

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?**

- | | |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> 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.