50 years	36.6	33.5
	50+ years	22.8	18.2
Education*	Less than high school	14.7	8.4
	High school grad or GED	36.8	24.8
	More than high school	48.5	66.8
Race	Caucasian, non-Hispanic	60.9	68.1
	African American, non-Hispanic	12.5	9.5
	Hispanic or Latino	18.5	15.8
	Other	8.1	6.6
Years involved with DOR	In the last year	7.2	5.2
	1 to 2 years ago	12.0	10.8
	3 to 5 years ago	16.3	23.1
	More than 5 years ago	64.5	60.9
Made / received any payments in the last year	Yes	97.1	84.3
	No	2.9	15.7
Current DOR office	Central-Worcester	16.1	14.0
	Metro-Boston	9.2	13.8
	North-Woburn	25.6	23.3
	South-Barnstable	4.0	5.8
	South-Taunton	26.0	25.4
	West-Pittsfield / Springfield	19.0	17.7
TANF Case Status	Open TANF case	10.9	11.1
	Former TANF case	35.5	37.0
	Never assistance case	53.5	51.9

*Custodial and noncustodial are significantly different.

Table 2a: Respondents compared with Total Mailed Sample (noncustodial)			
		Current Sample Respondents	Total Mailed Sample^b
		Total N=273 ^a	Total N=2419
Public Assistance Status*	Open TANF Case	11.0	14.4
	Former TANF Case	35.5	44.2
	Never Assistance Case	53.5	41.4
Payment in the past 12 months*	Yes	96.7	87.5
	No	3.3	12.5
Number of dependents associated with current case	One child	56.8	65.6
	Two children	30.0	25.5
	Three or more children	13.2	8.8
Years involved with DOR (using case opened date)	In the last year	3.7	3.4
	1 to 2 years ago	11.7	12.7
	3 to 5 years ago	23.4	24.2
	More than 5 years ago	61.2	59.7
Current DOR Office	Central-Worcester	16.1	13.9
	Metro-Boston	9.2	13.1
	North-Woburn	25.6	25.0
	South-Barnstable	4.0	3.4
	South-Taunton	26.0	26.5
	West-Pittsfield / Springfield	19.0	18.1

*Respondents and total sample are significantly different.

^aTotal N represents the number of completed interviews with an ID number (noncustodial and custodial do not equal 661).

^bTotal mailed sample includes respondents and non-respondents, and excludes those cases who were known to be non-eligible, deceased, or living out-of-state during the field period.

Table 2b: Respondents compared with Total Mailed Sample (custodial)			
		Current Sample Respondents	Total Mailed Sample^b
		Total N=378 ^a	Total N=1593
Public Assistance Status	Open TANF Case	11.1	14.6
	Former TANF Case	37.0	44.4
	Never Assistance Case	51.9	41.1
Payment in the past 12 months	Yes	87.0	81.7
	No	13.0	18.3
Number of dependents associated with current case	One child	61.4	64.3
	Two children	29.4	26.5
	Three or more children	9.3	9.2
Years involved with DOR (using case opened date)	In the last year	4.0	3.3
	1 to 2 years ago	8.5	9.7
	3 to 5 years ago	25.1	24.0
	More than 5 years ago	62.4	63.0
Current DOR Office	Central-Worcester	14.0	13.7
	Metro-Boston	13.8	13.9
	North-Woburn	23.3	24.5
	South-Barnstable	5.8	3.7
	South-Taunton	25.4	26.4
	West-Pittsfield / Springfield	17.7	17.9

*Respondents and total sample are significantly different.

^aTotal N represents the number of completed interviews with an ID number (noncustodial and custodial do not equal 661).

^bTotal mailed sample includes respondents and non-respondents, and excludes those cases who were known to be non-eligible, deceased, or living out-of-state during the field period.

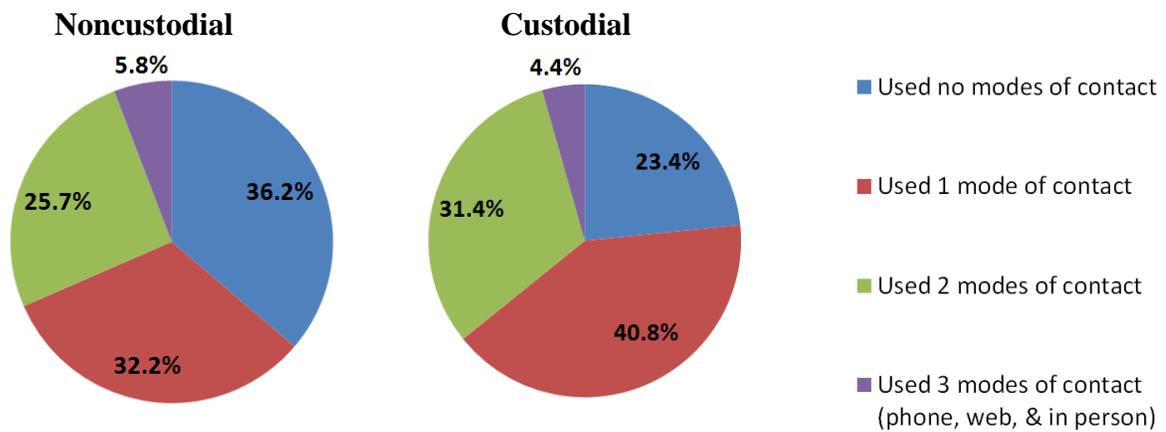
FINDINGS

Contacting DOR

The modes for contacting DOR to obtain or give information that were included in this survey are: telephone, web, or in-person visits to an office. The majority of noncustodial parent and custodial parent respondents have used at least one of those modes of contact in the past year (63.8% noncustodial parents; 76.6% custodial parents).

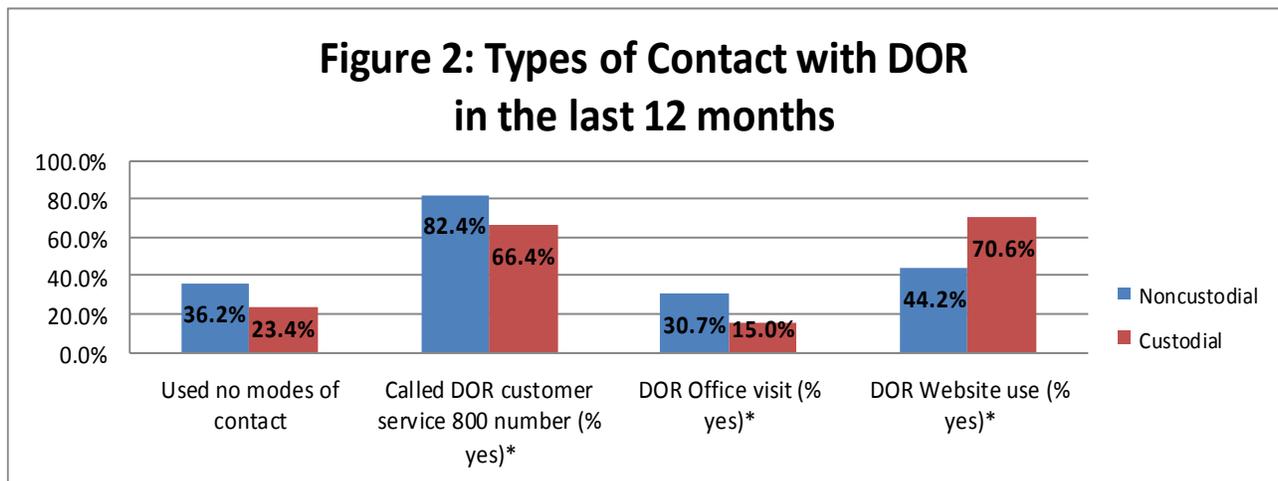
Most respondents who contacted DOR used only one mode of contact and very few actually used all three modes. (See Figure 1.)

Figure 1: Mode of Contact with DOR in the last 12 months



Calling was the most common mode of contact overall for members of both groups. However, custodial parents were about as likely to use the website as they were to use the phone. Office visits were the least common for both groups. (See Figure 2.)

Figure 2: Types of Contact with DOR in the last 12 months



*Custodial and noncustodial are significantly different.

Experience Calling DOR Customer Service Center

Well over half of both noncustodial and custodial parents called the DOR 800 number at least once in the past year. Among those who called in the past year, most have called once or twice. The majority of those who used phone contact called more than once in the past year, with only about a third calling more than three times. Three-fourths of the respondents who called DOR reported calling within the past 6 months. (See Table 3.)

Calling DOR mostly works well for both groups, but noncustodial and custodial parents differ in their reports of the quality and utility of their phone interactions with DOR. (See Table 3.) The majority of both noncustodial parent and custodial parent callers say they “always” or “often” get treated with courtesy and respect when they call. However, more custodial parent callers feel that way compared noncustodial parent callers. A substantial minority (17.6%) of noncustodial parent callers report that they are “rarely” or “never” treated with courtesy and respect when calling DOR compared with only 4% of the custodial parents.

The majority of those respondents who do call customer service say they always or often are provided with the information they need from DOR staff when they call, with custodial parents significantly more likely to get the information they need. On the other hand, 35% of noncustodial parents and 22.1% of custodial parents get the information they need only “sometimes” or “rarely.” Fewer than 6% of each group reported that they “never” have been able get the information they needed when they called.

Most callers do not use the automated system. Only about 20% of noncustodial parents and 40% of custodial parents say they used the automated system when calling in the last year. Noncustodial parent respondents who use the automated system are much less likely than custodial parents to report that they get the information they need when they call.

Custodial parents are also more likely to use their PIN number when they call. About three-quarters of them report that they have used the PIN, with over half of custodial parent callers saying they “always” use their PIN number compared with about 30% of noncustodial parents who “always” use their PIN and nearly half who “never” use their PIN.

When asked specifically about the most recent time they called, custodial parents are significantly more likely to report they were able to do “all” of what they needed to do. About equal fractions of both groups were able to do “some” but not “all” of what was needed. One quarter of noncustodial parents were able to do “none” of what they needed to do, compared with less than 15% of the custodial parents.

Table 3: Experience Calling DOR Customer Service in the Last 12 months

		Noncustodial	Custodial
Q4. Called in the last 12 months	Yes	52.5%	50.9%
	No	47.5	49.1
Q5. Number of times called DOR Customer Service in the last year	1 time	18.1	25.1
	2 to 3 times	49.3	40.5
	4 to 10 times	24.3	22.1
	More than 10 times	8.3	12.3
Q6. Use PIN number to identify yourself when calling DOR*	Always	30.3	54.6
	Often	1.4	4.6
	Sometimes	10.6	9.3
	Rarely	11.3	5.7
	Never	46.5	25.8
Q14. Last time called DOR*	In the last month	26.6	41.7
	2 to 6 months	42.7	31.8
	7 to 12 months	24.5	20.8
	More than 1 year	6.3	5.7
Q10. Treated with courtesy and respect when called*	Always	39.7	61.6
	Often	24.3	20.3
	Sometimes	18.4	14.1
	Rarely	13.2	3.4
	Never	4.4	0.6
Q11. Provided with information needed from DOR staff when called	Always	37.5	50.3
	Often	21.3	22.0
	Sometimes	24.3	15.3
	Rarely	11.0	6.8
	Never	5.9	5.6
Q12. Used automated telephone system to get information when called*	Yes	21.8	40.4
	No	78.2	59.6
Q13. Provided with information needed from automated system*	Always	16.1	42.9
	Often	25.8	28.6
	Sometimes	25.8	23.4
	Rarely	9.7	3.9
	Never	22.6	1.3
Q16. Last time called, able to do what was needed*	All	38.5	53.4
	Some	35.7	32.5
	None	25.9	14.1

*Custodial and noncustodial are significantly different.

Experience with DOR Website

Over half of the custodial parent respondents and just over a quarter of the noncustodial parent respondents report that they have visited the DOR website in the past year, with many reporting that they have used it quite recently with over one half of custodial parent's using the website and around one-third of noncustodial parents visiting the website within the previous month. (See Table 4.) Website users are more likely to have a computer in the home, and to use computers for online activities—e-mail, on-line bill paying, and on-line shopping. While over 90% of those who use the website have a home computer, not all of them do.

Both groups of website using respondents were asked about four common tasks they might have tried to do on the website. "To check to see if a payment was made/credited" was the reason most often cited by website using respondents. The next most commonly cited reason was "to look for information about how to contact DOR". "To print out forms" was also a high frequency reason among website users, mentioned by more than 40% of both noncustodial parent and custodial parent website users. Noncustodial parents were asked about two additional tasks: making an online payment and searching for what to do if they cannot make a payment. Over one quarter of them have looked for what to do if they cannot make a payment, while under 10% have made an online payment.

Those noncustodial parents who visited the website have found it to be a more difficult than custodial parent website users did. Noncustodial parent users experience more difficulty finding information, more difficulty understanding information and were much less able to do what they needed to do on the site.

When asked to rate how easy or hard it was to find information on the site, nearly 90% of custodial parents recounted that it was "very easy" or "somewhat easy", with over half of custodial parent users finding the navigation to be "very easy." Less than 3% reported that it was "very hard". In contrast, the noncustodial parents report more challenges. Most notably, one-third of noncustodial parents report that it was "a little" or "very hard" to find information compared with around 10% of the custodial parents. Once they did locate some information, about a third of the noncustodial parents found the information was at least "a little hard" to understand.

Respondents were asked about when they last visited the DOR website. Most of the users have visited the site in the previous six months; the most recent visit for over half of the custodial parent users and about one-third of the noncustodial parent users took place within the previous month. On their most recent visit, most website visitors were able to accomplish "all" or "some" of what they needed to do, but custodial parent users met with considerably greater success. Nearly two-thirds of them said they were able to do "all" of what they needed to do, as compared with under 30% of the noncustodial parents. Nearly a fifth of noncustodial parents were able to accomplish "none" of what they needed to do on their most recent website visit. It is not clear whether this is because noncustodial parents are somewhat less computer literate, because they are trying to find information that is not on the website or a combination of both reasons.

Table 4: Experience with DOR website			
		Noncustodial	Custodial
Q17. Went to DOR website*	Yes	27.9%	54.0%
	No	72.1	46.0
Q18. Yes, used the website to. . .	Change address or phone number	23.3	36.3
	Check to see if a payment was credited (noncustodial parent) / made (custodial parent)*	66.2	83.0
	Print out forms	41.0	48.9
	Look for information about how to contact a DOR office	70.3	58.5
	Make an online payment (noncustodial parent only)	8.6	N/A
	Look for information about what to do if you can't pay your child support (noncustodial parent only)	27.4	N/A
Q19. Easy to find information*	Very easy	16.7	54.6
	Somewhat easy	50.0	34.6
	A little hard	23.1	7.8
	Very hard	10.3	2.9
Q20. Easy to understand information on the website*	Very easy to understand	23.1	59.7
	Somewhat easy to understand	44.9	32.5
	A little hard to understand	26.9	7.3
	Very hard to understand	5.1	0.5
Q21. Last time went to DOR website*	In the last month	32.1	56.8
	2 to 6 months	35.9	25.7
	More than 6 months	32.0	17.5
Q22. Last time went to DOR website able to do what was needed*	All	28.2	65.0
	Some	52.6	27.2
	None	19.2	7.8

*Custodial and noncustodial are significantly different.

Experience Visiting DOR Office

While most parents have not gone into a DOR office in the past year, noncustodial parents are much more likely than custodial parents to have gone into an office. (See Table 5.) Almost a third of the noncustodial parents and just over half of the custodial parents say they have “always” been treated with courtesy and respect at the DOR office, while another large fraction of noncustodial and custodial parents report that they have “often” or “sometimes” been treated with courtesy and respect. However, 13% of the noncustodial parents say they have “never” been treated with courtesy and respect, compared with none of the custodial parents. While over three fourths of each group was able to accomplish “all” or “some” of what they needed, just over a fifth of both groups say they were able to accomplish “none” of what was needed when they last went to a DOR office.

Table 5: Experience Going to a DOR Office in the Last 12 months			
		Noncustodial	Custodial
Q35. Went to a DOR office*	Yes	19.6%	11.5%
	No	80.4	88.5
Q37. Last time went to DOR office	In the last month	18.9	20.9
	2 to 6 months	37.7	34.9
	7 to 12 months	43.4	44.2
Q36. Treated with courtesy and respect at the DOR office	Always	35.2	53.3
	Often	20.4	17.8
	Sometimes	24.1	20.0
	Rarely	7.4	8.9
	Never	13.0	0.0
Q39. Last time went to DOR office able to do what was needed	All	42.6	45.5
	Some	35.2	31.8
	None	22.2	22.7

*Custodial and noncustodial are significantly different.

Experience with Court Hearings

A little over half of the parents in both groups have attended a court hearing about their child support case in the past three years. Parents in never-assistance cases are much less likely to recall receiving a letter from DOR prior to the court date. (Since half of the respondents are never-assistance cases, they may have had hearings without DOR presence, so these overall figures do not necessarily reflect a failure of communication or of recall.)

Table 6 shows the information respondents provided about their experience during court hearings. In general, when compared with noncustodial parents, custodial parents felt they received more information about the process and felt that they were treated better.

Approximately two-thirds of the custodial parents and one-half of the noncustodial parents report that they got a letter from DOR telling them when their court date was and most of them say they did not receive information about what to expect prior to going to court. Custodial parents were significantly more likely to recall a letter and to feel they received advance information about the hearing.

From the perspective of over half of these respondents, there was not someone from DOR present at the hearing. Among those respondents who reported that there was a DOR person at the hearing, the majority felt that that person did explain what was going to happen at the hearing the majority of the time and most parents say the information they did receive was explained in a way that was easy to understand. However, there were significantly more noncustodial parents who reported that the information was not easy to understand.

Although 80% of custodial parents report being informed by the DOR person about what they had to do after the court hearing, just over half of the noncustodial parents say they received that type of information. Most respondents did feel that the information they got was presented in a way that was easy to understand, although the noncustodial parents were less likely to find it to be easily understood.

Over 90% of the custodial parents felt that the DOR person gave them a chance to ask questions about what was happening, but only around 60% of the noncustodial parents report that they were given a chance to ask questions. Most of those who felt they were given an opening to ask questions availed themselves of the opportunity and, on the whole, found the answers given to be “very easy” or “somewhat easy” to understand.

Table 6: Experience with Court Hearings

		Noncustodial	Custodial
Court hearing in the last 3 years	Yes	55.4%	54.5%
	No	44.6	45.5
Q23. Last time at a court hearing	In the last 6 months	26.2	26.0
	6 to 12 months	28.9	23.5
	1 to 2 years ago	24.2	26.5
	2 to 3 years ago	20.8	24.0
Q24. Last time got a letter telling you when your court date was*	Yes	50.7	63.4
	No	49.3	36.6
Q25. Before court received information from DOR about what to expect*	Yes	24.5	41.8
	No	75.5	58.2
Q26. Someone from DOR at the hearing	Yes	43.6	48.5
	No	56.4	51.5
Q27. DOR person explained what was going to happen at the hearing*	Yes	65.7	87.8
	No	34.3	12.2
Q28. DOR person explained what was happening in a way that was easy to understand	Yes	88.6	94.2
	No	11.4	5.8
Q29. During hearing DOR person treated you fairly*	Yes	51.5	88.7
	No	48.5	11.3
Q30. DOR person tell you what to do <u>after</u> the court hearing*	Yes	54.5	79.8
	No	45.5	20.2
Q31. DOR person explained what to do in a way that was easy to understand*	Yes	88.9	98.7
	No	11.1	1.3
Q32. DOR person gave you a chance to ask questions about what was happening*	Yes	56.9	91.7
	No	43.1	8.3
Q33. Asked questions about what was happening	Yes	80.6	70.5
	No	19.4	29.5
Q34. Easy to understand answers the DOR person gave	Very easy	46.7	54.1
	Somewhat easy	36.7	39.3
	A little hard	10.0	4.9
	Very hard	6.7	1.6

*Custodial and noncustodial are significantly different.

Experience with Mail Received from DOR

Most respondents report they received at least one piece of mail from DOR in the past year, while only 15% of noncustodial parents and one quarter of custodial parents recall receiving no mailings at all. Around one-half of respondents remember receiving a newsletter from DOR in the past year.

Just about a third of both groups reported that they recall receiving a letter with an update about their case. Compared to custodial parents, four times as many noncustodial parents found that it was “very hard” or “a little hard” to understand from the letter what happened with their case. (See Table 7.)

Table 7: Mailings			
		Noncustodial	Custodial
Q46. Remember receiving a newsletter from DOR in the last year	Yes	49.6%	56.7%
	No	50.4	43.3
Q48. Pieces of mail received from DOR in the last year*	None	14.9	26.5
	1 or 2 pieces	41.5	54.9
	3 to 5 pieces	16.4	13.8
	More than 5 pieces	27.3	4.8
Q49. Easy to understand mail from DOR*	Very easy	32.6	59.3
	Somewhat easy	37.3	33.6
	A little hard	19.7	5.4
	Very hard	10.3	1.8
Q50. Read mail from DOR	Always	70.1	71.3
	Often	11.7	11.3
	Sometimes	10.8	9.9
	Rarely	5.2	6.0
	Never	2.2	1.4
Q51. Received a letter updating you about your case in the last year	Yes	30.3	32.7
	No	69.7	67.3
Q52. Easy to understand letter about your case*	Very easy	38.6	68.9
	Somewhat easy	42.9	26.7
	A little hard	7.1	2.2
	Very hard	11.4	2.2

*Custodial and noncustodial are significantly different.

Noncustodial Parents Arrears

Less than one-fifth of noncustodial parents report that DOR has ever told them what to do if they could not pay all the child support they are supposed to pay. While most of those who do recall receiving such information from DOR found it to be “very easy” or “somewhat easy” to understand; nearly one-fourth of them had some difficulty understanding the information.

Over 40% of noncustodial parents say they did receive information about “what might happen if a person is in arrears”. For those who recall receiving such information, again, most found it “very easy” or “somewhat easy” to understand. (See Table 8.)

Table 8: Noncustodial mailings and information		
Q47. Received letter about being in arrears in the last year	Yes	33.5%
	No	66.5
Q57. DOR ever explained what to do if could not pay all the child support they were supposed to	Yes	17.3
	No	82.7
Q58. How easy to understand information about what to do if you could not pay	Very easy	50.0
	Somewhat easy	26.1
	A little hard	15.2
	Very hard	8.7
Q59. DOR ever explained what might happen if a person is in arrears	Yes	41.2
	No	58.8
Q60. How easy to understand information about what might happen if you were in arrears	Very easy	55.0
	Somewhat easy	28.8
	A little hard	9.9
	Very hard	6.3

Knowledge of Case Owner System

The “Case Owner” system was introduced into the program in 2004. At the time of this survey, almost none of the respondents had heard the phrase “Case Owner” at DOR (5.5% noncustodial parents; 4.3% custodial parents). (See Table 9.)

Because the term “Case Owner” is simply a label, it is possible that parents could be aware of having someone who is responsible for their case. Thus, respondents were also asked: “Is there one person at DOR who is specifically responsible for your case?” Recognition of the role fared somewhat better than recognition of the title, with about one-quarter of the sample agreeing that they have one person responsible for their case. However, another quarter said there was no one person responsible and half of each group reported that they “don’t know” if there is an individual responsible for their case.

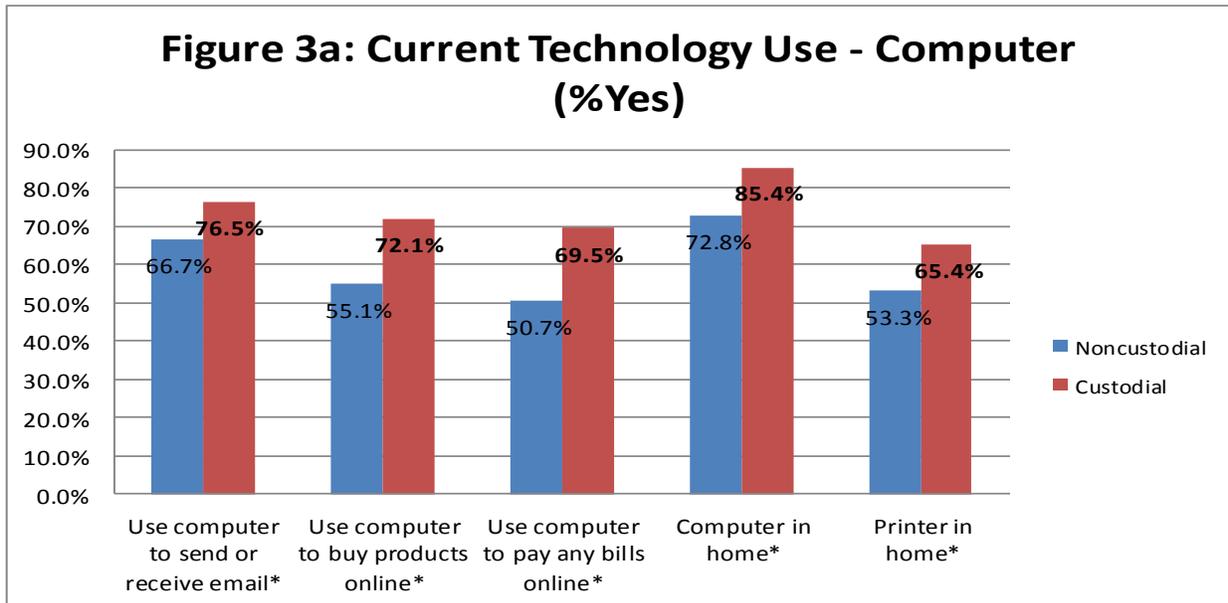
The majority of the relatively small group of respondents who did think they have a person at DOR specifically responsible for their case indicated that they had talked with this person about their case in the past year (58.0% noncustodial parent and 66.2% custodial parents). When asked how much this person knows about their case, about 70% of both noncustodial and custodial parents report that the person knows a lot or some about the case; however 10.6% of noncustodial parents and 8.1% of custodial parents feel that the person knows nothing about their case.

Table 9: Knowledge of Case Owner			
		Noncustodial	Custodial
Q40. One person specifically responsible for case	Yes	25.2%	17.4%
	No	25.2	28.8
	Don’t Know	49.6	53.8
Q41. How learned about person responsible for case	In a letter	34.8	35.5
	On the phone	39.1	46.8
	In person	18.8	14.5
	Some other way	7.2	3.2
Q42. Talk with person about case in the last 12 months	Yes	58.0	66.2
	No	42.0	33.8
Q43. How much does this person know about your case	A lot	45.5	41.9
	Some	25.8	33.9
	Only a little	18.2	16.1
	Nothing at all	10.6	8.1
Q44. Heard of “Case Owner”	Yes	5.5	4.3
	No	94.5	95.7

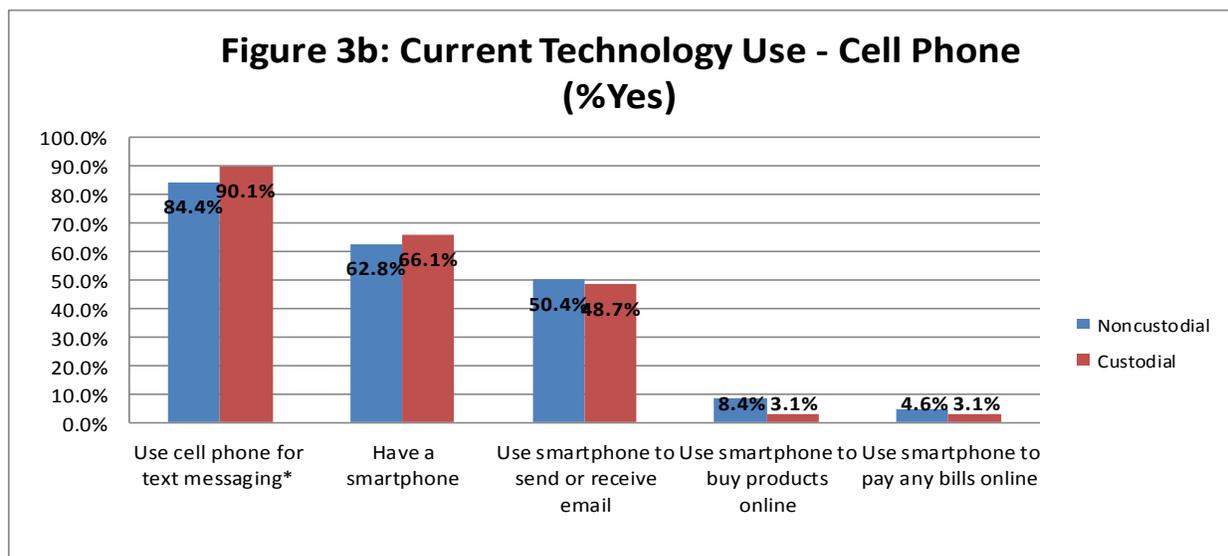
*Custodial and noncustodial are significantly different.

Current Technology Use by DOR Parents

Most DOR parents have a computer in the home. (See Figure 3a and 3b.) Irrespective of computer ownership, parents were asked about their use of a computer in the past year. The majority of respondents have used the computer for online activities--e-mail, to make purchases, and to pay bills. Custodial parent respondents were significantly more likely than noncustodial parents to have a computer in the home and to do each of those activities. They are also more likely to have a printer in the home. Two-thirds of respondents have smartphones. While approximately half of those who have a smartphone use it for email, very few of them use it for shopping or to pay bills.



*Custodial and noncustodial are significantly different.

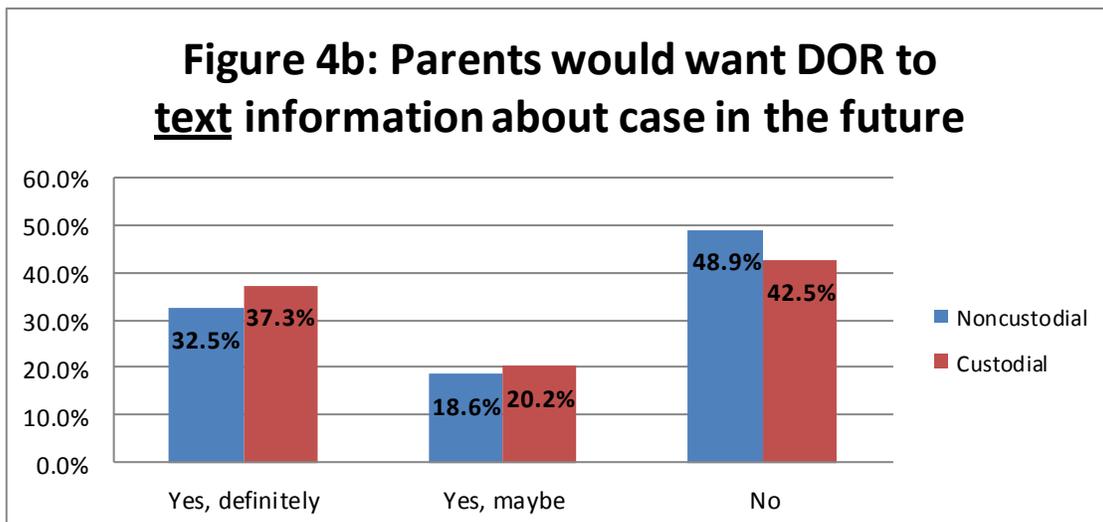
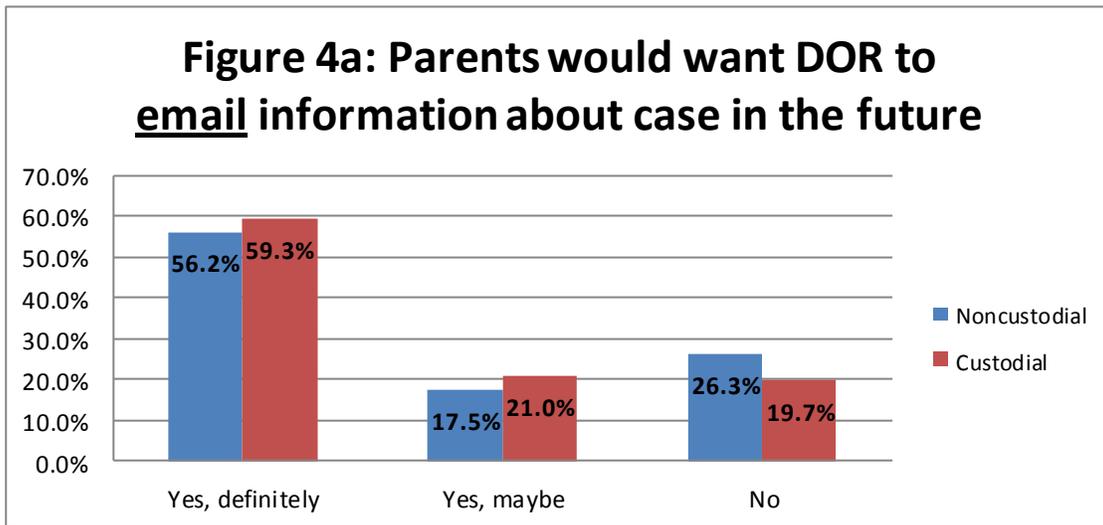


*Custodial and noncustodial are significantly different.

Preference for Future Modes of Contact

Respondents were asked: “As technology changes over time, the way DOR communicates with parents might change too. Thinking about the future, would you want DOR to **e-mail you** when something new happens on your case?” Respondents responded favorably to the prospect of e-mail communication with DOR, with over 55% in each group responding “yes, definitely”. Only a fourth of noncustodial parents and one fifth of custodial parents responded negatively. (See Figures 4a and 4b.)

The idea of receiving texts from DOR was less well received, but not entirely rejected, with over one-third of respondents responding “yes, definitely” or yes, “maybe”.



Parent Preferences for Contacting DOR

Respondents were asked a set of questions about which mode of contact—going to DOR office, calling DOR to talk to a person, calling DOR to use the automated system, going on the website, or something else—they would choose first for each of these four tasks: 1) to find out whether a payment was credited to their account; 2) to let DOR know that their address had changed; 3) to give DOR information about their child’s other parent; or 4) to get a listing of payments made or received. Their responses are shown in Table 10. Responses vary by type of task. Overall, custodial parents show a general preference for website use and noncustodial parents are much more inclined to visit a DOR office. Noncustodial parents are also more likely to call to talk with a person, while custodial parents see the use of the automated system as the first step in more situations than do the noncustodial parents. Both groups are inclined to call to speak with a person if they wish to give information about the other parent.

Table 10: Parent Preferences for Contacting DOR

		Noncustodial	Custodial
What they would do first if they wanted. . .			
Q53. to find out whether a payment was credited	Go in to a DOR office	10.8%	2.9%
	Call DOR to talk to a person	52.0	20.8
	Call DOR to use the automated system	9.7	17.4
	Go on the website	23.8	47.1
	Something else	6.7	15.3
Q54. to let DOR know that their address had changed	Go in to a DOR office	10.7	5.0
	Call DOR to talk to a person	53.1	33.3
	Call DOR to use the automated system	7.4	8.4
	Go on the website	25.5	53.8
	Something else	5.2	2.1
Q55. to give DOR information about the other parent	Go in to a DOR office	14.6	8.1
	Call DOR to talk to a person	68.9	62.9
	Call DOR to use the automated system	1.5	2.6
	Go on the website	9.7	25.1
	Something else	7.1	2.6
Q56. to get a listing of payments made or received.	Go in to a DOR office	14.4	5.0
	Call DOR to talk to a person	49.8	24.0
	Call DOR to use the automated system	5.9	12.1
	Go on the website	29.2	56.7
	Something else	5.2	4.7

Group Differences

Years Involved with DOR: Over the years, DOR has employed many new strategies and put into place many new processes designed to more effectively respond to its customers. As such, we hypothesized that parents who entered the system more recently might have different experiences than those who entered more than two years ago with respect to awareness of the Case Owner system and receipt of information from DOR upon entry into the program. The data show that experience of noncustodial parents does not differ significantly by whether or not their first involvement with DOR was within or greater than the past two years. However, custodial parents who entered within the past two years are more likely to say that they received an initial information packet from DOR. This may possibly be attributable to an effect of greater recall of recent events rather than an actual difference in experiences. Custodial parents who are newer to the system do not report having a DOR person responsible for their case with substantially greater frequency, but many more of them say they “don’t know”. (See Table 11.)

Table 11: Years involved with DOR and Experience (by group)			
		Noncustodial Parents	
		1-2 years ago	More than 2 years ago
Q2. Received information packet when first involved with DOR	Yes	56.9%	46.9%
	No	43.1	53.1
Q40. One person specifically responsible for case	Yes	17.0	27.1
	No	22.6	25.8
	Don't Know	60.4	47.1
		Custodial Parents	
		1-2 years ago	More than 2 years ago
Q2. Received information packet when first involved with DOR*	Yes	72.4%	57.8%
	No	27.6	42.2
Q40. One person specifically responsible for case*	Yes	15.0	17.8
	No	16.7	31.4
	Don't Know	68.3	50.8

*Parents who became involved 1-2 years ago and those who have had an open case with DOR for more than 2 years are significantly different.

Level of Education: As can be seen in Table 12a and 12b, the reported experiences of noncustodial parents with DOR does not differ significantly by level of education. (Note: Even though some of the percentages may appear different, they are not statically significant.) The picture for custodial parents is a bit different. The group with greater than high school education is a little more likely to feel they are not always treated with courtesy and respect when they call DOR. The higher education custodial parent parents are also more likely to visit the website and less likely to say that mail from DOR is hard to understand.

Table 12a: Relationship of Education to Comprehension and Contact with DOR (noncustodial)				
		Less than High School	High School grad or GED	Above High School
Q5. Times called customer service	1 time	28.6%	19.2%	13.0%
	2 to 3 times	42.9	55.8	46.4
	4 to 10 times	23.8	19.2	29.0
	More than 10 times	4.8	5.8	11.6
Q10. Treated with courtesy and respect when called	Always	44.4	46.0	31.8
	Often	11.1	22.0	30.3
	Sometimes	22.2	14.0	21.2
	Rarely	16.7	12.0	13.6
	Never	5.6	6.0	3.0
Q17. Go to DOR website	Yes	23.1	22.4	34.4
	No	76.9	77.6	65.6
Q19. Easy to find information on DOR website	Very easy	30.0	8.7	17.8
	Somewhat easy	40.0	52.2	51.1
	A little hard	20.0	26.1	22.2
	Very hard	10.0	13.0	8.9
Q20. Easy to understand information on website	Very easy	10.0	21.7	26.7
	Somewhat easy	60.0	39.1	44.4
	A little hard	20.0	34.8	24.4
	Very hard	10.0	4.3	4.4
Q49. Easy to understand mail from DOR*	Very easy	15.2	30.3	39.1
	Somewhat easy	33.3	41.6	35.5
	A little hard	30.3	16.9	19.1
	Very hard	21.2	11.2	6.4
Q52. Easy to understand letter about case	Very easy	27.3	29.2	48.6
	Somewhat easy	45.5	50.0	37.1
	A little hard	9.1	4.2	8.6
	Very hard	18.2	16.7	5.7
Q58. Easy to find information if you couldn't pay	Very easy	55.6	36.8	64.7
	Somewhat easy	22.2	31.6	23.5
	A little hard	0.0	26.3	5.9
	Very hard	22.2	5.3	5.9
Q60. Easy to understand what happens in arrears	Very easy	62.5	41.9	64.0
	Somewhat easy	25.0	37.2	22.0
	A little hard	6.3	14.0	8.0
	Very hard	6.3	7.0	6.0

*Parents across different levels of Education are significantly different.

Table 12b: Relationship of Education to Comprehension and Contact with DOR (custodial)

		Less than High School	High School grad or GED	Above High School
Q5. Times called customer service	1 time	22.2%	23.4%	26.4%
	2 to 3 times	44.4	36.2	41.9
	4 to 10 times	22.2	23.4	20.9
	More than 10 times	11.1	17.0	10.9
Q10. Treated with courtesy and respect when called*	Always	75.0	82.5	52.5
	Often	6.3	15.0	24.2
	Sometimes	12.5	2.5	18.3
	Rarely	6.3	0.0	4.2
	Never	0.0	0.0	0.8
Q17. Go to DOR website*	Yes	34.4	42.6	60.4
	No	65.6	57.4	39.6
Q19. Easy to find information on DOR website	Very easy	45.5	67.5	52.0
	Somewhat easy	27.3	30.0	36.8
	A little hard	18.2	2.5	7.9
	Very hard	9.1	0.0	3.3
Q20. Easy to understand information on website	Very easy	54.5	70.0	57.5
	Somewhat easy	18.2	27.5	34.6
	A little hard	27.3	2.5	7.2
	Very hard	0.0	0.0	0.7
Q49. Easy to understand mail from DOR*	Very easy	60.0	59.4	58.7
	Somewhat easy	20.0	33.3	35.9
	A little hard	12.0	7.2	3.8
	Very hard	8.0	0.0	1.6
Q52. Easy to understand letter about case	Very easy	55.6	65.4	74.1
	Somewhat easy	33.3	34.6	20.4
	A little hard	0.0	0.0	3.7
	Very hard	11.1	0.0	1.9

*Parents across different levels of Education are significantly different.

Type of case: Respondents from the three case groups are significantly different in terms of age, education, and race. (See Table 13.)

Respondents in open TANF cases are younger than those respondents who no longer receive TANF. Respondents from both open and former TANF cases are also younger than the never assistance cases. Among the noncustodial parents, over half of both TANF groups (open and closed, formerly open) are under 40 years old, while only a quarter of the never assistance group is younger than 40. The picture for the custodial parents is a little more complicated. The never assistance group is older than both TANF groups, but the open TANF group has a very high age of custodial parents aged 30 and under (30%) compared with 12.4% of the closed cases and only 5.5% of the non-TANF cases. However, nearly a quarter of the respondents in the open TANF and never assistance groups are aged 50 and over, compared with only 10% of the former TANF group.

There is a significantly higher proportion of males that are participants in the never assistance custodial parent group compared with the custodial open TANF and former TANF groups. There are not significant gender differences among case status groups within noncustodial parent respondents.

When addressing the question of the relationship between case status and experiences with DOR, it is important to take into account the effect of these demographic characteristics on what the experience might be like. So, for example, if TANF cases more often report that they found it difficult to understand a communication from DOR, it is likely due to lower education levels since the information DOR provides is substantially the same for all of its customers. (See Figures 5a and 5b.)

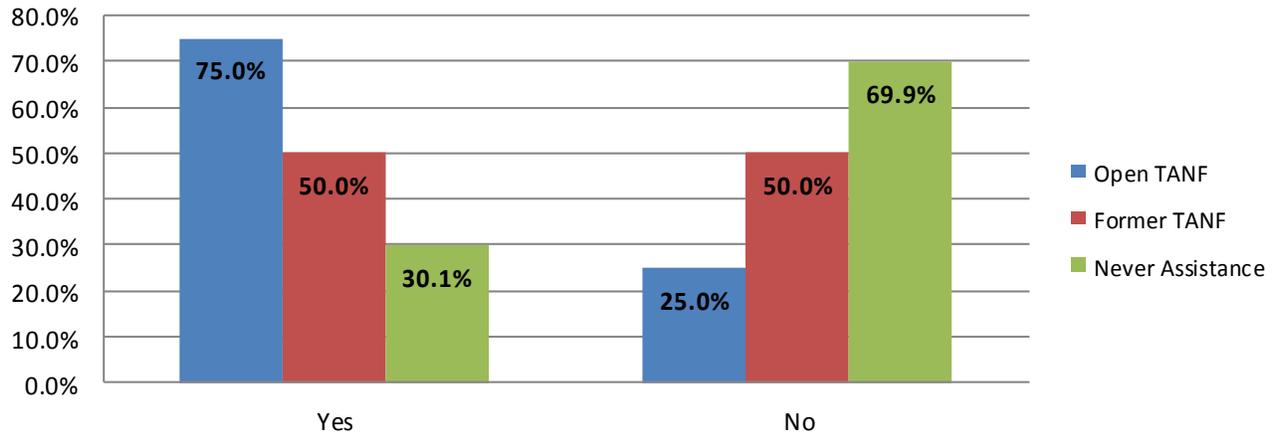
Of note is that the groups do not differ in whether they think they were “treated with courtesy and respect” by DOR staff either on the phone or in person. This indicates that DOR staff do not treat any group preferentially.

With regard to case status group and current technology use, never assistance cases are much more likely to be current users of technology. They are more likely to have computers in the home and to use computers for e-mail, paying bill, and on-line purchases. They are also more likely to have smartphones and to take advantage of them for purposes other than phone calls. Therefore, it is not surprising that the never assistance parents express a greater preference for receiving e-mails from DOR in the future than do parents from open and former TANF cases. (See Tables 14a and 14b.)

Table 13: Sample Characteristics and Public Assistance Status				
Noncustodial				
		Open TANF	Former TANF	Never Assistance
Gender	Male	90.0	96.9	91.8
	Female	10.0	3.1	8.2
Age*	17-30 years	30.0	12.4	5.5
	31-40 years	43.3	41.2	19.9
	41-50 years	20.0	28.9	45.2
	50+ years	6.7	17.5	29.5
Education*	Less than HS	20.0	23.4	7.6
	HS grad or GED	56.7	34.0	34.5
	Above HS	23.3	42.6	57.9
Race*	White, non-Hispanic	30.0	43.8	79.6
	African American, non-Hispanic	23.3	16.7	7.7
	Hispanic / Latino	36.7	29.2	7.0
	Other	10.0	10.4	5.6
Years Involved*	1 to 2 years	36.7	16.5	17.8
	More than 2 years	63.3	83.5	82.2
Custodial				
		Open TANF	Former TANF	Never Assistance
Gender*	Male	2.4	0.7	6.6
	Female	97.6	99.3	93.4
Age*	17-30 years	35.7	21.4	9.7
	31-40 years	16.7	44.3	25.0
	41-50 years	23.8	24.3	42.3
	50+ years	23.8	10.0	23.0
Education*	Less than HS	16.7	13.8	2.6
	HS grad or GED	35.7	29.7	18.4
	Above HS	47.6	56.5	79.1
Race*	White, non-Hispanic	45.2	55.9	82.0
	African American, non-Hispanic	21.4	15.4	2.6
	Hispanic / Latino	19.0	25.0	8.8
	Other	14.3	3.7	6.7
Years Involved*	1 to 2 years	61.9	4.3	19.7
	More than 2 years	38.1	95.7	80.3

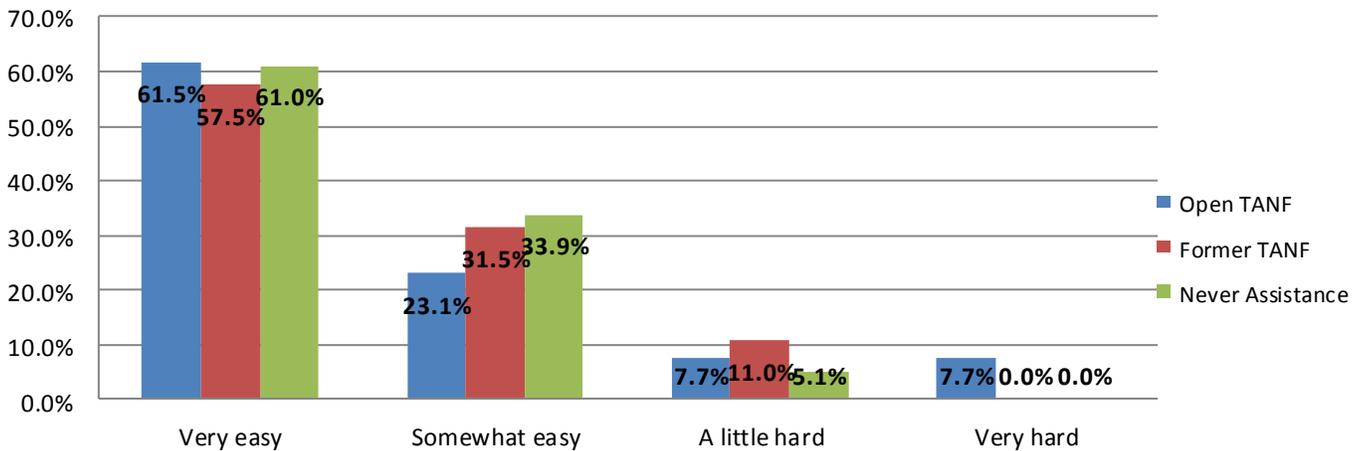
*Sample characteristics are significantly different across public assistance groups

Figure 5a: Someone from DOR at the hearing and Public Assistance Status (Noncustodial Parents)*



*Experiences are significantly different between public assistance groups.

Figure 5b: Ease of understanding information on DOR website and Public Assistance Status (Custodial Parents)*



*Experiences are significantly different between public assistance groups.

Table 14a: DOR Parents Current Technology Use and Public Assistance Status (noncustodial)				
		Open TANF	Former TANF	Never Assistance
Q61. Use computer to send or receive email*	Yes	53.3%	57.3%	75.0%
	No	46.7	42.7	25.0
Q62. Use computer to buy products online*	Yes	30.0	43.8	67.8
	No	70.0	56.3	32.2
Q63. Use computer to pay any bills online*	Yes	30.0	42.7	60.8
	No	70.0	57.3	39.2
Q64. Computer in home*	Yes	53.3	64.6	81.8
	No	46.7	35.4	18.2
Q65. Printer in home*	Yes	33.3	54.2	58.0
	No	66.7	45.8	42.0
Q66. Use cell phone for text messaging	Yes	86.7	77.9	88.7
	No	13.3	22.1	11.3
Q67. Have a smartphone*	Yes	55.2	53.1	71.6
	No	44.8	46.9	28.4
Q68. Use smartphone to send or receive email	Yes	81.3	84.3	90.1
	No	18.8	15.7	9.9
Q69. Use smartphone to buy products online*	Yes	12.5	56.0	45.1
	No	87.5	44.0	54.9
Q70. Use smartphone to pay any bills online	Yes	25.0	47.1	41.2
	No	75.0	52.9	58.8

*Technology use is significantly different between public assistance groups.

Table 14b: DOR Parents Current Technology Use and Public Assistance Status (custodial)				
		Custodial		
		Open TANF	Former TANF	Never Assistance
Q61. Use computer to send or receive email*	Yes	61.9%	71.7%	82.7%
	No	38.1	28.3	17.3
Q62. Use computer to buy products online*	Yes	41.5	62.2	84.7
	No	58.5	37.4	15.3
Q63. Use computer to pay any bills online*	Yes	47.6	60.9	79.6
	No	52.4	39.1	20.4
Q64. Computer in home*	Yes	79.1	93.9	69.0
	No	20.9	6.1	31.0
Q65. Printer in home*	Yes	45.2	52.5	79.1
	No	54.8	47.5	20.9
Q66. Use cell phone for text messaging	Yes	85.7	88.5	91.8
	No	14.3	11.5	8.2
Q67. Have a smartphone	Yes	50.0	67.6	68.4
	No	50.0	32.4	31.6
Q68. Use smartphone to send or receive email	Yes	81.0	80.6	83.6
	No	19.0	19.4	16.4
Q69. Use smartphone to buy products online	Yes	37.2	40.3	14.3
	No	62.8	59.7	85.7
Q70. Use smartphone to pay any bills online	Yes	33.3	38.3	38.5
	No	66.7	61.7	64.2

*Technology use is significantly different between public assistance groups.

A SURVEY ABOUT:

Child Support

Your Experiences with DOR Customer Service 2013

Conducted by:

Center for Survey Research
University of Massachusetts Boston
100 Morrissey Boulevard
Boston, MA 02116
1-800-492-5845

Conducted for:

Massachusetts Department of Revenue
Child Support Enforcement Division

*All responses are confidential.
No information will be presented or
published in any way that would permit
identification of any individual.*

SURVEY INSTRUCTIONS

- ◆ Your participation in this survey is voluntary. If you come across a question you would rather not answer, feel free to skip it and go on to the next question.
- ◆ Your answers are confidential. No information will be presented or published in any way that would permit identification of any individual.
- ◆ Answer all the questions by checking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 - Yes → **If Yes, go to #1**
 - No
- ◆ When you have completed the questionnaire, please return it to the Center for Survey Research in the postage-paid envelope provided.

**If you have any questions about this survey,
please call the Center for Survey Research
at 1-800-492-5845**

1. When did you first get involved with DOR for child support?
- In the last year
 - 1 to 2 years ago
 - 3 to 5 years ago
 - More than 5 years ago

2. When you first got involved with DOR, did you get a packet of information from DOR for new people that explains how the process works?
- Yes
 - No → **If No, go to #4**

3. In the last 12 months, have you made any child support payments through DOR (including money taken directly from your paycheck)?
- Yes
 - No

Calling the Customer Service Center

The next questions are about phone calls you might have made to DOR's Customer Service Center using their 800 number.

4. In the last 12 months, did you call DOR's Customer Service Center using their 800 number?
- Yes
 - No → **If No, go to #17**

5. In the last 12 months, about how many times did you call DOR?
- 1 time
 - 2 to 3 times
 - 4 to 10 times
 - More than 10 times

6. In the last 12 months, when you called DOR, how often did you use your PIN number to identify yourself?
- Always
 - Often
 - Sometimes
 - Rarely
 - Never

7. In the last 12 months, when you called DOR, how often did you **talk to a live person**?
- Always
 - Often
 - Sometimes
 - Rarely
 - Never → **If Never, go to #12**

8. In the last 12 months, when you called DOR, how often did you talk to a live person within 10 minutes of calling?
- Always
 - Often
 - Sometimes
 - Rarely
 - Never

9. In the last 12 months, when you called DOR, how often did you end up talking to more than one person during the call?
- Always
 - Often
 - Sometimes
 - Rarely
 - Never

10. In the last 12 months, when you called DOR, how often did the DOR staff treat you with courtesy and respect?
- Always
 - Often
 - Sometimes
 - Rarely
 - Never

11. In the last 12 months, when you called DOR, how often did the DOR staff provide you with the information you needed?

- Always
- Often
- Sometimes
- Rarely
- Never

12. Sometimes parents call DOR and use the **automated telephone system** to get information they need without talking to a live person. In the last 12 months, when you called DOR, did you ever use the automated system to get the information you needed without talking to a live person?

- Yes
- No → **If No, go to #14**

13. In the last 12 months, when you called DOR, how often were you able to get your question answered or the information you needed just using the automated system (and not talking to a live person)?

- Always
- Often
- Sometimes
- Rarely
- Never

14. When was the last time you called DOR?

- In the last month
- 2 to 6 months ago
- 7 to 12 months ago
- More than 1 year ago

15. Now think about the last time you called DOR. What was the **main reason** for your call? *(Please check only one.)*

- To ask for a printout of your payments
- To change your address or phone number
- To ask questions about a specific payment made
- To ask questions about a mailing or call you received from DOR
- Some other reason _____

_____ *(please print)*

16. The last time you called DOR, were you able to do all that you needed to do, some of what you needed to do, or none of what you needed to do?

- All
- Some
- None

Using the Website

17. In the last 12 months, did you ever go to the DOR website?

- Yes
- No → **If No, go to #23**

18. Please mark whether or not you have ever used the DOR website to do each of the following.

	YES	NO
a. Change your address or phone number	<input type="checkbox"/>	<input type="checkbox"/>
b. Check to see if a payment was credited	<input type="checkbox"/>	<input type="checkbox"/>
c. Print out forms	<input type="checkbox"/>	<input type="checkbox"/>
d. Look for information about how to contact a DOR office	<input type="checkbox"/>	<input type="checkbox"/>
e. Make an online payment	<input type="checkbox"/>	<input type="checkbox"/>
f. Look for information about what to do if you can't pay your child support	<input type="checkbox"/>	<input type="checkbox"/>

19. In general, how easy or hard is it to find the things you need on the DOR website?

- Very easy
- Somewhat easy
- A little hard
- Very hard

20. In general, how would you describe the information on the site?

- Very easy to understand
- Somewhat easy to understand
- A little hard to understand
- Very hard to understand

21. When was the last time you went to the DOR website?

- In the last month
- 2 to 6 months ago
- 6 to 12 months ago
- More than a year ago

22. The last time you were on the DOR website, were you able to do all that you needed to do, some of what you needed to do, or none of what you needed to do?

- All
- Some
- None

Court Hearings

23. When was the last time you were at a court hearing about your child support case?

- In the last 6 months
- 6 to 12 months ago
- 1 to 2 years ago
- 2 to 3 years ago
- More than 3 years ago → **Go to #35**

24. Think about the last time you were at a court hearing about your child support. Did you get a letter from DOR telling you when your court date was?

- Yes
- No

25. Before you went to court, did you get information from DOR letting you know what to expect?

- Yes
- No

26. Was there someone from DOR at the hearing?

- Yes
- No → **If No, go to #35**

27. Did the DOR person explain what was going to happen during the hearing?

- Yes
- No → **If No, go to #29**

28. Did the DOR person explain what was happening in a way that was easy for you to understand?

- Yes
- No

29. During the hearing, do you feel the DOR person treated you fairly?
- Yes
 No
30. Did the DOR person tell you what you had to do **after** the court hearing for your child support case?
- Yes
 No → **If No, go to #32**
31. Did the DOR person explain what you had to do in a way that was easy for you to understand?
- Yes
 No
32. Did the DOR person give you a chance to ask questions about what was happening?
- Yes
 No → **If No, go to #35**
33. Did you ask any questions?
- Yes
 No → **If No, go to #35**
34. How would you describe the answers that the DOR person gave?
- Very easy to understand
 Somewhat easy to understand
 A little hard to understand
 Very hard to understand

Going to a DOR Office

35. In the last 12 months, did you go to a DOR office in person?
- Yes
 No → **If No, go to #40**
36. In the last 12 months, when you went to the DOR office in person, how often were you treated with courtesy and respect?
- Always
 Often
 Sometimes
 Rarely
 Never
37. When was the last time you went to a DOR office?
- In the past month
 1 to 5 months ago
 6 to 12 months ago
 More than a year ago
38. Now, think about the last time you went to the DOR office. What was the main reason for your visit?
- To ask for a printout of your payments
 To change your address or phone number
 To ask questions about a specific payment made
 To ask questions about a mailing or call you received from DOR
 Some other reason _____
- _____ (please print)
39. At your last visit, were you able to do all that you needed to do, some of what you needed to do, or none of what you needed to do?
- All
 Some
 None

40. Is there one person at DOR who is specifically responsible for your case?
- Yes
 - No → **If No, go to #44**
 - Don't Know → **If Don't Know, go to #44**

41. How did you learn about this person?
- In a letter from DOR
 - Someone told you during a phone call
 - Someone told you in person
 - Some other way _____
- _____ (please print)

42. In the last 12 months, did you talk with this person about your case?
- Yes
 - No

43. How much does this person know about your case?
- A lot
 - Some
 - Only a little
 - Nothing at all

44. Have you ever heard of the phrase "Case Owner" at DOR?
- Yes
 - No → **If No, go to #46**

45. What is a Case Owner?
- _____
- _____

Mailings

46. In the last 12 months, did you get a newsletter in the mail from DOR?
- Yes
 - No

47. When a person is "in arrears" it means that he or she is behind in paying their child support. In the last 12 months did you get a letter telling you that DOR has taken action or planned to take action because you were in arrears?
- Yes
 - No

48. In the last 12 months, about how many pieces of mail did you get from DOR?
- None → **If None, go to #53**
 - 1 or 2 pieces
 - 3 to 5 pieces
 - More than 5 pieces

49. In general, how easy or hard is it to understand the mail you get from DOR?
- Very easy
 - Somewhat easy
 - A little hard
 - Very hard

50. How often do you read the mail you get from DOR?
- Always
 - Often
 - Sometimes
 - Rarely
 - Never

51. In the last 12 months, did you get a letter updating you about what was going on with your case?

- Yes
- No → **If No, go to #53**

52. In general, how easy or hard was it to understand from the letter what had happened with your case?

- Very easy
- Somewhat easy
- A little hard
- Very hard

These next questions are about things you may want to do at some point. Please think about what you would do FIRST in each situation.

53. If you wanted to find out about whether a payment was credited to your account, what would you do **first**?

(Choose one answer only.)

- Go in to a DOR office
- Call DOR to **talk to a person**
- Call DOR to use the **automated system**
- Go on the website
- Something else → What would you do?

_____*(please print)*

54. If you wanted to let DOR know that your address changed, what would you do **first**?

(Choose one answer only.)

- Go in to a DOR office
- Call DOR to **talk to a person**
- Call DOR to use the **automated system**
- Go on the website
- Something else → What would you do?

_____*(please print)*

55. If you wanted to give DOR information about your child's other parent, what would you do **first**?

(Choose one answer only.)

- Go in to a DOR office
- Call DOR to **talk to a person**
- Call DOR to use the **automated system**
- Go on the website
- Something else → What would you do?

_____*(please print)*

56. If you wanted to get a listing of the payments you have made, what would you do **first**?

(Choose one answer only.)

- Go in to a DOR office
- Call DOR to **talk to a person**
- Call DOR to use the **automated system**
- Go on the website
- Something else → What would you do?

_____*(please print)*

57. Did DOR ever tell you about you what to do if you couldn't pay all the child support that you were supposed to?

- Yes
- No → **If No, go to #59**

58. How easy or hard was it to understand the information about what to do if you couldn't pay all the child support that you were supposed to?

- Very easy
- Somewhat easy
- A little hard
- Very hard

59. Did DOR ever tell you about what might happen when a person is in arrears (that is when they owe a past-due amount of child support)?

Yes

No → **If No, go to #61**

60. How easy or hard was it to understand the information about what might happen if a person is in arrears?

Very easy

Somewhat easy

A little hard

Very hard

These next questions are about your computer, internet, and cell phone use.

61. In the last 12 months, did you use a computer to **send or receive email**?

Yes

No

62. In the last 12 months, did you use a computer to **buy products online**?

Yes

No

63. In the last 12 months, did you use a computer to **pay any bills online**?

Yes

No

64. Do you have a computer in your home?

Yes

No

65. Do you have a printer in your home?

Yes

No

66. In the last 12 months, did you use your cell phone for text messaging?

Yes

No

67. A smartphone is a mobile phone that has internet connection, such as an iPhone, Android, or BlackBerry. Do you have a smartphone?

Yes

No → **If No, go to #71**

68. In the last 12 months, did you use your smartphone to **send or receive email**?

Yes

No

69. In the last 12 months, did you use your smartphone to **buy products online**?

Yes

No

70. In the last 12 months, did you use your smartphone to **pay any bills online**?

Yes

No

71. As technology changes over time, the way DOR communicates with parents might change too. Thinking about the future, would you want DOR to **email you** when something new happens on your case?

- Yes, definitely
- Yes, maybe
- No

72. Would you want DOR to **text you** when something new happens on your case?

- Yes, definitely
- Yes, maybe
- No

About You

73. Are you male or female?

- Male
- Female

74. What year were you born?

_____ (*Write in year.*)

75. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

76. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

77. What is your race? (*Mark one or more.*)

- White
- Black or African American
- Asian
- Native Hawaiian or Other Pacific Islander
- American Indian or Alaskan Native
- Other _____ (*please print*)

Thank you!

Please return the completed survey in the postage-paid envelope to:

The Center for Survey Research
University of Massachusetts Boston
100 Morrissey Boulevard
Boston, MA 02120

A SURVEY ABOUT:

Child Support

Your Experiences with DOR Customer Service 2013

Conducted by:

Center for Survey Research
University of Massachusetts Boston
100 Morrissey Boulevard
Boston, MA 02116
1-800-492-5845

Conducted for:

Massachusetts Department of Revenue
Child Support Enforcement Division

*All responses are confidential.
No information will be presented or
published in any way that would permit
identification of any individual.*

SURVEY INSTRUCTIONS

- ◆ Your participation in this survey is voluntary. If you come across a question you would rather not answer, feel free to skip it and go on to the next question.
- ◆ Your answers are confidential. No information will be presented or published in any way that would permit identification of any individual.
- ◆ Answer all the questions by checking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 - Yes → **If Yes, go to #1**
 - No
- ◆ When you have completed the questionnaire, please return it to the Center for Survey Research in the postage-paid envelope provided.

**If you have any questions about this survey,
please call the Center for Survey Research
at 1-800-492-5845**

1. When did you first get involved with DOR for child support?
 - In the last year
 - 1 to 2 years ago
 - 3 to 5 years ago
 - More than 5 years ago

2. When you first got involved with DOR, did you get a packet of information from DOR for new people that explains how the process works?
 - Yes
 - No → **If No, go to #4**

3. In the last 12 months, have you received any child support payments through DOR?
 - Yes
 - No

Calling the Customer Service Center

The next questions are about phone calls you might have made to DOR's Customer Service Center using their 800 number.

4. In the last 12 months, did you call DOR's Customer Service Center using their 800 number?
 - Yes
 - No → **If No, go to #17**

5. In the last 12 months, about how many times did you call DOR?
 - 1 time
 - 2 to 3 times
 - 4 to 10 times
 - More than 10 times

6. In the last 12 months, when you called DOR, how often did you use your PIN number to identify yourself?
 - Always
 - Often
 - Sometimes
 - Rarely
 - Never

7. In the last 12 months, when you called DOR, how often did you **talk to a live person**?
 - Always
 - Often
 - Sometimes
 - Rarely
 - Never → **If Never, go to #12**

8. In the last 12 months, when you called DOR, how often did you talk to a live person within 10 minutes of calling?
 - Always
 - Often
 - Sometimes
 - Rarely
 - Never

9. In the last 12 months, when you called DOR, how often did you end up talking to more than one person during the call?
 - Always
 - Often
 - Sometimes
 - Rarely
 - Never

10. In the last 12 months, when you called DOR, how often did the DOR staff treat you with courtesy and respect?
 - Always
 - Often
 - Sometimes
 - Rarely
 - Never

11. In the last 12 months, when you called DOR, how often did the DOR staff provide you with the information you needed?

- Always
- Often
- Sometimes
- Rarely
- Never

12. Sometimes parents call DOR and use the **automated telephone system** to get information they need without talking to a live person. In the last 12 months, when you called DOR, did you ever use the automated system to get the information you needed without talking to a live person?

- Yes
- No → **If No, go to #14**

13. In the last 12 months, when you called DOR, how often were you able to get your question answered or the information you needed just using the automated system (and not talking to a live person)?

- Always
- Often
- Sometimes
- Rarely
- Never

14. When was the last time you called DOR?

- In the last month
- 2 to 6 months ago
- 7 to 12 months ago
- More than 1 year ago

15. Now think about the last time you called DOR. What was the **main reason** for your call? (*Please check only one.*)

- To ask for a printout of your payments
- To change your address or phone number
- To ask questions about a specific payment not received
- To ask questions about a mailing or call you received from DOR
- Some other reason _____

_____ (*please print*)

16. The last time you called DOR, were you able to do all that you needed to do, some of what you needed to do, or none of what you needed to do?

- All
- Some
- None

Using the Website

17. In the last 12 months, did you ever go to the DOR website?

- Yes
- No → **If No, go to #23**

18. Please mark whether or not you have ever used the DOR website to do each of the following.

	Yes	No
a. Change your address or phone number	<input type="checkbox"/>	<input type="checkbox"/>
b. Check to see if a payment was credited	<input type="checkbox"/>	<input type="checkbox"/>
c. Print out forms	<input type="checkbox"/>	<input type="checkbox"/>
d. Look for information about how to contact a DOR office	<input type="checkbox"/>	<input type="checkbox"/>

19. In general, how easy or hard is it to find the things you need on the DOR website?

- Very easy
- Somewhat easy
- A little hard
- Very hard

20. In general, how would you describe the information on the site?

- Very easy to understand
- Somewhat easy to understand
- A little hard to understand
- Very hard to understand

21. When was the last time you went to the DOR website?

- In the last month
- 2 to 6 months ago
- 6 to 12 months ago
- More than a year ago

22. The last time you were on the DOR website, were you able to do all that you needed to do, some of what you needed to do, or none of what you needed to do?

- All
- Some
- None

Court Hearings

23. When was the last time you were at a court hearing about your child support case?

- In the last 6 months
- 6 to 12 months ago
- 1 to 2 years ago
- 2 to 3 years ago
- More than 3 years ago → **Go to #35**

24. Think about the last time you were at a court hearing about your child support. Did you get a letter from DOR telling you when your court date was?

- Yes
- No

25. Before you went to court, did you get information from DOR letting you know what to expect?

- Yes
- No

26. Was there someone from DOR at the hearing?

- Yes
- No → **If No, go to #35**

27. Did the DOR person explain what was going to happen during the hearing?

- Yes
- No → **If No, go to #29**

28. Did the DOR person explain what was happening in a way that was easy for you to understand?

- Yes
- No

- 29.** During the hearing, do you feel the DOR person treated you fairly?
- Yes
 No
- 30.** Did the DOR person tell you what you had to do **after** the court hearing for your child support case?
- Yes
 No → **If No, go to #32**
- 31.** Did the DOR person explain what you had to do in a way that was easy for you to understand?
- Yes
 No
- 32.** Did the DOR person give you a chance to ask questions about what was happening?
- Yes
 No → **If No, go to #35**
- 33.** Did you ask any questions?
- Yes
 No → **If No, go to #35**
- 34.** How would you describe the answers that the DOR person gave?
- Very easy to understand
 Somewhat easy to understand
 A little hard to understand
 Very hard to understand

Going to a DOR Office

- 35.** In the last 12 months, did you go to a DOR office in person?
- Yes
 No → **If No, go to #40**
- 36.** In the last 12 months, when you went to the DOR office in person, how often were you treated with courtesy and respect?
- Always
 Often
 Sometimes
 Rarely
 Never
- 37.** When was the last time you went to a DOR office?
- In the past month
 1 to 5 months ago
 6 to 12 months ago
 More than a year ago
- 38.** Now, think about the last time you went to the DOR office. What was the main reason for your visit?
- To ask for a printout of your payments
 To change your address or phone number
 To ask questions about a specific payment not received
 To ask questions about a mailing or call you received from DOR
 Some other reason _____
- _____ (please print)
- 39.** At your last visit, were you able to do all that you needed to do, some of what you needed to do, or none of what you needed to do?
- All
 Some
 None

40. Is there one person at DOR who is specifically responsible for your case?
- Yes
 - No → **If No, go to #44**
 - Don't Know → **If Don't Know, go to #44**

41. How did you learn about this person?
- In a letter from DOR
 - Someone told you during a phone call
 - Someone told you in person
 - Some other way _____
- _____ (please print)

42. In the last 12 months, did you talk with this person about your case?
- Yes
 - No

43. How much does this person know about your case?
- A lot
 - Some
 - Only a little
 - Nothing at all

44. Have you ever heard of the phrase "Case Owner" at DOR?
- Yes
 - No → **If No, go to #46**

45. What is a Case Owner?
- _____
- _____

Mailings

46. In the last 12 months, did you get a newsletter in the mail from DOR?
- Yes
 - No

47. In the last 12 months, about how many pieces of mail did you get from DOR?
- None → **If None, go to #52**
 - 1 or 2 pieces
 - 3 to 5 pieces
 - More than 5 pieces

48. In general, how easy or hard is it to understand the mail you get from DOR?
- Very easy
 - Somewhat easy
 - A little hard
 - Very hard

49. How often do you read the mail you get from DOR ?
- Always
 - Often
 - Sometimes
 - Rarely
 - Never

50. In the last 12 months, did you get a letter updating you about what was going on with your case?
- Yes
 - No → **If No, go to #52**

51. In general, how easy or hard was it to understand from the letter what has happened with your case?
- Very easy
 - Somewhat easy
 - A little hard
 - Very hard

These next questions are about things you may want to do at some point. Please think about what you would do FIRST in each situation.

52. If you wanted to find out about whether a payment was credited to your account, what would you do **first**?

(Choose one answer only.)

- Go in to a DOR office
- Call DOR to **talk to a person**
- Call DOR to use the **automated system**
- Go on the website
- Something else → What would you do?

_____ *(please print)*

53. If you wanted to let DOR know that your address changed, what would you do **first**?

(Choose one answer only.)

- Go in to a DOR office
- Call DOR to **talk to a person**
- Call DOR to use the **automated system**
- Go on the website
- Something else → What would you do?

_____ *(please print)*

54. If you wanted to give DOR information about your child's other parent, what would you do **first**?

(Choose one answer only.)

- Go in to a DOR office
- Call DOR to **talk to a person**
- Call DOR to use the **automated system**
- Go on the website
- Something else → What would you do?

_____ *(please print)*

55. If you wanted to get a listing of the payments you have received, what would you do **first**?

(Choose one answer only.)

- Go in to a DOR office
- Call DOR to **talk to a person**
- Call DOR to use the **automated system**
- Go on the website
- Something else → What would you do?

_____ *(please print)*

These next questions are about your computer, internet, and cell phone use.

56. In the last 12 months, did you use a computer to **send or receive email**?

- Yes
- No

57. In the last 12 months, did you use a computer to **buy products online**?

- Yes
- No

58. In the last 12 months, did you use a computer to **pay any bills online**?

- Yes
- No

59. Do you have a computer in your home?

- Yes
- No

60. Do you have a printer in your home?

- Yes
- No

- 61.** In the last 12 months, did you use your cell phone for text messaging?
- Yes
 No
- 62.** A smartphone is a mobile phone that has internet connection, such as an iPhone, Android, or BlackBerry. Do you have a smartphone?
- Yes
 No → **If No, go to #66**
- 63.** In the last 12 months, did you use your smartphone to **send or receive email**?
- Yes
 No
- 64.** In the last 12 months, did you use your smartphone to **buy products online**?
- Yes
 No
- 65.** In the last 12 months, did you use your smartphone to **pay any bills online**?
- Yes
 No
- 66.** As technology changes over time, the way DOR communicates with parents might change too. Thinking about the future, would you want DOR to **email you** when something new happens on your case?
- Yes, definitely
 Yes, maybe
 No
- 67.** Would you want DOR to **text you** when something new happens on your case?
- Yes, definitely
 Yes, maybe
 No

ABOUT YOU

- 68.** Are you male or female?
- Male
 Female
- 69.** What year were you born?
- _____ (*Write in year.*)
- 70.** What is the highest grade or level of school that you have completed?
- 8th grade or less
 Some high school, but did not graduate
 High school graduate or GED
 Some college or 2-year degree
 4-year college graduate
 More than 4-year college degree
- 71.** Are you of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
 No, not Hispanic or Latino
- 72.** What is your race? (*Mark one or more.*)
- White
 Black or African American
 Asian
 Native Hawaiian or Other Pacific Islander
 American Indian or Alaskan Native
 Other _____ (*please print*)

Thank you!

Please return the completed survey in the postage-paid envelope to:

The Center for Survey Research
University of Massachusetts Boston
100 Morrissey Boulevard
Boston, MA 02120

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
1. When did you first get involved with DOR for child support?	In the last year	20	7.2	20	5.2
	1 to 2 years ago	33	12	41	10.8
	3 to 5 years ago	45	16.3	88	23.1
	More than 5 years ago	178	64.5	232	60.9
	Total	276	100	381	100
2. When you first got involved with DOR, did you get a packet of information from DOR for new people that explains how the process works?	Yes	129	48.9	222	60.5
	No	135	51.1	145	39.5
	Total	264	100	367	100
3. In the last 12 months, have you made [NCP] received [CP] any child support payments through DOR?	Yes	134	97.1	198	84.3
	No	4	2.9	37	15.7
	Total	138	100	235	100
4. In the last 12 months, did you call DOR's Customer Service Center using their 800 number?	Yes	145	52.5	196	50.9
	No	131	47.5	189	49.1
	Total	276	100	385	100
5. In the last 12 months, about how many times did you call DOR?	1 time	26	18.1	49	25.1
	2 to 3 times	71	49.3	79	40.5
	4 to 10 times	35	24.3	43	22.1
	More than 10 times	12	8.3	24	12.3
	Total	144	100	195	100
6. In the last 12 months, when you called DOR, how often did you use your PIN number to identify yourself?	Always	43	30.3	106	54.6
	Often	2	1.4	9	4.6
	Sometimes	15	10.6	18	9.3
	Rarely	16	11.3	11	5.7
	Never	66	46.5	50	25.8
	Total	142	100	194	100
7. In the last 12 months, when you called DOR, how often did you talk to a live person?	Always	76	53.1	109	55.6
	Often	19	13.3	21	10.7
	Sometimes	24	16.8	32	16.3
	Rarely	16	11.2	17	8.7
	Never	8	5.6	17	8.7
	Total	143	100	196	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
8. In the last 12 months, when you called DOR, how often did you talk to a live person within 10 minutes of calling?	Always	28	20.6	63	35.2
	Often	29	21.3	38	21.2
	Sometimes	35	25.7	45	25.1
	Rarely	22	16.2	22	12.3
	Never	22	16.2	11	6.1
	Total	136	100	179	100
9. In the last 12 months, when you called DOR, how often did you end up talking to more than one person during the call?	Always	8	5.9	7	4
	Often	16	11.8	5	2.8
	Sometimes	26	19.1	16	9
	Rarely	41	30.1	39	22
	Never	45	33.1	110	62.1
	Total	136	100	177	100
10. In the last 12 months, when you called DOR, how often did the DOR staff treat you with courtesy and respect?	Always	54	39.7	109	61.6
	Often	33	24.3	36	20.3
	Sometimes	25	18.4	25	14.1
	Rarely	18	13.2	6	3.4
	Never	6	4.4	1	0.6
	Total	136	100	177	100
11. In the last 12 months, when you called DOR, how often did the DOR staff provide you with the information you needed?	Always	51	37.5	89	50.3
	Often	29	21.3	39	22
	Sometimes	33	24.3	27	15.3
	Rarely	15	11	12	6.8
	Never	8	5.9	10	5.6
	Total	136	100	177	100
12. In the last 12 months, when you called DOR, did you ever use the automated system to get the information you needed without talking to a live person?	Yes	31	21.8	78	40.4
	No	111	78.2	115	59.6
	Total	142	100	193	100
13. In the last 12 months, when you called DOR, how often were you able to get your question answered or the information you needed just using the automated system (and not talking to a live person)?	Always	5	16.1	33	42.9
	Often	8	25.8	22	28.6
	Sometimes	8	25.8	18	23.4
	Rarely	3	9.7	3	3.9
	Never	7	22.6	1	1.3
	Total	31	100	77	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
14. When was the last time you called DOR?	In the last month	38	26.6	80	41.7
	2 to 6 months ago	61	42.7	61	31.8
	7 to 12 months ago	35	24.5	40	20.8
	More than 1 year ago	9	6.3	11	5.7
	Total	143	100	192	100
15. Now think about the last time you called DOR. What was the main reason for your call?	Printout of payments	8	5.6	20	10.5
	Change address or phone number	3	2.1	3	1.6
	Ask questions about specific payment	37	25.9	84	44
	Ask about a mailing or call	11	7.7	7	3.7
	Other	75	52.4	68	35.6
	Multiple	9	6.3	9	4.7
	Total	143	100	191	100
16. The last time you called DOR, were you able to do all, some, or none of what you needed to do?	All	55	38.5	102	53.4
	Some	51	35.7	62	32.5
	None	37	25.9	27	14.1
	Total	143	100	191	100
17. In the last 12 months, did you ever go to the DOR website?	Yes	76	27.9	207	54
	No	196	72.1	176	46
	Total	272	100	383	100
18. Please mark whether or not you have ever used the DOR website to do each of the following.					
a. Change your address or phone number	Yes	14	23.3	68	36.6
	No	46	76.7	118	63.4
	Total	60	100	186	100
b. Check to see if a payment was credited	Yes	43	66.2	166	83
	No	22	33.8	34	17
	Total	65	100	200	100
c. Print out forms	Yes	25	41	93	48.9
	No	36	59	97	51.1
	Total	61	100	190	100
d. Look for information about how to contact a DOR office	Yes	45	70.3	113	58.5
	No	19	29.7	80	41.5
	Total	64	100	193	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
e. Make an online payment (Noncustodial Only)	Yes	5	8.6	NA	NA
	No	53	91.4	--	--
	Total	58	100	--	--
f. Look for information about what to do if you can't pay your child support (Noncustodial Only)	Yes	17	27.4	NA	NA
	No	45	72.6	--	--
	Total	62	100	--	--
19. In general, how easy or hard is it to find the things you need on the DOR website?	Very easy	13	16.7	112	54.6
	Somewhat easy	39	50	71	34.6
	A little hard	18	23.1	16	7.8
	Very hard	8	10.3	6	2.9
	Total	78	100	205	100
20. In general, how would you describe the information on the site?	Very easy to understand	18	23.1	123	59.7
	Somewhat easy to understand	35	44.9	67	32.5
	A little hard to understand	21	26.9	15	7.3
	Very hard to understand	4	5.1	1	0.5
	Total	78	100	206	100
21. When was the last time you went to the DOR website?	In the last month	25	32.1	117	56.8
	2 to 6 months ago	28	35.9	53	25.7
	6 to 12 months ago	20	25.6	26	12.6
	More than a year ago	5	6.4	10	4.9
	Total	78	100	206	100
22. The last time you were on the DOR website, were you able to do all that you needed to do, some of what you needed to do, or none of what you needed to do?	All	22	28.2	134	65
	Some	41	52.6	56	27.2
	None	15	19.2	16	7.8
	Total	78	100	206	100
23. When was the last time you were at a court hearing about your child support case?	In the last 6 months	39	14.5	53	14.2
	6 to 12 months ago	43	16	48	12.8
	1 to 2 years ago	36	13.4	54	14.4
	2 to 3 years ago	31	11.5	49	13.1
	More than 3 years ago	120	44.6	170	45.5
	Total	269	100	374	100
24. Did you get a letter from DOR telling you when your court date was?	Yes	76	50.7	128	63.4
	No	74	49.3	74	36.6
	Total	150	100	202	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
25. Before you went to court, did you get information from DOR letting you know what to expect?	Yes	37	24.5	84	41.8
	No	114	75.5	117	58.2
	Total	151	100	201	100
26. Was there someone from DOR at the hearing?	Yes	65	43.6	99	48.5
	No	84	56.4	105	51.5
	Total	149	100	204	100
27. Did the DOR person explain what was going to happen during the hearing?	Yes	44	65.7	86	87.8
	No	23	34.3	12	12.2
	Total	67	100	98	100
28. Did the DOR person explain what was happening in a way that was easy for you to understand?	Yes	39	88.6	81	94.2
	No	5	11.4	5	5.8
	Total	44	100	86	100
29. During the hearing, do you feel the DOR person treated you fairly?	Yes	34	51.5	86	88.7
	No	32	48.5	11	11.3
	Total	66	100	97	100
30. Did the DOR person tell you what you had to do after the court hearing for your child support case?	Yes	36	54.5	79	79.8
	No	30	45.5	20	20.2
	Total	66	100	99	100
31. Did the DOR person explain what you had to do in a way that was easy for you to understand?	Yes	32	88.9	78	98.7
	No	4	11.1	1	1.3
	Total	36	100	79	100
32. Did the DOR person give you a chance to ask questions about what was happening?	Yes	37	56.9	88	91.7
	No	28	43.1	8	8.3
	Total	65	100	96	100
33. Did you ask any questions?	Yes	29	80.6	62	70.5
	No	7	19.4	26	29.5
	Total	36	100	88	100
34. How would you describe the answers that the DOR person gave?	Very easy to understand	14	46.7	33	54.1
	Somewhat easy to understand	11	36.7	24	39.3
	A little hard to understand	3	10	3	4.9
	Very hard to understand	2	6.7	1	1.6
	Total	30	100	61	100
35. In the last 12 months, did you go to a DOR office in person?	Yes	58	21	47	12.3
	No	218	79	335	87.7
	Total	276	100	382	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
36. In the last 12 months, when you went to the DOR office in person, how often were you treated with courtesy and respect?	Always	21	36.2	26	54.2
	Often	13	22.4	9	18.8
	Sometimes	13	22.4	9	18.8
	Rarely	4	6.9	4	8.3
	Never	7	12.1	0	0
	Total	58	100	48	100
37. When was the last time you went to a DOR office?	In the past month	10	17.5	9	19.6
	1 to 5 months ago	20	35.1	15	32.6
	6 to 12 months ago	23	40.4	19	41.3
	More than a year ago	4	7	3	6.5
	Total	57	100	46	100
38. Now, think about the last time you went to the DOR office. What was the main reason for your visit?	Printout of payments	3	5.4	8	17
	Change address or phone number	0	0	0	0
	Ask questions about specific payment	10	17.9	10	21.3
	Ask about a mailing or call	2	3.6	4	8.5
	Other	32	57.1	23	48.9
	Multiple	9	16.1	2	4.3
	Total	56	100	47	100
39. At your last visit, were you able to do all that you needed to do, some of what you needed to do, or none of what you needed to do?	All	26	44.8	22	46.8
	Some	20	34.5	14	29.8
	None	12	20.7	11	23.4
	Total	58	100	47	100
40. Is there one person at DOR who is specifically responsible for your case?	Yes	69	25.2	66	17.4
	No	69	25.2	109	28.8
	Don't Know	136	49.6	204	53.8
	Total	274	100	379	100
41. How did you learn about this person?	In a letter from DOR	24	34.8	22	35.5
	Someone told you during a phone call	27	39.1	29	46.8
	Someone told you in person	13	18.8	9	14.5
	Some other way	5	7.2	2	3.2
	Total	69	100	62	100
42. In the last 12 months, did you talk with this person about your case?	Yes	40	58	43	66.2
	No	29	42	22	33.8
	Total	69	100	65	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
43. How much does this person know about your case?	A lot	30	45.5	26	41.9
	Some	17	25.8	21	33.9
	Only a little	12	18.2	10	16.1
	Nothing at all	7	10.6	5	8.1
	Total	66	100	62	100
44. Have you ever heard of the phrase "Case Owner" at DOR?	Yes	15	5.5	16	4.3
	No	257	94.5	358	95.7
	Total	272	100	374	100
45. What is a Case Owner? (text response)	Yes	15	78.9	11	40.7
	No	4	21.1	16	59.3
	Total	19	100	27	100
46. In the last 12 months, did you get a newsletter in the mail from DOR?	Yes	135	49.6	212	56.7
	No	137	50.4	162	43.3
	Total	272	100	374	100
47. In the last 12 months did you get a letter telling you that DOR has taken action or planned to take action because you were in arrears? (Non-Custodial)	Yes	91	33.5	NA	NA
	No	181	66.5	--	--
	Total	272	100	--	--
48. In the last 12 months, about how many pieces of mail did you get from DOR?	None	41	14.9	100	26.5
	1 or 2 pieces	114	41.5	207	54.9
	3 to 5 pieces	45	16.4	52	13.8
	More than 5 pieces	75	27.3	18	4.8
	Total	275	100	377	100
49. In general, how easy or hard is it to understand the mail you get from DOR?	Very easy	76	32.6	166	59.3
	Somewhat easy	87	37.3	94	33.6
	A little hard	46	19.7	15	5.4
	Very hard	24	10.3	5	1.8
	Total	233	100	280	100
50. How often do you read the mail you get from DOR?	Always	162	70.1	201	71.3
	Often	27	11.7	32	11.3
	Sometimes	25	10.8	28	9.9
	Rarely	12	5.2	17	6
	Never	5	2.2	4	1.4
	Total	231	100	282	100
51. In the last 12 months, did you get a letter updating you about what was going on with your case?	Yes	70	30.3	92	32.7
	No	161	69.7	189	67.3
	Total	231	100	281	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
52. In general, how easy or hard was it to understand from the letter what had happened with your case?	Very easy	27	38.6	62	68.9
	Somewhat easy	30	42.9	24	26.7
	A little hard	5	7.1	2	2.2
	Very hard	8	11.4	2	2.2
	Total	70	100	90	100
53. If you wanted to find out about whether a payment was credited to your account, what would you do first?	Go in to a DOR office	28	10.4	9	2.4
	Call DOR - talk to a person	134	49.8	73	19.2
	Call DOR - use automated system	23	8.6	63	16.6
	Go on website	61	22.7	174	45.8
	Something else	16	5.9	48	12.6
	Multiple	7	2.6	13	3.4
	Total	269	100	380	100
54. If you wanted to let DOR know that your address changed, what would you do first?	Go in to a DOR office	29	10.7	17	4.5
	Call DOR - talk to a person	139	51.3	122	32
	Call DOR - use automated system	17	6.3	29	7.6
	Go on website	68	25.1	200	52.5
	Something else	13	4.8	3	0.8
	Multiple	5	1.8	10	2.6
	Total	271	100	381	100
55. If you wanted to give DOR information about your child's other parent, what would you do first?	Go in to a DOR office	38	13.3	29	7.6
	Call DOR - talk to a person	181	47.2	238	62.1
	Call DOR - use automated system	2	4.4	9	2.3
	Go on website	25	28	95	24.8
	Something else	18	3.7	7	1.8
	Multiple	3	3.3	5	1.3
	Total	267	100	383	100
56. If you wanted to get a listing of the payments you have made, what would you do first?	Go in to a DOR office	36	13.3	18	4.7
	Call DOR - talk to a person	128	47.2	87	23
	Call DOR - use automated system	12	4.4	42	11.1
	Go on website	76	28	210	55.4
	Something else	10	3.7	13	3.4
	Multiple	9	3.3	9	2.4
	Total	271	100	379	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
57. Did DOR ever tell you about you what to do if you couldn't pay all the child support that you were supposed to? (Noncustodial Only)	Yes	47	17.3	NA	NA
	No	224	82.7	--	--
	Total	271	100	--	--
58. How easy or hard was it to understand the information about what to do if you couldn't pay all the child support that you were supposed to? (Noncustodial Only)	Very easy	23	50	NA	NA
	Somewhat easy	12	26.1	--	--
	A little hard	7	15.2	--	--
	Very hard	4	8.7	--	--
	Total	46	100	--	--
59. Did DOR ever tell you about what might happen when a person is in arrears? (Noncustodial Only)	Yes	112	41.2	NA	NA
	No	160	58.8	--	--
	Total	272	100	--	--
60. How easy or hard was it to understand the information about what might happen if a person is in arrears? (Noncustodial Only)	Very easy	61	55	NA	NA
	Somewhat easy	32	28.8	--	--
	A little hard	11	9.9	--	--
	Very hard	7	6.3	--	--
	Total	111	100	--	--
61. In the last 12 months, did you use a computer to send or receive email?	Yes	182	66.7	293	76.5
	No	91	33.3	90	23.5
	Total	273	100	383	100
62. In the last 12 months, did you use a computer to buy products online?	Yes	150	55.1	276	72.1
	No	122	44.9	107	27.9
	Total	272	100	383	100
63. In the last 12 months, did you use a computer to pay any bills online?	Yes	138	50.7	266	69.5
	No	134	49.3	117	30.5
	Total	272	100	383	100
64. Do you have a computer in your home?	Yes	198	72.8	328	85.4
	No	74	27.2	56	14.6
	Total	272	100	384	100
65. Do you have a printer in your home?	Yes	145	53.3	251	65.4
	No	127	46.7	133	34.6
	Total	272	100	384	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
66. In the last 12 months, did you use your cell phone for text messaging?	Yes	228	84.4	346	90.1
	No	42	15.6	38	9.9
	Total	270	100	384	100
67. Do you have a smartphone?	Yes	169	62.8	254	66.1
	No	100	37.2	130	33.9
	Total	269	100	384	100
68. In the last 12 months, did you use your smartphone to send or receive email?	Yes	148	87.6	209	82.6
	No	21	12.4	44	17.4
	Total	169	100	253	100
69. In the last 12 months, did you use your smartphone to buy products online?	Yes	77	45.6	94	37
	No	92	54.4	160	63
	Total	169	100	254	100
70. In the last 12 months, did you use your smartphone to pay any bills online?	Yes	71	41.8	94	37
	No	99	58.2	160	63
	Total	170	100	254	100
71. Thinking about the future, would you want DOR to email you when something new happens on your case?	Yes, definitely	154	56.2	226	59.3
	Yes, maybe	48	17.5	80	21
	No	72	26.3	75	19.7
	Total	274	100	381	100
72. Would you want DOR to text you when something new happens on your case?	Yes, definitely	89	32.5	142	37.3
	Yes, maybe	51	18.6	77	20.2
	No	134	48.9	162	42.5
	Total	274	100	381	100
73. Are you male or female?	Male	258	93.5	16	4.2
	Female	18	6.5	369	95.8
	Total	276	100	385	100
74. What year were you born? (converted to age categories)	17-30 yrs	30	10.9	67	17.4
	31-40 yrs	82	29.7	119	30.9
	41-50 yrs	101	36.6	129	33.5
	50+ years	63	22.8	70	18.2
	Total	276	100	385	100

Experiences with DOR Customer Service - Total Frequencies

Survey Question	Responses	Noncustodial (N=276)		Custodial (N=385)	
		N	Valid %	N	Valid %
75. What is the highest grade or level of school that you have completed?	8th grade or less	11	4.0	5	1.3
	Some high school, but did not graduate	29	10.7	27	7
	High school graduate or GED	100	36.8	95	24.8
	Some College or 2-year degree	85	31.3	179	46.7
	4-year college graduate	30	11.0	44	11.5
	More than 4-year college degree	17	6.3	33	8.6
	Total		272	100	383
76. Are you of Hispanic or Latino origin or descent?	Yes, Hispanic or Latino	50	18.1	60	15.8
	No, not Hispanic or Latino	219	79.3	320	84.2
	Total	269	100	380	100
77. What is your race? (Mark one or more.)					
White	Yes	180	68.4	285	79.2
	No	83	31.6	75	20.8
	Total	263	100	360	100
Black or African American	Yes	40	15.2	43	11.9
	No	223	84.8	317	88.1
	Total	263	100	360	100
Asian	Yes	5	1.9	8	2.2
	No	258	98.1	352	97.8
	Total	263	100	360	100
Native Hawaiian or Other Pacific Islander	Yes	3	1.1	1	0.3
	No	260	98.9	359	99.7
	Total	263	100	360	100
American Indian or Alaskan Native	Yes	3	1.1	8	2.2
	No	260	98.9	352	97.8
	Total	263	100	360	100
Other	Yes	30	11.4	19	5.3
	No	233	88.6	341	94.7
	Total	263	100	360	100



March, 2013

«FN» «LN»
«ADD1»
«ADD2»
«CITY», «STATE» «ZIP»

Dear «FN» «LN»,

We need the benefit of your experience with DOR and hope you will help us.

The Center for Survey Research at the University of Massachusetts Boston (CSR) is conducting a survey for the Child Support Enforcement Division of the Massachusetts Department of Revenue (DOR). As part of its commitment to providing you good customer service, DOR has asked us to help them learn about the experiences of parents who are involved with DOR for child support. Our goal is to let DOR know how well parents like you think it is communicating so they can make changes to serve you better.

By answering the enclosed survey, you will help DOR learn more about how it's doing. We're interested in hearing from both custodial and noncustodial parents about their experiences.

You have been randomly selected to take part in this voluntary research project about your experiences with DOR. To get accurate results, we need answers from you and the other people we ask to take part in this survey. It should take about 15 minutes to answer these questions.

It is your choice whether or not to fill out the survey. Your decision whether or not to participate will not affect your child support case in any way. As you can see, there is no place on the survey itself for you to put your name so DOR will not know whether you chose to fill the survey out or how you personally answered any of the questions. Once we get all of the surveys back, we will give information to DOR that combines everyone's answers so they can see how people feel about the different kinds of customer service DOR provides.

We need your help with this research and hope you will decide to participate. Please return the enclosed survey in the postage-paid envelope. If you have any questions, please call Stephanie Lloyd at CSR at 800-492-5845.

Sincerely,

Mary Ellen Colten

Director, Center for Survey Research



April, 2013

«FN» «LN»
«ADD1»
«ADD2»
«CITY», «STATE» «ZIP»

Dear «FN» «LN» ,

We need your help!

Recently, we sent you a survey asking about your experiences with child support through the Massachusetts Department of Revenue (DOR). If you have already responded, thank you so much. If you have not had time to respond, or you have lost the questionnaire, please take a few minutes to complete the enclosed survey now. By answering, you will help DOR learn more about how it is doing. Our goal is to let DOR know how well parents like you think it is communicating so they can make changes to serve you better. We are interested in hearing from both custodial and noncustodial parents about their experiences.

You have been **randomly** selected to take part in this voluntary research project about your experiences with DOR. To get accurate results, we need answers from you and the other people we ask to take part in this survey. It should take no more than 15 minutes to answer these questions.

The information that you provide will be kept **completely private and confidential** and your answers will never be matched with your name. Your individual answers will never be seen by anyone at DOR or anyone involved with your case. It is your choice whether or not to fill out the survey. Your decision whether or not to participate will not affect your child support case in any way. Once we get all of the surveys back, we will give information to DOR that combines everyone's answers so they can see how people feel about the different kinds of customer service DOR provides.

There is no place on the survey itself for you to put your name, so DOR will **not** know whether you chose to fill the survey out or how you personally answered any of the questions. You may notice a number on the cover of the survey. This number is **ONLY** used to let us know if you returned your survey so we don't have to send you reminders.

We need your help with this research and hope you will decide to participate. Please return the enclosed survey in the postage-paid envelope. If you have any questions, please call Stephanie Lloyd at CSR at 800-492-5845.

Sincerely,



Mary Ellen Colten

Director, Center for Survey Research

Hello!

Recently we sent you a survey about your experiences with DOR Customer Service. It should take only a few minutes to complete and your answers will help us improve the services you receive.

When you have completed the survey, please mail it back in the postage-paid envelope that came with it.

If you have already sent back a completed questionnaire, thank you!

If you did not get the questionnaire or have lost it, please call Stephanie Lloyd toll-free at (800) 492-5845, and we'll send you another. You can also call that number if you have any questions.

THANK YOU!

Center for Survey Research

Center for Survey Research
University of Massachusetts Boston
100 Morrissey Boulevard
Boston, MA 02125

Address Service Requested

FIRST- CLASS MAIL
U. S. POSTAGE
PAID
BOSTON, MA
PERMIT N° 52094