



**Business Consulting Services
IBM Global Services**

12902 Federal Systems Park Drive
Fairfax, VA 22033
Phone: 703 633 4000

**United States Citizenship and Immigration Services
Measuring Customer Satisfaction Survey Project**

Contractor: IBM Business Consulting Services
Contractor Phone No.: 703-633-4000
Contract No.: HSSCCG-05-A-0046t
Period of Performance: 10/01/05 – 9/30/06
Program Manager: Gerry Yapaola
Title: USCIS "Measuring Customer Satisfaction
Survey Project"
COTR: Sheldon Lehner

LOCAL OFFICE INTERVIEWS - EXIT INTERVIEW

I would like to talk to you about your visit today. My name is _____. I work for IBM and IBM has been hired by USCIS to get a better understanding of customer's experiences in their local offices."

PROMPT: USCIS has asked IBM Business Consulting Services Survey Research Center to conduct this study to guarantee that your individual responses will be held confidential. No identifying information about you will be given to USCIS.

PROMPT: The authority to collect this information is contained in Public Law 103-62, "Government Performance and Results Act." The OMB approval number for the collection of this information is 1115-0195.

1. Interviewer note time of day: _____ am / pm

Section I – Customer Characteristics

2. Are you here for yourself or someone else?

- 1. YOURSELF
- 2. FRIEND / FAMILY MEMBER
- 3. CLIENT
- 4. EMPLOYEE
- 5. OTHER _____
- 8. DON'T KNOW / REFUSED



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3. What is the reason for your office visit today?

- 01. CASE STATUS
- 02. WANTED TO SPEAK TO AN IIO
- 03. IT HAS BEEN MORE THAN 90 DAYS SINCE YOU FILED AN I-765 AND DON'T HAVE EAD
- 04. RECEIVED AN APPROVAL LETTER OR FORM I-797 TO COME FOR AN ALIEN ID CARD
- 05. RECEIVED A LETTER TELLING CUSTOMER TO COME IN
- 06. 800-LINE DID NOT PROVIDE ENOUGH INFORMATION
- 07. WAS TOLD BY 800-LINE TO COME IN
- 08. OTHER
- 88. DON'T KNOW / REFUSED

4. What time did you arrive at the office today? : _____ am / pm

5. Did you make an InfoPass appointment for today?

- 1. YES
- 2. NO (if no, how did you gain access to the waiting room)
- 8. DON'T KNOW / REFUSED

6. What time was your appointment? : _____ am / pm

7. How long did you wait after your scheduled appointment time?

- 1. I WAS SEEN BEFORE MY APPOINTMENT TIME
- 2. WITHIN 5 MINUTES
- 3. WITHIN 15 MINUTES
- 4. WITHIN 30 MINUTES
- 5. WITHIN 1 HOUR
- 6. MORE THAN 1 HOUR
- 8. DON'T KNOW / REFUSED



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Section II – Office Visit

8. Have you visited a USCIS office before?

- 1. YES – if yes, when was your most recent visit? Have you visited an office other than this office previously, if yes, which office?
- 2. NO
- 8. DON'T KNOW / REFUSED

9. Are you here for the same reason as before?

- 1. YES
- 2. NO – what was the reason for your last visit?
- 8. DON'T KNOW / REFUSED

10. What was your first impression of the office when you came today? [If not first visit, is there a change in the office since last visit?]

11. (If office has queuing system) – Were you able to easily understand which line to get into? Was it explained properly when you checked in?



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12. On a scale of 1 to 4, 1 being completely disagree and 4 being completely agree, how would you rate the following statements?

Completely Disagree	Mostly Disagree	Mostly Agree	Completely Agree	Don't know / Refused
1	2	3	4	88

- a. The posters, banners and brochures in the local USCIS office were easy to find.
- b. When I arrived at the building, the actual office was easy to find.
- c. When I came into the USCIS office I knew where to go.
- d. The waiting room was comfortable (chairs, tables, televisions)
- e. The USCIS facility was clean.

13. Would you say that your meeting with the Information Officer met or did not meet your expectations? Why?

14. On a scale of 1 to 4, 1 being completely disagree and 4 being completely agree, how would you rate the following statements? IF any attributes in Q14 = 1, 2 THEN ask why they are dissatisfied with that attribute.

Completely Disagree	Mostly Disagree	Mostly Agree	Completely Agree	Don't know / Refused
1	2	3	4	88

- a. The Officer gave you accurate answers to your questions
- b. The Officer was polite
- c. The Officer gave you all the information that you needed
- d. The Officer was knowledgeable about your issues
- e. The Officer was able to fully answer your questions
- f. The Officer was efficiently
- g. The Officer was patient

15. After this office visit, would you say your expectations are different for your next visit? Why?



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16. On a scale of 1 to 4, 1 being completely dissatisfied and 4 being very satisfied, how would you rate your overall satisfaction with your entire experience at this office?

Completely Dissatisfied	Mostly Dissatisfied	Satisfied	Very Satisfied	Don't know / Refused
1	2	3	4	88

17. What is the reason for your satisfaction / dissatisfaction?

SATISFIED

- 1 I RECEIVED ALL THE INFORMATION I NEEDED
- 2 I RECEIVED ACCURATE ANSWERS TO MY QUESTIONS
- 3 I RECEIVED GOOD SERVICE
- 4 IT WAS QUICK AND EASY
- 5 THE REPRESENTATIVE WAS POLITE
- 7 OTHER
- 8 DON'T KNOW / REFUSED

DISSATISFIED

- 1 I HAD TO WAIT TOO LONG
- 2 THE AGENT WAS NOT ABLE TO HELP ME/COULD NOT GET THE INFORMATION I NEEDED
- 3 I RECEIVED INCONSISTENT INFORMATION FROM PREVIOUS DIRECTIONS
- 7 OTHER
- 8 DON'T KNOW / REFUSED

18. What was the resolution of your visit?

19. What are the next steps you must fulfill before this task is complete?

- 1. WAIT FOR CARD IN THE MAIL
- 2. SUBMIT COMPLETED FORMS
- 3. FINGERPRINTING / INTERVIEW
- 4. OTHER
- 8. DON'T KNOW / REFUSED



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Section III – 800 Line

Next, I would like to ask you questions about USCIS's National Customer Service Center 800-line.

20. Have you ever called the National Customer Service Center at 1-800-375-5283 before?

1. YES
2. NO – GOTO Q22
8. DON'T KNOW / REFUSED

21. For what reason did you call the general information line?

01. CHECK THE STATUS OF AN APPLICATION
02. KNEW WHICH FORM YOU WANTED AND CALLED ONLY TO ORDER THAT FORM
03. CHECK THE FEE FOR FILING AN APPLICATION
04. ASK QUESTIONS ABOUT A FORM THAT YOU ALREADY HAD
05. CHANGE AN ADDRESS
06. ASK QUESTIONS ABOUT AN APPOINTMENT RELATED ISSUE
07. GET INFORMATION ABOUT A LOCAL USCIS OFFICE
08. ASK QUESTIONS ABOUT U.S. CITIZENSHIP OR NATURALIZATION
09. ASK QUESTIONS ABOUT RENEWING OR REPLACING A GREEN CARD
10. ASK QUESTIONS ABOUT HOW TO BRING SOMEONE TO LIVE IN OR VISIT THE U.S.
11. WORK PERMIT
12. OTHER
88. DON'T KNOW / REFUSED



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22. Did you listen only to the recording, or did you speak with someone?

- 1. RECORDING
- 2. SPOKE WITH SOMEONE – if they spoke to someone what did they discuss, how did the conversation go? Did you speak with multiple people?
- 8. DON'T KNOW / REFUSED

23. How would you describe your general impressions with the 800 line?

Section IV – Website

Now, I'll ask you a few questions about USCIS's website <www.uscis.gov>

24. Do you have access to the internet?

- 1. YES
- 2. NO – GOTO Q25
- 8. DON'T KNOW / REFUSED

25. Where do you access the internet most often?

- 1. AT HOME
- 2. AT WORK
- 3. AT LIBRARY
- 4. OTHER
- 8. DON'T KNOW / REFUSED



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26. Have you ever visited the USCIS Website <www.uscis.gov>?
1. YES
 2. NO
 8. DON'T KNOW / REFUSED

Section V – InfoPass Scheduling Experience

27. Have you ever missed a scheduled appointment?

1. YES
2. NO – GOTO Q27
8. DON'T KNOW / REFUSED

28. What was the reason you missed your appointment?

1. I HAD PROBLEMS GETTING TRANSPORTATION TO THE LOCAL OFFICE.
2. I ARRIVED TOO LATE FOR MY APPOINTMENT.
3. I WENT ON THE WRONG DATE FOR THE APPOINTMENT
4. I DID NOT HAVE THE REQUIRED DOCUMENTATION NEEDED FOR THE APPOINTMENT.
5. I HAD TO RESCHEDULE THE APPOINTMENT TIME.
6. I HAD TO WORK ON THE DAY OF MY APPOINTMENT.
7. I HAD ANOTHER CONFLICT ON THE DAY OF THE APPOINTMENT
8. DON'T KNOW / REFUSED
9. OTHER

Section VI - Local Office Questions

Now, I have a few more specific questions about this office.

29. Have you ever heard of the “How do I?” program? If so, from what source?
30. Would you be interested in attending special immigration classes?
If so where and when?
31. [If local USCIS office has Info Pass kiosk] Did you use the Info Pass kiosk? Was it helpful?
- 32.
- 33.



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Section VII - Customer Suggestions

34. What suggestions, if any do you have for improving service at this office?

35. Do you have any suggestions for other services?

- 1. WEBSITE
- 2. 800-LINE
- 3. KIOSKS

Section VIII – Basic Demographic Information

Finally, I would like to ask you some general questions about yourself.

36. Of what country are you a citizen?

37. How did you get to the office today?

38. How long did it take you to get to the office today?

39. Where did you find directions to the office?

- 1. USCIS WEBSITE
- 2. FRIEND / FAMILY MEMBER
- 3. INTERNET SEARCH
- 4. OTHER _____
- 8. DON'T KNOW / REFUSED



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40. Was it easy to find the office?

1. YES
2. NO
8. DON'T KNOW / REFUSED

CLOSING: Thank you very much for your time. All of your responses will remain confidential.