



Department of the Treasury

Alcohol and Tobacco Tax and Trade Bureau



Announcement

Providing quick Web access to forms, general information, news and events, rulings, policies, data, science, and instructional materials to more than 600,000 visitors a year can make it difficult to know if people are getting what they need.

Take the ACSI Survey – Help Us Help You

One very effective way to give us your feedback is to take the [American Customer Satisfaction Index \(ACSI\)](#) Web survey that occasionally pops up when you're visiting our site. This survey lets you tell us what you think about the value, quality, accessibility, and usefulness of information at TTB.gov.

Please note that the ACSI does not cover the TTB Online applications (like [COLAs Online](#)); it only measures your satisfaction with the official TTB Web site, [TTB.gov](#).

We use your feedback to help focus improvements to our Web site that will best meet your needs—whether you are a citizen or consumer, a TTB-regulated industry member, or a representative of state, local, or foreign government.

How does the survey work?

The survey appears randomly to about 5 percent of TTB.gov visitors. If you do not wish to take it, simply close the window that occasionally pops up when you are navigating TTB.gov and continue browsing. If you decide to take the survey, you will respond to a mix of ranked and open-ended questions when you are leaving the site. It usually takes about five minutes to complete the survey.

What about my privacy?

The ACSI survey does not collect personally identifiable information. You are not required to give us any information to access TTB.gov. If you decline the survey, you will still have access to the same information and resources as those who take it. However, if you have blocked cookies, you may not be able to take the survey. For more information on how we protect your privacy, see the [TTB Privacy Policy](#).

Need more information?

Please [contact us](#) if you have questions or comments about this survey. However, the survey is not the only way to share your feedback with us. If you have an idea about improving TTB.gov, please send us an email with your suggestions to TTB_Webmaster@ttb.gov.