

Citizenship and Immigration Services CUSTOMER SATISFACTION SURVEY 2008 Final Version

Introduction

The U.S. Citizenship and Immigration Services (USCIS) is responsible for the administration of immigration and naturalization functions and establishing immigration services policies and priorities. The USCIS would like to have your feedback about the services they provide. We are currently conducting a survey of those who have recently received benefits from USCIS. Please take a few moments to respond to our survey, which is being administered by a third-party customer satisfaction research organization, CFI Group. This survey will take approximately 15-20 minutes and is authorized by the Office of Management and Budget Control Number 1505-0191.

CFI Group will treat all information you provide as confidential. All information you provide will be combined with others' for research and reporting purposes. Your individual responses will not be released.

Screener - QUOTAS: N-400=250 responses; I-485=250 responses

1A. Have you received benefits by filing any of the following applications with USCIS? (Select all that apply)

N-400 (Application for Naturalization)

(NOTE TO INTERVIEWER: N-400 is to apply for U.S. citizenship.)

I-485 (Application to Register Permanent Residence)

(NOTE TO INTERVIEWER: I485 is to obtain a "green card" or "ARC" or permanent status)

Personal Information/Application Process

Q1. Which of the following sources did you use to receive information about the application process? (Select all that apply)

1. Phoned USCIS
2. Visited USCIS Website (www.uscis.gov)
3. Walk-in/Info Pass Appointment
4. E-mailed USCIS
5. Attorney
6. Community Based Organization (CBO)
7. Other (Specify)

(ASK Q2a BELOW FOR EACH CHOICE SELECTED IN Q1)

Q2a. Was the information clear? Please use a scale from 1 to 10 where 1 means "not very clear" and 10 means "very clear."

Q2b. Which of the following ways did you use to provide information to USCIS? (Select all that apply)

1. Phoned USCIS
2. Walk-in/Info Pass Appointment
3. E-mailed USCIS
4. U.S. Mail
5. Other (Specify)
6. (DO NOT READ – USED THIRD PARTY REPRESENTATIVE (E.g. attorney, CBO, etc.)

Think about the application process and the personal information that you submitted. Please rate the following on a 10-point scale where “1” is “poor” and “10” is “excellent.”

Q3. Ease of completing application

Q4. Ease of submitting an application and supporting information to USCIS

Q5. Security of personal information

Q6. How concerned were you about sharing personal information? Please use a 10-point scale where “1” now means “very concerned” and 10 means “not very concerned.”

Q7. Did USCIS ask you to submit additional information or documents to support your case? (SUCH AS MARRIAGE CERTIFICATE, ETC)

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

Q8. Did you understand what you needed to submit?

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

FEE PAYMENT PROCESS

Think about the fee payment process. Please rate the following on a 10-point scale where “1” is “poor” and “10” is “excellent.”

Q9. Convenience of payment process

Q10. Security of personal information during payment process

Q11. Timeliness of receipt or acknowledgement of payment

Q12. Would you have concerns about the security of payment if you had the option of paying online?

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

Q13. Would you be able to pay electronically such as by credit card, debit card, or bank draft?

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

Fingerprinting and Interview Appointments

Q14. Were you fingerprinted as part of the application process?

1. Yes (Continue to Q15)
2. No (SKIP TO Q21)

3. Don't Know (SKIP TO Q21)

Q15. What type of identification did you present for fingerprinting?

1. USCIS issued photo ID (i.e. Permanent resident card, Employment authorization document)
2. State issued drivers license
3. State issued ID card
4. Any country's official ID (Passport, drivers license)
5. Military photo ID
6. Other (specify)

Think about the fingerprinting appointment that you had with USCIS as part of the Application for Naturalization Process. Please rate the following on a 10-point scale where "1" is "poor" and "10" is "excellent."

Q16. Timeliness of notifying you about your appointment

Q17. Convenience of originally scheduled time

Q18. Did you need to reschedule the appointment?

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

(IF Q18 =YES ASK Q19 and Q20 ELSE SKIP TO Q21)

Q19. Ease of rescheduling appointment

Q20. Ease of fingerprinting process

INTERVIEW APPOINTMENT

Now, think about the interview appointment that you had with USCIS as part of the Application for Naturalization Process. Please rate the following on a 10-point scale where "1" is "poor" and "10" is "excellent."

Q21. Timeliness of notifying you about your appointment

Q22. Convenience of originally scheduled time

Q23. Did you need to reschedule the appointment?

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

(IF Q23 =YES ASK Q24 and Q25 ELSE SKIP TO Q25)

Q24. Ease of rescheduling appointment

Q25. Ease of interview process

Staff/Customer Service

Think about the staff at the USCIS who worked with you. Please rate them on the following using a 10-point scale where “1” is “poor” and “10” is “excellent.”

- Q26. Availability
- Q27. Courteousness
- Q28. Professionalism
- Q29. Responsiveness to your needs
- Q30. Knowledge
- Q31. Ability to answer your questions

Status Updates

- Q32. Did you request information on the status of your application?
 - 1. Yes (Continue to Q33)
 - 2. No (Skip to Q38)
 - 3. Don't Know (Skip to Q38)

- Q33. How did you request the information?
 - 1. Phoned USCIS (toll free number)
 - 2. Walked in/InfoPass Appointment
 - 3. E-mailed USCIS
 - 4. Mailed USCIS by US Mail
 - 5. Contacted Congressional Office
 - 6. Other (Specify)

- Q34. How did you receive your status update?
 - 1. Phone
 - 2. E-mail
 - 3. US Mail
 - 4. Online status update
 - 5. Info Pass Appointment
 - 6. Asked for, but did not receive update
 - 7. Other (Specify)

Think about the application process and the updates you received from USCIS. Please rate the following using a 10-point scale where “1” is “poor” and “10” is “excellent.”

- Q35. Convenience of method of obtaining status
- Q36. Information in status updates meeting your needs
- Q37. Status updates providing you an accurate estimate
- Q38. Speed of decision (*NOTE READ INTRO BEFORE Q35 IF SKIPPED TO Q38 From Q32)

- Q39. Do you have access to the Internet?
 - 1. Yes (Continue to Q40)
 - 2. No (Skip to Q43)
 - 3. Don't Know (Skip to Q43)

- Q40. Where do you most frequently access the Internet?
 - 1. Home
 - 2. Home of relative or friend
 - 3. Library
 - 4. Other (Specify)

Q41. Which best describes how often you access the Internet.

1. Daily
2. Weekly
3. Monthly
4. Less than monthly
5. Never

Q42. What type of service do you use to access the Internet?

1. Dial-up modem
2. Broadband service such as Digital Subscriber Line (DSL), cable
3. Wi-Fi/ Wireless
4. Other Specify
5. Don't Know

Q43. How would you prefer to receive status updates or other notices about your case? (Select one)

1. Phone
2. E-mail
3. Text Messages
4. US Mail
5. Online status update via website
6. Other (Specify)

Q44. Think about the entire period of time it took USCIS to handle or process your benefit –in other words, from the first interaction you had with USCIS until the delivery of your benefit.

Please rate the timeliness of USCIS in handling or processing your benefit. Please use a scale from 1 to 10, where 1 means not very timely and 10 means very timely.

ACSI Benchmark Questions

Q45. Please consider your experiences during the past year with USCIS. Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with the service provided by USCIS?

Q46. To what extent has USCIS met your expectations during the past year (or during your most recent experience if it has been more than one year)? Please use a 10-point scale on which "1" means "not met your expectations" and "10" means, "exceeds your expectations."

Q47. Now, imagine the ideal service provider. How well does USCIS compare with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

Outcomes

Q48. If asked, how willing would you be to say positive things about USCIS? Please use a scale from "1" to "10" where "1" means "not very willing" and "10" means "very willing."

Open-end Comment

Q49. What else can USCIS do to improve its service to you?