

## I. InfoPass

### 1. Where is your primary point of access to the Internet?

- Home  Library  Home of Family or Friend  
 Work  School  Cellular Phone/Smart Phone  
 Other (please specify)

### 2. Which of the following methods did you use to access the INFOPASS system? (Select all that apply)

- INFOPASS website - (www.infopass.uscis.gov)  USCIS Kiosk at a field office  
 USCIS website - (www.uscis.gov)  
 Other (please specify)

### 3. How did you first learn about INFOPASS?

- USCIS Website at www.uscis.gov  Friend  
 Forms and receipts from USCIS  Family member  
 Posters or banners in a USCIS field office  Correspondence from USCIS  
 Officer from USCIS field office  Representative from the 800-Line  
 Other (please specify)

### 4. Where did you make your most recent INFOPASS appointment?

- Home  Home of family or friend  Attorney's office  
 Work  School  
 Library  USCIS Kiosk at a field office  
 Other (please specify)

### 5. For whom did you schedule this appointment?

- Myself  Family Member  Employee  
 Friend  Client  
 Other (please specify)

**6. What language option did you choose when you accessed INFOPASS?**

- English
- Spanish
- Arabic
- Chinese
- Creole
- Filipino/Tagalog
- French
- Korean
- Japanese
- Polish
- Portuguese
- Russian
- Vietnamese

**7. Please rate your level of agreement with the following statements.**

	Strongly Agree	Mostly Agree	Somewhat Agree	Mixed	Somewhat Disagree	Mostly Disagree	Strongly Disagree
7a. It is easy to navigate the INFOPASS website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7b. The instructions on the INFOPASS website are clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7c. The layout of the website is easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7d. The amount of time it takes to connect to the INFOPASS website is reasonable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8. Overall, how satisfied are you with the INFOPASS appointment scheduling system?**

- Extremely Satisfied
- Mostly Satisfied
- Somewhat Satisfied
- Mixed (Neither Satisfied nor Dissatisfied)
- Somewhat Dissatisfied
- Mostly Dissatisfied
- Extremely Dissatisfied

**9. What suggestions do you have for improving the INFOPASS appointment scheduling system?**

**II. Website**

**10. Have you used the USCIS website (www.uscis.gov)?**

- Yes
- No

**II. Website**

**11. When did you last use the USCIS website?**

- Within 1 week
- Within 1 month
- Within 6 months
- Within 1 year
- More than 1 year

**12. Overall, how satisfied are you with the USCIS website?**

- |   |  |
|---|--|
| <input type="radio"/> Extremely Satisfied | <input type="radio"/> Somewhat Dissatisfied  |
| <input type="radio"/> Mostly Satisfied    | <input type="radio"/> Mostly Dissatisfied    |
| <input type="radio"/> Somewhat Satisfied  | <input type="radio"/> Extremely Dissatisfied |
| <input type="radio"/> Mixed (Neither)     |  |

**12a. Why are you dissatisfied with the USCIS website? (Select all that apply)**

- |  |   |
|--|---|
| <input type="checkbox"/> Website was not specific enough               | <input type="checkbox"/> Website was difficult to use           |
| <input type="checkbox"/> My Case Status did not have sufficient detail | <input type="checkbox"/> Did not receive the information needed |
| <input type="checkbox"/> My Case Status was not updated                | <input type="checkbox"/> Website was not updated                |
| <input type="checkbox"/> Other (please specify)                        |   |

**12b. What areas of the website, if any, need improvement?****12c. What do you find most effective on the website?****13. Have you used the FORMS section on the USCIS website?**

- |                           |                          |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No |
|---------------------------|--------------------------|

**13a. How satisfied were you with the FORMS section on the USCIS website?**

- |  |  |
|--|--|
| <input type="radio"/> Extremely Satisfied                        | <input type="radio"/> Somewhat Dissatisfied  |
| <input type="radio"/> Mostly Satisfied                           | <input type="radio"/> Mostly Dissatisfied    |
| <input type="radio"/> Somewhat Satisfied                         | <input type="radio"/> Extremely Dissatisfied |
| <input type="radio"/> Mixed (Neither Satisfied nor Dissatisfied) |  |

**14. Have you used the My Case Status customer service tool on the USCIS website?**

- |                           |                          |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No |
|---------------------------|--------------------------|



### III. Field Office Experience

#### 15. Which type of service appointment did you select on the INFOPASS system?

- You need Service on a case that has already been filed
- You are a new Permanent Resident and have not yet received your Permanent Resident Card
- You want to file an application in person
- You need information or other services
- You need a form
- You are a United States Military Member, Military Retiree or a Military Dependant

#### 16. What type of case/information/other service were you inquiring about?

- N-400, Application for Naturalization
- Other Citizenship or Naturalization issue or question
- I-485, Application to Register Permanent Residence or Adjust Status
- I-130, Petition for Alien Relative
- I-90, Application to Replace Permanent Resident Card (Green Card)
- Questions about replacing or renewing a Permanent Resident Card (Green Card)
- I-751, Petition to Remove the Conditions of Residence
- Stamp on Passport (Extension of I-551/Permanent Residence)
- I-821, Application for Temporary Protected Status
- I-131, Application for Travel Document (Reentry Permit or Advance Parole)
- I-765, Application for Employment Authorization (Work Permit or EAD)
- Change of address
- Other (please specify)

#### 17. What is the location of the field office you visited?

City

State

Location

Other (please specify)

**18. When did your actual appointment start compared with the scheduled appointment time?**

- Before my scheduled appointment time
- Within 5 minutes of my scheduled appointment time
- Within 15 minutes of my scheduled appointment time
- Within 30 minutes of my scheduled appointment time
- Within 1 hour of my scheduled appointment time
- More than 1 hour after my scheduled appointment time

**19. Please rate your level of agreement with the following statements:**

	Strongly agree	Mostly agree	Somewhat agree	Mixed	Somewhat disagree	Mostly disagree	Strongly disagree
19a. The posters, banners and brochures in the USCIS field office were easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19b. When I arrived at the building, the office was easy to find.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19c. When I arrived into the USCIS office, I knew where to go.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19d. The waiting room was comfortable (chairs, tables, television)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19e. The facility was clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**III. Field Office Experience**

**20. Are you familiar with the “How do I?” Customer Guides, either in print or on the USCIS website?**

- Yes
- No

**III. Field Office Experience**

**21. Overall, how satisfied are you with the “How do I?” Customer Guides?**

- Extremely Satisfied
- Mostly Satisfied
- Somewhat Satisfied
- Mixed (Neither Satisfied nor Dissatisfied)
- Somewhat Dissatisfied
- Mostly Dissatisfied
- Extremely Dissatisfied

**22. How would you rate your overall satisfaction of your most recent experience at the USCIS field office?**

- |  |  |
|--|--|
| <input type="radio"/> Extremely Satisfied                        | <input type="radio"/> Somewhat Dissatisfied  |
| <input type="radio"/> Mostly Satisfied                           | <input type="radio"/> Mostly Dissatisfied    |
| <input type="radio"/> Somewhat Satisfied                         | <input type="radio"/> Extremely Dissatisfied |
| <input type="radio"/> Mixed (Neither Satisfied nor Dissatisfied) |  |

**III. Field Office Experience****22a. What are the primary reasons for your satisfaction? (Select all that apply)**

- |  |  |
|--|--|
| <input type="checkbox"/> Received all the information needed | <input type="checkbox"/> Received accurate answers to questions  |
| <input type="checkbox"/> Service was quick and efficient     | <input type="checkbox"/> Received some of the information needed |
| <input type="checkbox"/> Received good service               | <input type="checkbox"/> The Immigration Officer was polite      |
| <input type="checkbox"/> Other (please specify)              |  |

**22b. What are the primary reasons for your dissatisfaction? (Select all that apply)**

- |  |
|--|
| <input type="checkbox"/> Did not receive good service                    |
| <input type="checkbox"/> Did not receive the information needed          |
| <input type="checkbox"/> Had to wait too long                            |
| <input type="checkbox"/> Received inaccurate or inconsistent information |
| <input type="checkbox"/> Other (please specify)                          |

**23. Overall, how would you describe the service that you received at the USCIS field office?**

- |   |   |
|---|---|
| <input type="radio"/> Fully exceeded your expectations    | <input type="radio"/> Somewhat failed your expectations |
| <input type="radio"/> Mostly exceeded your expectations   | <input type="radio"/> Mostly failed your expectations   |
| <input type="radio"/> Somewhat exceeded your expectations | <input type="radio"/> Fully failed your expectations    |
| <input type="radio"/> Met your expectations               |   |

**23a. How did the USCIS field office meet or exceed your expectations? (Select all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> The Immigration Officer was polite     | <input type="checkbox"/> Received all the information needed     |
| <input type="checkbox"/> Received good service                  | <input type="checkbox"/> Received some of the information needed |
| <input type="checkbox"/> Received accurate answers to questions | <input type="checkbox"/> Service was quick and efficient         |
| <input type="checkbox"/> Other (please specify)                 |  |

**23b. How did the USCIS field office fail to meet your expectations? (Select all that apply)**

- |  |
|--|
| <input type="checkbox"/> Did not receive good service                    |
| <input type="checkbox"/> Received inaccurate or inconsistent information |
| <input type="checkbox"/> Did not receive the information needed          |
| <input type="checkbox"/> Had to wait too long                            |
| <input type="checkbox"/> Other (please specify)                          |

**24. What suggestions, if any, do you have for improving service at the USCIS field office that you recently visited?****IV. 800-Line****25. Have you called the USCIS 800-Line within the past 6 months?**

- Yes  No

**26. How satisfied were you with the recorded information?**

- |  |  |
|--|--|
| <input type="radio"/> Extremely Satisfied                        | <input type="radio"/> Somewhat Dissatisfied  |
| <input type="radio"/> Mostly Satisfied                           | <input type="radio"/> Mostly Dissatisfied    |
| <input type="radio"/> Somewhat Satisfied                         | <input type="radio"/> Extremely Dissatisfied |
| <input type="radio"/> Mixed (Neither Satisfied nor Dissatisfied) |  |



**27. Did you speak to a Customer Service Representative on the 800-Line?**

- Yes  No

**28. Overall, how satisfied were with the Customer Service Representative on the 800-Line?**

- Extremely Satisfied  Somewhat Dissatisfied  
 Mostly Satisfied  Mostly Dissatisfied  
 Somewhat Satisfied  Extremely Dissatisfied  
 Mixed (Neither)

**29. After speaking to a Customer Service Representative, were you then transferred to an Immigration Services Officer (ISO)?**

- Yes  No

**30. Overall, how satisfied were you with the Immigration Services Officer (ISO) on the 800-Line?**

- Extremely Satisfied  Somewhat Dissatisfied  
 Mostly Satisfied  Mostly Dissatisfied  
 Somewhat Satisfied  Extremely Dissatisfied  
 Mixed (Neither)

**31. How satisfied were you with your overall experience the last time you called the 800-Line?**

- Extremely Satisfied  Somewhat Dissatisfied  
 Mostly Satisfied  Mostly Dissatisfied  
 Somewhat Satisfied  Extremely Dissatisfied  
 Mixed (Neither Satisfied nor Dissatisfied)

**31a. What is the primary reason for your dissatisfaction with your overall 800-Line experience?****Primary Language****32. What is your primary language?**

- |  |                                      |  |
|--|--------------------------------------|--|
| <input type="radio"/> Amharic                | <input type="radio"/> Haitian Creole | <input type="radio"/> Russian          |
| <input type="radio"/> Arabic                 | <input type="radio"/> Hindi          | <input type="radio"/> Spanish          |
| <input type="radio"/> Chinese - Mandarin     | <input type="radio"/> Italian        | <input type="radio"/> Swahili          |
| <input type="radio"/> Chinese - Cantonese    | <input type="radio"/> Japanese       | <input type="radio"/> Urdu             |
| <input type="radio"/> English                | <input type="radio"/> Persian/Farsi  | <input type="radio"/> Vietnamese       |
| <input type="radio"/> Filipino/Tagalog       | <input type="radio"/> Polish         | <input type="radio"/> Korean           |
| <input type="radio"/> French                 | <input type="radio"/> Portuguese     | <input type="radio"/> Refuse to answer |
| <input type="radio"/> German                 | <input type="radio"/> Romanian       |  |
| <input type="radio"/> Other (please specify) |                                      |  |

**Gender****33. Please select your gender.**

- Male  Female

**Thank You (Revised 11/01/2011)**

Thank you for completing this survey. Please click on the Done button to submit your responses.