

## 1. Entry Survey Questions - Section I - Customer Demographics

### 1. Are you here for yourself or for someone else?

Self  Friend  Family  Client  Employee

Other

### 2. How many people are here with you?

0  1  2  3+

### 3. Are you accompanied by a minor to assist you?

Y  N

### 4. Do you have an application or case pending with USCIS?

Y  N

### 4a. What is the reason for your visit to this field office today?

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?

**Other types of inquiries or service requests:**

- Check case status
- Work Permit (EAD)
- ADIT Passport Stamp (I-551 extension)
- Citizenship or Naturalization Information (New)
- Green Card (Renew, Replace, I-90)
- Request for Evidence (RFE) Question or Submittal
- Advance Parole
- Travel documents/Re-entry Permit
- Interview or oath appointment
- Temporary Protected Status (TPS)
- Other (Specify below)

Additional comments or additional reasons for visit

**5. Have you visited this local office before?**

- Y
- N

**2. Reasons**

**6. Are you here for the same reason as your last visit?**

- Y
- N

**7. What was the reason for your last visit?**

- Info.
- Interview
- Other (please specify)

**8. Describe the service or inquiry requested:**

- Check case status
- Interview
- Oath appointment
- Work Permit (EAD)
- ADIT Passport Stamp (I-551 extension)
- Other
- Citizenship or Naturalization Info.
- Green Card (Renew, Replace, I-90)
- RFE Question or Submittal
- Travel documents/Re-entry Permit
- Preparing to file USCIS form

**9. When was your last visit?**

- 1 wk       1 mth       6 mths       1 yr       1 yr +

**9a. Have you visited any other USCIS field office?**

- Y       N

**9b. Which one and when?**

**3. Impression**

**10. What was your first impression of the office when you came in today?**

- Positive       Negative       Neutral

Why?

**11. Did security explain properly where to check in/where to go?**

- Y       N

**12. How satisfied were you with the security guards?**

- Extremely satisfied       Somewhat dissatisfied  
 Mostly satisfied       Mostly dissatisfied  
 Somewhat satisfied       Extremely dissatisfied  
 Mixed (Neither)

**13. If dissatisfied, why?**

- Rude       Unable to answer questions       Inefficient  
 Other (please specify)

**14. How satisfied are you with the waiting room (ex: chairs, tables, televisions/monitors)?**

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

**15. How satisfied are you with the cleanliness of the USCIS facility?**

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

**16. Do you have an InfoPass appointment for today?**

- Y
- N

**17. Do you have an emergency need?**

- Y
- N

**4.**

**18. Who made your InfoPass appointment?**

- Self
- Family
- Friend
- Attorney
- CBO
- Other (please specify)

**19. Did a minor or young adult make the appointment?**

- Y
- N

**20. Did you pay anything for your InfoPass appointment?**

- Y
- N (Go to Q23)

**21. If so, How much?**

**22. Whom/Where did you pay?**

**23. Where was the InfoPass appointment made?**

- Home
- Home of a family or friend
- USCIS Kiosk
- Work
- Attorney
- Library
- CBO
- Other (please specify)

**24. Why did you use a USCIS Kiosk?**

- Don't have Internet access
- Was at USCIS office for another matter
- Other (please specify)

**25. Do you have access to the Internet?**

- Y
- N (Go to Q27)

**26. Where is your primary point of access?**

- N/A
- Library
- Home
- School
- Work
- Home family/ friend
- Other (please specify)

**27. Have you used the USCIS Website?**

- Y
- N

**5. Website**

**28. When did you last use the website?**

- 1 wk
- 1 mth
- 6 mths
- 1 yr
- 1 yr +

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

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

**30. Why are you dissatisfied with the USCIS website?**

**31. What do you find effective in the website? What areas, if any, need improvement?**

**32. Have you called the USCIS 800-Line?**

- Y  N

**6. 800-Line**

**33. When did you last call the 800-Line?**

- 1 wk  1 mth  6 mths  1 yr  1 yr +

**34. Is your appointment today for the same reason that you called the 800-Line?**

- Y  N

**35. What was the primary reason for your call to the 800-Line?**

- |  |  |
|--|--|
| <input type="radio"/> Check case status                          | <input type="radio"/> Field Office info.         |
| <input type="radio"/> Travel docs/Re-entry Permit                | <input type="radio"/> Change of address          |
| <input type="radio"/> Appt Issue                                 | <input type="radio"/> Check filing fee           |
| <input type="radio"/> Citizenship or Natz                        | <input type="radio"/> Order USCIS form           |
| <input type="radio"/> TPS  | <input type="radio"/> Green Card (renew/replace) |
| <input type="radio"/> Preparing to file USCIS form               | <input type="radio"/> Work Permit                |
| <input type="radio"/> Bringing someone to live in/visit the U.S. | <input type="radio"/> Other                      |

(Specify)

**36. How satisfied were you with the recorded information system?**

- |   |  |
|---|--|
| <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)     |  |

**37. What is the primary reason for your dissatisfaction?**

**38. Was it your intention to reach live assistance?**

- Y  N

**39. Did you reach live assistance?**

- Y  N

40. Why did you not reach a representative?

**7. CSR**

**41. Overall, how satisfied were you with the CSR?**

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

**42. What is the primary reason for your dissatisfaction?**

**43. After talking to a representative (CSR), were you transferred to an Immigration Officer?**

- Y  N

**44. Overall, how satisfied were you with the ISO?**

- N/A  Mixed (Neither)  
 Extremely Satisfied  Somewhat Dissatisfied  
 Mostly Satisfied  Mostly Dissatisfied  
 Somewhat Satisfied  Extremely Dissatisfied

**45. What is the primary reason for your dissatisfaction?**

**8.**

**46. Did a representative on the 800-Line refer you to the local office?**

- Y  N

**47. Why did you need to visit this office after calling the 800-Line?**

**48. What areas of the 800-Line did you find effective? What areas, if any, need improvement?**

**9.**

**49. What is your country of origin?**

**50. What is your primary language?**

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



**51. What was your means of transportation to this office?**

- Car
- Public Transportation
- Taxi
- Walked
- Other (please specify)

**52. How long did it take you to get to the office today?**

- 30 min
- 1 hr
- 2 hrs
- 2 hrs +

**53. In which town or county do you currently reside?**

**54. Where did you find the directions to the office?**

- Internet search
- GPS
- USCIS Website
- Other (please specify)
- Friend/Family
- Already Familiar

**55. Was the office easy to find?**

- Y
- N

**56. Why not?**

**57. Are you familiar with the "How do I?" customer guides, either in print or on the USCIS website?**

- Y
- N

**58. From what source?**

**59. If USCIS offered special immigration workshops, would you be interested in attending them?**

- Y
- N

## 10. Workshops

### 60. Which workshops would be of interest 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
- Libraries
- CBO Offices
- USCIS Offices
- Other (please specify)

## 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?

- Y  N  Mixed

### 65. If no or uncertain, why not?

**66. On a scale of 1 to 7, how would you rate the following statements about the Officer?  
(Strongly Agree 7, Mostly Agree 6, Somewhat Agree 5, Mixed 4, Somewhat Disagree 3, Mostly Disagree 2, Strongly Disagree 1)**

	7	6	5	4	3	2	1
Gave you accurate answers to your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was polite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gave you all the information you needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was knowledgeable about your issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was able to fully answer your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was patient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was fully able to understand your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**67. How would you rate your overall satisfaction with your entire experience at this USCIS office?**

- Extremely satisfied
- Somewhat dissatisfied
- Mostly satisfied
- Mostly dissatisfied
- Somewhat satisfied
- Extremely dissatisfied
- Mixed

**68. What is the primary reason for your satisfaction?**

- N/A
- Received all the information needed
- Received accurate answers to questions
- The Immigration Officer was polite
- Received some of the info needed
- Received good service
- Service was quick and easy
- Other (please specify)
- (please specify) or additional comments:

**69. What is the primary reason for your dissatisfaction?**

- N/A
- Had too wait too long
- Did not receive the information needed
- Did not receive good service
- Received conflicting information
- Other (please specify)

(please specify) and additional comments

**70. Was the answer you received today satisfactory or unsatisfactory?**

- Sat
- Unsat
- Mixed

**71. Why was the answer satisfactory or unsatisfactory?**

**72. Did this office visit today resolve your question or issue?**

- Y
- N
- Mixed

**73. Why was your question or issue not resolved today?**

**74. Did you receive follow-up directions from the Officer?**

- Y
- N

**12.**

**75. What are the next steps or follow-up directions that you must complete?**

- Speak to a Supervisor or USCIS Officer
- Wait for follow-up call/mail
- Wait for letter or document in mail
- Fingerprints (Biometrics)
- Submit completed forms
- Submit additional documents
- Submit photos
- Interview
- Go to another USCIS office
- Go to another government agency
- Other (specify)
- None

Other (please specify) or additional steps

**76. How long did you wait beyond your scheduled appointment time before you first spoke with the Immigration Officer today?**

- |   |                                      |
|---|--------------------------------------|
| <input type="radio"/> Before appt. time | <input type="radio"/> Within 30 min  |
| <input type="radio"/> At appt. time     | <input type="radio"/> Within 1 hour  |
| <input type="radio"/> Within 5 min      | <input type="radio"/> More than 1 hr |
| <input type="radio"/> Within 15 min     | <input type="radio"/> No appt.       |

**77. What kind of information would you like to see displayed in the office? For example, signs, posters, USCIS forms, or information pamphlets? What would be helpful? What additional amenities would you like to see at this local office?**

**78. What suggestions, if any, do you have for improving service at this office?**

**79. Have you ever received inconsistent or conflicting information from USCIS services?**

- Y  N

**80. If so, please explain. SPECIFY THE CONFLICTING SOURCES AND INFORMATION.**

**Additional Comments and/or customer suggestions or quotes:**