

International Operations Customer Service Survey Final Version 2012

Survey Introduction

The purpose of this research is to help the USCIS improve its services to you. Your answers are voluntary, but your opinions are very important for this research. Your responses will be held completely confidential, and you will never be identified by name. This interview is authorized by Office of Management and Budget Control No. 1090-0007 and will take approximately 6-8 minutes.

Background

1. Which USCIS office did you contact for this inquiry? (Drop down)

1. Accra
2. Amman
3. Athens
4. Bangkok
5. Beijing
6. Ciudad Juarez
7. Frankfurt
8. Guangzhou
9. Guatemala City
10. Havana
11. Johannesburg
12. Kingston
13. Lima
14. London
15. Manila
16. Mexico City
17. Monterrey
18. Moscow
19. Nairobi
20. New Delhi
21. Panama City
22. Port-au-Prince
23. Rome
24. San Salvador
25. Santo Domingo
26. Seoul
27. Tegucigalpa
28. Vienna

2. How did you contact USCIS for this inquiry? Select all that apply: (Check boxes)

1. By phone
2. By email
3. In-Person
4. By mail
5. By fax

3. On whose behalf was this inquiry made? Select all that apply: (Check boxes)
 1. Yourself
 2. Family member/relative
 3. Friend
 4. Client
 5. Someone Else

4. Why did you contact USCIS? Select all that apply: (Check boxes)
 1. To make, change, or cancel an appointment
 2. To ask about an application.
 3. To ask about biometrics/fingerprinting
 4. To ask about something else. Please specify. (Textbox)

- 4a. (If 4 = 2 To ask about an application, ask)

Please specify which type of application. (Drop down)

 1. U.S. citizenship or naturalization [Form N-400]
 2. Renew or replace my green card (permanent residence) [Form I-90]
 3. Give up my green card (permanent resident status) [I-407]
 4. Immigrate to the U.S. [Forms I-360, I-485]
 5. Help a family member immigrate to the U.S. [Form I-130]
 6. Waiver of inadmissibility [Forms I-601, I-602]
 7. Immigration benefits for family members of asylees or refugees [Form I-730]
 8. Humanitarian parole [Form I-131]
 9. Adoption [Forms I-600, I-600A]
 10. Travel documents/re-entry permits [Form I-131]
 11. Appeal or Motion [Form I-290B]
 12. Refugee status [Form I-590]
 13. Permission to travel to the U.S. after deportation [Form I-212]
 14. Other

- 4b. (If 4 = 2 To ask about an application, ask)

If you were asking about an application, what specific information were you trying to find about the application? Select all that apply: (Check boxes)

 1. Case status
 2. Processing times
 3. How to file
 4. How to renew
 5. Other.
 6. Not Applicable.

5. Have you visited the USCIS website (www.uscis.gov) for information about USCIS international offices within the last 6 months? (Radio buttons)
 1. Yes
 2. No

- 5a. (If 5=1 yes, ask)

How useful was the information on the website? Please use a scale from 1 to 10, where “1” is “not very useful” and “10” is “very useful.” (Radio buttons)

Recent Inquiry

Considering your most recent inquiry with USCIS, please answer the following:

6. How many inquiries did you submit before you received a response from USCIS? (Radio buttons)
 1. 1
 2. 2
 3. 3
 4. 4
 5. 5
 6. More than 5
 7. I never received a response from USCIS

7. How respectful, professional, and courteous was the USCIS staff member who helped you? Please use a scale from 1 to 10, where “1” is “not at all respectful” and “10” is “very respectful.” (Radio buttons)

8. How good were the communication and listening skills of the USCIS staff member who helped you? Please use a scale from 1 to 10, where “1” is “poor” and “10” is “excellent.” (Radio buttons)

9. How well did the USCIS staff member understand your question? Please use a scale from 1 to 10, where “1” is “did not understand very well” and “10” is “understood very well.” (Radio buttons)

10. How satisfied were you with the response you received? Please use a scale from 1 to 10, where “1” is “very dissatisfied” and “10” is “very satisfied.” (Radio buttons)

11. Was your question answered? (Radio buttons)
 1. Yes
 2. No
 3. Don’t know

- 11a. (If 11 = 1 yes, ask)
How long did it take to receive an answer to your question? (Radio buttons)
 1. 1 to 5 days
 2. 6 to 10 days
 3. 11 to 15 days
 4. Greater than 15 days
 5. Not applicable

- 11b. (If 11 = 1 yes, ask)

How satisfied were you with the time it took to receive an answer to your question? Please use a scale from 1 to 10, where “1” is “very dissatisfied” and “10” is “very satisfied.” (Radio buttons)

12. How satisfied are you with the overall service provided by this USCIS Field Office? Please use a scale from 1 to 10, where “1” is “very dissatisfied” and “10” is “very satisfied.” (Radio buttons)

13. To what extent has this USCIS Field Office met your expectations in responding to your inquiry? Please use a scale from 1 to 10, where “1” is “falls short of expectations” and “10” is “exceeds expectations.” (Radio buttons)

14. How well does this USCIS Field Office compare with the ideal government office? Please use a scale from 1 to 10, where “1” is “not very close to the ideal” and “10” is “very close to the ideal.” (Radio buttons)

15. What can this USCIS Field Office do to improve its service to you? (open-ended)