



Customer Service Appointment Survey

USCIS

Form G-1451

Department of Homeland Security
U.S. Citizenship and Immigration Services

OMB No. 1615-0121

Expires 12/31/2014

Part 1. Appointment Location and Reason

1. Date
2. Office Location
3. Reason For Visit Biometrics I-485 Interview InfoPass
 N-400 Interview Other

Part 2. Information About Your Visit

1. How long was your appointment?
 10 minutes or less 20 minutes or less 30 minutes or less More than 30 minutes
2. Did you have to wait long past your appointment to see an officer? Yes No
3. Did you understand the officer's questions? Yes No
4. Were all of your questions answered? Yes No
5. Do you know the next step in your process? Yes No
6. Do you understand the directions you received? Yes No
7. How many times have you visited USCIS for answers about today's topic?
 This is my first visit 2-3 times More than 3 times

Paperwork Reduction Act

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information, unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 3 minutes per response, including the time for reviewing instructions and completing and submitting the survey. Send comments regarding this burden estimate, or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Regulatory Coordination Division, Office of Policy and Strategy, 20 Massachusetts Ave NW, Washington, DC 20529-2140; OMB No. 1615-0121. **Do not mail your completed Form G-1451 survey to this address.**

PLEASE DO NOT SIGN THIS SURVEY

NO RETURN ADDRESS

FIRST CLASS
POSTAGE

District 10
U.S. Citizenship & Immigration Services
5629 Hoover Boulevard
Tampa, FL 33634