

Dear USCIS customer,

On behalf of USCIS, **MorganFranklin Corporation** is conducting a customer satisfaction survey. The objective of this survey is to gather your opinions regarding your experience using the new Electronic Immigration System (ELIS). ELIS is USCIS's new online case management system which allows applicants to establish a USCIS account, to submit applications or petitions, to view application status online, and to retrieve historical account information.

Your feedback is an effective way to improve USCIS ELIS and will be used exclusively for these purposes. Your responses are completely anonymous. Participation in this survey is **voluntary**.

The survey should require no longer than a few minutes to complete. Once you have completed all survey questions, please remember to click the **Done** button to send your responses.

- To begin, click on the link below.
- After completing each page, the **Next** button will advance you to the next question.
- If you need to change an answer, press the **Previous** button.

We know your time is valuable, and we appreciate your participation. Thank you very much for helping to improve USCIS services.

To take the survey, click below:

<http://www.zzzzzzzzzzzz.com>

Please note: If you do not wish to receive further emails from us, please click the link below, and you will be automatically removed from our mailing list.

<http://www.zzzzzzzzzzzz.com/optout.aspx>

This customer satisfaction survey cannot be used to file claims, submit inquiries, or seek redress. In order to keep your responses anonymous, please do not provide personally identifiable information in responding to the survey questions. The authority to collect this information is contained in Public Law 103-62, "Government Performance and Results Act." The public reporting burden for this collection of information is estimated at 5 minutes, 39 seconds, including the time for completing and submitting the survey. An agency may not conduct or sponsor an information collection unless it displays a currently valid OMB control number. The OMB control number for the collection of this information is OMB Control Number 1615-0121. OMB Expiration Date 12/31/2014.

1> How would you rate your most recent overall experience with ELIS?

Excellent	Very Good	Good	Average	Not so Good	Poor	Very Poor
<input type="checkbox"/>						

2> How likely is it that you would use ELIS again (for requests which can be handled by ELIS)?

Extremely Likely	Very Likely	Likely	Not Sure	Unlikely	Very Unlikely	Extremely Unlikely
<input type="checkbox"/>						

If "Extremely Unlikely," "Very Unlikely," "Unlikely" or "Not Sure" is selected, open a text box to ask why:

Why are you unsure or unlikely to use ELIS again (for requests which can be handled by ELIS)?

(If "Extremely Likely," "Very Likely," or "Likely" is selected, open a text box to ask why):

If “Extremely Likely,” “Very Likely,” or “Likely” is selected, open a text box to ask why:

Why is it likely that you would use ELIS again (for requests which can be handled by ELIS)?

3> How likely is it that you would recommend ELIS to another USCIS applicant?

Extremely Likely Very Likely Likely Not Sure Unlikely Very Unlikely Extremely Unlikely

If “Extremely Unlikely,” “Very Unlikely,” “Unlikely” or “Not Sure” is selected, open a text box to ask why:

Why are you unsure or unlikely to recommend ELIS to another USCIS applicant?

(If “Extremely Likely,” “Very Likely,” or “Likely” is selected, open a text box to ask why):

Why is it likely that you would recommend ELIS to another USCIS applicant?

4> How EASY was it for you to submit your application to USCIS using ELIS?

- Extremely Easy to use
- Very Easy to use
- Fairly Easy to use
- About the same as a paper application
- Fairly Difficult
- Very Difficult
- Extremely Difficult

(If “Extremely Difficult,” “Very Difficult,” or “Fairly Difficult” is selected, open a text box to ask why):

Why was it difficult for you to submit your application to USCIS using ELIS?

5> Which aspects of ELIS did you like the MOST? (Please check ALL that apply)

- Easy to navigate
 - Easy to file
 - Online Help
 - Had all the information needed to complete request
 - Easy to upload documents
 - Fast to upload documents
 - ELIS web pages load quickly
 - Saved time
 - Saved postage
 - Profile is ready for future applications/petitions
 - Up-to-date case status information
 - Other (Please open a text box here)
-

6> Which aspects of ELIS did you like the LEAST? (Please check ALL that apply)

- Not easy to navigate
 - The Online Help was not sufficient
 - Could not find all the information needed to complete request
 - ELIS web pages load slowly
 - Not easy to scan documents
 - Not easy to upload documents
 - Slow to upload documents
 - It was difficult to gain access to a computer
 - It was difficult to gain access to the internet
 - Up-to-date case status information is not available at all times
 - Other (Please open a text box here)
-

7> Please let us know if you have any additional comments or suggestions regarding ELIS.

(Provide a text box here for free comments):