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United States Citizenship and Immigration Services
Measuring Customer Satisfaction Survey Project

Contractor: IBM Business Consulting Services
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Program Manager: Gerry Yapaola
Title: USCIS "Measuring Customer Satisfaction
Survey Project"
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USCIS INFOPASS

Customer Satisfaction Survey

I. Welcome!

The objective of this survey effort is to gather your opinions concerning your experience using the InfoPass system offered by U.S. Citizenship and Immigration Services (USCIS) as well as your most recent visit to a local USCIS office. This survey should take you only a few minutes to complete. Your response is completely anonymous.

OMB # _____

Please submit your response no later than (Month, Date, Year).

Thank you very much for your input!

II. InfoPass Method

1. Which of the following ways did you use to access the InfoPass system?

MARK ALL THAT APPLY TO YOU

1. (<http://infopass.uscis.gov/>) - InfoPass site
2. (<http://www.uscis.gov>) – USCIS main website address
3. Local USCIS office InfoPass Kiosk System
4. Other _____
8. Don't Know



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2. How did you first learn about InfoPass?

ROTATE RESPONSE CHOICES

1. USCIS Website at www.uscis.gov
2. Forms or Receipts from USCIS
3. Posters or banners in local USCIS office
4. Representative from local office
5. Friend
6. Family member
7. Written correspondence
8. Representative from a call center
9. Other _____
88. Don't Know

3. In addition to using InfoPass, did you use any the following sources?

MARK ALL THAT APPLY TO YOU

1. National Customer Services Center toll free line at 1 800 375-5283
2. Website at www.uscis.gov
3. Local USCIS office
4. Other
8. Don't Know

4. Where did you make your InfoPass appointment?

1. Home
2. Work
3. Library
4. Friend's home or office
5. Family member's home or office
6. Other
8. Don't Know

5. Did you schedule an appointment for?

1. Yourself
2. Friend
3. Family member
4. Client
5. Employee
6. Other
8. Don't Know



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6. What language option did you choose when you accessed InfoPass?

1. English
2. Spanish
3. Arabic
4. Chinese
5. Creole
6. Filipino/Tagalog
7. French
8. Japanese
9. Polish
10. Portuguese
11. Russian
12. Vietnamese
13. Other _____
88. Don't Know

III. InfoPass Scheduling Experience

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

Completely Disagree	Mostly Disagree	Mostly Agree	Completely Agree	Don't know / No answer
1	2	3	4	88

- a. It is easy to navigate around the InfoPass web page.
- b. The instructions on the InfoPass website are clear.
- c. The layout of the web page is easy to follow.
- d. It takes a reasonable amount of time to connect to the website.

8. How many times did you have to access InfoPass in order to schedule an appointment?

9. Have you ever missed a scheduled appointment?

1. Yes
2. No
8. Don't Know

If Q9=1 THEN ASK Q10



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10. Which of the following reasons best describes why you missed a scheduled 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. Other
9. Don't Know

IF Q9=1 THEN ASK Q11

11. Did you reschedule your appointment?

1. Yes
2. No (GO TO END)
8. Don't Know

The following questions are about your most recent visit / appointment?

12. What time was your appointment scheduled?

_____AM/PM

Don't Know

13. What time did you arrive for your scheduled appointment?

_____AM/PM

Don't Know

14. When did your actual appointment start compared with the scheduled appointment time?

1. My appointment started before my scheduled appointment time
2. My appointment started within 5 minutes of my scheduled appointment time
3. My appointment started within 15 minutes of my scheduled appointment time
4. My appointment started within 30 minutes of my scheduled appointment time
5. My appointment started within 1 hour of my scheduled appointment time
6. My appointment started more than 1 hour after my scheduled appointment time
8. Don't Know



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15. Which of the following types of service appointments did you receive?

1. Interim Advance Parole
2. Employment Authorization Documents (I-765)
3. Alien Identification Card (I-797)
4. Other
8. Don't Know

16. Which local USCIS office did you visit?

V. Local Office Facility

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

Completely Disagree	Mostly Disagree	Mostly Agree	Completely Agree	Don't know / No answer
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.

18. Overall, would you say the service that you received in the local USCIS office met, exceeded or failed your expectations?

1. Met
2. Exceeded
3. Failed
8. Don't Know



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19. In what ways did the local USCIS office (meet/exceed/fail) your expectations?

VI. Customer Satisfaction and Suggestions

Finally, just a few more questions.

20. Overall, how satisfied are you with the InfoPass system? Were you...

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Don't Know

21. What suggestions do you have for improving the InfoPass scheduling system?

CONCLUSION

This concludes the questions. Thank you for participating in this survey!

PLEASE NOTE: You must click the Submit Survey button below to complete your response.