

U.S. Citizenship and Immigration Services (USCIS)
Welcome to the United States Guide
Questionnaire
Final Version

Introduction

U.S. Citizenship and Immigration Services (USCIS) would like your opinion on *Welcome to the United States: A Guide for New Immigrants*. USCIS mailed you a CD with a copy of *Welcome to the United States* with your Permanent Resident Card (green card). After you have read and used the guide in the CD, please answer the following questions and mail the survey in the pre-addressed postage-paid envelope. Thank you for taking the time to help us.

This survey will take about xx minutes to complete. (This survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007.)

Sections of the CD

Q1. When you opened the guide on the CD for the first time, what did you think? (Open-ended)

Please tell us what you think about *Welcome to the United States: A Guide for New Immigrants*. Use the numbers 1-10, where 1 is the lowest score and 10 is the highest score to give us your opinion. If you cannot rate an item, write N/A.

Q2. The way the guide is organized

Q3. Ease of finding information you were trying to find in the guide

Q4. Usefulness of the information in the guide

Q5. Please tell us all the sections/chapters that you reviewed. (Select all that apply)

1. Your Rights and Responsibilities as a Permanent Resident
2. Getting Started in the United States
3. Education and Childcare
4. Emergencies and Safety
5. Learning About the United States
6. Becoming a U.S. Citizen

Q6. Which of the following sections of the guide did you read first? (Select one)

1. Your Rights and Responsibilities as a Permanent Resident
2. Getting Started in the United States
3. Education and Childcare
4. Emergencies and Safety
5. Learning About the United States
6. Becoming a U.S. Citizen

Q7. Which of the following sections did you think was the most helpful? (Select one)

1. Your Rights and Responsibilities as a Permanent Resident
2. Getting Started in the United States
3. Education and Childcare
4. Emergencies and Safety
5. Learning About the United States
6. Becoming a U.S. Citizen

Q8. Please tell us about how useful the information is in the “Your Rights and Responsibilities as a Permanent Resident” section. Use the numbers 1-10, where 1 is the lowest score and 10 is the highest score to give us your opinion. If you cannot rate an item, write N/A.

Q9. Was there any other information that you needed that was missing in “Your Rights and Responsibilities as a Permanent Resident” section?

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

(IF Q9=YES ASK BELOW)

Q10. What other information did you need that was missing in the “Your Rights and Responsibilities as a Permanent Resident” section?

Q11. Please tell us about how useful the information is in the “Getting Started in the United States” section. Use the numbers 1-10, where 1 is the lowest score and 10 is the highest score to give us your opinion. If you cannot rate an item, write N/A.

Q12. Was there any other information that you needed that was missing in the “Getting Started in the United States” section?

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

(IF Q12=YES ASK BELOW)

Q13. What other information did you need that was missing in the “Getting Started in the United States” section?

Q14. Please tell us about how useful the information is in the “Education and Childcare” section. Use the numbers 1-10, where 1 is the lowest score and 10 is the highest score to give us your opinion. If you cannot rate an item, write N/A.

Q15. Was there any other information that you needed that was missing in the “Education and Childcare” section?

1. Yes
2. No

3. Don't Know

(IF Q15=YES ASK BELOW)

Q16. What other information did you need that was missing in the "Education and Childcare" section?

Q17. Please tell us about how useful the information is in the "Emergencies and Safety" section. Use the numbers 1-10, where 1 is the lowest score and 10 is the highest score to give us your opinion. If you cannot rate an item, write N/A.

Q18. Was there any other information that you needed that was missing in the "Emergencies and Safety" section?

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

(IF Q18=YES ASK BELOW)

Q19. What other information did you need that was missing in the "Emergencies and Safety" section?

Q20. Please tell us about how useful the information is in the "Learning About the United States" section. Use the numbers 1-10, where 1 is the lowest score and 10 is the highest score to give us your opinion. If you cannot rate an item, write N/A.

Q21. Was there any other information that you needed that was missing in the "Learning About the United States" section?

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

(IF Q21=YES ASK BELOW)

Q22. What other information did you need that was missing in the "Learning About the United States" section?

Q23. Please tell us about how useful the information is in the "Becoming a U.S. Citizen" section. Use the numbers 1-10, where 1 is the lowest score and 10 is the highest score to give us your opinion. If you cannot rate an item, write N/A.

Q24. Was there any other information that you needed that was missing in the "Becoming a U.S. Citizen" section?

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

(IF Q24=YES ASK BELOW)

Q25. What other information did you need that was missing in the "Becoming a U.S. Citizen" section?

Q26. Was the index useful?

1. Yes
2. No
3. Didn't Use

Other versions

Q27. What is your native language?

- | | |
|------------------------------------|-----------------------------|
| 1. English | 8. Język polski (Polish) |
| 2. Español (Spanish) | 9. Português (Portuguese) |
| 3. (Chinese) | 10. Русский (Russian) |
| 4. (Arabic) | 11. af Soomaali (Somali) |
| 5. Français (French) | 12. Tagalog |
| 6. Kreyòl ayisyen (Haitian Creole) | 13. ودرا (Urdu) |
| 7. 한글자모 / 조선글 (Korean) | 14. tiếng việt (Vietnamese) |

Q28. Would you prefer to have an edition with information on your state or the community where you live?

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

Computer Access

Q29. Were you able to use the compact disc?

1. Yes
2. No

Q30. Do you have access to a computer at your household?

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

(IF Q30=NO ASK BELOW)

Q31. Do you have access to a computer outside your household at any of the following? (Select all that apply)

1. Family or Friends
2. Library
3. Work
4. Other

ACSI Benchmark Questions

Q32. First, please consider all your experiences using the *Welcome to the United States* CD. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied," how **SATISFIED** are you with the CD?

Q33. To what extent has the *Welcome to the United States* CD met your **EXPECTATIONS**? Please use a 10-point scale on which "1" now means "Not met your expectations" and "10" means "Exceeds your expectations."

Q34. Now think about what an **IDEAL** guide for new immigrants would be like.

How well do you think the *Welcome to the United States* CD compares 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

Q35. Will the information in the guide help you become part of the community?

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

Q36. Do you plan to apply for U.S. citizenship?

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

Q37. Do you think the information in the CD will help prepare you for the citizenship process?

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

Q38. Please give us any other comments you can about how we can improve our "Welcome to the United States" CD.

Demographics

D1. How long have you lived in the U.S.?

1. Less than one year
2. At least one year but less than five years
3. At least five years but less than ten years
4. Ten or more years

D2. What is your education level?

1. Less than high school
2. High school graduate
3. Some college
4. College graduate
5. Graduate or professional degree

Closing

U.S. Citizenship and Immigration Services (USCIS) would like to thank you for your time and participation today. Your feedback is greatly appreciated.