

**Did you call the USCIS 800-Line about an application or case that has already been filed with USCIS?**

- Yes
- No
- Uncertain or no response

**Which type of case or application did you call about?**

- N-400, Application for Naturalization
- N-600, Application for Certificate of Citizenship
- I-485, Application to Register Permanent Residence or Adjust Status
- I-90, Application to Replace Permanent Resident Card
- I-751, Petition to Remove Conditions of Residence
- I-130, Petition for Alien Relative
- I-129f, Petition for Alien Fiance
- I-131, Petition for Travel Documents (includes Re-Entry Permit or Advance Parole)
- I-765, Application for Employment Authorization Document (Work Permit)
- I-821, Application for Temporary Protected Status
- Other (please specify)

**1. - 1a. I am going to read you a list of common reasons why people call the USCIS 800-Line. Please stop me when you hear the main reason for your most reason call.**

- CHECK THE STATUS of an application or case
- Change of ADDRESS
- REQUEST FOR EVIDENCE (RFE)
- APPOINTMENT related issue
- OATH Ceremony
- USCIS LOCAL OFFICE Information or Application Support Center (ASC - Biometrics Office)
- Correct ERROR on a document received
- Report FRAUD or security issue
- Other

(please specify)

**REASON WHY CUSTOMER CALLED - NO CASE OR APPLICATION FILED****1. -1b. I am going to read you a list of common reasons why people call the uscis 800-line. Please stop me when you hear the main reason for your most recent call.**

- ORDER A FORM
- FEE Information - Check the FEE for filing an application
- QUESTIONS ABOUT A FORM that you are getting ready to file
- Change of ADDRESS
- APPOINTMENT related issue
- OATH Ceremony
- USCIS LOCAL OFFICE Information or Application Support Center (ASC - Biometrics Office)
- U.S. CITIZENSHIP or Naturalization (information)
- GREEN CARD (information, renew, replace, extend)
- BRINGING SOMEONE to live in or visit the U.S. (Information)
- WORK PERMIT (Information)
- TRAVEL DOCUMENTS/Re-entry Permit (Information)
- Temporary Protective Status (TPS information)
- Report FRAUD or security issue
- Other

(please specify)

**SPECIFIC CASE OR APPLICATION INFORMATION**

**1a. What specific information were you trying to find about your application or case status? (i.e., case status, why case is pending, why case is beyond its expected processing time?)**

**1b. Which USCIS form(s) are you referring to? (Can select more than one answer.)**

- N-400, Application for Naturalization
- N-600, Application for Certificate of Citizenship
- I-485, Application to Register Permanent Residence or Adjust Status
- I-90, Application to Replace Permanent Resident Card
- I-751, Petition to Remove Conditions of Residence
- I-130, Petition for Alien Relative
- I-129f, Petition for Alien Fiance
- I-131, Petition for Travel Documents (includes Re-Entry Permit or Advance Parole)
- I-765, Application for Employment Authorization Document (Work Permit)
- I-821, Application for Temporary Protected Status
- Other

(please specify)

**CITIZENSHIP APPLICATION QUESTIONS**

**1c. Are you in the process of applying for U.S. citizenship, have you recently applied, or do you intend to apply in the near future?**

- Yes
- No
- Don't know
- Refuse to answer

**1d. Which of the following statements best describes your level of understanding of the naturalization process and its requirements?**

- I fully understand the process and its requirements
- I have some understanding of the process and its requirements
- I do not understand the process and its requirements
- Don't know
- Refuse to answer

**1e. Are you currently using, or have you used in the past, any USCIS civics and citizenship study materials to prepare for the naturalization process and test?**

- Yes
- No
- Don't know
- Refuse to answer

**1f. Which study materials have you used?**

- Learn About the United States: Quick Civics Lessons with CD (Booklet received at biometrics appointment)
- Civics Flash Cards
- English Vocabulary Flash Cards
- Online Naturalization Self Test
- Online Civics Questions and Answers in Audio MP3 Format
- A Guide to Naturalization (not available in print, only online)
- Don't know or don't remember
- Other (please specify)

**3. When you last called the 800-Line, who were you calling for?**

- Yourself
- Your family member
- Your client
- Someone else
- Refused

**(If calling for someone else)****3a. What was the primary reason they did not call the 800-Line?**

- The person is not in the U.S. so could not call directly
- It was inconvenient or impossible for the person to place the call
- The person is not fluent in English or Spanish
- The person is a minor
- Don't know
- Refused
- Other (please specify)

**5. How many times in the past 2 months have you called USCIS (including those times that you did not get through to a representative)?**

- |                             |                                  |
|-----------------------------|----------------------------------|
| <input type="radio"/> One   | <input type="radio"/> 11-20      |
| <input type="radio"/> Two   | <input type="radio"/> 21-50      |
| <input type="radio"/> Three | <input type="radio"/> Over 50    |
| <input type="radio"/> Four  | <input type="radio"/> Don't know |
| <input type="radio"/> 5-10  | <input type="radio"/> Refused    |

**5a. What was the primary reason you called more than once?**

- You did not receive the information you needed
- To check case status
- To verify information
- You did not reach a live representative
- To ask for additional information
- Could not enter receipt number
- Technical issues with the 800-Line
- Don't know
- Refused
- Other (please specify)

**5b. If you did not reach a representative, why not?**

- Waited too long on hold
- System would not allow me to reach live assistance
- Don't know
- Refused
- Other (please specify)

**6. Before your last call to USCIS, what other way(s) did you try to get this information?****INTERVIEWER: DO NOT READ THESE CATEGORIES ALOUD, CHECK ALL THAT APPLY**

- The USCIS Website
- A local USCIS office
- A community based organization
- An attorney
- Did not use another method
- Don't know
- Refused
- Other

(please specify)

**7. Please tell me how satisfied you were with the USCIS website.**

- Extremely satisfied
- Mostly satisfied
- Somewhat satisfied
- Mixed - neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Mostly dissatisfied
- Extremely dissatisfied
- Don't know
- Refused

**7a. If satisfied, what is the primary reason for your overall satisfaction with your USCIS website experience?**

- Received all the information I needed
- Received some of the information I needed
- It was easy to use
- Don't know
- Refused
- Other (please specify)

**7b. If dissatisfied, what is the primary reason for your overall dissatisfaction with your USCIS website experience?**

- Did not receive the information I needed
- Website was difficult to use
- Website was not specific enough
- Website was not updated
- Don't know
- Refused
- Other (please specify)

**7c. What information did you need that the website did not provide?****8. What is the primary reason you did not visit the USCIS website?**

- You did not have access to a computer or the internet
- You chose not to access the website
- Don't know
- Refused
- Other (please specify)



**9. Which of the following methods do you most often use to get USCIS information?**

- 800-Line
- USCIS website
- Local office
- Attorney
- Community based organization
- Don't know
- Refused
- Other (please specify)

**9a. Why is this the method you most often use to get USCIS information?**

- Wanted to speak to a live person
- Did not want to wait at the local office
- It is easier to use
- Hours of operation
- Only method available to me
- Don't know
- Refused
- Other (please specify)

**Section III - IVR Satisfaction**

**10. Please rate the statement using the following scale (Strongly Agree 7, Mostly Agree 6, Somewhat Agree 5, Mixed 4, Somewhat Disagree 3, Mostly Disagree 2, Strongly Disagree 1).**

**10a. The 800-Line call menu was easy to use.**

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree                     | <input type="radio"/> Somewhat Disagree |
| <input type="radio"/> Mostly Agree                       | <input type="radio"/> Mostly Disagree   |
| <input type="radio"/> Somewhat Agree                     | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Mixed - neither agree nor disagree |   |



**11. Overall, how satisfied were you with your most recent experience using the recorded information system?**

- |  |  |
|--|--|
| <input type="radio"/> Extremely satisfied                        | <input type="radio"/> Mostly dissatisfied    |
| <input type="radio"/> Mostly satisfied                           | <input type="radio"/> Extremely dissatisfied |
| <input type="radio"/> Somewhat satisfied                         | <input type="radio"/> Don't know             |
| <input type="radio"/> Mixed - neither satisfied nor dissatisfied | <input type="radio"/> Refused                |
| <input type="radio"/> Somewhat dissatisfied                      |  |

**11a. What is the primary reason for your satisfaction with the recorded information system?**

- Received all of the information I needed
- Received some of the information I needed
- Quick and easy to use
- Reached a representative
- Don't know
- Refused
- Other (please specify)

**11b. What is the primary reason for your dissatisfaction with the recorded information system?**

- Received some of the information I needed
- Did not receive the information I needed
- Had to wait too long on hold
- Unable to reach a representative
- The recording was difficult to follow
- The recording was not clear
- The recording was not specific enough to answer your question
- The recording did not provide an option for my question
- Unable to enter receipt number
- Don't know
- Refused
- Other (please specify)

**12. What specific information did you need that the recording did not provide?**

- Received all the information I needed
- Case status
- Order form
- Application information
- Citizenship/naturalization
- Appointment/interview information
- USCIS local office information
- Green Card
- Travel documents/Re-entry permit
- Length of process
- Work permit
- Don't Know
- Refused
- Other

(please specify)

## Section IV - Transfer and Abandonment

**13. To confirm your earlier response, how many different representatives did you speak with?**

- Zero  One  Two

**14. Why did you choose to speak to a representative?**

- The recording did not provide an option to answer
- The recording was not specific enough to answer your question
- The recording was not clear
- You wanted to speak with a live person
- Don't Know
- Refused
- Other (please specify)

## Section V - CSR Satisfaction

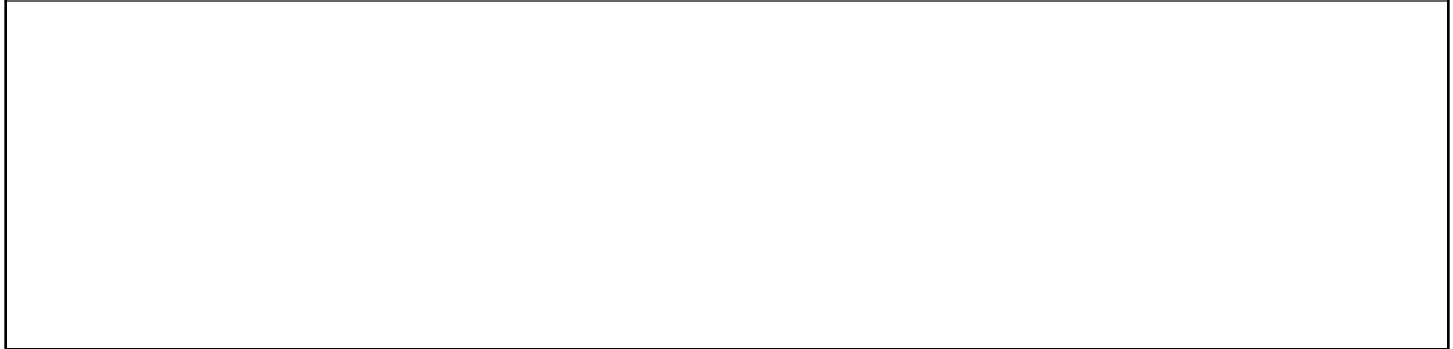
**15. I am going to read several statements about the customer service representative; this is the first person you spoke with, NOT the Immigration Services Officer. Please rate each statement using the following scale (Strongly Agree 7, Mostly Agree 6, Somewhat Agree 5, Mixed 4, Somewhat Disagree 3, Mostly Disagree 2, Strongly Disagree 1) The representative...**

	Strongly Agree	Mostly Agree	Somewhat Agree	Mixed	Somewhat Disagree	Mostly Disagree	Strongly Disagree
15a. gave me accurate answers to my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15b. seemed to fully understand my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15c. was polite.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15d. did not rush me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15e. answered my questions promptly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15g. answered my questions very clearly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15h. was knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15i. appeared to be listening to what I was saying.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15j. did not interrupt me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15k. did not raise his/her voice/remained calm.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15l. did not get frustrated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Again, referring to the representative that you spoke to and using the same scale. Please rate the following statement.**

**15f. The representative gave me all of the information I needed.**

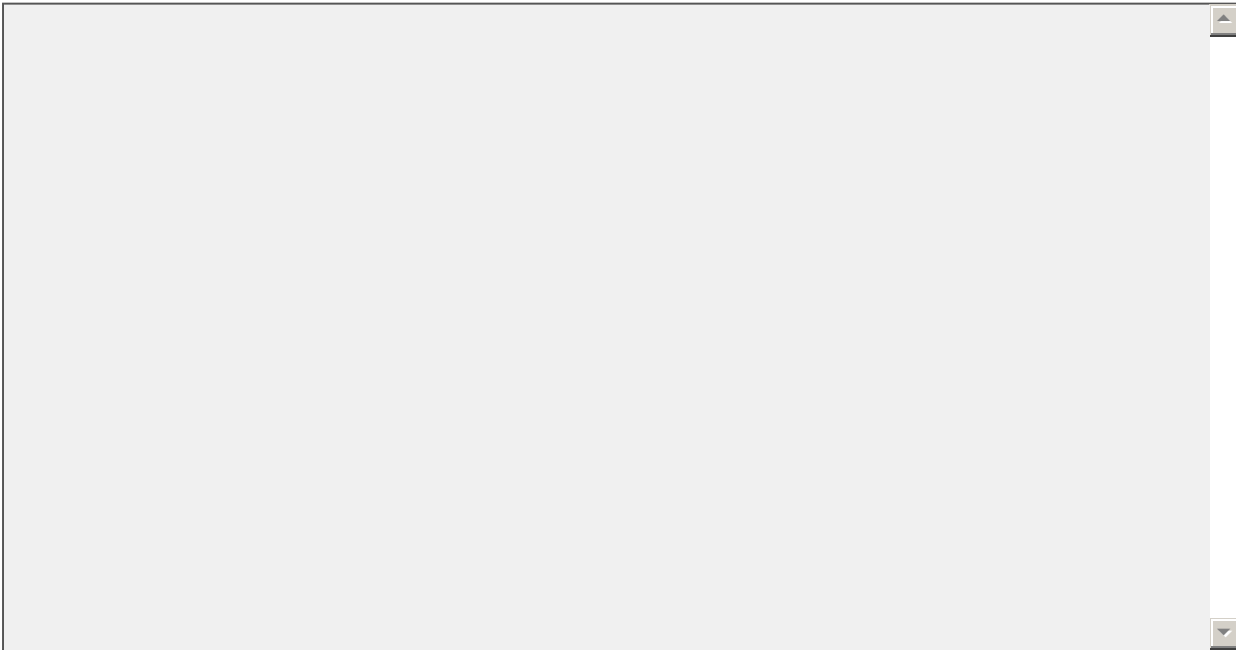
- Strongly Agree
- Mostly Agree
- Somewhat Agree
- Mixed
- Somewhat Disagree
- Mostly Disagree
- Strongly Disagree



**15n. You indicated that you did not receive all of the information that you needed from the representative. What particular information were you looking for that you did not receive?**

- Information on processing time of my case
- Reason why my case is pending
- Reason why my case is outside of expected processing times
- Next steps to continue with my case
- Specific details about my case (Specify details)
- Local office information (Specify details)
- Information about a letter or document sent by USCIS
- Confirmation of application or document received by USCIS
- Information on how to complete and/or submit an application
- Clarification on conflicting information received (Specify details)
- Information on Request for Evidence (RFE) or evidence required for application
- Appointment Information
- Received information that was not relevant to my case
- Other

(Please specify)



**16. Overall, how satisfied were you with this customer service representative?**

- Extremely satisfied
- Mostly satisfied
- Somewhat satisfied
- Mixed - neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Mostly dissatisfied
- Extremely dissatisfied

**Was a service request generated on your case? (USCIS would have not been able to answer your question and would have asked for your name, address, phone number, and email address, as well as, provided you with a receipt/ confirmation number.)**

- Yes
- No
- Don't know

**Have you received a response?**

- Yes
- No

**If you did receive a response, how satisfied are you with the response?**

- Extremely Satisfied
- Mostly Satisfied
- Somewhat Satisfied
- Mixed - neither satisfied nor dissatisfied
- Somewhat Dissatisfied
- Mostly Dissatisfied
- Extremely Dissatisfied

**If you are dissatisfied with your response, why are you?****16a. After speaking with a Customer Service Representative, were you then transferred to another representative known as an Immigration Services Officer?**

- Yes
- No



**17. I am going to read several statements about your experience speaking with the Immigration Services Officer. Please rate each statement using the following scale (Strongly Agree 7, Mostly Agree 6, Somewhat Agree 5, Mixed 4, Somewhat Disagree 3, Mostly Disagree 2, Strongly Disagree 1). The Officer...**

	Strongly Agree	Mostly Agree	Somewhat Agree	Mixed	Somewhat Disagree	Mostly Disagree	Strongly Disagree
17a. gave me accurate answers to my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17b. seemed to fully understand my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17c. was polite.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17d. did not rush me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17e. answered my questions promptly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17g. answered my questions very clearly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17h. was knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17i. appeared to be listening to what I was saying.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17j. did not interrupt me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17k. did not raise his/her voice/remained calm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17l. did not get frustrated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Again, referring to the Officer that you spoke to and using the same scale. Please rate the following statement.**

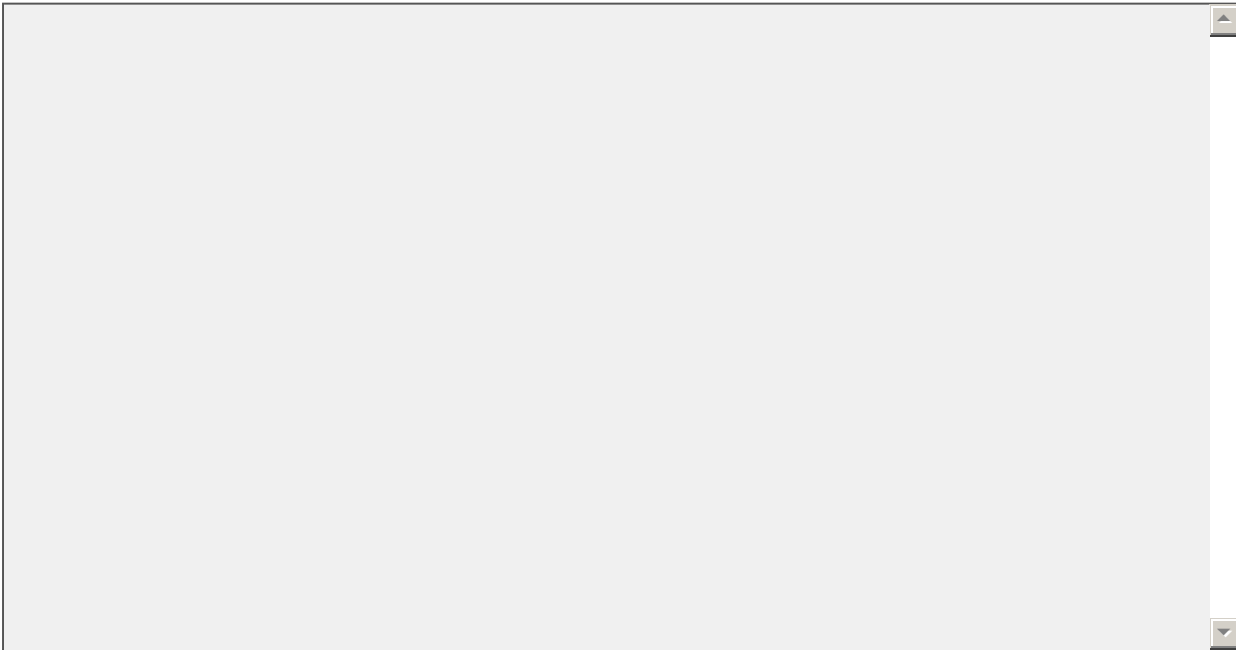
**17f. The Officer gave me all of the information I needed.**

- Strongly Agree
- Mostly Agree
- Somewhat Agree
- Mixed
- Somewhat Disagree
- Mostly Disagree
- Strongly Disagree

**17n. You indicated that you did not receive all of the information that you needed from the Officer. What particular information were you looking for that you did not receive?**

- Information on processing time of my case
- Reason why my case is pending
- Reason why my case is outside of expected processing times
- Next steps to continue with my case
- Specific details about my case (Specify details)
- Local office information (Specify details)
- Information about a letter or document sent by USCIS
- Confirmation of application or document received by USCIS
- Information on how to complete and/or submit an application
- Clarification on conflicting information received (Specify details)
- Information on Request for Evidence (RFE) or evidence required for application
- Appointment Information
- Received information that was not relevant to my case
- Other

(Please specify)



**18. Overall, how satisfied were you with this Immigration Services Officer?**

- |  |  |
|--|--|
| <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 |  |

**Section VII - Reasons for Overall Satisfaction****19. How satisfied were you with your entire experience the last time you called the 800-Line. This includes the recording and any USCIS representatives.**

- |  |  |
|--|--|
| <input type="radio"/> Extremely satisfied                        | <input type="radio"/> Mostly dissatisfied    |
| <input type="radio"/> Mostly satisfied                           | <input type="radio"/> Extremely dissatisfied |
| <input type="radio"/> Somewhat satisfied                         | <input type="radio"/> Don't know             |
| <input type="radio"/> Mixed - neither satisfied nor dissatisfied | <input type="radio"/> Refused                |
| <input type="radio"/> Somewhat dissatisfied                      |  |

**19a. If satisfied, what is the primary reason for your overall satisfaction with your 800-Line experience?**

- Received all of the information I needed from the 800-Line
- Received some of the information I needed from the 800-Line
- Received good service
- It was quick and easy to use
- The representative was polite
- Don't know
- Refused
- Other (please specify)

**19b. What is the primary reason that you were mixed about your 800-Line experience?**

- I am unsure if the information I received is what I needed
- The representative was not helpful
- I did not receive the Information I needed
- I had to wait too long on hold
- Unable to reach a representative
- I received some of the information I needed
- Don't know
- Refused
- Other (please specify)

**19c. If dissatisfied, what is the primary reason for your overall dissatisfaction with your 800-Line experience?**

- I had to wait too long on hold
- The agent was not able to help me/could not get the information I needed
- I received inconsistent information from different people on the 800-Line
- The recording was difficult to follow
- The recording did not provide enough information
- I never reached a representative
- I was unable to enter a receipt number
- Don't know
- Refused
- Other (please specify)

**WHY CALL ENDED IN IVR**

To determine why call ended in the IVR.

**Your call to the USCIS 800-Line ended in the pre-recorded (IVR) system. When you called, was it your intention only to receive information from the pre-recorded system? [Allow respondents to answer before reading the answer options.]**

- Yes, I only wanted to receive information from the pre-recorded system.
- No, in addition to the pre-recorded information, I also wanted to speak to a representative.
- No, I wanted to speak to a representative.
- Other (Specify)

Specify Other or additional comments

## WHY UNABLE TO REACH REPRESENTATIVE

Determine why customer was unable to reach a representative.

**Why were you unable to reach a representative?**

**[Surveyor: Allow respondent to answer before reading the answer choices.] [Specify which section of the menu, if the customer can identify it, i.e., at the beginning, after several sections, et cetera.]**

- There was no option in the menu to reach a representative.
- The wait time for a representative was too long, and I discontinued my call.
- I called at a time or on day when representatives are not available (weekdays after 8PM, or Saturday or Sunday).
- The menu was too difficult to follow.
- There was no option in the menu to answer my question.
- The options were too difficult to understand.
- There were too many options in each section of the menu.
- Other (Specify)

Specify Other or additional comments

## Customer Information and Closeout Survey

**20. Have you ever written a letter or an email about USCIS?**

- Yes  No  Don't know  Refused

## Internet Usage -- Modification March 2011

There are some follow-up questions about Internet usage:

**20a. Do you have access to the Internet?**

- Yes  No

**Internet Usage**

**20b. Where is your primary point of access?**

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

**Internet at home**

**20c. Do you have access to the Internet at home?**

- Yes  No

**Computer at home**

**20d. Do you have a computer at home?**

- Yes  No

**The following question is optional**

**What is your primary language?**

- Amharic  German  Urdu  
 Albanian  Hindi  Vietnamese  
 Arabic  Japanese  English  
 Chinese/Mandarin  Persian/Farsi  Spanish  
 Chinese/Cantonese  Polish  Don't know  
 Creole (Haitian)  Portuguese  Refused  
 Filipino/Tagalog  Russian  
 French  Swahili  
 Other (please specify)