

## Questionnaire Management Guidelines

### Goals:

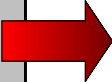

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

### 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
<p><b>Content (1=Poor, 10=Excellent, Don't Know)</b>            1 Please rate the <b>accuracy of information</b> on this site.            2 Please rate the <b>quality of information</b> on this site.            3 Please rate the <b>freshness of content</b> on this site.</p>	<p><b>Satisfaction</b>            24 What is your <b>overall satisfaction</b> with this site?            25 How well does this site <b>meet your expectations</b>?            26 How does this site <b>compare to your idea of an ideal website</b>?</p>	<p><b>Likelihood to Return (1=Very Unlikely, 10=Very Likely)</b>            27 How likely are you to <b>return to this site</b>?  <b>Recommend (1=Very Unlikely, 10=Very Likely)</b>            28 How likely are you to <b>recommend this site to someone else</b>?</p>
<p><b>Functionality (1=Poor, 10=Excellent, Don't Know)</b>            4 Please rate the <b>usefulness of the features provided</b> on this site.</p>		<p><b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>            29 How likely are you to use this site as your <b>primary resource</b> for obtaining information about immigration and citizenship?</p>
<p>5 Please rate the <b>convenience of the features</b> on this site.            6 Please rate the <b>variety of features</b> on this site.</p>		<p><b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b>            30 I can count on this agency to <b>act in my best interests</b>.            31 I consider this agency to be <b>trustworthy</b>.</p>
<p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>            7 Please rate the <b>visual appeal</b> of this site.            8 Please rate the <b>balance of graphics and text</b> on this site.            9 Please rate the <b>readability of the pages</b> on this site.</p>		<p>32 This agency can be trusted to <b>do what is right</b>.  <b>Future Participation (1=Very Unlikely, 10=Very Likely)</b>            33 How likely are you to <b>express your thoughts or ideas to this agency</b> in the next 90 days?</p>
<p><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.</p>		
<p><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.</p>		
<p><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.</p>		
<p><b>Online Transparency (1=Poor, 10=Excellent, Don't Know)</b>            21 Please rate how <b>thoroughly this website 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.</p>		

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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) Drop down, select one
EDO001		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
EDO002		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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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	
EDO003	A	Other role			Text field, <100 char
EDO004		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
EDO005	A	Other area visited			Text field, <100 char
ACQCas0026960		Were you looking for information about <b>Entrepreneurs In Residence (EIR)</b> today?	Yes No	A,B,C,D,E	Drop down, select one
ACQCas0026961	A	What <b>best describes</b> you?	I am working in the United States and want to start a business in the United States I am working outside of the United States and want to start a business in the United States I am a student in the United States and want to start a business in the United States		Radio button, one-up vertical
ACQCas0026962	B	What is your <b>primary reason</b> for visiting the <b>EIR</b> section today?	Just browsing I want a better understanding of the immigration process I am trying to identify the right visa option for me I am looking for filing tips for a visa category I want to understand key requirements for a visa category		Radio button, one-up vertical
ACQCas0026963	C	After visiting the EIR section do you know <b>what visa you are applying for</b> ?	Yes No		Radio button, one-up vertical
ACQCas0026964	D	Has this site given you a <b>better understanding</b> of the <b>evidence you need to provide</b> to meet the key requirements of your visa?	Yes Partially No		Radio button, one-up vertical
ACQCas0026965	E	If you are ready to apply, <b>what category</b> are you applying for?	B-1 Business Visitor F-1/OPT Optional Practical Training H-1B Specialty Occupation O-1A Extraordinary Ability and Achievement E-2 Treaty Investor L-1 Intracompany Transferee		Radio button, one-up vertical
EDO006		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)	B  D	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)
			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:	A	
EDO007	A	Other primary reason			Text area, no char limit
ACQLiv0006830	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
ACQLiv0006831	C	Other case status task			Text area, no char limit
ACQLiv0006832	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
ACQLiv0006833	E	Other information			Text area, no char limit
EDO008		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
ACQCol0002739	A	If you used the <b>site's search feature</b> today to find your information, what type of difficulties, if any, did you	No difficulty encountered Search results were helpful		Checkbox, one-up vertical

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		encounter with the search?	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	
ACQCol0002760	B	Other search difficulty			Text area, no char limit
ACQCol0002761	C	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	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 Other, please specify:	E	Checkbox, one-up vertical
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
EDO010	A	If you were <b>unable to find</b> what you were looking for, please specify the information you were trying to find.			Text area, no char limit
ACQLiv0006835	B	If you were <b>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
ACQCol0002764		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
ACQCol0002740	A	Other behalf			Text field, <100 char
EDO011		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
EDO012		Please rate the <b>efficiency</b> in which this site provides the information.	Not at all efficient Not very efficient		Drop down, select one

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			Somewhat efficient Mostly efficient Always efficient		
EDO013		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit
ACQLiv0006837		What is your <b>gender</b> ?	Female Male I prefer not to respond		Drop down, select one
ACQLiv0006838		Please select the category that includes your <b>age</b> ?	17 and under 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond		Drop down, select one
ACQLiv0006814		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:	<b>A</b>	Drop down, select one
ACQLiv0006815	<b>A</b>	Other education level as it applies to your country			Text field, <100 char
ACQLiv0006845		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		Drop down, select one

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			Belize		
			Benin		
			Bermuda		
			Bhutan		
			Bolivia		
			Bosnia and Herzegovina		
			Botswana		
			Brazil		
			Brunei		
			Bulgaria		
			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		



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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Germany		
			Ghana		
			Greece		
			Grenada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haiti		
			Holy See		
			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		

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			Marshall Islands		
			Mauritania		
			Mauritius		
			Mexico		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Morocco		
			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		

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			Spain		
			Sri Lanka		
			St. Kitts and Nevis		
			St. Lucia		
			St. Vincent and the Grenadines		
			Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		
			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	
ACQLiv0006856	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	EIR
S	Y		EIR role
S	Y		EIR reason
S	Y		EIR visa apply
S	Y		EIR understanding
S	Y		EIR visa type
S	Y	Skip Logic Group	Primary Reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reason
S	N	Skip Logic Group	Case Status
	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

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation Experience
	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		Consistency
S	Y		Efficiency

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Improvement
S	N		Gender
S	N		Age
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



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EDO001		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
EDO002		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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			Employer Attorney Other, please specify:	A	
EDO003	A	Other role			Text field, <100 char
EDO004		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
EDO005	A	Other area visited			Text field, <100 char
		Were you looking for information about <b>Entrepreneurs In Residence (EIR)</b> today?	Yes No	A,B,C,D,E	Drop down, select one
	A	What <b>best describes</b> you?	I am working in the United States and want to start a business in the United States I am working outside of the United States and want to start a business in the United States I am a student in the United States and want to start a business in the United States		Radio button, one-up vertical
	B	What is your <b>primary reason</b> for visiting the <b>EIR</b> section today?	Just browsing I want a better understanding of the immigration process I am trying to identify the right visa option for me I am looking for filing tips for a visa category I want to understand key requirements for a visa category		Radio button, one-up vertical
	C	After visiting the EIR section do you know <b>what visa you are applying for</b> ?	Yes No		Radio button, one-up vertical
	D	Has this site given you a <b>better understanding</b> of the <b>evidence you need to provide</b> to meet the key requirements of your visa?	Yes Partially No		Radio button, one-up vertical
	E	If you are ready to apply, <b>what category</b> are you applying for?	B-1 Business Visitor F-1/OPT Optional Practical Training H-1B Specialty Occupation O-1A Extraordinary Ability and Achievement E-2 Treaty Investor L-1 Intracompany Transferee		Radio button, one-up vertical
EDO006		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)	B  D	Radio button, one-up vertical

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			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:	A	
EDO007	A	Other primary reason			Text area, no char limit
ACQLiv0006830	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
ACQLiv0006831	C	Other case status task			Text area, no char limit
ACQLiv0006832	D	What specific 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
ACQLiv0006833	E	Other information			Text area, no char limit
EDO008		What method 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
ACQCol0002739	A	If you used the site's search feature 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		Checkbox, one-up vertical

Model Instance Name:  
 USCIS Satisfaction Survey  
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==  
 Date: 4/26/13

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 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)
			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	
ACQCol0002760	B	Other search difficulty			Text area, no char limit
ACQCol0002761	C	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	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 Other, please specify:	E	Checkbox, one-up vertical
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
EDO010	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
ACQLiv0006835	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
ACQCol0002764		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
ACQCol0002740	A	Other behalf			Text field, <100 char
ACQCol0002741		<del>What is your preferred speaking language?</del>	English Spanish Other, please specify:	A	Drop-down, select one
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		<del>What is your preferred reading language?</del>	English Spanish Other, please specify:	A	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)
ACQCoI0002766	A	Other reading language			Text field, <100 char
ACQCoI0002767		In what language do you prefer looking for information?	English Spanish Other, please specify:	A	Drop down, select one
ACQCoI0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		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
EDO012		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
EDO013		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit
ACQLiv0006837		What is your <b>gender</b> ?	Female Male I prefer not to respond		Drop down, select one
ACQLiv0006838		Please select the category that includes your <b>age</b> ?	17 and under 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond		Drop down, select one
ACQLiv0006814		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
ACQLiv0006815	A	Other education level as it applies to your country			Text field, <100 char
ACQLiv0006845		Where do you <b>currently live</b> ?	United States of America Afghanistan Albania Algeria		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)
			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		
			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		

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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)
			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		
			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		

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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)
			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		
			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		

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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)
			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		
			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		

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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)
			Zimbabwe	A	
			Other, please specify:		
ACQLiv0006856	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	EIR
S	Y		EIR role
S	Y		EIR reason
S	Y		EIR visa apply
S	Y		EIR understanding
S	Y		EIR visa type
S	Y	Skip Logic Group	Primary Reason



Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reason
S	N	Skip Logic Group	Case Status
	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

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation Experience
	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

Single or Multi	Required Y/N	Special Instructions	CQ Label
	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
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

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



Model Instance Name:  
 USCIS Satisfaction Survey  
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==  
 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) Drop down, select one
EDO001		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
EDO002		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  
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==  
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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	
EDO003	A	Other role			Text field, <100 char
EDO004		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
EDO005	A	Other area visited			Text field, <100 char
EDO006		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
EDO007	A	Other primary reason			Text area, no char limit
ACQLiv0006830	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)
ACQLiv0006831	C	Other case status task			Text area, no char limit
ACQLiv0006832	D	What specific 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
ACQLiv0006833	E	Other information			Text area, no char limit
EDO008		What method 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
ACQCol0002739	A	If you used the site's search feature 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
ACQCol0002760	B	Other search difficulty			Text area, no char limit
ACQCol0002761	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	D	If you used navigational methods 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		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)
			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 Other, please specify:	E	
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
EDO010	A	If you were <b>unable to find</b> what you were looking for, please specify the information you were trying to find.			Text area, no char limit
	B	If you were <b>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
ACQCol0002764		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
ACQCol0002740	A	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred <b>speaking language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred <b>reading language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002766	A	Other reading language			Text field, <100 char
ACQCol0002767		In what language do you prefer <b>looking for information</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		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
EDO012		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
EDO013		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit

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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
		What is your <b>gender</b> ?	Female Male I prefer not to respond		Drop down, select one
		Please select the category that includes your <b>age</b> ?	17 and under 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond		Drop down, select one
		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
	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		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)
			Bosnia and Herzegovina		
			Botswana		
			Brazil		
			Brunei		
			Bulgaria		
			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		

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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)
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haiti		
			Holy See		
			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		

Model Instance Name:  
 USCIS Satisfaction Survey  
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==  
 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)
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Morocco		
			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		



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 MID: 9ZYxBIAIINdZl8IRIAJA5Q==  
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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)
			Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		
			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
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation

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
	N		Other speaking language
S	Y	OPS Group	Reading
	N		Other reading language
S	Y	OPS Group	Language prefer
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N		Gender
S	N		Age
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  
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 Date: 5/3/11

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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) Drop down, select one
EDO001		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
EDO002		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  
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==  
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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	
EDO003	A	Other role			Text field, <100 char
EDO004		What <b>area</b> of the site are you primarily visiting today?	Forms		Radio button, one-up vertical
			Resources		
			Laws		
			News		
			About Us		
			Working the U.S.		
			Citizenship		
			Family		
			Adoption		
			Green card		
			Humanitarian		
			Visit the U.S.		
			Military		
			Other, please specify:	A	
EDO005	A	Other area visited			Text field, <100 char
EDO006		What is your <b>primary reason</b> for visiting the site today?	Just browsing		Radio button, one-up vertical
			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)		
			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:	A	
EDO007	A	Other primary reason			Text area, no char limit
EDO008		What <b>method</b> do you primarily use to find information on this site?	Site's search feature	A,C	Drop down, select one
			Top navigation bar	D	
			"Find it Fast" feature	A,C	
			Site map (index)	D	
			Used an external search engine (i.e. Google)		
			Just browsing	D	
ACQCol0002739	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		Checkbox, one-up vertical
			Search results were helpful		
			Search results were not helpful		
			Returned too many results		

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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)
			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	
ACQCol0002760	B	Other search difficulty			Text area, no char limit
ACQCol0002761	C	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	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 Other, please specify:	E	Checkbox, one-up vertical
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	A	Drop down, select one
EDO010	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
ACQCol0002764		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
ACQCol0002740	A	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred <b>speaking language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred <b>reading language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002766	A	Other reading language			Text field, <100 char

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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)
ACQCol0002767		In what language do you prefer <b>looking for information</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		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
EDO012		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
EDO013		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit
ACQOsl0004930		Please rate the <b>simplicity of the words</b> used on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004931		Please rate the site on its use of <b>short, clear sentences</b> .	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004932		Please rate <b>how logically text is organized</b> on this site.	1=Poor 2 3 4 5 6 7 8 9		Radio button, scale, has don't know

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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)
			10=Excellent Don't know		
ACQOsl0004933		Please rate how well the site's language is <b>focused on a central topic</b> .	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004934		Please rate how well <b>terminology is explained</b> on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004935		Please rate this site's use of <b>language that people like me can understand</b> .	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004936		Please rate the <b>clarity of the language</b> used on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004937		Please rate the <b>consistency of language usage</b> on this site.	1=Poor 2 3		Radio button, scale, has don't know

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 MID: 9ZYxBIAIINdZl8IRIAJA5Q==  
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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)
			4 5 6 7 8 9 10=Excellent Don't know		
ACQOsl0004938		Please rate this site' s use of language that <b>the average person can understand</b> .	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004939		Please rate how well this site <b>uses common terms</b> to express ideas.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know



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	Y		Method
M	Y	Skip Logic Group	Search

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	N		Info not found
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking
	N		Other speaking language
S	Y	OPS Group	Reading
	N		Other reading language

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y	OPS Group	Language prefer
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	Y		Simplicity
S	Y		Short
S	Y		Organized

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Focused
S	Y		Explained
S	Y		Understand
S	Y		Clarity
S	Y		Consistency

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Average Person
S	Y		Common Terms

Model Instance Name:  
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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
EDO001		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
EDO002		What <b>best describes your role</b> when coming to this	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	
EDO003	A	Other role			Text field, <100 char
EDO004		What <b>area</b> of the site are you primarily visiting today?	Forms		Radio button, one-up vertical
			Resources		
			Laws		
			News		
			About Us		
			Working the U.S.		
			Citizenship		
			Family		
			Adoption		
			Green card		
			Humanitarian		
			Visit the U.S.		
			Military		
			Other, please specify:	A	
EDO005	A	Other area visited			Text field, <100 char
EDO006		What is your <b>primary reason</b> for visiting the site today?	Just browsing		Radio button, one-up vertical
			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)		
			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:	A	
EDO007	A	Other primary reason			Text area, no char limit
EDO008		What <b>method</b> do you primarily use to find information on	Site's search feature	A,C	Drop down, select one
			Top navigation bar	D	
			"Where To Start" feature	A,C	
			Site map (index)	D	
			Used an external search engine (i.e. Google)		
			Just browsing	D	
ACQCol0002739	A	If you used the <b>site's search feature</b> today to find your	No difficulty encountered		Checkbox, one-up vertical
			Search results were helpful		
			Search results were not helpful		
			Returned too many results		



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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)
			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	
ACQCol0002760	B	Other search difficulty			Text area, no char limit
ACQCol0002761	C	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	D	If you used <b>navigational methods</b> today to find your	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 Other, please specify:	E	Checkbox, one-up vertical
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	A	Drop down, select one
EDO010	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
ACQCol0002764		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
ACQCol0002740	A	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred <b>speaking language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred <b>reading language</b> ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002766	A	Other reading language			Text field, <100 char

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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)
ACQCol0002767		In what language do you prefer <b>looking for</b>	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How <b>consistent</b> do you feel this site's quality of	Not at all consistent Not very consistent Somewhat consistent Mostly consistent Always consistent		Drop down, select one
EDO012		Please rate the <b>efficiency</b> in which this site provides the	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient		Drop down, select one
EDO013		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit
ACQOsl0004930		Please rate the <b>simplicity of the words</b> used on this	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004931		Please rate the site on its use of <b>short, clear</b>	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004932		Please rate <b>how logically text is organized</b> on this	1=Poor 2 3 4 5 6 7 8 9		Radio button, scale, has don't know

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			10=Excellent Don't know		
ACQOsl0004933		Please rate how well the site's language is <b>focused on</b>	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004934		Please rate how well <b>terminology</b> is explained on this	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004935		Please rate this site's use of <b>language that people like</b>	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004936		Please rate the <b>clarity of the language</b> used on this	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004937		Please rate the <b>consistency of language usage</b> on this	1=Poor 2 3		Radio button, scale, has don't know

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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)
			4 5 6 7 8 9 10=Excellent Don't know		
ACQOsl0004938		Please rate this site's use of language that <b>the average</b>	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004939		Please rate how well this site <b>uses common terms to</b>	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know

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	Y		Method
M	Y	Skip Logic Group	Search

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	N		Info not found
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking
	N		Other speaking language
S	Y	OPS Group	Reading
	N		Other reading language

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y	OPS Group	Language prefer
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	Y		Simplicity
S	Y		Short
S	Y		Organized



Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Focused
S	Y		Explained
S	Y		Understand
S	Y		Clarity
S	Y		Consistency

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Average Person
S	Y		Common Terms