1. Entry Survey Questions - Section I - Customer Demographics
1. Are you here for yourself or for someone else?
○ Self ○ Friend ○ Family ○ Client ○ Employee
C Other
2. How many people are
here with you?
O 0 O 1 O 2 O 3+
3. Are you accompanied by a minor to assist you?
O Y O N
4. Do you have an application or case pending with USCIS?
O Y O N
4a. What is the reason for your visit to this field office today?
C Check case status
Selected - check case status
What type of case (application name and/or number)?
What is your question or issue regarding this case?

quests:	
Check case status	Advance Parole
Work Permit (EAD)	○ Travel documents/Re-entry Permit
ADIT Passport Stamp (I-551 extension)	 Interview or oath appointment
Citizenship or Naturalization Information (New)	 Temporarty Protected Status (TPS)
Green Card (Renew, Replace, I-90)	Other (Specify below)
Request for Evidence (RFE) Question or Submit	ttal
i. Have you visited this local offic	ce before?
O Y O N	
6. Are you here for the same reasonum last visit?	on as
C. Reasons 6. Are you here for the same reasour last visit? O Y O N 7. What was the reason for your last	
6. Are you here for the same reasons your last visit?	
6. Are you here for the same reason your last visit? O Y ON 7. What was the reason for your la	
6. Are you here for the same reason your last visit?	
6. Are you here for the same reason your last visit? Y N 7. What was the reason for your lavisit? Info. Interview	
6. Are you here for the same reason your last visit? O Y O N 7. What was the reason for your lavisit? O Info. O Interview	ast
6. Are you here for the same reason your last visit? Y N 7. What was the reason for your lavisit? Info. Other (please specify)	ast
6. Are you here for the same reason your last visit? 7. What was the reason for your lavisit? 1. Info. 1. Interview 1. Other (please specify) 1. Other (please specify) 1. Other (please specify) 1. Other (please specify)	ast requested:
6. Are you here for the same reason your last visit? O Y O N 7. What was the reason for your lavisit? O Info. O Interview Other (please specify) B. Describe the service or inquiry Check case status	requested: © Citizenship or Naturalization Info.
6. Are you here for the same reason your last visit? O Y O N 7. What was the reason for your lavisit? O Info. O Interview Other (please specify) Check case status Interview	requested: Citizenship or Naturalization Info. Circent Card (Renew, Replace, I-90)
6. Are you here for the same reason your last visit? 7. What was the reason for your lavisit? 1. Info. 1. Interview 2. Other (please specify) 3. Describe the service or inquiry 4. Check case status 5. Interview 6. Oath appointment	requested: Citizenship or Naturalization Info. Green Card (Renew, Replace, I-90) RFE Question or Submittal

i Wilcii Was	your last vis	sit?				
C 1 wk	C 1 mth	C 6 mths	○ 1 yr	O 1 yr +		
a. Have you	visited any	other USCIS fi	eld office?			
O Y		ON				
b. Which on	e and when	?				
		-				
Impressio	n					
0. What was	s your first in	npression of th	ne office whe	en you came i	n today?	,
Positive		O Negative		O Neutral		
Vhy?						
				▽		
1. Did secur	ity explain p	properly where	to check in/	where to go?		
O Y				_		
O Y	sfied were yo	O N		_		
○ Y 2. How satis	sfied were yo	O N Du with the sec	curity guards	_		
Y2. How satisExtremely satis	sfied were yo	O N Du with the sec O Son O Mos	curity guards	_		
Y2. How satisExtremely satisMostly satisfied	sfied were you	O N Du with the sec O Son O Mos	curity guards newhat dissatisfied stly dissatisfied	_		
C Y 2. How satis C Extremely satis C Mostly satisfied C Somewhat sati	sfied were your street were you street street street street street street street were you want to be street were you want to be street were you want to be street which were you want to be street with the street was a street was a street with the street was a street	O N Du with the sec O Son O Mos	curity guards newhat dissatisfied stly dissatisfied	_		
Y2. How satisExtremely satisMostly satisfiedSomewhat satiMixed (Neither	sfied were your street were you street street street street street street street were you want to be street were you want to be street were you want to be street which were you want to be street with the street was a street was a street with the street was a street	O N Ou with the sec O Son O Mos C Extr	curity guards newhat dissatisfied stly dissatisfied	; ?	Inefficient	
 Y 2. How satis Extremely satis Mostly satisfied Somewhat sati Mixed (Neither 3. If dissatis 	ofied were your street were you street street street street why?	O N Ou with the sec O Son O Mos C Extr	curity guards newhat dissatisfied stly dissatisfied remely dissatisfied	; ?		
C Y 2. How satis C Extremely satis C Mostly satisfied C Somewhat sati C Mixed (Neither 3. If dissatis C Rude	ofied were your street were you street street street street why?	O N Ou with the sec O Son O Mos C Extr	curity guards newhat dissatisfied stly dissatisfied remely dissatisfied	; ?		
C Y 2. How satis C Extremely satis C Mostly satisfied C Somewhat sati C Mixed (Neither 3. If dissatis C Rude C Other (please s	sfied were your sfied sfied sfied sfied sfied sfied sfied, why?	O N Ou with the sec O Son O Mos O Extr	curity guards newhat dissatisfied stly dissatisfied remely dissatisfied to answer questions	G		
C Y 2. How satis C Extremely satis C Mostly satisfied C Somewhat sati C Mixed (Neither 3. If dissatis C Rude C Other (please s	sfied were your sfied were your sfied were your sfied were your sfied, why?	O N Ou with the sector of Son O Most O Extr	curity guards newhat dissatisfied stly dissatisfied remely dissatisfied to answer questions	G		
2. How satis Extremely satis Mostly satisfied Somewhat sati Mixed (Neither 3. If dissatis Rude Other (please s 4. How satis chairs, tables	sfied were your sfied were your sfied why? sfied, why? sfied are your states, televisions	O N Ou with the sector of Son O Most O Extra O Unable to Some of the sector of the se	curity guards newhat dissatisfied stly dissatisfied remely dissatisfied to answer questions ng room (ex:	G		
2. How satis Extremely satis Mostly satisfied Somewhat sati Mixed (Neither 3. If dissatis Rude Other (please s 4. How satis chairs, tables Extremely Sati	sfied were your sfied why? sfied, why? sfied are your stied are your sfied are sfied sfied are sfied sfied are sfied sfied are sfied sfield s	O N Ou with the sector of Son of Mostor of Extra of Son of Extra of Extra of Son of S	curity guards newhat dissatisfied stly dissatisfied remely dissatisfied to answer questions ng room (existisfied	G		
2. How satis Extremely satis Mostly satisfied Somewhat sati Mixed (Neither 3. If dissatis Rude Other (please s hairs, tables Extremely Sati	sfied were your sfied why? sfied, why? sfied are your stied are your sfied are sfield are sfied are sfied are sfied are sfied are sfied are sfield are	O N Ou with the sector of Son One Most One Extra One Control of Son O	curity guards newhat dissatisfied stly dissatisfied remely dissatisfied to answer questions ng room (existified	G		

15.	How satisfied are	e you with the cleanl	ine	ess of the USCIS facility?
0	Extremely Satisfied		0	Somewhat Dissatisfied
0	Mostly Satisfied		0	Mostly Dissatisfied
0	Somewhat Satisfied		0	Extremely Dissatisfied
0	Mixed (Neither)			
16.	. Do you have an I	nfoPass		
	pointment for tod			
0	Υ	O N		
17.	. Do you have an c	emergency need?		
	Y	O N		
	_			
4.				
18.	. Who made your l	InfoPass appointme	nt?	
	Self C Family	C Friend C Attorne		© CBO
0	Other (please specify)			
10	. Did a minor or yo	una adult maka		
	appointment?	ung adult make		
	Y	O N		
	. Did you pay anyt oPass appointme			
	огазз арро піцп е	N (Go to Q23)		
	T	N (G0 t0 Q23)		
21.	If so, How much	?		
22.	. Whom/Where did	d you pay?		

23.			
0	Home	C Home of a family or friend C USCIS Kiosk	
0	Work	C Attorney	
0	Library	О СВО	
0	Other (please specify)		
24.	Why did you use a U	JSCIS Kiosk?	
0	Don't have Internet access	Was at USCIS office for another matter	
0	Other (please specify)		
25.	Do you have access	to the Internet?	
0	_	© N (Go to Q27)	
26.	Where is your prima	ry point of access?	
0	N/A	C Library	
0	N/A Home	C Library C School	
0	Home	C School	
0	Home Work	C School	
0 0	Home Work	School Home family/ friend	
© © ©	Home Work Other (please specify) Have you used the U	School Home family/ friend	
0 0	Home Work Other (please specify) Have you used the U	C School C Home family/ friend USCIS Website?	
000 27.	Home Work Other (please specify) Have you used the U	C School C Home family/ friend USCIS Website?	
0 0 0	Home Work Other (please specify) Have you used the U	School Home family/ friend USCIS Website? N	
c c c c c c c c c c c c c c c c c c c	Home Work Other (please specify) Have you used the U	School Home family/ friend USCIS Website? N	
c c c c c c c c c c c c c c c c c c c	Home Work Other (please specify) Have you used the L Y Vebsite When did you last us 1 wk 1 mth	School Home family/ friend USCIS Website? N se the website? 6 mths 1 yr 1 yr+	
27. · W	Home Work Other (please specify) Have you used the L Y Vebsite When did you last us 1 wk	School Home family/ friend USCIS Website? N se the website? 6 mths 1 yr 1 yr+ ed are you with the USCIS website?	
27. · W	Home Work Other (please specify) Have you used the L Y Vebsite When did you last us 1 wk	School Home family/ friend USCIS Website? N se the website? 6 mths 1 yr 1 yr+ ed are you with the USCIS website? Somewhat Dissatisfied	
27. · W	Home Work Other (please specify) Have you used the L Y Vebsite When did you last us 1 wk	School Home family/ friend USCIS Website? N se the website? 6 mths 1 yr 1 yr+ ed are you with the USCIS website?	

30.	Why are you dissatisfied with the	ne USCIS webs	ite?
		V	
31.	What do you find effective in the	e website? Wha	at areas, if any, need improvement?
32.	Have you called the USCIS 800-	Line?	
0	_		
6. 8	00-Line		
33.	When did you last call the 800-L	ine?	
0	1 wk	1 yr 🔘 1 yr -	
34.	Is your appointment today for th	ne	
	ne reason that you called the 80		
Lin	e?		
0	Y O N		
35.	What was the primary reason fo	r your call to tl	ne 800-Line?
0	Check case status	0	Field Office info.
0	Travel docs/Re-entry Permit	0	Change of address
0	Appt Issue	0	Check filling fee
0	Citizenship or Natz	0	Order USCIS form
0	TPS	0	Green Card (renew/replace)
0	Preparing to file USCIS form	0	Work Permit
0	Bringing someone to live in/visit the U.S.	O	Other
(Spe	ecify)		
	How satisfied were you with the	e recorded info	rmation
sys	stem?		
0	Extremely Satisfied	Somewhat Dissatisfi	ed
0	Mostly Satisfied	Mostly Dissatisfied	
0	Somewhat Satisfied	Extremely Dissatisfie	ed
0	Mixed (Neither)		

37.	What is the primary	y reason for your dissatisfaction?	
38.	Was it your intention	on to reach live	
ass	sistance?		
0	Υ Θ	N	
39.	Did you reach live a	assistance?	
0	_	⊙ N	
40.	Why did you not reach a represe	entative?	
7. C	:SR		
41.	Overall, how satisfi	ied were you with the CSR?	
0	Extremely Satisfied	C Somewhat Dissatisfied	
0	Mostly Satisfied	Mostly Dissatisfied	
0	Somewhat Satisfied	C Extremely Dissatisfied	
0	Mixed (Neither)		
42.	What is the primary	y reason for your dissatisfaction?	
		▼	
43.	After talking to a re	presentative (CSR), were you transferred to	
an	Immigration Officer?	?	
0	Υ	O N	
44.	Overall. how satisfic	ied were you with the ISO?	
0	N/A	Mixed (Neither)	
0	Extremely Satisfied	C Somewhat Dissatisfied	
0	Mostly Satisfied	Mostly Dissatisfied	
0	Somewhat Satisfied	C Extremely Dissatisfied	
45	What is the primary	y reason for your dissatisfaction?	
751	Triat is the primary	A A A A A A A A A A A A A A A A A A A	
		$\overline{}$	
			_

8.										
46.	Did a representative on the	80(0-Line refer vα	ou to						
	46. Did a representative on the 800-Line refer you to the local office?									
0	O Y O N									
47.	47. Why did you need to visit this office after calling the 800-Line?									
			<u> </u>							
	What areas of the 800-Line of	lid	you find effec	ctive? What areas	s, if any, need					
ımp	provement?		<u> </u>							
		_	<u> </u>							
9.										
40	NIII 41									
49.	What is your country of orig	Jin'	7							
E0	What is your primary langua									
90. ©	What is your primary langua		French	0	Dortugues					
0	Spanish	0	German	0	Portuguese Russian					
	Arabic	0	Hindi	0	Swahili					
0	Chinese - Mandarin	0	Japanese	0	Urdu					
0	Chinese - Cantonese	0	Korean	O	Vietnamese					
0	Haitian Creole	0	Persian/Farsi							
0	Filipino/Tagalog	0	Polish							
0	Other (please specify)									
	(preserve)			1						
				_						

	What was your meansportation to this of		
0	Car		
0	Public Transportation		
0	Taxi		
0	Walked		
0	Other (please specify)		
	How long did it take	you to get to the	e office
0	30 min © 1 hr	C 2 hrs	C 2 hrs +
53.	In which town or co	unty do you curr	rently reside?
54.	Where did you find t	he directions to	the office?
0	Internet search		© Friend/Family
0	GPS		Already Familiar
0	USCIS Website		
0	Other (please specify)		
55.	Was the office easy	to find?	
0	Y	N	
56.	Why not?		
57.	Are you familiar witl	n the "How do I?'	" customer
	des, either in print o		
0	Υ	O N	
5 0	From what source?		
30.	Fiolii Wilat Source:		
59. the	_	cial immigration	workshops, would you be interested in attending
cne			O N
_			

10.	Workshops
60.	. Which workshops would be of
	erest to you?
	Natz/Citizenship
	Green Card process
	Bringing relatives to the US
	Other (please specify)
61.	What are the best times to hold these workshops?
	Business hours
	Afternoons/evenings
	Weekend hours
	Other (please specify)
62.	Where should USCIS conduct these workshops?
	Schools
	Other (please specify)
4.4	
11.	Exit Survey Questions
63.	At which window or counter number did your appointment take place?
64.	Did the Officer you meet with today answer your questions?
0	Y C N C Mixed
65.	If no or uncertain, why not?

	On a scale of 1 to 7, how owing statements about			_		te tl	he	
(Str	rongly Agree 7, Mostly A	gre	e 6,	So	mev	vhat	: Agı	ree
5, N	lixed 4, Somewhat Disa	gre	e 3,	Mos	stly	Disa	agre	e 2,
Str	ongly Disagree 1)							
Gave	e you accurate answers to your	7	6	5	4	3	2	1
	stions							
Was	polite	0	0	0	0	0	0	0
Gave	e you all the information you needed	0	0	0	0	0	0	0
Was	knowledgeable about your issues	0	0	0	0	0	0	0
Was	able to fully answer your questions	0	0	0	0	0	0	0
Was	efficient	0	0	0	0	0	0	0
	patient	0	0	0	0	0	0	0
	fully able to understand your stions	0	0	0	0	0	0	0
	How would you rate you erience at this USCIS of			ali s	atis	fact	ion '	with
0	Extremely satisfied			0 8	Somev	vhat di	issatis	fied
0	Mostly satisfied			0 1	Mostly	dissat	tisfied	
0	Somewhat satisfied			O E	Extrem	nely dis	ssatisf	ied
0	Mixed							
			_			4		_
68.	What is the primary rea	son	tor	you	ır sa	itist	actı	on?
0								
	N/A							
0	N/A Received all the information needed							
		ns						
0	Received all the information needed	ns						
0	Received all the information needed Received accurate answers to question	ns						
0 0	Received all the information needed Received accurate answers to question The Immigration Officer was polite Received some of the info needed	ns						
0 0 0	Received all the information needed Received accurate answers to question The Immigration Officer was polite Received some of the info needed Received good service	ns						
0 0 0 0	Received all the information needed Received accurate answers to question The Immigration Officer was polite Received some of the info needed	ns						
	Received all the information needed Received accurate answers to question The Immigration Officer was polite Received some of the info needed Received good service Service was quick and easy							

69. What is th	e primary reason for your dissatis	sfaction?
O N/A		
○ Had too wait to	o long	
O Did not receive	the information needed	
O Did not receive	good service	
C Received confl	icting information	
Other (please s	pecify)	
(please specify) and	additional comments	
70. Was the a	nswer you received today satisfac	ctory or unsatisfactory?
C Sat	O Unsat	Mixed
71. Why was 1	the answer satisfactory or unsatis	sfactory?
	•	
72. Did this of	ffice visit today resolve your ques	stion or issue?
OY	O N	© Mixed
70 WILLIAM		- d 4 - d 0
73. Wny was	your question or issue not resolve	ed today?
74 Did vou ro	a cive fellow we divections from th	
	eceive follow-up directions from th	
© Y		O N
12.		

75.	What are the next steps or follow	w-up directions that you must complete?
0	Speak to a Supervisor or USCIS Officer	
0	Wait for follow-up call/mail	
0	Wait for letter or document in mail	
0	Fingerprints (Biometrics)	
0	Submit completed forms	
0	Submit additional documents	
0	Submit photos	
0	Interview	
0	Go to another USCIS office	
0	Go to another government agency	
0	Other (specify)	
0	None	
	er (please specify) or additional steps	
Othe	(II II 2)	
76.		your scheduled appointment time before you first today?
76. spo	How long did you wait beyond yoke with the Immigration Officer	today?
76. spo	How long did you wait beyond yoke with the Immigration Officer	today?
76. spo	How long did you wait beyond yoke with the Immigration Officer Before appt. time	today?
76. Spo	How long did you wait beyond yoke with the Immigration Officer Before appt. time At appt. time Within 5 min Within 15 min	 Within 30 min Within 1 hour More than 1 hr No appt.
76. 6 6 77.	How long did you wait beyond yoke with the Immigration Officer Before appt. time At appt. time Within 5 min Within 15 min What kind of information would	 Within 30 min Within 1 hour More than 1 hr No appt. you like to see displayed in the office? For example, ormation pamphlets? What would be helpful? What
76. Spo	How long did you wait beyond yoke with the Immigration Officer Before appt. time At appt. time Within 5 min Within 15 min What kind of information would ns, posters, USCIS forms, or infolitional amenities would you like	 Within 30 min Within 1 hour More than 1 hr No appt. you like to see displayed in the office? For example, ormation pamphlets? What would be helpful? What
76. Spo	How long did you wait beyond yoke with the Immigration Officer Before appt. time At appt. time Within 5 min Within 15 min What kind of information would ns, posters, USCIS forms, or infolitional amenities would you like	 Within 30 min Within 1 hour More than 1 hr No appt. you like to see displayed in the office? For example, ormation pamphlets? What would be helpful? What to see at this local office?
76. 600000000000000000000000000000000000	How long did you wait beyond yoke with the Immigration Officer Before appt. time At appt. time Within 5 min Within 15 min What kind of information would ns, posters, USCIS forms, or infolitional amenities would you like What suggestions, if any, do you	 Within 30 min Within 1 hour More than 1 hr No appt. you like to see displayed in the office? For example, ormation pamphlets? What would be helpful? What to see at this local office?

80. If so, please explain. SPECIFY THE CONFLICTING SOURCES AND INFORMATION.		
Additional Comments and/or customer suggestions or quotes:		