

US Citizenship and Immigration Services
Information and Customer Service Division
Customer Satisfaction Survey
OMB Submission/ November 10, 2005

- **Describe the survey.**

- The level of customer satisfaction with USCIS services, to include the website and on-line services, 1-800 number, and local offices will be measured. Several survey vehicles will be used to collect the information. The existing telephonic survey will be augmented with a written survey to be sent, completed and returned electronically to customers who use the INFOPASS system on-line. Additionally, contract staff would visit local offices to conduct in-person interviews.

- **Purpose and necessity of the survey.**

- The customer satisfaction survey has been and will continue to be critical in determining the effectiveness of the Agency's services and facilities, as well as important to future planning of programs and customer service options. Staff training needs and best practices are also identified. In the years the surveys have been conducted, the Agency has experienced a clear upward trend in customer satisfaction. This is the result of the many programmatic and procedural changes made in response these surveys. Most recently, targeted staff training resulted in record breakers in many data elements.
- Additionally, the customer surveys assist in planning new and remodeled facilities as well as way finding and informational signage for local offices. Customer self-service options are also enhanced using feedback from surveys, and communications efforts such as fact sheets, brochures, and posters, are developed to improve customers understanding of the immigration process and services/benefits available.
- An important part of the survey revision/update is that USCIS desires to reach customers using several formats, telephone, electronically and in-person. This will greatly assist the Agency to gauge the best methods to provide information and services to our customer base.

- **Period/length of time for the study or survey.**

- The telephonic portion of this survey is conducted monthly and reported monthly, quarterly and annually. The electronic written survey will be sent monthly to a random sample of INFOPASS users and the results

compiled and reported quarterly. The local office interviews will occur quarterly. These are on-going efforts.

- **Provide beginning and ending dates of the survey.**
 - The customer surveys will begin following approval, and will be on-going.
- **Utility (how the survey will be conducted/administered):**
 - Telephone interviews, e-mailed written surveys and in-person interviews.
- **Person(s) or groups(s) affected.**
 - USCIS customers who use the 1-800 customer service number, who use INFOPASS or who visit a local office.
- **Number of (anticipated/projected) respondents.**
 - The electronic written survey will be sent to no more than 5,000 customers each quarter; and the in-person interviews will be conducted with 80 customers each quarter. There are 225 monthly respondents to the telephonic surveys.
- **Time to complete each survey question.**
 - The total time to complete the questionnaire is 5-7 minutes for the written and telephonic surveys and 10 minutes for the in-person interview.
- **How the results are measured, and by whom.**
 - An independent vendor, IBM, will analyze and report on the survey results. Except for the in-person interviews, the survey results will be reported at the 95 percent confidence level. The in-person interviews, due to the small sample size, will more qualitative in nature.
- **How the results/information will be utilized.**
 - USICS management has found customer satisfaction surveys to be instrumental in planning future programs, modifying or establishing procedures, developing new products, identifying staff training needs and measuring program effectiveness.
- **Provide a copy of the survey instrument.**
 - The instruments are attached.

- **What do you want to accomplish with the results of the survey.**
 - Improve services available to the Agency's customers, ensure we are meeting the Agency's mission, and ensure funded and planned programs are effective and efficient.
- **Who will be asked to complete the survey?**
 - USCIS customers who have used the USCIS toll free customer service number, visited a local office or who have scheduled an appointment using INFOPASS.
- **Will the survey be available electronically, and in paper?**
 - Yes, both formats are available.

The surveys will not ask controversial or sensitive information. The questions are focused on the customer's experience with USCIS services. Additionally, individual survey responses are not provided to USCIS; rather, the independent contractor compiles the surveys for aggregate reporting to USCIS management.