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 <u>Question Grouping Rules</u>
- 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

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 11/30/2009

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

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			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)
EDO001		How frequently do you visit this site?	First time		Drop down, select one
			More than once a day		
			Daily		
			About once a week		
			About once a month		
			Every 6 months or less		
EDO002		What best describes your role when coming to this site?			Radio button, one-up vertical
			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		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			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	Α	Other role			Text field, <100 char
EDO004		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:	Α	Radio button, one-up vertical
EDO005	Α	Other area visited			Text field, <100 char
ACQCas0026960		Were you looking for information about Entrepreneurs In Residence (EIR) today?	Yes No	A,B,C,D,E	Drop down, select one
ACQCas0026961	A	What best describes 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	В	What is your primary reason for visiting the EIR 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	С	After visiting the EIR section do you know what visa you are applying for?	Yes No	_	Radio button, one-up vertical
ACQCas0026964	D	Has this site given you a better understanding of the	Yes Partially No	_	Radio button, one-up vertical
ACQCas0026965	Е	If you are ready to apply, what category 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 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)	B	Radio button, one-up vertical

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13 red & strike-through: DELETE <u>underlined & italicized</u>: 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)
		•••••	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:	Α	
EDO007	Α	Other primary reason			Text area, no char limit
CQLiv0006830	В	What specifically under case status did you try to	Check my case status		Radio button, one-up vertic
		accomplish?	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:	С	
CQLiv0006831	С	Other case status task			Text area, no char limit
CQLiv0006832	D	What specific green card information were you looking	Apply for a green card through family		Radio button, one-up vertic
		for?	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	
CQLiv0006833	E	Other information			Text area, no char limit
EDO008		What method do you primarily use to find information on	Site's search feature	A,C	Drop down, select one
		this site?	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	
CQCol0002739	Α	If you used the site's search feature today to find your	No difficulty encountered		Checkbox, one-up vertica
		information, what type of difficulties, if any, did you	Search results were helpful		

ForeSee Results - Confidential and Proprietary

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			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)
		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:	в	
CQCol0002760	В	Other search difficulty			Text area, no char limit
CQCol0002761	C	What search terms did you use today to find what you			Text area, no char limit
QC010002701	C	were looking for?			Text alea, no chai innit
CQCol0002762	D	If you used navigational methods today to find your	No difficulty encountered		Checkbox, one-up vertic
		information, what type of difficulties, if any, did you	Could not find the appropriate navigational links on most of your web pages		
		encounter with the navigation?	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	
CQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009	<u></u>	Did you find what you were looking for today?	Yes		Drop down, select one
LDCCCC		bid you mid what you were rooking for today.	Partially	в	
			Still looking	В	
			No	A,B	
EDO010	Α	If you were unable to find what you were looking for,		А,В	Text area, no char limit
EDOOIO	A	please specify the information you were trying to find.			
CQLiv0006835	В	If you were unable to completely find what you were looking for, what will you try next to meet your needs? Please be specific.			Text area, no char limit
CQCol0002764		On whose behalf are you looking for information today?	Myself		Drop down, select one
			Family member/relative		
			Friend		
			Client		
			Other, please specify:	A	
QCol0002740	Α	Other behalf			Text field, <100 char
EDO011		How consistent do you feel this site's quality of	Not at all consistent		Drop down, select one
		information is?	Not very consistent		
			Somewhat consistent		
			Mostly consistent		
			Always consistent		
EDO012		Please rate the efficiency in which this site provides the	Not at all efficient		Drop down, select one
		information.	Not very efficient		• •

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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)
			Somewhat efficient Mostly efficient Always efficient	_	
EDO013		If you could make one improvement to this site, what would it be?			Text area, no char limit
ACQLiv0006837		What is your gender ?	Female Male I prefer not to respond	_	Drop down, select one
ACQLiv0006838		Please select the category that includes your age ?	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		education 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 currently live ?	United States of America Afghanistan Albania Algeria Andorra Angola Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Australia Australia Australia Bahran Bahran Bahran Bahran Bangladesh Barbados Belarus Belgium		Drop down, select one

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			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic		Answer Choices		
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
			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		
			Georgia		

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			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic		Answer Choices		
(Group ID)	Label	Question Text	(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		
			JamaicaJapan		
			Jordan		
			Kazakhstan		
			Kenya		
			Kiribati		
			Korea, North		
			Korea, South		
			Козоvо		
			Kuwait		
			Kyrgyzstan		
			Laos		
			Latvia		
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malaysia		
			Maldives		
			Mali		
			Malta		

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			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic		Answer Choices		
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
			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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			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)
(Group ID)	Lögit Label		(limited to 50 characters) Spain Sri Lanka St. Kits and Nevis St. Lucia St. Lucia St. Vincent and the Grenadines Sudan Suriname Swaziland Sweden Switzerland Syria Taiwan Tajkistan Tanzania Thailand Togo Tonga Tinidad and Tobago Turkey Turkey Uganda Ukraine United Kingdom Urirguay Uzbekistan Vanuatu Venezuela Vietnam West Bank Yemen Zambia		Type (select from list)
ACQLiv0006856	A	Other country	Other, please specify:	A	Text field, <100 char

Single or Multi S	Required Y/N Y	Special Instructions	CQ Label 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 N	Chin Lonio Crown	Other reason
S	N	Skip Logic Group	Case Status
	N		Other case status
			task
М	N	Skip Logic Group	Green Card
	N		Other green card info
S	Y		Method
М	Y	Skip Logic Group	Search Experience

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N Y		Other search diff Search terms
М	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	Ν		Age
S	N	OPS Group	Education
	N		Other education
S	Ν	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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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO001		How frequently do you visit this site?	First time		Drop down, select one
			More than once a day		
			Daily		
			About once a week		
			About once a month		
			Every 6 months or less		
EDO002		What best describes your role when coming to this site?			Radio button, one-up vertical
			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		

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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 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
EDO005	A	Other area visited			Text field, <100 char
		Were you looking for information about Entrepreneurs In Residence (EIR) today?	Yes No	A,B,C,D,E	Drop down, select one
	A	What best describes 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
	В	What is your primary reason for visiting the EIR 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
	С	After visiting the EIR section do you know what visa you are applying for ?	Yes No	_	Radio button, one-up vertical
	D	Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?	Yes Partially No	-	Radio button, one-up vertical
	E	If you are ready to apply, what category 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 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)	B	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)
(Group ID)	Laber	Question Text	Check filing fees	SKIP LO	Type (select from list)
			V	-	
			Find/research immigration laws	4	
			Read the latest news releases	4	
			Learn about USCIS	-	
			Contact us	4	
			Find a job with USCIS	4	
			Research humanitarian programs and protection	4	
			Research information about adoption	-	
			Find a USCIS office	4	
			Change of address	4	
			Other, please specify:	A	
EDO007	Α	Other primary reason			Text area, no char lim
QLiv0006830	В	What specifically under case status did you try to	Check my case status		Radio button, one-up ver
		accomplish?	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:	С	
CQLiv0006831	С	Other case status task			Text area, no char lim
QLiv0006832	D	What specific green card information were you looking	Apply for a green card through family		Radio button, one-up ver
		for?	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	1	
			Research green card processes and procedures	1	
			Find application fees	1	
			Find forms I need to apply for my green card	1	
			Download forms I need to apply for my green card	1	
			Renew or replace my green card	1	
			Remove conditions on my green card	1	
			Rights and responsibilities of a green card holder	1	
			Rules for international travel as permanent resident	1	
			Help my relative become a permanent resident (by US citizen)	1	
			Help my relative become a permanent resident (by permanent resident)	1	
			Other, please specify:	E	
QLiv0006833	E	Other information			Text area, no char lim
EDO008		What method do you primarily use to find information on	Site's search feature	A,C	Drop down, select on
200000		this site?	Top navigation bar		Drop down, Select on
			"Find it Fast" feature	-	
			Site map (index)	A,C D	
			Used an external search engine (i.e. Google)		
00-10000700			Just browsing	D	Ohaaluhau
QCol0002739	Α	If you used the site's search feature today to find your	No difficulty encountered	-	Checkbox, one-up vert
		information, what type of difficulties, if any, did you	Search results were helpful		
		encounter with the search?	Search results were not helpful		

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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 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:	В	
ACQCol0002760	В	Other search difficulty			Text area, no char limit
ACQCol0002761	С	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	No difficulty encountered		Checkbox, one-up vertical
		information, what type of difficulties, if any, did you	Could not find the appropriate navigational links on most of your web pages		· · ·
		encounter with the navigation?	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	
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
100000000000000000000000000000000000000					
EDO009		Did you find what you were looking for today?	Yes		Drop down, select one
			Partially	В	
			Still looking	В	
			No	A,B	
EDO010	A	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit
ACQLiv0006835	В	If you were unable to completely find what you were looking for, what will you try next to meet your needs? Please be specific.			Text area, no char limit
ACQCol0002764		On whose behalf are you looking for information today?	Myself		Drop down, select one
			Family member/relative		
			Friend		
			Client		
			Other, please specify:	A	
ACQCol0002740	Α	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred speaking language?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred reading language?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			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)
ACQCol0002766	A	Other reading language			Text field, <100 char
ACQCol0002767		In what language do you prefer looking for information?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How consistent 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 efficiency 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 one improvement to this site, what would it be?			Text area, no char limit
ACQLiv0006837		What is your gender ?	Female Male I prefer not to respond	-	Drop down, select one
ACQLiv0006838		Please select the category that includes your age ?	17 and under 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 and over prefer not to respond		Drop down, select one
ACQLiv0006814		Which of the following best describes the highest level of education you have completed?			Drop down, select one
ACQLiv0006815	A	Other education level as it applies to your country			Text field, <100 char
ACQLiv0006845		Where do you currently live ?	United States of America Afghanistan Albania Algeria		Drop down, select one

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices	Clvin to	Turne (oplant from list)
(Group ID)	Labei	Question Text	(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		
			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		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID	Skip Logic		Answer Choices		
QID (Group ID)	Label	Question Text	(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		
			lceland		
			India		
			Indonesia		
			Iran		
			Iraq		
			Ireland		
			Israel		
			Italy		
			Jamaica		
			Japan		
			Jordan		
			Kazakhstan		
			Kenya		
			Kiribati		
			Korea, North		
			Korea, South		
			Kosovo		
			Kuwait		
			Kyrgyzstan		
			Laos		
			Latvia		
			Income the second		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
OID	Skip Logic		Answer Choices		
QID (Group ID)	Label	Question Text	(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 Danua New Cuince		
			Papua New Guinea		
			Paraguay Peru		
			Philippines		
			Poland		
			Portugal		
			Qatar		
			Romania		
			Russia		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			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		
			Тодо		
			Tonga		
			Trinidad and Tobago		
			Tunisia		
			Turkey Turkmenistan		
			Tuvalu		
			Uganda		
			Ukraine		
			United Arab Emirates		
			United Kingdom		
			Uruguay		
			Uzbekistan		
			Vanuatu		
			Venezuela		
			Vietnam		
			West Bank		
			Yemen		
			Zambia		

USCIS Satisfact	Model Instance Name: red & strike-through: DELETE USCIS Satisfaction Survey underlined & italicized: RE-ORDER MID: 9ZYxBIAIINdZI8IRIAJA5Q== pink: ADDITION Date: 4/26/13 blue +>: REWORDING				
	USCIS Satisfaction Survey CUSTOM QUESTION LIST				
QID (Group ID)					Type (select from list)
			Zimbabwe Other, please specify:	А	
ACQLiv0006856	Α	Other country			Text field, <100 char

Single or Multi S	Required Y/N Y	Special Instructions	CQ Label 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	Ν	Skip Logic Group	Case Status
	N		Other case status task
М	N	Skip Logic Group	Green Card
	N		Other green card info
S	Y		Method
М	Y	Skip Logic Group	Search Experience

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other search diff
	N Y		Other search diff Search terms
M	Y	Skip Logic Group	Navigation
IVI		Skip Logic Group	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	¥	OPS Group	Speaking language
	N		Other speaking language
S	¥	OPS Group	Reading language

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reading language
S	¥	OPS Group	Language prefer looking for info
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	N		Gender
S	Ν		Age
S	Ν	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

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			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)
EDO001			First time		Drop down, select one
			More than once a day		
			Daily		
			About once a week		
			About once a month	-	
			Every 6 months or less		
EDO002			U.S. born citizen		Radio button, one-up vertical
			Naturalized U.S. citizen		
			Permanent Resident (green card holder)		
			Conditional Resident		
1			Citizen of a foreign country		
			Refugee		
			Asylee		
			Fiancé K-1		
			Visitor/nonimmigrant		
			Temporary Worker		
			Student or Exchange Visitor		
			Job Seekers		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			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 area 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	Α	Other area visited			Text field, <100 char
EDO006		What is your primary reason for visiting the site today?	Just browsing		Radio button, one-up vertical
			Get general information before I file my case		
			Check my case status	В	
			Working in the USA		
			Citizenship requirements		
			Green card information	D	
			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:	А	
EDO007	Α	Other primary reason			Text area, no char limit
CQLiv0006830	В	What specifically under case status did you try to	Check my case status		Radio button, one-up vertical
		accomplish?	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:	С	

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			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	С	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		Radio button, one-up vertical
			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 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	
ACQLiv0006833	E	Other information			Text area, no char limit
EDO008		What method do you primarily use to find information on	Site's search feature	A,C	Drop down, select one
		this site?	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 site's search feature today to find your	No difficulty encountered		Checkbox, one-up vertical
10002739	A	information, what type of difficulties, if any, did you	Search results were helpful		Checkbox, one-up venical
		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:	в	
ACQCol0002760	В	Other search difficulty			Text area, no char limit
ACQCol0002761	С	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	No difficulty encountered		Checkbox, one-up vertical
		information, what type of difficulties, if any, did you	Could not find the appropriate navigational links on most of your web pages		
		encounter with the navigation?	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		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11_____

	Skip				
QID (Group ID)	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 find what you were looking for today?	Yes		Drop down, select one
			Partially	В	
			Still looking	В	
			No	A,B	
EDO010	Α	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit
	В	If you were unable to completely find what you were looking for, what will you try next to meet your needs?			Text area, no char limit
		Please be specific.			
ACQCol0002764		On whose behalf are you looking for information today?	Myself		Drop down, select one
			Family member/relative		
			Friend		
			Client		
			Other, please specify:	A	
CQCol0002740	Α	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred speaking language ?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
CQCol0002742	Α	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred reading language?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002766	A	Other reading language			Text field, <100 char
CQCol0002767		In what language do you prefer looking for information?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How consistent do you feel this site's quality of	Not at all consistent		Drop down, select one
		information is?	Not very consistent		
		Somewhat consistent			
		Mostly consistent			
EDO012		Discourse where the affinite section is the first state of the state o	Always consistent		Drop dours aslastas
		Please rate the efficiency in which this site provides the information.	Not at all efficient		Drop down, select one
			Not very efficient		
			Somewhat efficient	I	
			Mostly efficient	— I	
EDO013		If you could make one improvement to this site, what	Always efficient		Toxt area no char limit
ED0013		would it be?			Text area, no char limit

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			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)
(0.040 12)		What is your gender?	Female	0	Drop down, select one
		What is your genuer.	Male	-	
			I prefer not to respond	-	
		Please select the category that includes your age ?	17 and under		Drop down, select one
		i lease select the balegory that histades your age .	18 – 24	-	
			25 – 34	- 1	
			35 - 44	1	
			45 – 54	1	
			55 - 64	1	
			65 and over	1	
			I prefer not to respond	1	
		Which of the following best describes the highest level of	f Elementary school		Drop down, select one
		education you have completed?	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	1	
			Masters/professional degree	1	
			Doctoral Degree		
			Prefer not to respond	1	
			Other, please specify:	A	
	Α	Other education level as it applies to your country			Text field, <100 char
		Where do you currently live?	United States of America		Drop down, select one
			Afghanistan		
			Albania		
			Algeria		
			Andorra		
			Angola		
			Anguilla		
			Antigua and Barbuda		
			Argentina		
			Armenia		
			Australia		
			Austria		
			Azerbaijan		
			Bahamas, The	-	
			Bahrain		
			Bangladesh		
			Barbados		
			Belarus		
			Belgium		
			Belize		
			Reulu		
			Bermuda		
			Bhutan		
			Bolivia		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			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)
(010000 12)		L	Bosnia and Herzegovina		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
			Botswana		
			Brazil		
			Brunei		
			Bulgaria		
			Burkina Faso		
			Burma		
			Burundi		
			Cambodia		
			Cameroon		
			Canada Cana Marda		
			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 Deminican Depublic		
			Timor Leste		
			Ecuador		
			Favat		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji		
			Finland		
			France		
			Gabon		
			Gambia, The		
			Gaza		
			Georgia		
			Germany Ghana		
			Greece Grenada		
			Guatemala		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

Op Lubel Op Lubel Opperation Test Channel Skip is Type (select from his channel No Skip is Skip is Skip is Skip is Skip is No Skip is Skip is Skip is Skip is Skip is No Skip is Skip is Skip is Skip is Skip is No Skip is Skip is Skip is Skip is Skip is No Skip is Skip is Skip is Skip is Skip is No Skip is Skip is Skip is Skip is Skip is No Skip is Skip is Skip is Skip is Skip is No Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Skip is Ski				USCIS Satisfaction Survey CUSTOM QUESTION LIST		
Sunda Sunda Su	QID (Group ID)	Skip Logic	Question Text	Answer Choices	Skin to	Type (select from list)
Sovies: Ensuin Sovies: Sovith Sovies	(Group ID)	Laber	Question Text		экір іо	Type (select from list)
Cogena Nage						
Indi SySe3 SySe3 <						
Nong Kong Nong Kong <td< td=""><td></td><td></td><td></td><td>Haiti</td><td></td><td></td></td<>				Haiti		
Norg Norg Norg <td></td> <td></td> <td></td> <td>Holy See</td> <td></td> <td></td>				Holy See		
Argany Color Color<				Honduras		
Indexi In				Hong Kong		
Sub Sub Sub S						
Jordan Kazakinsian Kazakinsian Kriya Kriya Kripa Labos Labos Labos Labria Labria Liberia Liberia Liberia Liberia Liberia Liberia Liberia Liberia Macabi Macabiria Makeabi Madegascie Malionia Malionia Markai Markai Markai Markai Markai Markai				Iceland	-	
Jordan Kazakhistan Karya Kribati Korea, South Lasos Latvia Lobaton Lisotheristein Lisotheristein Lisotheristein Lisotheristein Kolau Macau Macau Madegascort Madegascort Maliovia Mata Mata Mata				India		
Jordan Kazakingan Kazakingan Kriya Kriya Kripa Labos Labos Labria Labria Liberia Liberia Liberia Liberia Liberia Liberia Liberia Macau Macau Macau Madagascar Malayia Malayia Malayia Malayia Malayia Matau Matau Matau <td></td> <td></td> <td></td> <td>Indonesia</td> <td></td> <td></td>				Indonesia		
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Lesotho Liberia Libya Liechtenstein Liechtenstein Luxembourg Macau Macadonia Madagascar Malaysia Malay				Kyrgyzstan		
Lesotho Liberia Libya Lichtenstein Lichtenstein Luxembourg Macau Macedonia Madagascar Malaysia				Laos		
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Madagascar Malawi Malaysia Maldives Mali Mala Mala Malia Malta Marshall Islands Maritania Maritania				Macedonia		
Malawi Malaysia Maldives Mali Malia Malta Marshall Islands Mauritania Mauritania				Madagascar		
Malaysia Maldives Mali Malia Malta Marshall Islands Mauritania Mauritania				Malawi		
Maldives Mali Malia Malta Marshall Islands Mauritania Mauritania				Malaysia		
Mali Malta Marshall Islands Mauritania Mauritania				Maldives		
Matta Marshall Islands Mauritania Mauritania				Mail		
Marshall Islanos Mauritania Mauritania				Maita		
				Marshali Islands		
				Mauritius		
Maundus				Mavico		
Micropesia				Micronesia		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Chin to	Ture (as look from line)
(Group ID)	Label	Question Text		Skip to	Type (select from list)
			Moldova		
			Monaco		
			Mongolia Montenegro		
			Monceco		
			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		
			Qalar		
			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		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11_____

	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		
			Тодо		
			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:	Α	
	Α	Other country			Text field, <100 char

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

Single or Multi	Required Y/N	Special Instructions	CQ Label
	Ν		Other case status task
М	Ν	Skip Logic Group	Green Card
	Ν		Other green card info
S	Y		Method
Μ	Y	Skip Logic Group	Search
	Ν		Other search diff
	Y		Search terms
М	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
	Ν		Info not found
	Ν		Next steps
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking
	Ν		Other speaking language
S	Y	OPS Group	Reading
	Ν		Other reading language
S	Y	OPS Group	Language prefer
	Ν		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	Ν		Improvement

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

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO001		How frequently do you visit this site?	First time		Drop down, select one
			More than once a day		
			Daily		
			About once a week		
			About once a month		
			Every 6 months or less		
EDO002		What best describes your role when coming to this	U.S. born citizen		Radio button, one-up vertical
			Naturalized U.S. citizen		
			Permanent Resident (green card holder)		
		Conditional Resident	4		
			Citizen of a foreign country		
		Refugee	_		
		Asylee			
			Fiancé K-1		
			Visitor/nonimmigrant	-	
			Temporary Worker		
			Student or Exchange Visitor		
			Job Seekers		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
(Group ib)	Laber	Question Text	Employer	Skip to	Type (select from list)
			Attorney		
			Other, please specify:	Α	
EDO003	Α	Other role			Text field, <100 char
ED0003		What area of the site are you primarily visiting today?	Forms		Radio button, one-up vertical
LDOUU4		what area of the site are you printarily visiting today?	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	Α	Other area visited			Text field, <100 char
EDO006		What is your primary reason 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:	Α	
EDO007	Α	Other primary reason			Text area, no char limit
EDO008		What method do you primarily use to find information on		A,C	Drop down, select one
		this site?	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		No difficulty encountered		Checkbox, one-up vertical
		information, what type of difficulties, if any, did you	Search results were helpful		
		encounter with the search?	Search results were not helpful		
			Returned too many results		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11

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USCIS Satisfaction Survey CUSTOM QUESTION LIST Skip QID Logic **Answer Choices** (Group ID) Label **Question Text** (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 в ACQCol0002760 Other search difficulty в Text area, no char limit ACQCol0002761 С What **search terms** did you use today to find what you Text area, no char limit were looking for? ACQCol0002762 No difficulty encountered D If you used **navigational methods** today to find your Checkbox, one-up vertical information, what type of difficulties, if any, did you Could not find the appropriate navigational links on most of your web pages encounter with the navigation? 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 ACQCol0002763 Other navigation difficulty Text area, no char limit E EDO009 Did you **find** what you were looking for today? Drop down, select one Yes Partially Still looking No Α EDO010 If you were unable to find what you were looking for, А Text area, no char limit please specify the information you were trying to find. ACQCol0002764 On whose behalf are you looking for information today? Myself Drop down, select one Family member/relative Friend Client Other, please specify Α ACQCol0002740 Other behalf Text field. <100 char Α ACQCol0002741 What is your preferred speaking language? English Drop down, select one Spanish Other, please specify: Α ACQCol0002742 Other speaking language Text field, <100 char Α ACQCol0002765 What is your preferred reading language? English Drop down, select one Spanish Other, please specify: Α ACQCol0002766 Other reading language Text field. <100 char Α

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11

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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 looking for	English	Экір іо	Drop down, select one
ACQC010002707		information?	Spanish	-	Biop down, select one
			Other, please specify:	A	
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How consistent do you feel this site's quality of	Not at all consistent		Drop down, select one
		information is?	Not very consistent	-	
			Somewhat consistent		
			Mostly consistent	-	
			Always consistent		
EDO012		Please rate the efficiency in which this site provides the information.		-	Drop down, select one
			Not very efficient Somewhat efficient		
			Mostly efficient	-	
			Always efficient	-	
EDO013		If you could make one improvement to this site, what			Text area, no char limit
		would it be?			
ACQOsl0004930		Please rate the simplicity of the words used on this site.	1=Poor	-	Radio button, scale, has don't know
		Site.	2		
			3	-	
			<u>4</u> Б	-	
			6		
			7	-	
			8		
			9		
			10=Excellent	1	
			Don't know	1	
ACQOsl0004931		Please rate the site on its use of short, clear	1=Poor		Radio button, scale, has don't know
		sentences.	2		
			3		
			4		
			5		
			6		
			7		
			8	-	
			9		
			10=Excellent	-	
A.C.O.O.al000.4022		Disease rate herr legically text is a required as this			Dadia huttan apole has depth in t
ACQOsl0004932		Please rate how logically text is organized on this site.	1=Poor	-	Radio button, scale, has don't know
			2	-	
				-	
			<u> *</u> 5		
			6	1	
			7	1	
			8	1	
			9	1	
1	1	1		1	i I

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
(croup ib)	Laber		10=Excellent		
			Don't know		
ACQOsl0004933		Please rate how well the site's language is focused on	1=Poor		Radio button, scale, has don't know
		a central topic.	2		
			3		
			4		
			5		
			6	-	
			8		
			10=Excellent		
			Don't know		
ACQOsl0004934			1=Poor		Radio button, scale, has don't know
		site.	2		
			3		
			4		
			5		
			6		
			7		
			8	-	
			9		
			10=Excellent		
4000-1000 4005	_	Diana usta this sitely use of law was a that we are a like	Don't know		Dedie kutter eeste hee deelt week
ACQOsl0004935		Please rate this site's use of language that people like me can understand.	1=Poor		Radio button, scale, has don't know
			2		
			л Л		
			<u>+</u> 5		
			6		
			7		
			8		
			9		
			10=Excellent		
			Don't know		
ACQOsl0004936		Please rate the clarity of the language used on this	1=Poor		Radio button, scale, has don't know
		site.	2		
			3		
			4		
			7		
			8		
			9		
			10=Excellent		
			Don't know		
ACQOsl0004937		Please rate the consistency of language usage on this			Radio button, scale, has don't know
		site.	2		
	1	1	3	1	

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

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		
ACQOsl0004938		Please rate this site's use of language that the average person can understand.	Don't know 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 uses common terms 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 S	Required Y/N Y	Special Instructions	CQ Label 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
IVI	1	Skip Logic Group	Search

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

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

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO001		How frequently do you visit this site?	First time		Drop down, select one
			More than once a day		
			Daily		
			About once a week		
			About once a month		
			Every 6 months or less		
EDO002		What best describes your role when coming to this	U.S. born citizen		Radio button, one-up vertical
			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		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
(Group ib)	Laber	Question Text	Employer	Skip to	Type (select from list)
			Attorney	-	
500000	-	Others sele	Other, please specify:	A	Taut field 100 shar
EDO003	Α	Other role			Text field, <100 char
EDO004		What area 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:	Α	
EDO005	Α	Other area visited			Text field, <100 char
EDO006		What is your primary reason for visiting the site today?	Just browsing		Radio button, one-up vertical
		······································	Get general information before I file my case	1	· · · · · · · · · · · · · · · · · · ·
			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:	Α	
EDO007	Α	Other primary reason			Text area, no char limit
EDO008		What method do you primarily use to find information or		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 site's search feature today to find your	No difficulty encountered		Checkbox, one-up vertical
			Search results were helpful		
			Search results were not helpful		
			Returned too many results		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11

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:	В		
ACQCol0002760	В	Other search difficulty			Text area, no char limit	
ACQCol0002761	С	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	No difficulty encountered		Checkbox, one-up vertical	
			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		
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit	
EDO009		Did you find what you were looking for today?	Yes		Drop down, select one	
			Partially			
			Still looking			
			No	A		
EDO010	A	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit	
ACQCol0002764		On whose behalf are you looking for information today?	Myself		Drop down, select one	
			Family member/relative			
			Friend			
			Client			
			Other, please specify:	A		
ACQCol0002740	Α	Other behalf			Text field, <100 char	
ACQCol0002741		What is your preferred speaking language ?	English		Drop down, select one	
			Spanish			
			Other, please specify:	A		
ACQCol0002742	A	Other speaking language			Text field, <100 char	
ACQCol0002765		What is your preferred reading language?	English		Drop down, select one	
			Spanish			
			Other, please specify:	A		
ACQCol0002766	A	Other reading language			Text field, <100 char	

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID	Skip Logic		Answer Choices		
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
ACQCol0002767		In what language do you prefer looking for	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How consistent do you feel this site's quality of	Not at all consistent		Drop down, select one
			Not very consistent		
			Somewhat consistent		
			Mostly consistent		
			Always consistent		
EDO012		Please rate the efficiency in which this site provides the	Not at all efficient		Drop down, select one
			Not very efficient		
			Somewhat efficient		
			Mostly efficient		
			Always efficient		
EDO013		If you could make one improvement to this site, what would it be?			Text area, no char limit
ACQOsl0004930		Please rate the simplicity of the words used on this	1=Poor		Radio button, scale, has don't know
			2		
			3		
			4		
			5		
			6		
			7		
			8		
			9		
			10=Excellent		
			Don't know		
ACQOsl0004931		Please rate the site on its use of short, clear	1=Poor		Radio button, scale, has don't know
			2		
			3		
			4		
			5		
			6		
			7]	
			8	1	
			9]	
			10=Excellent	1	
			Don't know	1	
ACQOsl0004932		Please rate how logically text is organized on this	1=Poor		Radio button, scale, has don't know
-			2	1	
			3	1	
			4	1	
			5	1	
			6	1	
			7	1	
			8	1	
			9	1	
1	1	1	1 ⁻	J	ı I

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic		Answer Choices		
(Group ID)	Label	Question Text	(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 focused on	1=Poor		Radio button, scale, has don't know
		· · · · · · · · · · · · · · · · · · ·	2		
			3		
			4		
			5	-	
			7		
			8		
			9		
			10=Excellent		
			Don't know		
ACQOsl0004934		Please rate how well terminology is explained on this	1=Poor		Radio button, scale, has don't know
			2	-	
			3		
			5		
			6		
			7		
			8		
			9		
			10=Excellent Don't know	-	
ACQOsl0004935		Please rate this site's use of language that people like	1=Poor		Radio button, scale, has don't know
100001000			2	-	
			3		
			4		
			5	-	
			6	-	
			0	-	
			0 Q		
			5 10=Excellent		
			Don't know		
ACQOsl0004936		Please rate the clarity of the language used on this	1=Poor		Radio button, scale, has don't know
			2	-	
			3	-	
			4 5		
			6		
			7	1	
			8	1	
			9		
			10=Excellent		
4.000-1000 4007		Discourse the second state of the second state	Don't know		Dedie butten ander bereitett
ACQOsl0004937		Please rate the consistency of language usage on this	1=Poor	-	Radio button, scale, has don't know
			2		
I	I	I		1	I I

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			456		
			8 8 8		
			9 10=Excellent Don't know		
ACQOsl0004938		Please rate this site's use of language that the average	1=Poor 2		Radio button, scale, has don't know
			3 4 5		
			6 7		
			o 9 10=Excellent		
			Don't know		
ACQOsl0004939		Please rate how well this site uses common terms to	1=Poor		Radio button, scale, has don't know
			3		
			<u>4</u>		
			5		
			7		
			8		
			9 10=Excellent		
			Don't know		

Single or Multi S	Required Y/N Y	Special Instructions	CQ Label 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
IVI		Ship Logic Oldup	Cearch

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

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