



Business Consulting Services
IBM Global Services

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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"
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LOCAL OFFICE INTERVIEWS - ENTRY 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

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



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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 is your appointment? : _____ am / pm

Section II – Office Visit

7. 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

8. 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

9. 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?]



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

11. 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.

Section III - 800 Line

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

12. Have you ever called the 800-line before?

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

IF Q12=2 GO TO Q16



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

1. CHECK THE STATUS OF AN APPLICATION
2. KNEW WHICH FORM YOU WANTED AND CALLED ONLY TO ORDER THAT FORM
3. CHECK THE FEE FOR FILING AN APPLICATION
4. ASK QUESTIONS ABOUT A FORM THAT YOU ALREADY HAD
5. CHANGE AN ADDRESS
6. ASK QUESTIONS ABOUT AN APPOINTMENT RELATED ISSUE
7. GET INFORMATION ABOUT A LOCAL USCIS OFFICE
8. ASK QUESTIONS ABOUT U.S. CITIZENSHIP OR NATURALIZATION
9. 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. SOME OTHER REASON _____
88. DON'T KNOW/REFUSED

14. 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

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



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Section IV – Website

Now, I'll ask you a few questions about USCIS's website.

16. Do you have access to the internet?
1. YES
 2. NO
 8. DON'T KNOW/REFUSED

IF Q16=2 GO TO Q19

17. Where do you access the internet most often?
1. AT HOME
 2. AT WORK
 3. AT LIBRARY
 4. OTHER
 8. DON'T KNOW/REFUSED
-
-

18. Have you ever visited the USCIS Website?
1. YES
 2. NO
 8. DON'T KNOW/REFUSED

Section V – InfoPass

19. Have you ever missed a scheduled appointment?
1. YES
 2. NO
 8. DON'T KNOW

IF Q19=YES THEN ASK Q20



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20. 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. OTHER
 9. DON'T KNOW/REFUSED
-
-

Section VII - Local Office Questions

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

21. Have you ever heard of the "How do I?" program? If so, from what source?
22. Would you be interested in attending special immigration classes? If so where and when?
23. [If local USCIS office has Info Pass kiosk] Did you use the Info Pass kiosk? Was it helpful?
- 24.
- 25.



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Section VIII - Customer Suggestions

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

27. Do you have any suggestions for other services?

- 1. WEBSITE
- 2. 800-LINE
- 3. KIOSKS
- 8. DON'T KNOW/REFUSED

Section IX – Basic Demographic Information

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

28. Of what country are you a citizen?

29. How did you get to the office today?

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



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31. Where did you find directions to the office?

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

32. 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.