

## Questionnaire Management Guidelines

### Goals:

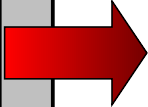
- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

### Questionnaire Resources:

- 1 [Questionnaire Design and Approval Process](#)
- 2 [Question Grouping Rules](#)
- 3 [OPS vs. Skip Logic Decision for "Other, Please Specify"](#)
- 4 [Model and Custom Question Checks\\_SRA](#)
- 5 [Model and Custom Question Checks\\_Team LeadManager](#)
- 6 [Model and Custom Question Checks\\_DOT](#)

Model Instance Name:  
 USCIS Satisfaction Survey  
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==  
 Date: 11/30/2009

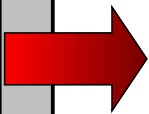
**USCIS Satisfaction Survey**  
*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction</b>	<b>Likelihood to Return (1=Very Unlikely, 10=Very Likely)</b>
1 Please rate the <b>accuracy of information</b> on this site.	24 What is your <b>overall satisfaction</b> with this site?	27 How likely are you to <b>return to this site</b> ?
2 Please rate the <b>quality of information</b> on this site.	25 How well does this site <b>meet your expectations</b> ?	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3 Please rate the <b>freshness of content</b> on this site.	26 How does this site <b>compare to your idea of an ideal website</b> ?	28 How likely are you to <b>recommend this site to someone else</b> ?
<b>Functionality (1=Poor, 10=Excellent, Don't Know)</b>		<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
4 Please rate the <b>usefulness of the features provided</b> on this site.		29 How likely are you to use this site as your <b>primary resource</b> for obtaining information about immigration and citizenship?
5 Please rate the <b>convenience of the features</b> on this site.		<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b>
6 Please rate the <b>variety of features</b> on this site.		30 I can count on this agency to <b>act in my best interests</b> .
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		31 I consider this agency to be <b>trustworthy</b> .
7 Please rate the <b>visual appeal</b> of this site.		32 This agency can be trusted to <b>do what is right</b> .
8 Please rate the <b>balance of graphics and text</b> on this site.		<b>Future Participation (1=Very Unlikely, 10=Very Likely)</b>
9 Please rate the <b>readability of the pages</b> on this site.		33 How likely are you to <b>express your thoughts or ideas to this agency</b> in the next 90 days?
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
10 Please rate <b>how well the site is organized</b> .		
11 Please rate the <b>options available for navigating</b> this site.		
12 Please rate <b>how well the site layout helps you find what you are looking for</b> .		
13 Please rate the <b>number of clicks to get where you want</b> on this site.		
<b>Search (1=Poor, 10=Excellent, Don't Know)</b>		
14 Please rate the <b>relevance of search results</b> on this site.		
15 Please rate the <b>organization of search results</b> on this site.		
16 Please rate how well the <b>search results help you decide what to select</b> .		
17 Please rate how well the <b>search feature helps you to narrow the results</b> to find what you want.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
18 Please rate how <b>quickly pages load</b> on this site.		
19 Please rate the <b>consistency of speed from page to page</b> on this site.		
20 Please rate the <b>ability to load pages without getting error messages</b> on this site.		
<b>Online Transparency (1=Poor, 10=Excellent, Don't Know)</b>		
21 Please rate how <b>thoroughly</b> this website <b>discloses information</b> about what this agency is doing.		
22 Please rate how <b>quickly agency information is made available</b> on this website.		
23 Please rate how well information about this agency's actions <b>can be accessed by the public</b> on this website.		

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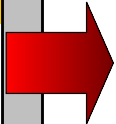

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<b>Content (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction</b>	<b>Likelihood to Return (1=Very Unlikely, 10=Very Likely)</b>
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<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		31 I consider this agency to be <b>trustworthy</b> .
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12 Please rate <b>how well the site layout helps you find what you are looking for</b> .		
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Model Instance Name:  
 USCIS Espanol Survey  
 MID: 9NwMFp0kEp0ZMsZxx0xohQ==  
 Date: 11/30/2009

**Encuesta de Satisfacción del USCIS**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Contenido (1=Pobre, 10=Excelente, No se)</b>	<b>Satisfacción</b>	<b>Probabilidad de regreso (=Bien poco probable 10=Muy probable)</b>
1 Por favor evalúe la precisión de la información de este sitio. 2 Por favor evalúe la calidad de la información de este sitio. 3 Por favor evalúe la actualidad del contenido de este sitio.	24 ¿Cuál es su nivel de satisfacción general con este sitio? 25 ¿Cuán bien cumple este sitio Web con sus expectativas? 26 ¿Cómo compara este sitio con su idea de un sitio Web ideal?	27 ¿Cuán probable es que usted visite otra vez este sitio? <b>Recomendación (1=Bien poco probable 10=Muy probable)</b> 28 ¿Cuán probable es que usted le recomiende este sitio a otra persona?
<b>Funcionalidad (1=Pobre, 10=Excelente, No se)</b>		<b>Fuente primaria (1=Bien poco probable 10=Muy probable)</b>
4 Por favor evalúe la utilidad de las herramientas que provee este sitio.  5 Por favor evalúe la conveniencia de las herramientas de este sitio. 6 Por favor evalúe la variedad de las herramientas de este sitio.		29 ¿Cuán probable es que usted use este sitio como su fuente primaria de información sobre temas de inmigración y ciudadanía?  <b>Confianza (1=Muy en desacuerdo 10=Muy de acuerdo)</b> 30 Puedo estar confiado en que esta agencia actuará en mi mejor interés. 31 Considero que esta agencia es confiable.
<b>Apariencia y Percepción (1=Pobre, 10=Excelente, No se)</b>		<b>Participación futura (1=Bien poco probable 10=Muy probable)</b>
7 Por favor evalúe la apariencia visual de este sitio. 8 Por favor evalúe el balance entre gálicas y texto de este sitio.  9 Por favor evalúe cuán legibles son las páginas de este sitio.		32 Se puede confiar en que esta agencia hace lo correcto. 33 ¿Cuán probable es que usted comparta sus opiniones o ideas con esta agencia en los próximos 90 días?
<b>Navegación (1=Pobre, 10=Excelente, No se)</b>		
10 Por favor evalúe la organización de este sitio. 11 Por favor evalúe las opciones de navegación de este sitio. 12 Por favor evalúe cuánto le ayuda la distribución de este sitio a encontrar lo que está buscando. 13 Por favor evalúe el número de clicks que debe dar para poder encontrar lo que desea en este sitio Web.		
<b>Búsqueda (1=Pobre, 10=Excelente, No se)</b>		
14 Por favor evalúe la relevancia de los resultados de búsqueda en este sitio Web. 15 Por favor evalúe la organización de los resultados de búsqueda en este sitio Web. 16 Por favor evalúe cuánto le ayudaron los resultados de búsqueda a decidir qué seleccionar. 17 Por favor evalúe cuánto le ayuda la herramienta de búsqueda a refinar los resultados a encontrar lo que desea.		
<b>Funcionalidad del sitio Web (1=Pobre, 10=Excelente, No se)</b>		
18 Por favor, evalúe cuán rápido descargan las páginas de este sitio Web. 19 Por favor, evalúe la consistencia de la velocidad entre página y página de este sitio Web. 20 Por favor, evalúe la habilidad de descargar páginas sin recibir un mensaje de error en este sitio Web.		
<b>Transparencia (1=Pobre, 10=Excelente, No se)</b>		
21 Por favor, evalúe cuán a fondo este sitio Web provee información acerca de lo que está haciendo la agencia. 22 Por favor, evalúe cuán rápidamente la información de la agencia está disponible en este sitio Web. 23 Por favor, evalúe cuán fácil resulta al público acceder información acerca de las acciones de esta agencia por medio de este sitio Web.		

Model Instance Name:  
 USCIS Satisfaction Survey  
 MID: F1IGBpg4gQYNL30URK1W5W==  
 Date: 8/4/11

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*underlined & italicized*: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
AED10470		How <b>frequently</b> do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one
AED10471		What <b>best describes your role</b> when coming to this site?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Refugee Asylee Fiancé K-1 Visitor/nonimmigrant Temporary Worker Student or Exchange Visitor Job Seekers		Radio button, one-up vertical

Model Instance Name:  
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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Employer Attorney Other, please specify:	A	
AED10472	A	Other role			Text field, <100 char
AED10473		What <b>area</b> of the site are you primarily visiting today?	Forms Resources Laws News About Us Working the U.S. Citizenship Family Adoption Green card Humanitarian Visit the U.S. Military Other, please specify:	A	Radio button, one-up vertical
AED10474	A	Other area visited			Text field, <100 char
AED10475		What is your <b>primary reason</b> for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Citizenship requirements Green card information Visit the US Find form(s) Download form(s) Check filing fees Find/research immigration laws Read the latest news releases Learn about USCIS Contact us Find a job with USCIS Research humanitarian programs and protection Research information about adoption Find a USCIS office Change of address Other, please specify:	B  D  A	Radio button, one-up vertical
AED10476	A	Other primary reason			Text area, no char limit
ACQLiv0006800	B	What <b>specifically</b> under case status did you try to accomplish?	Check my case status Sign in to my account Sign up for case updates Check processing times Calculate my cycle time Change of address online e-Request (place an inquiry with USCIS about a case) Locate an office Other, please specify:	C	Radio button, one-up vertical

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ACQLiv0006801	C	Other case status task			Text area, no char limit
ACQLiv0006802	D	What <b>specific</b> green card information were you looking for?	Apply for a green card through family Apply for a green card through a job Apply for a green card through refugee or asylee status Find other ways to get a green card Research green card processes and procedures Find application fees Find forms I need to apply for my green card Download forms I need to apply for my green card Renew or replace my green card Remove conditions on my green card Rights and responsibilities of a green card holder Rules for international travel as permanent resident Help my relative become a permanent resident (by US citizen) Help my relative become a permanent resident (by permanent resident) Other, please specify:	E	Radio button, one-up vertical
ACQLiv0006804	E	Other information			Text area, no char limit
AED10477		What <b>method</b> do you primarily use to find information on this site?	Site's search feature Top navigation bar "Find it Fast" feature Site map (index) Used an external search engine (i.e. Google) Just browsing	A,C D A,C D D	Drop down, select one
ACQOsI0002835	A	If you used the <b>site's search feature</b> today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered Search results were helpful Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Search speed was too slow Other, please specify:	B	Checkbox, one-up vertical
ACQOsI0002836	B	Other search difficulty			Text area, no char limit
ACQOsI0002837	C	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ACQOsI0002838	D	If you used <b>navigational methods</b> today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not get started or did not know where to begin Could not navigate back to previous information		Checkbox, one-up vertical

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			Other, please specify:	E	
ACQOsI0002839	E	Other navigation difficulty			Text area, no char limit
AED10478		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
AED10479	A	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.			Text area, no char limit
ACQLiv0006805	B	If you <b>were unable to completely find</b> what you were looking for, what will you <b>try next</b> to meet your needs? Please be specific.			Text area, no char limit
ACQOsI0002840		On <b>whose behalf</b> are you looking for information today?	Myself Family member/relative Friend Client Other, please specify:	A	Drop down, select one
ACQOsI0002841	A	Other behalf			Text field, <100 char
ACQOsI0002842		What is your preferred <b>speaking language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQOsI0002847	A	Other speaking language			Text field, <100 char
ACQOsI0002843		What is your preferred <b>reading language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQOsI0002844	A	Other reading language			Text field, <100 char
ACQOsI0002845		In what language do you prefer <b>looking for information</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQOsI0002846	A	Other language prefer looking for information			Text field, <100 char
AED10480		How <b>consistent</b> do you feel this site's quality of information is?	Not at all consistent Not very consistent Somewhat consistent Mostly consistent Always consistent		Drop down, select one
AED10481		Please rate the <b>efficiency</b> in which this site provides the information.	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient		Drop down, select one
AED10482		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit
ACQLiv0006806		What is your <b>gender</b> ?	Female Male I prefer not to respond		Drop down, select one
ACQLiv0006807		Please select the category that includes your <b>age</b> ?	17 and under 18 – 24 25 – 34		Drop down, select one



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			35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond		
ACQLiv0006808		Which of the following best describes the <b>highest level of education</b> you have completed?	Elementary school Middle school or less Current middle or high school student Did not complete high school High school graduate Vocational/trade school College/university graduate Some postgraduate school Masters/professional degree Doctoral Degree Prefer not to respond Other, please specify:	A	Drop down, select one
ACQLiv0006809	A	Other education level as it applies to your country			Text field, <100 char
ACQLiv0006844		Where do you <b>currently live</b> ?	United States of America Afghanistan Albania Algeria Andorra Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas, The Bahrain Bangladesh Barbados Belarus Belgium Belize Benin Bermuda Bhutan Bolivia Bosnia and Herzegovina Botswana Brazil Brunei Bulgaria		Drop down, select one

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			Burkina Faso		
			Burma		
			Burundi		
			Cambodia		
			Cameroon		
			Canada		
			Cape Verde		
			Central African Republic		
			Chad		
			Chile		
			China		
			Colombia		
			Cook Islands		
			Costa Rica		
			Côte d'Ivoire		
			Croatia		
			Cuba		
			Cyprus		
			Czech Republic		
			Democratic Republic of the Congo		
			Denmark		
			Djibouti		
			Dominica		
			Dominican Republic		
			Timor Leste		
			Ecuador		
			Egypt		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji		
			Finland		
			France		
			Gabon		
			Gambia, The		
			Gaza		
			Georgia		
			Germany		
			Ghana		
			Greece		
			Grenada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haiti		
			Holy See		

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			Honduras		
			Hong Kong		
			Hungary		
			Iceland		
			India		
			Indonesia		
			Iran		
			Iraq		
			Ireland		
			Israel		
			Italy		
			Jamaica		
			Japan		
			Jordan		
			Kazakhstan		
			Kenya		
			Kiribati		
			Korea, North		
			Korea, South		
			Kosovo		
			Kuwait		
			Kyrgyzstan		
			Laos		
			Latvia		
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malaysia		
			Maldives		
			Mali		
			Malta		
			Marshall Islands		
			Mauritania		
			Mauritius		
			Mexico		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Morocco		

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			Mozambique		
			Namibia		
			Nauru		
			Nepal		
			Netherlands		
			Netherlands Antilles		
			New Zealand		
			Nicaragua		
			Niger		
			Nigeria		
			Norway		
			Oman		
			Pakistan		
			Palau		
			Panama		
			Papua New Guinea		
			Paraguay		
			Peru		
			Philippines		
			Poland		
			Portugal		
			Qatar		
			Romania		
			Russia		
			Rwanda		
			Samoa		
			San Marino		
			Sao Tome and Principe		
			Saudi Arabia		
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leone		
			Singapore		
			Slovakia		
			Slovenia		
			Solomon Islands		
			Somalia		
			South Africa		
			Spain		
			Sri Lanka		
			St. Kitts and Nevis		
			St. Lucia		
			St. Vincent and the Grenadines		
			Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		

Model Instance Name:  
 USCIS Satisfaction Survey  
 MID: F1IGBpg4gQYNE30URF1W5W==  
 Date: 8/4/11

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 pink: ADDITION  
 blue + -->: REWORDING

USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Syria		
			Taiwan		
			Tajikistan		
			Tanzania		
			Thailand		
			Togo		
			Tonga		
			Trinidad and Tobago		
			Tunisia		
			Turkey		
			Turkmenistan		
			Tuvalu		
			Uganda		
			Ukraine		
			United Arab Emirates		
			United Kingdom		
			Uruguay		
			Uzbekistan		
			Vanuatu		
			Venezuela		
			Vietnam		
			West Bank		
			Yemen		
			Zambia		
			Zimbabwe		
			Other, please specify:	A	
ACQLiv0006858	A	Other country			Text field, <100 char

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y	OPS Group	Role

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Y	Skip Logic Group	Primary Reason
	N		Other reason
S	N	Skip Logic Group	Case Status

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other case status task
M	N	Skip Logic Group	Green Card
	N		Other green card info
S	Y		Method
M	Y	Skip Logic Group	Search Experience
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation Experience



Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking language
	N		Other speaking language
S	Y	OPS Group	Reading language
	N		Other reading language
S	Y	OPS Group	Language prefer looking for info
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	N		Gender
S	N		Age

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N	OPS Group	Education
	N		Other education
S	N	OPS Group	Location

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other country

Model Instance Name:  
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 MID: F11gBpg4gQYNE30URK1W5W==  
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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
AED10470		How <b>frequently</b> do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one
AED10471		What <b>best describes your role</b> when coming to this site?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Refugee Asylee Fiancé K-1 Visitor/nonimmigrant Temporary Worker Student or Exchange Visitor Job Seekers		Radio button, one-up vertical

Model Instance Name:  
 USCIS Satisfaction Survey  
 MID: F0IGBpg4gQYNL30URK1W3W==  
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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Employer Attorney Other, please specify:	A	
AED10472	A	Other role			Text field, <100 char
AED10473		What area of the site are you primarily visiting today?	Forms Resources Laws News About Us Working the U.S. Citizenship Family Adoption Green card Humanitarian Visit the U.S. Military Other, please specify:	A	Radio button, one-up vertical
AED10474	A	Other area visited			Text field, <100 char
AED10475		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Citizenship requirements Green card information Visit the US Find form(s) Download form(s) Check filing fees Find/research immigration laws Read the latest news releases Learn about USCIS Contact us Find a job with USCIS Research humanitarian programs and protection Research information about adoption Find a USCIS office Change of address Other, please specify:	B  D  A	Radio button, one-up vertical
AED10476	A	Other primary reason			Text area, no char limit
ACQLiv0006800	B	What specifically under case status did you try to accomplish?	Check my case status Sign in to my account Sign up for case updates Check processing times Calculate my cycle time Change of address online e-Request (place an inquiry with USCIS about a case) Locate an office Other, please specify:	C	Radio button, one-up vertical



Model Instance Name:  
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 MID: F0IGBpg4gQYNL30URL1W3W==  
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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ACQLiv0006801	C	Other case status task			Text area, no char limit
ACQLiv0006802	D	What <b>specific</b> green card information were you looking for?	Apply for a green card through family Apply for a green card through a job Apply for a green card through refugee or asylee status Find other ways to get a green card Research green card processes and procedures Find application fees Find forms I need to apply for my green card Download forms I need to apply for my green card Renew or replace my green card Remove conditions on my green card Rights and responsibilities of a green card holder Rules for international travel as permanent resident Help my relative become a permanent resident (by US citizen) Help my relative become a permanent resident (by permanent resident) Other, please specify:	E	Radio button, one-up vertical
ACQLiv0006804	E	Other information			Text area, no char limit
AED10477		What <b>method</b> do you primarily use to find information on this site?	Site's search feature Top navigation bar "Find it Fast" feature Site map (index) Used an external search engine (i.e. Google) Just browsing	A,C D A,C D D	Drop down, select one
ACQOsI0002835	A	If you used the <b>site's search feature</b> today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered Search results were helpful Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Search speed was too slow Other, please specify:	B	Checkbox, one-up vertical
ACQOsI0002836	B	Other search difficulty			Text area, no char limit
ACQOsI0002837	C	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ACQOsI0002838	D	If you used <b>navigational methods</b> today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not get started or did not know where to begin Could not navigate back to previous information		Checkbox, one-up vertical

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Other, please specify:	E	
ACQOsI0002839	E	Other navigation difficulty			Text area, no char limit
AED10478		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
AED10479	A	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.			Text area, no char limit
ACQLiv0006805	B	If you <b>were unable to completely find</b> what you were looking for, what will you <b>try next</b> to meet your needs? Please be specific.			Text area, no char limit
ACQOsI0002840		On <b>whose behalf</b> are you looking for information today?	Myself Family member/relative Friend Client Other, please specify:	A	Drop down, select one
ACQOsI0002841	A	Other behalf			Text field, <100 char
ACQOsI0002842		What is your preferred <b>speaking language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQOsI0002847	A	Other speaking language			Text field, <100 char
ACQOsI0002843		What is your preferred <b>reading language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQOsI0002844	A	Other reading language			Text field, <100 char
ACQOsI0002845		In what language do you prefer <b>looking for information</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQOsI0002846	A	Other language prefer looking for information			Text field, <100 char
AED10480		How <b>consistent</b> do you feel this site's quality of information is?	Not at all consistent Not very consistent Somewhat consistent Mostly consistent Always consistent		Drop down, select one
AED10481		Please rate the <b>efficiency</b> in which this site provides the information.	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient		Drop down, select one
AED10482		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit
ACQLiv0006806		What is your <b>gender</b> ?	Female Male I prefer not to respond		Drop down, select one
ACQLiv0006807		Please select the category that includes your <b>age</b> ?	17 and under 18 – 24 25 – 34		Drop down, select one

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**USCIS Satisfaction Survey CUSTOM QUESTION LIST**

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond		
ACQLiv0006808		Which of the following best describes the <b>highest level of education</b> you have completed?	Elementary school Middle school or less Current middle or high school student Did not complete high school High school graduate Vocational/trade school College/university graduate Some postgraduate school Masters/professional degree Doctoral Degree Prefer not to respond Other, please specify:	A	Drop down, select one
ACQLiv0006809	A	Other education level as it applies to your country			Text field, <100 char
		Where do you <b>currently live</b> ?	United States of America Afghanistan Albania Algeria Andorra Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas, The Bahrain Bangladesh Barbados Belarus Belgium Belize Benin Bermuda Bhutan Bolivia Bosnia and Herzegovina Botswana Brazil Brunei Bulgaria		Drop down, select one

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Burkina Faso		
			Burma		
			Burundi		
			Cambodia		
			Cameroon		
			Canada		
			Cape Verde		
			Central African Republic		
			Chad		
			Chile		
			China		
			Colombia		
			Cook Islands		
			Costa Rica		
			Côte d'Ivoire		
			Croatia		
			Cuba		
			Cyprus		
			Czech Republic		
			Democratic Republic of the Congo		
			Denmark		
			Djibouti		
			Dominica		
			Dominican Republic		
			Timor Leste		
			Ecuador		
			Egypt		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji		
			Finland		
			France		
			Gabon		
			Gambia, The		
			Gaza		
			Georgia		
			Germany		
			Ghana		
			Greece		
			Grenada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haiti		
			Holy See		

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Honduras		
			Hong Kong		
			Hungary		
			Iceland		
			India		
			Indonesia		
			Iran		
			Iraq		
			Ireland		
			Israel		
			Italy		
			Jamaica		
			Japan		
			Jordan		
			Kazakhstan		
			Kenya		
			Kiribati		
			Korea, North		
			Korea, South		
			Kosovo		
			Kuwait		
			Kyrgyzstan		
			Laos		
			Latvia		
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malaysia		
			Maldives		
			Mali		
			Malta		
			Marshall Islands		
			Mauritania		
			Mauritius		
			Mexico		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Morocco		

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Mozambique		
			Namibia		
			Nauru		
			Nepal		
			Netherlands		
			Netherlands Antilles		
			New Zealand		
			Nicaragua		
			Niger		
			Nigeria		
			Norway		
			Oman		
			Pakistan		
			Palau		
			Panama		
			Papua New Guinea		
			Paraguay		
			Peru		
			Philippines		
			Poland		
			Portugal		
			Qatar		
			Romania		
			Russia		
			Rwanda		
			Samoa		
			San Marino		
			Sao Tome and Principe		
			Saudi Arabia		
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leone		
			Singapore		
			Slovakia		
			Slovenia		
			Solomon Islands		
			Somalia		
			South Africa		
			Spain		
			Sri Lanka		
			St. Kitts and Nevis		
			St. Lucia		
			St. Vincent and the Grenadines		
			Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Syria		
			Taiwan		
			Tajikistan		
			Tanzania		
			Thailand		
			Togo		
			Tonga		
			Trinidad and Tobago		
			Tunisia		
			Turkey		
			Turkmenistan		
			Tuvalu		
			Uganda		
			Ukraine		
			United Arab Emirates		
			United Kingdom		
			Uruguay		
			Uzbekistan		
			Vanuatu		
			Venezuela		
			Vietnam		
			West Bank		
			Yemen		
			Zambia		
			Zimbabwe		
			Other, please specify:	A	
	A	Other country			Text field, <100 char

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y	OPS Group	Role



Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Y	Skip Logic Group	Primary Reason
	N		Other reason
S	N	Skip Logic Group	Case Status

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other case status task
M	N	Skip Logic Group	Green Card
	N		Other green card info
S	Y		Method
M	Y	Skip Logic Group	Search Experience
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation Experience

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking language
	N		Other speaking language
S	Y	OPS Group	Reading language
	N		Other reading language
S	Y	OPS Group	Language prefer looking for info
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	N		Gender
S	N		Age

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N	OPS Group	Education
	N		Other education
S	N	OPS Group	Location

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other country



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**USCIS Satisfaction Survey CUSTOM QUESTION LIST**

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
ENAED10470		How <b>frequently</b> do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one
ENAED10471		What <b>best describes your role</b> when coming to this site?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Refugee Asylee Fiancé K-1 Visitor/nonimmigrant Temporary Worker Student or Exchange Visitor Job Seekers		Radio button, one-up vertical

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Employer Attorney Other, please specify:	A	
ENAED10472	A	Other role			Text field, <100 char
ENAED10473		What <b>area</b> of the site are you primarily visiting today?	Forms Resources Laws News About Us Working the U.S. Citizenship Family Adoption Green card Humanitarian Visit the U.S. Military Other, please specify:	A	Radio button, one-up vertical
ENAED10474	A	Other area visited			Text field, <100 char
ENAED10475		What is your <b>primary reason</b> for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Citizenship requirements Green card information Visit the US Find form(s) Download form(s) Check filing fees Find/research immigration laws Read the latest news releases Learn about USCIS Contact us Find a job with USCIS Research humanitarian programs and protection Research information about adoption Find a USCIS office Change of address Other, please specify:	B  D  A	Radio button, one-up vertical
ENAED10476	A	Other primary reason			Text area, no char limit
ENACQLiv0006800	B	What <b>specifically</b> under case status did you try to accomplish?	Check my case status Sign in to my account Sign up for case updates Check processing times Calculate my cycle time Change of address online e-Request (place an inquiry with USCIS about a case) Locate an office Other, please specify:	C	Radio button, one-up vertical

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ENACQLiv0006801	C	Other case status task			Text area, no char limit
ENACQLiv0006802	D	What <b>specific</b> green card information were you looking for?	Apply for a green card through family Apply for a green card through a job Apply for a green card through refugee or asylee status Find other ways to get a green card Research green card processes and procedures Find application fees Find forms I need to apply for my green card Download forms I need to apply for my green card Renew or replace my green card Remove conditions on my green card Rights and responsibilities of a green card holder Rules for international travel as permanent resident Help my relative become a permanent resident (by US citizen) Help my relative become a permanent resident (by permanent resident) Other, please specify:	E	Radio button, one-up vertical
ENACQLiv0006804	E	Other information			Text area, no char limit
ENAE10477		What <b>method</b> do you primarily use to find information on this site?	Site's search feature Top navigation bar "Find it Fast" feature Site map (index) Used an external search engine (i.e. Google) Just browsing	A,C D A,C D D	Drop down, select one
ENACQOsI0002835	A	If you used the <b>site's search feature</b> today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered Search results were helpful Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Search speed was too slow Other, please specify:	B	Checkbox, one-up vertical
ENACQOsI0002836	B	Other search difficulty			Text area, no char limit
ENACQOsI0002837	C	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ENACQOsI0002838	D	If you used <b>navigational methods</b> today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not get started or did not know where to begin Could not navigate back to previous information		Checkbox, one-up vertical

Model Instance Name:  
 USCIS Satisfaction Survey  
 MID: n5oFRsx9VsVfdxVJdJls1Q==  
 Date: 8/4/11

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**USCIS Satisfaction Survey CUSTOM QUESTION LIST**

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ENACQOsl0002839	E	Other navigation difficulty	Other, please specify:	E	Text area, no char limit
ENAED10478		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
ENAED10479	A	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.			Text area, no char limit
ENACQLiv0006805	B	If you <b>were unable to completely find</b> what you were looking for, what will you <b>try next</b> to meet your needs? Please be specific.			Text area, no char limit
ENACQOsl0002840		On <b>whose behalf</b> are you looking for information today?	Myself Family member/relative Friend Client Other, please specify:	A	Drop down, select one
ENACQOsl0002841	A	Other behalf			Text field, <100 char
ENACQOsl0002842		What is your preferred <b>speaking language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ENACQOsl0002847	A	Other speaking language			Text field, <100 char
ENACQOsl0002843		What is your preferred <b>reading language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ENACQOsl0002844	A	Other reading language			Text field, <100 char
ENACQOsl0002845		In what language do you prefer <b>looking for information</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ENACQOsl0002846	A	Other language prefer looking for information			Text field, <100 char
ENAED10480		How <b>consistent</b> do you feel this site's quality of information is?	Not at all consistent Not very consistent Somewhat consistent Mostly consistent Always consistent		Drop down, select one
ENAED10481		Please rate the <b>efficiency</b> in which this site provides the information.	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient		Drop down, select one
ENAED10482		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit
ENACQLiv0006806		What is your <b>gender</b> ?	Female Male I prefer not to respond		Drop down, select one
ENACQLiv0006807		Please select the category that includes your <b>age</b> ?	17 and under 18 – 24 25 – 34		Drop down, select one

Model Instance Name:  
 USCIS Satisfaction Survey  
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**USCIS Satisfaction Survey CUSTOM QUESTION LIST**

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond		
ENACQLiv0006808		Which of the following best describes the <b>highest level of education</b> you have completed?	Elementary school Middle school or less Current middle or high school student Did not complete high school High school graduate Vocational/trade school College/university graduate Some postgraduate school Masters/professional degree Doctoral Degree Prefer not to respond Other, please specify:		Drop down, select one
ENACQLiv0006809	A	Other education level as it applies to your country		A	Text field, <100 char
ENACQLiv0006844		Where do you <b>currently live</b> ?	United States of America Afghanistan Albania Algeria Andorra Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas, The Bahrain Bangladesh Barbados Belarus Belgium Belize Benin Bermuda Bhutan Bolivia Bosnia and Herzegovina Botswana Brazil Brunei Bulgaria Burkina Faso		Drop down, select one

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Burma		
			Burundi		
			Cambodia		
			Cameroon		
			Canada		
			Cape Verde		
			Central African Republic		
			Chad		
			Chile		
			China		
			Colombia		
			Cook Islands		
			Costa Rica		
			Côte d'Ivoire		
			Croatia		
			Cuba		
			Cyprus		
			Czech Republic		
			Democratic Republic of the Congo		
			Denmark		
			Djibouti		
			Dominica		
			Dominican Republic		
			Timor Leste		
			Ecuador		
			Egypt		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji		
			Finland		
			France		
			Gabon		
			Gambia, The		
			Gaza		
			Georgia		
			Germany		
			Ghana		
			Greece		
			Grenada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haiti		
			Holy See		
			Honduras		

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Hong Kong		
			Hungary		
			Iceland		
			India		
			Indonesia		
			Iran		
			Iraq		
			Ireland		
			Israel		
			Italy		
			Jamaica		
			Japan		
			Jordan		
			Kazakhstan		
			Kenya		
			Kiribati		
			Korea, North		
			Korea, South		
			Kosovo		
			Kuwait		
			Kyrgyzstan		
			Laos		
			Latvia		
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malaysia		
			Maldives		
			Mali		
			Malta		
			Marshall Islands		
			Mauritania		
			Mauritius		
			Mexico		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Morocco		
			Mozambique		

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Namibia		
			Nauru		
			Nepal		
			Netherlands		
			Netherlands Antilles		
			New Zealand		
			Nicaragua		
			Niger		
			Nigeria		
			Norway		
			Oman		
			Pakistan		
			Palau		
			Panama		
			Papua New Guinea		
			Paraguay		
			Peru		
			Philippines		
			Poland		
			Portugal		
			Qatar		
			Romania		
			Russia		
			Rwanda		
			Samoa		
			San Marino		
			Sao Tome and Principe		
			Saudi Arabia		
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leone		
			Singapore		
			Slovakia		
			Slovenia		
			Solomon Islands		
			Somalia		
			South Africa		
			Spain		
			Sri Lanka		
			St. Kitts and Nevis		
			St. Lucia		
			St. Vincent and the Grenadines		
			Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		
			Syria		



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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Taiwan		
			Tajikistan		
			Tanzania		
			Thailand		
			Togo		
			Tonga		
			Trinidad and Tobago		
			Tunisia		
			Turkey		
			Turkmenistan		
			Tuvalu		
			Uganda		
			Ukraine		
			United Arab Emirates		
			United Kingdom		
			Uruguay		
			Uzbekistan		
			Vanuatu		
			Venezuela		
			Vietnam		
			West Bank		
			Yemen		
			Zambia		
			Zimbabwe		
			Other, please specify:	A	
ENACQLiv0006858	A	Other country			Text field, <100 char

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y	OPS Group	Role

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Y	Skip Logic Group	Primary Reason
	N		Other reason
S	N	Skip Logic Group	Case Status

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other case status task
M	N	Skip Logic Group	Green Card
	N		Other green card info
S	Y		Method
M	Y	Skip Logic Group	Search Experience
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation Experience

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking language
	N		Other speaking language
S	Y	OPS Group	Reading language
	N		Other reading language
S	Y	OPS Group	Language prefer looking for info
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	N		Gender
S	N		Age

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N	OPS Group	Education
	N		Other education
S	N	OPS Group	Location

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label



Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other country

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USCIS Espanol Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
SPAED10470		¿Cuán frecuentemente visita usted este sitio?	Primera vez Más de una vez al día Diariamente Alrededor de una vez a la semana Alrededor de una vez al mes Cada seis meses o menos		
SPAED10471		¿Qué estatus le define mejor como visitante de este sitio Web?	Ciudadano Estadounidense por Nacimiento Ciudadano Estadounidense por Naturalización Residente Permanente (poseedor de Tarjeta Verde) Residente Condicional Ciudadano Extranjero Refugiado Asilado Prometido/a (K-1) Visitante/no inmigrante Trabajador temporero Estudiante o visitante de intercambio Personas en busca de empleo		Radio button, one-up vertical

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USCIS Espanol Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Empleadores Abogados Otro (por favor, especifique)	A	
SPAED10472 SPAED10473	A	Otro estatus ¿Qué área del sitio Web estará visitando hoy principalmente?	Formularios Recursos Leyes Noticias Acerca de Nosotros Trabajo en los Estados Unidos Ciudadanía Familia Adopción Residencia Permanente (Tarjeta Verde) Programas Humanitarios Visite los Estados Unidos Militares Otra (por favor, especifique)	A	Text field, <100 char Radio button, one-up vertical
SPAED10474 SPAED10475	A	Otra área ¿Cuál es su razón principal para visitar hoy nuestro sitio Web?	Sólo navegando Obtener información general antes de presentar mi solicitud Verificar el estatus de mi caso Trabajo en los Estados Unidos Requisitos para la ciudadanía Información acerca de la Residencia Permanente (Tarjeta verde) Visitar los Estados Unidos Encontrar formularios Descargue formulario(s) Verificar cuotas de radicación Buscar/investigar las leyes de inmigración Leer los últimos alertas informativos Conocer más acerca del USCIS Contáctenos Encontrar un trabajo en el USCIS Investigar acerca de programas humanitarios y de protección Investigar información acerca de adopciones Encontrar una oficina del USCIS Cambio de dirección Otra (por favor, especifique)	B D A	Radio button, one-up vertical
SPAED10476 SPACQLiv0006800	A B	Otra razón primordial ¿Específicamente qué trató usted de obtener bajo el estatus de caso?	Verificar el estatus de mi caso Registrarme a mi cuenta Registrarme a actualizaciones de caso Verificar los tiempos de procesamiento Calcular el ciclo de tiempo de mi caso Cambiar mi dirección electrónicamente Petición electrónica (petición de información al USCIS acerca de un caso) Localizar una oficina Otro (por favor, especifique)	C	Text area, no char limit Radio button, one-up vertical

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USCIS Espanol Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
SPACQLiv0006801	C	Otra función relacionada al estatus de caso			Text area, no char limit
SPACQLiv0006802	D	Específicamente, ¿qué información sobre la tarjeta verde usted está buscando?	Solicitar una tarjeta verde por medio de un familiar Solicitar una tarjeta verde por medio de un empleo Solicitar una tarjeta verde por medio del estatus de refugiado o asilado Encontrar otras maneras de obtener una tarjeta verde Investigar los procesos y procedimientos para la tarjeta verde Encontrar las tarifas de radicación Encontrar formularios que necesito para solicitar mi tarjeta verde Descargar los formularios que necesito para solicitar mi tarjeta verde Renovar o reemplazar mi tarjeta verde Remover las condiciones en mi tarjeta verde Derechos y responsabilidades de un poseedor de tarjeta verde Reglas para viajes internacionales como residente permanente Ayudar a un familiar a convertirse en residente permanente (por ciudadano de los EEUU) Ayudar a un familiar a convertirse en residente permanente (por residente permanente) Otro (por favor, especifique)	E	Radio button, one-up vertical
SPACQLiv0006804	E	Otra información			Text area, no char limit
SPAED10477		¿Qué método utiliza mayormente para encontrar información en este sitio?	Mecanismo de búsqueda del sitio Barra principal de navegación superior Mecanismo "Dónde empezar" Mapa del sitio (índice) Used an external search engine (i.e. Google) Sólo navegando	A,C D A,C D D	Drop down, select one
SPACQOsl0002835	A	Si utilizó la herramienta de búsqueda para encontrar la información, ¿qué tipo de dificultades, si alguna, confrontó?	Ninguna Los resultados de búsqueda fueron de ayuda Los resultados de búsqueda no fueron de ayuda Recibí demasiados resultados No recibí suficientes resultados No recibí resultados Los resultados obtenidos fueron demasiado similares/redundantes Los resultados no se relacionaban a mis términos de búsqueda o mis necesidades No estaba seguro de qué palabras utilizar en mi búsqueda La búsqueda necesitó demasiados cambios o especificaciones para obtener los resultados La búsqueda resultó demasiado lenta Otro (por favor, especifique)	B	Checkbox, one-up vertical
SPACQOsl0002836	B	Otra dificultad en la búsqueda			Text area, no char limit
SPACQOsl0002837	C	¿Qué términos utilizó en su búsqueda hoy?			Text area, no char limit
SPACQOsl0002838	D	Si utilizó mecanismos de navegación durante su búsqueda, ¿qué dificultades encontró?	Ninguna No pude encontrar los enlaces de navegación en la mayoría de las páginas Demasiados enlaces u opciones de navegación Los enlaces no me llevaron a donde esperaba Tuve dificultades para encontrar información detallada en sus páginas Tuve dificultades para encontrar información relacionada en sus páginas La navegación no me fue de ayuda en lo que estaba tratando de lograr A menudo me sentí perdido y no sabía en qué lugar del sitio Web me encontraba Experimenté dificultades técnicas (enlaces que no trabajaban; mensajes de error, etc.) No pude comenzar o no supe por dónde empezar No pude navegar de regreso a la información anterior Otro (por favor, especifique)	E	Checkbox, one-up vertical

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USCIS Espanol Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
SPACQOsl0002839 SPAED10478	E	Otra dificultad en la navegación ¿Encontró lo que buscaba hoy?	Sí Parcialmente Todavía buscando No	B B A,B	Text area, no char limit Drop down, select one
SPAED10479	A	Si no pudo conseguir lo que estaba buscando, por favor especifique la información que estaba tratando de encontrar.			Text area, no char limit
SPACQLiv0006805	B	Si no pudo conseguir lo que estaba buscando, ¿que intentará después para satisfacer sus necesidades de servicio? Por favor, sea específico.			Text area, no char limit
SPACQOsl0002840		¿Para quién está usted buscando información en esta búsqueda?	Para mí Para un familiar o miembro de la familia Para un amigo Para un cliente Otro (por favor, especifique)	A	Drop down, select one
SPACQOsl0002841	A	A nombre de otro			Text field, <100 char
SPACQOsl0002842		¿Cuál es el idioma de su preferencia?	Inglés Español Otro (por favor, especifique)	A	Drop down, select one
SPACQOsl0002847	A	Otro idioma hablado			Text field, <100 char
SPACQOsl0002843		¿En qué idioma prefiere leer?	Inglés Español Otro (por favor, especifique)	A	Drop down, select one
SPACQOsl0002844	A	Otro idioma de lectura			Text field, <100 char
SPACQOsl0002845		¿En qué idioma prefiere buscar la información?	Inglés Español Otro (por favor, especifique)	A	Drop down, select one
SPACQOsl0002846 SPAED10480	A	Prefiero buscar la información en otro idioma Por favor, evalúe la consistencia con que este sitio provee la información ¿Cuán consistente es la calidad de la información en este sitio?	No es consistente No muy consistente Algo consistente Mayormente consistente Siempre consistente		Text field, <100 char Drop down, select one
SPAED10481		Por favor, evalúe la eficiencia con que este sitio provee la información ¿Cuán eficientemente provee información este sitio Web?	No es eficiente No muy eficiente Algo eficiente Mayormente eficiente Siempre eficiente		Drop down, select one
SPAED10482		Si pudiese mejorar un aspecto de este sitio, ¿cuál sería?			Text area, no char limit
SPACQLiv0006806		¿A qué género pertenece?	Femenino Masculino Prefiero no responder		Drop down, select one
SPACQLiv0006807		Por favor, elija la categoría a la que corresponda su edad	17 o menor 18 – 24 25 – 34 35 – 44 45 – 54		Drop down, select one

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USCIS Espanol Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			55 – 64 65 ó mayor Prefiero no responder		
SPACQLiv0006808		¿Cuál de los siguientes mejor describe su nivel de educación?	Escuela elemental Escuela intermedia o menos Estudiante actual de escuela intermedia o escuela superior No completé la escuela superior Graduado de escuela superior Escuela vocacional/instituto profesional Universidad/graduado de universidad Algunos estudios post graduados Master/grado profesional Grado Doctoral Prefiero no responder Otro (por favor, especifique)	A	Drop down, select one
SPACQLiv0006809	A	Otro nivel de educación, según aplique a su país			Text field, <100 char
SPACQLiv0006844		¿Dónde usted vive actualmente?	Estados Unidos de América Afganistán Albania Algeria Andorra Angola Anguila Antigua y Barbuda Argentina Armenia Australia Austria Azerbaiján Las Bahamas Bahréin Bangladesh Barbados Bielorrusia Bélgica Belize Benin Bermuda Bhután Bolivia Bosnia y Herzegovina Botswana Brasil Brunei Bulgaria Burkina Faso Burma Burundi		Drop down, select one

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Camboya		
			Camerún		
			Canadá		
			Cabo Verde		
			República de Africa Central		
			Chad		
			Chile		
			China		
			Colombia		
			Islas Cook		
			Costa Rica		
			Costa de Marfil		
			Croacia		
			Cuba		
			Chipre		
			República Checa		
			República Democrática del Congo		
			Dinamarca		
			Yibuti		
			Dominica		
			República Dominicana		
			Timor del Este		
			Ecuador		
			Egipto		
			El Salvador		
			Guinea Ecuatorial		
			Eritrea		
			Estonia		
			Etiopía		
			Fiji		
			Finlandia		
			Francia		
			Gabón		
			Gambia		
			Gaza		
			Georgia		
			Alemania		
			Ghana		
			Grecia		
			Granada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haití		
			Ciudad del Vaticano		
			Honduras		
			Hong Kong		
			Hungría		



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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Islandia		
			India		
			Indonesia		
			Irán		
			Iraq		
			Irlanda		
			Israel		
			Italia		
			Jamaica		
			Japón		
			Jordán		
			Kazajistán		
			Kenya		
			Kiribati		
			Corea del Norte		
			Corea de Sur		
			Kosovo		
			Kuwait		
			Kyrgyzstán		
			Laos		
			Latvia		
			Libano		
			Lesotho		
			Liberia		
			Libia		
			Liechtenstein		
			Lituania		
			Luxemburgo		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malasia		
			Maldivias		
			Mali		
			Malta		
			Islas Marshall		
			Mauritania		
			Mauricio		
			México		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Marruecos		
			Mozambique		
			Namibia		
			Nauru		

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			Nepal		
			Países Bajos		
			Antillas de los Países Bajos		
			Nueva Zelanda		
			Nicaragua		
			Nigeria		
			Nigeria		
			Noruega		
			Omán		
			Pakistán		
			Palau		
			Panamá		
			Papua-Nueva Guinea		
			Paraguay		
			Perú		
			Filipinas		
			Polonia		
			Portugal		
			Qatar		
			Rumania		
			Rusia		
			Ruanda		
			Samoa		
			San Marino		
			Santo Tomás y Príncipe		
			Arabia Saudita		
			Senagal		
			Serbia		
			Seychelles		
			Sierra Leona		
			Singapur		
			Eslovaquia		
			Eslovenia		
			Islas de Solomon		
			Somalia		
			Sur Africa		
			España		
			Sri Lanka		
			San Kitts y Nevis		
			Santa Lucía		
			San Vicente y Las Granadinas		
			Sudan		
			Surinam		
			Swazilandia		
			Suecia		
			Suíza		
			Siria		
			Taiwan		
			Tajikistán		

Model Instance Name:  
 USCIS Espanol Survey  
 MID: 9NwMFp0kEp0ZMsZxx0xohQ==  
 Date: 8/4/11

~~red & strike-through~~: DELETE  
underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

USCIS Espanol Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Tanzania		
			Tailandia		
			Togo		
			Tonga		
			Trinidad y Tobago		
			Tunesia		
			Turquia		
			Turkmenistán		
			Tuvalu		
			Uganda		
			Ucrania		
			Unión de Emiratos Arabes		
			Reino Unido		
			Uruguay		
			Uzbekistán		
			Vanatu		
			Venezuela		
			Vietnam		
			Cisjordania		
			Yemen		
			Zambia		
			Zimbawe		
			Otro, por favor, especifique	A	
SPACQLiv0006858	A	Otro país			Text field, <100 char

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y	OPS Group	Role

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Y	Skip Logic Group	Primary Reason
	N		Other reason
S	N	Skip Logic Group	Case Status

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other case status task
M	N	Skip Logic Group	Green Card
	N		Other green card info
S	Y		Method
M	Y	Skip Logic Group	Search Experience
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation Experience

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking language
	N		Other speaking language
S	Y	OPS Group	Reading language
	N		Other reading language
S	Y	OPS Group	Language prefer looking for info
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	N		Gender
S	N		Age

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N	OPS Group	Education
	N		Other education
S	N	OPS Group	Location



Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

