

Questionnaire Management Guidelines

Goals:

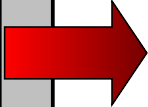
- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

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](#)

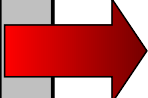

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 11/30/2009

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

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
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 I 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.		

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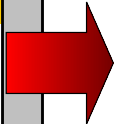

USCIS Satisfaction Survey
Model questions utilize the ACSI methodology to determine scores and impacts

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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 I consider this agency to be trustworthy .
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8 Please rate the balance of graphics and text on this site.		Future Participation (1=Very Unlikely, 10=Very Likely)
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Navigation (1=Poor, 10=Excellent, Don't Know)		
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12 Please rate how well the site layout helps you find what you are looking for .		
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Search (1=Poor, 10=Excellent, Don't Know)		
14 Please rate the relevance of search results on this site.		
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Model Instance Name:
 USCIS Espanol Survey
 MID: 9NwMFp0kEp0ZMsZxx0xohQ==
 Date: 11/30/2009

Encuesta de Satisfacción del USCIS

Model questions utilize the ACSI methodology to determine scores and impacts

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

Model Instance Name:
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 Date: 4/4/14

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

USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
AED10470		How frequently do you visit this site?	First time Daily Weekly Monthly Every 6 months or less		Drop down, select one
CAS0039177		Do you follow us on social media? (e.g. Facebook, Twitter, YouTube)	Yes No		Radio button, one-up vertical
AED10471		What best describes your role 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 Fiancé K-1 Visitor/nonimmigrant Temporary Worker Other, please specify:	A	Radio button, one-up vertical
AED10472	A	Other role			Text field, <100 char
AED10473		What area of the site are you primarily visiting today?	Forms News Citizenship Green card Interests (reworded Resources) Family Humanitarian Programs Working in the U.S. Site map <i>About Us</i> Adoption Visit the U.S.		Radio button, one-up vertical
AED10475		What is your primary reason for visiting the site today?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Find green card information Find Consideration of Deferred Action for Childhood Arrivals Process Information Find Provisional Unlawful Presence Waivers Information Visit the US Find form(s) Download form(s) Check filing fees Check processing times Verify my employment status Read the latest news releases/alerts Learn about USCIS Contact USCIS information Research humanitarian programs and protection Research information about adoption Use other services Questions and answers	B G D F F	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)
			Find a USCIS office Find legal services Online change of address Make an appointment Other, please specify:	A	
AED10476	A	Other primary reason			Text area, no char limit
ACQLiv0006800	B	What specifically under case status did you try to accomplish?	Check my case status Sign in to my account Sign up for event 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		Radio button, one-up vertical
ACQLiv0006802	D	What specific green card information were you looking for?	Apply for a green card through family Apply for a green card through employment 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		Radio button, one-up vertical
CAS0039222	F	What specific forms were you looking for?	For citizenship and naturalization For green card For employment For family Humanitarian programs For adoption Electronic processing forms Department of State (DS) forms Other		Checkbox, one-up vertical
CAS0039223	G	What specific citizenship information were you looking for?	Citizenship by naturalization Citizenship by marriage Citizenship through parents Naturalization test/exam Naturalization exam study materials		Checkbox, one-up vertical
AED10477		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Ad and icons on the main page Site map (index) Used an external search engine (i.e. Google)	A,C D D D	Drop down, select one

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ACQOsI0002835	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?	Just browsing No difficulty encountered Search results were helpful Returned not enough or 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 Other	D	Checkbox, one-up vertical
ACQOsI0002837	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ACQOsI0002838	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 Had various technical difficulties (links didn't work, received error messages, etc.) Could not get started or did not know where to begin Other		Checkbox, one-up vertical
AED10478		Did you find what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
AED10479	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
ACQLiv0006805	B	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
ACQOsI0002840		On whose behalf are you looking for information today?	Myself Family member (husband, wife, son or daughter) Friend Client Fiancé Other		Drop down, select one
ACQOsI0002843		What is your preferred reading language ?	English Spanish		Drop down, select one
AED10480		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
AED10481		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

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
AED10482		If you could make one improvement to this site, what would it be?			Text area, no char limit
ACQLiv0006806		What is your gender ?	Female Male I prefer not to respond		Drop down, select one
ACQLiv0006807		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
ACQLiv0006808		Which of the following best describes the highest level of 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		Drop down, select one
ACQLiv0006844		Where do you currently live ?	United States of America Afghanistan Albania Algeria Andorra Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas, The Bahrain Bangladesh Barbados Belarus Belgium Belize Benin Bermuda Bhutan Bolivia Bosnia and Herzegovina		Drop down, select one

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			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		
			Guinea		

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			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		
			Moldova		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			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		
			Sudan		

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			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		

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y		Social media
S	Y	Skip Logic Group	Role
	N		Other role
S	Y		Area Visited
S	Y	Skip Logic Group	Primary Reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reason
S	N		Case Status
M	N		Green Card
M	Y		Forms
M	Y		Citizenship
S	Y	Skip Logic Group	Method

Single or Multi	Required Y/N	Special Instructions	CQ Label
M	Y		Search Experience
	Y		Search terms
M	Y		Navigation Experience
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y		Behalf
S	Y	OPS Group	Reading language
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		Education
S	N		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

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
AED10470		How frequently do you visit this site?	First time Daily Weekly Monthly Every 6 months or less	A A A A	
CAS0039175	A	USCIS website recently had a redesign. We would like to know if you have used a previous version of the website, and if so do you find the new version to be improved, the same or worse?	Improved Same Worse Did not use the previous version of website	B B B	Radio button, one-up vertical
CAS0039176	B	What is the primary reason for your opinion/ statement?	Navigation Quality of Content Appearance Broken links Can't find information I used to access No preference between versions		Radio button, one-up vertical
CAS0039177		Do you follow us on social media? (e.g. Facebook, Twitter, YouTube)	Yes No		Radio button, one-up vertical
AED10471		What best describes your role 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 Fiancé K-1 Visitor/nonimmigrant Temporary Worker Other, please specify:	A	Radio button, one-up vertical
AED10472	A	Other role			Text field, <100 char
AED10473		What area of the site are you primarily visiting today?	Forms News Citizenship Green card Interests (reworded Resources) Family Humanitarian Programs Working in the U.S. Site map <i>About Us</i> Adoption Visit the U.S.		Radio button, one-up vertical
AED10475		What is your primary reason for visiting the site today?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Find green card information Find Consideration of Deferred Action for Childhood Arrivals Process Information Find Provisional Unlawful Presence Waivers Information Visit the US Find form(s) Download form(s)	B G D F F	Radio button, one-up vertical

Model Instance Name:
 USCIS Satisfaction Survey
 MID: FlgBpg4gQYNE5oURElw5w==
 Date: 4/4/14

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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)
			Check filing fees Check processing times Verify my employment status Read the latest news releases/alerts Learn about USCIS Contact USCIS information Research humanitarian programs and protection Research information about adoption Use other services Questions and answers Find a USCIS office Find legal services Online change of address Make an appointment Other, please specify:	A	
AED10476	A	Other primary reason			Text area, no char limit
ACQLiv0006800	B	What specifically under case status did you try to accomplish?	Check my case status Sign in to my account Sign up for event 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		Radio button, one-up vertical
ACQLiv0006802	D	What specific green card information were you looking for?	Apply for a green card through family Apply for a green card through employment 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		Radio button, one-up vertical
CAS0039222	F	What specific forms were you looking for?	For citizenship and naturalization For green card For employment For family Humanitarian programs For adoption Electronic processing forms Department of State (DS) forms Other		Checkbox, one-up vertical
CAS0039223	G	What specific citizenship information were you looking	Citizenship by naturalization		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)
		for?	Citizenship by marriage Citizenship through parents Naturalization test/exam Naturalization exam study materials		
AED10477		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Ad and icons on the main page Site map (index) Used an external search engine (i.e. Google) Just browsing	A,C D D D D	Drop down, select one
ACQOsI0002835	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 Returned not enough or 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 Other		Checkbox, one-up vertical
ACQOsI0002837	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ACQOsI0002838	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 Had various technical difficulties (links didn't work, received error messages, etc.) Could not get started or did not know where to begin Other		Checkbox, one-up vertical
AED10478		Did you find what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
AED10479	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
ACQLiv0006805	B	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
ACQOsI0002840		On whose behalf are you looking for information today?	Myself Family member (husband, wife, son or daughter) Friend Client Fiancé Other		Drop down, select one
ACQOsI0002843		What is your preferred reading language ?	English Spanish		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)
AED10480		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
AED10481		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
AED10482		If you could make one improvement to this site, what would it be?			Text area, no char limit
ACQLiv0006806		What is your gender ?	Female Male I prefer not to respond		Drop down, select one
ACQLiv0006807		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
ACQLiv0006808		Which of the following best describes the highest level of 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		Drop down, select one
ACQLiv0006844		Where do you currently live ?	United States of America Afghanistan Albania Algeria Andorra Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas, The Bahrain		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)
			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		
			Timor Leste		
			Ecuador		
			Egypt		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji		
			Finland		
			France		

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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)
			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		
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		

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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)
			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		
			Rwanda		
			Samoa		
			San Marino		
			Sao Tome and Principe		
			Saudi Arabia		
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leone		
			Singapore		
			Slovakia		

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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)
			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		
			Zimbabwe		

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y		Redesign
S	Y		Redesign judgment
S	Y		Social media
S	Y	Skip Logic Group	Role
	N		Other role
S	Y		Area Visited
S	Y	Skip Logic Group	Primary Reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reason
S	N		Case Status
M	N		Green Card
M	Y		Forms
M	Y		Citizenship

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y	Skip Logic Group	Method
M	Y		Search Experience
	Y		Search terms
M	Y		Navigation Experience
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y		Behalf
S	Y	OPS Group	Reading language

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

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
AED10470		How frequently do you visit this site?	First time More than once a day Daily Weekly Monthly Every 6 months or less	A A A A	Drop down, select one
	A	USCIS website recently had a redesign. We would like to know if you have used a previous version of the website, and if so do you find the new version to be improved, the same or worse?	Improved Same Worse Did not use the previous version of website	B B B	Radio button, one-up vertical
	B	What is the primary reason for your opinion/ statement?	Navigation Quality of Content Appearance Broken links Can't find information I used to access No preference between versions		Radio button, one-up vertical
		Do you follow us on social media? (e.g. Facebook, Twitter, YouTube)	Yes No		Radio button, one-up vertical
AED10471		What best describes your role when coming to this site?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Refugee Asylee Fiancé K-1 Visitor/nonimmigrant Temporary Worker Student or Exchange Visitor Job Seekers		Radio button, one-up vertical

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Employer Attorney Other, please specify:	A	
AED10472	A	Other role			Text field, <100 char
AED10473		What area of the site are you primarily visiting today?	Forms News Citizenship Green card Interests (reworded Resources) Family Humanitarian Programs Working in the U.S. Site map About Us Laws Adoption Visit the U.S. Military Other, please specify:	A	Radio button, one-up vertical
AED10474	A	Other area visited			Text field, <100 char
AED10475		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Find green card information Find Consideration of Deferred Action for Childhood Arrivals Process Information Find Provisional Unlawful Presence Waivers Information Visit the US Find form(s) Download form(s) Check filing fees Check processing times Verify my employment status Find/research immigration laws Read the latest news releases/alerts Learn about USCIS Contact USCIS information Find a job with USCIS Research humanitarian programs and protection Research information about adoption Use other services Questions and answers Find a USCIS office Find legal services Online change of address Make an appointment Other, please specify:	B G D F F A	Radio button, one-up vertical
AED10476	A	Other primary reason			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)
ACQLiv0006800	B	What specifically under case status did you try to accomplish?	Check my case status Verify case status Sign in to my account 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	E	Radio button, one-up vertical
ACQLiv0006801	C	Other case status task			Text area, no char limit
ACQLiv0006802	D	What specific green card information were you looking for?	Apply for a green card through family <u>Apply for a green card through employment</u> 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	E	Radio button, one-up vertical
ACQLiv0006804	E	Other information			Text area, no char limit
	F	What specific forms were you looking for?	<u>For citizenship and naturalization</u> <u>For green card</u> <u>For employment</u> <u>For family</u> <u>Humanitarian programs</u> <u>For adoption</u> <u>Electronic processing forms</u> <u>Department of State (DS) forms</u> Other		Checkbox, one-up vertical
	G	What specific citizenship information were you looking for?	Citizenship by naturalization Citizenship by marriage Citizenship through parents Naturalization test/exam Naturalization exam study materials		Checkbox, one-up vertical
AED10477		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar <u>Links on the pages</u> <u>Ad and icons on the main page</u> <u>"Find it Fast" feature</u> Site map (index) Used an external search engine (i.e. Google)	A,C D D A,C D	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)
ACQOsI0002835	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?	Just browsing No difficulty encountered Search results were helpful Search results were not helpful Returned too many results Returned not enough or no 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	D	Checkbox, one-up vertical
ACQOsI0002836	B	Other search difficulty		B	Text area, no char limit
ACQOsI0002837	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ACQOsI0002838	D	If you used navigation 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 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	E	Checkbox, one-up vertical
ACQOsI0002839	E	Other navigation difficulty			Text area, no char limit
AED10478		Did you find what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
AED10479	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
ACQLiv0006805	B	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
ACQOsI0002840		On whose behalf are you looking for information today?	Myself Family member (husband, wife, son or daughter) Friend Client Fiancé Other	A	Drop down, select one
ACQOsI0002841	A	Other behalf			Text field, <100 char
ACQOsI0002842		What is your preferred speaking language ?	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)
ACQOsI0002847	A	Other speaking language			Text field, <100 char
ACQOsI0002843		What is your preferred reading language?	English Spanish Other, please specify:	A	Drop down, select one
ACQOsI0002844	A	Other reading language			Text field, <100 char
ACQOsI0002845		In what language do you prefer looking for information?	English Spanish Other, please specify:	A	Drop down, select one
ACQOsI0002846	A	Other language prefer looking for information			Text field, <100 char
AED10480		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
AED10481		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
AED10482		If you could make one improvement to this site, what would it be?			Text area, no char limit
ACQLiv0006806		What is your gender?	Female Male I prefer not to respond		Drop down, select one
ACQLiv0006807		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
ACQLiv0006808		Which of the following best describes the highest level of 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

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ACQLiv0006809	A	Other education level as it applies to your country			Text field, <100 char
ACQLiv0006844		Where do you currently live?	United States of America Afghanistan Albania Algeria Andorra Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas, The Bahrain Bangladesh Barbados Belarus Belgium Belize Benin Bermuda Bhutan Bolivia Bosnia and Herzegovina Botswana Brazil Brunei Bulgaria Burkina Faso Burma Burundi Cambodia Cameroon Canada Cape Verde Central African Republic Chad Chile China Colombia Cook Islands Costa Rica Côte d'Ivoire Croatia Cuba		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)
			Cyprus		
			Czech Republic		
			Democratic Republic of the Congo		
			Denmark		
			Djibouti		
			Dominica		
			Dominican Republic		
			Timor Leste		
			Ecuador		
			Egypt		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji		
			Finland		
			France		
			Gabon		
			Gambia, The		
			Gaza		
			Georgia		
			Germany		
			Ghana		
			Greece		
			Grenada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haiti		
			Holy See		
			Honduras		
			Hong Kong		
			Hungary		
			Iceland		
			India		
			Indonesia		
			Iran		
			Iraq		
			Ireland		
			Israel		
			Italy		
			Jamaica		
			Japan		
			Jordan		
			Kazakhstan		
			Kenya		
			Kiribati		

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 USCIS Satisfaction Survey

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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)
			Korea, North		
			Korea, South		
			Kosovo		
			Kuwait		
			Kyrgyzstan		
			Laos		
			Latvia		
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malaysia		
			Maldives		
			Mali		
			Malta		
			Marshall Islands		
			Mauritania		
			Mauritius		
			Mexico		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Morocco		
			Mozambique		
			Namibia		
			Nauru		
			Nepal		
			Netherlands		
			Netherlands Antilles		
			New Zealand		
			Nicaragua		
			Niger		
			Nigeria		
			Norway		
			Oman		
			Pakistan		
			Palau		
			Panama		
			Papua New Guinea		
			Paraguay		

Model Instance Name:
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 MID: F1IGBpg4gQYNL30UKL1W3W==
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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)
			Peru		
			Philippines		
			Poland		
			Portugal		
			Qatar		
			Romania		
			Russia		
			Rwanda		
			Samoa		
			San Marino		
			Sao Tome and Principe		
			Saudi Arabia		
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leone		
			Singapore		
			Slovakia		
			Slovenia		
			Solomon Islands		
			Somalia		
			South Africa		
			Spain		
			Sri Lanka		
			St. Kitts and Nevis		
			St. Lucia		
			St. Vincent and the Grenadines		
			Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		
			Syria		
			Taiwan		
			Tajikistan		
			Tanzania		
			Thailand		
			Togo		
			Tonga		
			Trinidad and Tobago		
			Tunisia		
			Turkey		
			Turkmenistan		
			Tuvalu		
			Uganda		
			Ukraine		
			United Arab Emirates		
			United Kingdom		
			Uruguay		

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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)
			Uzbekistan		
			Vanuatu		
			Venezuela		
			Vietnam		
			West Bank		
			Yemen		
			Zambia		
			Zimbabwe		
			Other, please specify:	A	
ACQLiv0006858	A	Other country			Text field, <100 char

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y		Redesign
S	Y		Redesign judgment
S	Y		Social media
S	Y	Skip Logic Group	Role

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

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N		Case Status
	N		Other case-status-task
M	N		Green Card
	N		Other green-card-info
M	Y		Forms
M	Y		Citizenship
S	Y	Skip Logic Group	Method

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

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

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



Single or Multi	Required Y/N	Special Instructions	CQ Label



Single or Multi	Required Y/N	Special Instructions	CQ Label



Single or Multi	Required Y/N	Special Instructions	CQ Label

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

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
ENAED10470		How frequently do you visit this site?	First time Daily Weekly Monthly Every 6 months or less		Drop down, select one
ENCAS0039177		Do you follow us on social media? (e.g. Facebook, Twitter, YouTube)	Yes No		Radio button, one-up vertical
ENAED10471		What best describes your role 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 Fiancé K-1 Visitor/nonimmigrant Temporary Worker Other, please specify:		Radio button, one-up vertical
ENAED10472	A	Other role		A	Text field, <100 char
ENAED10473		What area of the site are you primarily visiting today?	Forms News Citizenship Green card Interests (reworded Resources) Family Humanitarian Programs Working in the U.S. Site map About Us Adoption Visit the U.S.		Radio button, one-up vertical
ENAED10475		What is your primary reason for visiting the site today?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Find green card information Find Consideration of Deferred Action for Childhood Arrivals Process Information Find Provisional Unlawful Presence Waivers Information Visit the US Find form(s) Download form(s) Check filing fees Check processing times Verify my employment status Read the latest news releases/alerts Learn about USCIS Contact USCIS information Research humanitarian programs and protection Research information about adoption Use other services Questions and answers	B G D F F	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)
			Find a USCIS office Find legal services Online change of address Make an appointment Other, please specify:	A	
ENAE10476	A	Other primary reason			Text area, no char limit
ENACQLiv0006800	B	What specifically under case status did you try to accomplish?	Check my case status Verify case status Sign in to my account 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		Radio button, one-up vertical
ENACQLiv0006802	D	What specific green card information were you looking for?	Apply for a green card through family Apply for a green card through employment 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		Radio button, one-up vertical
ENCAS0039222	F	What specific forms were you looking for?	For citizenship and naturalization For green card For employment For family Humanitarian programs For adoption Electronic processing forms Department of State (DS) forms Other		Checkbox, one-up vertical
ENCAS0039223	G	What specific citizenship information were you looking for?	Citizenship by naturalization Citizenship by marriage Citizenship through parents Naturalization test/exam Naturalization exam study materials		Checkbox, one-up vertical
ENAE10477		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Ad and icons on the main page Site map (index) Used an external search engine (i.e. Google)	A,C D D D	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)	
ENACQOsI0002835	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?	Just browsing	D	Checkbox, one-up vertical	
			No difficulty encountered			
			Search results were helpful			
			Returned not enough or 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			
ENACQOsI0002837	C	What search terms did you use today to find what you were looking for?			Text area, no char limit	
ENACQOsI0002838	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			
Other						
ENAED10478		Did you find what you were looking for today?	Yes	B B A,B	Drop down, select one	
			Partially			
			Still looking			
			No			
ENAED10479	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	
ENACQLiv0006805	B	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	
ENACQOsI0002840		On whose behalf are you looking for information today?	Myself		Drop down, select one	
			Family member (husband, wife, son or daughter)			
			Friend			
			Client			
			Fiancé			
			Other			
ENACQOsI0002843 ENAED10480		What is your preferred reading language ?	English		Drop down, select one	
			Spanish			
		How consistent do you feel this site's quality of information is?	Not at all consistent			Drop down, select one
			Not very consistent			
			Somewhat consistent			
			Mostly consistent			
ENAED10481		Please rate the efficiency in which this site provides the information.	Always consistent		Drop down, select one	
			Not at all efficient			
			Not very efficient			
			Somewhat efficient			
			Mostly efficient			
Always efficient						

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ENAED10482		If you could make one improvement to this site, what would it be?			Text area, no char limit
ENACQLiv0006806		What is your gender ?	Female Male I prefer not to respond		Drop down, select one
ENACQLiv0006807		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
ENACQLiv0006808		Which of the following best describes the highest level of 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		Drop down, select one
ENACQLiv0006844		Where do you currently live ?	United States of America Afghanistan Albania Algeria Andorra Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas, The Bahrain Bangladesh Barbados Belarus Belgium Belize Benin Bermuda Bhutan Bolivia Bosnia and Herzegovina		Drop down, select one

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			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		
			Guinea		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			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		
			Moldova		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			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		
			Sudan		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			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		

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y		Social media
S	Y	Skip Logic Group	Role
	N		Other role
S	Y		Area Visited
S	Y	Skip Logic Group	Primary Reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N		Other reason Case Status
M	N		Green Card
M	Y		Forms
M	Y		Citizenship
S	Y	Skip Logic Group	Method

Single or Multi	Required Y/N	Special Instructions	CQ Label
M	Y		Search Experience
	Y		Search terms
M	Y		Navigation Experience
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y		Behalf
S	Y	OPS Group	Reading language
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		Education
S	N		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

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ENAED10470		How frequently do you visit this site?	First time Daily Weekly Monthly Every 6 months or less	A A A A	
ENCAS0039175	A	USCIS website recently had a redesign. We would like to know if you have used a previous version of the website, and if so do you find the new version to be improved, the same or worse?	Improved Same Worse Did not use the previous version of website	B B B	Radio button, one-up vertical
ENCAS0039176	B	What is the primary reason for your opinion/ statement?	Navigation Quality of Content Appearance Broken links Can't find information I used to access No preference between versions		Radio button, one-up vertical
ENCAS0039177		Do you follow us on social media? (e.g. Facebook, Twitter, YouTube)	Yes No		Radio button, one-up vertical
ENAED10471		What best describes your role 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 Fiancé K-1 Visitor/nonimmigrant Temporary Worker Other, please specify:	A	Radio button, one-up vertical
ENAED10472	A	Other role			Text field, <100 char
ENAED10473		What area of the site are you primarily visiting today?	Forms News Citizenship Green card Interests (reworded Resources) Family Humanitarian Programs Working in the U.S. Site map About Us Adoption Visit the U.S.		Radio button, one-up vertical
ENAED10475		What is your primary reason for visiting the site today?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Find green card information Find Consideration of Deferred Action for Childhood Arrivals Process Information Find Provisional Unlawful Presence Waivers Information Visit the US Find form(s) Download form(s)	B G D F F	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)
			Check filing fees Check processing times Verify my employment status Read the latest news releases/alerts Learn about USCIS Contact USCIS information Research humanitarian programs and protection Research information about adoption Use other services Questions and answers Find a USCIS office Find legal services Online change of address Make an appointment Other, please specify:	A	
ENAE10476	A	Other primary reason			Text area, no char limit
ENACQLiv0006800	B	What specifically under case status did you try to accomplish?	Check my case status Verify case status Sign in to my account 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		Radio button, one-up vertical
ENACQLiv0006802	D	What specific green card information were you looking for?	Apply for a green card through family Apply for a green card through employment 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		Radio button, one-up vertical
ENCAS0039222	F	What specific forms were you looking for?	For citizenship and naturalization For green card For employment For family Humanitarian programs For adoption Electronic processing forms Department of State (DS) forms Other		Checkbox, one-up vertical
ENCAS0039223	G	What specific citizenship information were you looking	Citizenship by naturalization		Checkbox, 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)
		for?	Citizenship by marriage Citizenship through parents Naturalization test/exam Naturalization exam study materials		
ENAED10477		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Ad and icons on the main page Site map (index) Used an external search engine (i.e. Google) Just browsing	A,C D D D D	Drop down, select one
ENACQOsI0002835	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 Returned not enough or 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 Other		Checkbox, one-up vertical
ENACQOsI0002837	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ENACQOsI0002838	D	If you used navigational methods 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 Other		Checkbox, one-up vertical
ENAED10478		Did you find what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
ENAED10479	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
ENACQLiv0006805	B	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
ENACQOsI0002840		On whose behalf are you looking for information today?	Myself Family member (husband, wife, son or daughter) Friend Client Fiancé Other		Drop down, select one
ENACQOsI0002843		What is your preferred reading language ?	English Spanish		Drop down, select one

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
ENAED10480		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
ENAED10481		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
ENAED10482		If you could make one improvement to this site, what would it be?			Text area, no char limit
ENACQLiv0006806		What is your gender ?	Female Male I prefer not to respond		Drop down, select one
ENACQLiv0006807		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
ENACQLiv0006808		Which of the following best describes the highest level of 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		Drop down, select one
ENACQLiv0006844		Where do you currently live ?	United States of America Afghanistan Albania Algeria Andorra Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas, The Bahrain		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)
			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		
			Timor Leste		
			Ecuador		
			Egypt		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji		
			Finland		
			France		

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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)
			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		
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		

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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)
			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		
			Rwanda		
			Samoa		
			San Marino		
			Sao Tome and Principe		
			Saudi Arabia		
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leone		
			Singapore		
			Slovakia		

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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)
			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		
			Zimbabwe		

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y		Redesign
S	Y		Redesign judgment
S	Y		Social media
S	Y	Skip Logic Group	Role
	N		Other role
S	Y		Area Visited
S	Y	Skip Logic Group	Primary Reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N N		Other reason Case Status
M	N		Green Card
M	Y		Forms
M	Y		Citizenship

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y	Skip Logic Group	Method
M	Y		Search Experience
	Y		Search terms
M	Y		Navigation Experience
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y		Behalf
S	Y	OPS Group	Reading language

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

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
ENAED10470		How frequently do you visit this site?	First time More than once a day Daily Weekly Monthly Every 6 months or less	A A A A	
	A	USCIS website recently had a redesign. We would like to know if you have used a previous version of the website, and if so do you find the new version to be improved, the same or worse?	Improved Same Worse Did not use the previous version of website	B B B	Radio button, one-up vertical
	B	What is the primary reason for your opinion/ statement?	Navigation Quality of Content Appearance Broken links Can't find information I used to access No preference between versions		Radio button, one-up vertical
		Do you follow us on social media? (e.g. Facebook, Twitter, YouTube)	Yes No		Radio button, one-up vertical
ENAED10471		What best describes your role when coming to this site?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Refugee Asylee Fiancé K-1 Visitor/nonimmigrant Temporary Worker Student or Exchange Visitor Job Seekers		Radio button, one-up vertical

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USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Employer Attorney Other, please specify:	A	
ENAED10472	A	Other role			Text field, <100 char
ENAED10473		What area of the site are you primarily visiting today?	Forms News Citizenship Green card Interests (reworded Resources) Family Humanitarian Programs Working in the U.S. Site map About Us Laws Adoption Visit the U.S. Military Other, please specify:	A	Radio button, one-up vertical
ENAED10474	A	Other area visited			Text field, <100 char
ENAED10475		What is your 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 Find citizenship information Find green card information Find Consideration of Deferred Action for Childhood Arrivals Process Information Find Provisional Unlawful Presence Waivers Information Visit the US Find form(s) Download form(s) Check filing fees Check processing times Verify my employment status Find/research immigration laws Read the latest news releases/alerts Learn about USCIS Contact USCIS information Find a job with USCIS Research humanitarian programs and protection Research information about adoption Use other services Questions and answers Find a USCIS office Find legal services Online change of address Make an appointment Other, please specify:	B G D F F A	Radio button, one-up vertical
ENAED10476	A	Other primary reason			Text area, no char limit

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ENACQLiv0006800	B	What specifically under case status did you try to accomplish?	Check my case status Sign in to my account Sign up for event 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	C	Radio button, one-up vertical
ENACQLiv0006801	C	Other case status task			Text area, no char limit
ENACQLiv0006802	D	What specific green card information were you looking for?	Apply for a green card through family <u>Apply for a green card through employment</u> 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	E	Radio button, one-up vertical
ENACQLiv0006804	E	Other information			Text area, no char limit
	F	What specific forms were you looking for?	<u>For citizenship and naturalization</u> <u>For green card</u> <u>For employment</u> <u>For family</u> <u>Humanitarian programs</u> <u>For adoption</u> <u>Electronic processing forms</u> <u>Department of State (DS) forms</u> Other		Checkbox, one-up vertical
	G	What specific citizenship information were you looking for?	Citizenship by naturalization <u>Citizenship by marriage</u> <u>Citizenship through parents</u> <u>Naturalization test/exam</u> <u>Naturalization exam study materials</u>		Checkbox, one-up vertical
ENAED10477		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar <u>Links on the pages</u> <u>Ad and icons on the main page</u> "Find it Fast" feature Site map (index) Used an external search engine (i.e. Google)	A,C D D A,C D	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)
			Just browsing	D	
ENACQOsI0002835	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 or no 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	B	Checkbox, one-up vertical
ENACQOsI0002836	B	Other search difficulty			Text area, no char limit
ENACQOsI0002837	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ENACQOsI0002838	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 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	E	Checkbox, one-up vertical
ENACQOsI0002839	E	Other navigation difficulty			Text area, no char limit
ENAED10478		Did you find what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
ENAED10479	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
ENACQLiv0006805	B	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
ENACQOsI0002840		On whose behalf are you looking for information today?	Myself Family member (husband, wife, son or daughter) Friend Client Fiancé Other	A	Drop down, select one
ENACQOsI0002841	A	Other behalf			Text field, <100-char
ENACQOsI0002842		What is your preferred speaking language ?	English Spanish Other, please specify:	A	Drop down, select one

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ENACQOsI0002847	A	Other speaking language			Text field, <100 char
ENACQOsI0002843		What is your preferred reading language?	English Spanish Other, please specify:	A	Drop down, select one
ENACQOsI0002844	A	Other reading language			Text field, <100 char
ENACQOsI0002845		In what language do you prefer looking for information?	English Spanish Other, please specify:	A	Drop down, select one
ENACQOsI0002846	A	Other language prefer looking for information			Text field, <100 char
ENAED10480		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
ENAED10481		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
ENAED10482		If you could make one improvement to this site, what would it be?			Text area, no char limit
ENACQLiv0006806		What is your gender?	Female Male I prefer not to respond		Drop down, select one
ENACQLiv0006807		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
ENACQLiv0006808		Which of the following best describes the highest level of 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

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ENACQLiv0006809	A	Other education level as it applies to your country			Text field, <100 char
ENACQLiv0006844		Where do you currently live?	United States of America Afghanistan Albania Algeria Andorra Angola Anguilla Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas, The Bahrain Bangladesh Barbados Belarus Belgium Belize Benin Bermuda Bhutan Bolivia Bosnia and Herzegovina Botswana Brazil Brunei Bulgaria Burkina Faso Burma Burundi Cambodia Cameroon Canada Cape Verde Central African Republic Chad Chile China Colombia Cook Islands Costa Rica Côte d'Ivoire Croatia Cuba		Drop down, select one

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Cyprus		
			Czech Republic		
			Democratic Republic of the Congo		
			Denmark		
			Djibouti		
			Dominica		
			Dominican Republic		
			Timor Leste		
			Ecuador		
			Egypt		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji		
			Finland		
			France		
			Gabon		
			Gambia, The		
			Gaza		
			Georgia		
			Germany		
			Ghana		
			Greece		
			Grenada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haiti		
			Holy See		
			Honduras		
			Hong Kong		
			Hungary		
			Iceland		
			India		
			Indonesia		
			Iran		
			Iraq		
			Ireland		
			Israel		
			Italy		
			Jamaica		
			Japan		
			Jordan		
			Kazakhstan		
			Kenya		
			Kiribati		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Korea, North		
			Korea, South		
			Kosovo		
			Kuwait		
			Kyrgyzstan		
			Laos		
			Latvia		
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malaysia		
			Maldives		
			Mali		
			Malta		
			Marshall Islands		
			Mauritania		
			Mauritius		
			Mexico		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Morocco		
			Mozambique		
			Namibia		
			Nauru		
			Nepal		
			Netherlands		
			Netherlands Antilles		
			New Zealand		
			Nicaragua		
			Niger		
			Nigeria		
			Norway		
			Oman		
			Pakistan		
			Palau		
			Panama		
			Papua New Guinea		
			Paraguay		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Peru		
			Philippines		
			Poland		
			Portugal		
			Qatar		
			Romania		
			Russia		
			Rwanda		
			Samoa		
			San Marino		
			Sao Tome and Principe		
			Saudi Arabia		
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leone		
			Singapore		
			Slovakia		
			Slovenia		
			Solomon Islands		
			Somalia		
			South Africa		
			Spain		
			Sri Lanka		
			St. Kitts and Nevis		
			St. Lucia		
			St. Vincent and the Grenadines		
			Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		
			Syria		
			Taiwan		
			Tajikistan		
			Tanzania		
			Thailand		
			Togo		
			Tonga		
			Trinidad and Tobago		
			Tunisia		
			Turkey		
			Turkmenistan		
			Tuvalu		
			Uganda		
			Ukraine		
			United Arab Emirates		
			United Kingdom		
			Uruguay		

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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)
			Uzbekistan Vanuatu Venezuela Vietnam West Bank Yemen Zambia Zimbabwe Other, please specify:	A	Text field, <100 char
ENACQLiv0006858	A	Other country			

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y		Redesign
S	Y		Redesign judgment
S	Y		Social media
S	Y	Skip Logic Group	Role

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

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N		Case Status
	N		Other case-status-task
M	N		Green Card
	N		Other green-card-info
M	Y		Forms
M	Y		Citizenship
S	Y	Skip Logic Group	Method

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

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

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



Single or Multi	Required Y/N	Special Instructions	CQ Label



Single or Multi	Required Y/N	Special Instructions	CQ Label



Single or Multi	Required Y/N	Special Instructions	CQ Label

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

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9NwMFp0kEp0ZMsZxx0xohQ==
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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
SPAED10470		¿Cuán frecuentemente visita usted este sitio?	Primera vez Diariamente Alrededor de una vez a la semana Alrededor de una vez al mes Cada seis meses o menos		Drop down, select one
SPCAS0039177		¿No sigue en las redes sociales)(Facebok, Twitter, Youtube)	Si No		Radio button, one-up vertical
SPAED10471		¿Qué estatus le define mejor como visitante de este sitio Web?	Ciudadano Estadounidense por Nacimiento Ciudadano Estadounidense por Naturalización Residente Permanente (poseedor de Tarjeta Verde) Residente Condicional Ciudadano Extranjero Prometidodo/a (K-1) Visitante/no inmigrante Trabajador temporero Otro (por favor, especifique)	A	Radio button, one-up vertical
SPAED10472	A	Otro estatus			Text field, <100 char
SPAED10473		¿Qué área del sitio Web estará visitando hoy principalmente?	Formularios Noticias Ciudadanía Tarjeta Verde (Residencia Permanente) Enterese (reworded Recourses) Familia Programas Humanitarios Trabajo en los Estados Unidos Mapa del Sitio Acerca de Nosotros Adopción Visite los Estados Unidos		Radio button, one-up vertical
SPAED10475		¿Cuál es su razón principal para visitar hoy nuestro sitio Web?	Obtener información general antes de presentar mi solicitud Verificar el estatus de mi caso Encontrar información para trabajar en Estados Unidos Encontrar información sobre ciudadanía Encontrar información sobre Tarjeta Verde Encontrar información acerca del proceso de la Consideración de Acción Diferida para los Llegados en la Infancia Encontrar información acerca de la Exención por Causal de Presencia Ilegal Vistar los Estados Unidos Encontrar formularios Descargar formularios Verificar tarifas de presentación Verificar tiempos de trámites Verificar mi estatus de empleo Leer comunicados de prensa / alertas recientes Conocer sobre USCIS Información de contacto de USCIS Investigar programs humanitarios y de protección	B G D F F	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)
			Buscar información sobre adopción Utilizar otros servicios Preguntas y Respuestas Localizar una oficina de USCIS Buscar servicios legales Cambio de dirección en línea Hacer una cita Otro, por favor especifique:	A	
SPAED10476	A	Otra razón primordial			Text area, no char limit
SPACQLiv0006800	B	¿Específicamente qué trató usted de obtener bajo el estatus de caso?	Verificar el estatus de mi caso Registrarme a mi cuenta Registrarme a actualizaciones de caso Verificar los tiempos de procesamiento Calcular el ciclo de tiempo de mi caso Cambiar mi dirección electrónicamente Petición electrónica (petición de información al USCIS acerca de un caso) Localizar una oficina Otro		Radio button, one-up vertical
SPACQLiv0006802	D	Específicamente, ¿qué información sobre la tarjeta verde usted está buscando?	Solicitar una tarjeta verde por medio de un familiar Solicitar una tarjeta verde por medio de un empleo Encontrar otras maneras de obtener una tarjeta verde Investigar los procesos y procedimientos para la tarjeta verde Encontrar las tarifas de radicación Encontrar formularios que necesito para solicitar mi tarjeta verde Descargar los formularios que necesito para solicitar mi tarjeta verde Renovar o reemplazar mi tarjeta verde Remover las condiciones en mi tarjeta verde Derechos y responsabilidades de un poseedor de tarjeta verde Reglas para viajes internacionales como residente permanente Ayudar a un familiar a convertirse en residente permanente (por ciudadano de los EEUU) Ayudar a un familiar a convertirse en residente permanente (por residente permanente) Otro		Radio button, one-up vertical
SPCAS0039222	F	Específicamente, ¿qué formulario usted está buscando?	Formularios para ciudadanía y naturalización Formularios para la Tarjeta verde (Green Card) Formularios para el empleo Formularios para la familia Formularios para beneficios humanitarios Formularios relacionados con la adopción Tramitación electrónica de mi solicitud Formularios del Departamento de Estado Otro		Checkbox, one-up vertical
SPCAS0039223	G	Específicamente, ¿qué información sobre ciudadanía y naturalización usted está buscando?	Ciudadanía por naturalización Cónyuges de ciudadanos estadounidenses Ciudadanía a través de los padres El examen de naturalización Materiales de estudio para el examen de naturalización		Checkbox, one-up vertical
SPAED10477		¿Qué método utiliza mayormente para encontrar	Mecanismo de búsqueda del sitio	A,C	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)
		información en este sitio?	Barra principal de navegación superior Enlaces a las páginas Anuncio e íconos de la página principal Mapa de Sitio Utilizó un navegador externo (ej. Google) Sólo navegando	D D D D	
SPACQOsI0002835	A	Si utilizó la herramienta de búsqueda para encontrar la información, ¿qué tipo de dificultades, si alguna, confrontó?	Ninguna Los resultados de búsqueda fueron de ayuda No recibí suficientes resultados Los resultados obtenidos fueron demasiado similares/redundantes Los resultados no se relacionaban a mis términos de búsqueda o mis necesidades No estaba seguro de qué palabras utilizar en mi búsqueda La búsqueda necesitó demasiados cambios o especificaciones para obtener los resultados Otro		Checkbox, one-up vertical
SPACQOsI0002837	C	¿Qué términos utilizó en su búsqueda hoy?			Text area, no char limit
SPACQOsI0002838	D	Si utilizó mecanismos de navegación durante su búsqueda, ¿qué dificultades encontró?	Ninguna No pude encontrar los enlaces de navegación en la mayoría de las páginas Demasiados enlaces u opciones de navegación Los enlaces no me llevaron a donde esperaba Tuve dificultades para encontrar información detallada en sus páginas Tuve dificultades para encontrar información relacionada en sus páginas La navegación no me fue de ayuda en lo que estaba tratando de lograr A menudo me sentí perdido y no sabía en qué lugar del sitio Web me encontraba Experimenté dificultades técnicas (enlaces que no trabajaban; mensajes de error, etc.) No pude comenzar o no supe por dónde empezar Otro		Checkbox, one-up vertical
SPAED10478		¿Encontró lo que buscaba hoy?	Sí Parcialmente Todavía buscando No	B B A,B	Drop down, select one
SPAED10479	A	Si no pudo conseguir lo que estaba buscando, por favor especifique la información que estaba tratando de encontrar.			Text area, no char limit
SPACQLiv0006805	B	Si no pudo conseguir lo que estaba buscando, ¿que intentará después para satisfacer sus necesidades de servicio? Por favor, sea específico.			Text area, no char limit
SPACQOsI0002840		¿Para quién está usted buscando información en esta búsqueda?	Para mí Para un familiar o miembro de la familia Para un amigo Para un cliente Para Novio(a) Otro		Drop down, select one
SPACQOsI0002843		¿En qué idioma prefiere leer?	Inglés Español		Drop down, select one
SPAED10480		Por favor, evalúe la consistencia con que este sitio provee la información. ¿Cuán consistente es la calidad de la información en este sitio?	No es consistente No muy consistente Algo consistente		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)
			Mayormente consistente		
			Siempre consistente		
SPAED10481		Por favor, evalúe la eficiencia con que este sitio provee la información	No es eficiente		Drop down, select one
			No muy eficiente		
			Algo eficiente		
			Mayormente eficiente		
			Siempre eficiente		
SPAED10482		Si pudiese mejorar un aspecto de este sitio, ¿cuál sería?			Text area, no char limit
SPACQLiv0006806		¿A qué género pertenece?	Femenino		Drop down, select one
			Masculino		
			Prefiero no responder		
SPACQLiv0006807		Por favor, elija la categoría a la que corresponda su edad	17 o menor		Drop down, select one
			18 – 24		
			25 – 34		
			35 – 44		
			45 – 54		
			55 – 64		
			65 ó mayor		
			Prefiero no responder		
SPACQLiv0006808		¿Cuál de los siguientes mejor describe su nivel de educación?	Escuela elemental		Drop down, select one
			Escuela intermedia o menos		
			Estudiante actual de escuela intermedia o escuela superior		
			No completé la escuela superior		
			Graduado de escuela superior		
			Escuela vocacional/instituto profesional		
			Universidad/graduado de universidad		
			Algunos estudios post graduados		
			Master/grado profesional		
			Grado Doctoral		
			Prefiero no responder		
SPACQLiv0006844		¿Dónde usted vive actualmente?	Estados Unidos de América		Drop down, select one
			Afganistán		
			Albania		
			Algeria		
			Andorra		
			Angola		
			Anguila		
			Antigua y Barbuda		
			Argentina		
			Armenia		
			Australia		
			Austria		
			Azerbaiján		
			Las Bahamas		
			Bahréin		
			Bangladesh		
			Barbados		
			Bielorrusia		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Bélgica		
			Belize		
			Benín		
			Bermuda		
			Bhután		
			Bolivia		
			Bosnia y Herzegovina		
			Botswana		
			Brazil		
			Brunei		
			Bulgaria		
			Burkina Faso		
			Burma		
			Burundi		
			Camboya		
			Camerún		
			Canadá		
			Cabo Verde		
			República de Africa Central		
			Chad		
			Chile		
			China		
			Colombia		
			Islas Cook		
			Costa Rica		
			Costa de Marfil		
			Croacia		
			Cuba		
			Chipre		
			República Checa		
			República Democrática del Congo		
			Dinamarca		
			Yibuti		
			Dominica		
			República Dominicana		
			Timor del Este		
			Ecuador		
			Egipto		
			El Salvador		
			Guinea Ecuatorial		
			Eritrea		
			Estonia		
			Etiopía		
			Fiji		
			Finlandia		
			Francia		
			Gabón		
			Gambia		
			Gaza		

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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)
			Georgia		
			Alemania		
			Ghana		
			Grecia		
			Granada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haití		
			Ciudad del Vaticano		
			Honduras		
			Hong Kong		
			Hungría		
			Islandia		
			India		
			Indonesia		
			Irán		
			Iraq		
			Irlanda		
			Israel		
			Italia		
			Jamaica		
			Japón		
			Jordán		
			Kazajistán		
			Kenya		
			Kiribati		
			Corea del Norte		
			Corea de Sur		
			Kosovo		
			Kuwait		
			Kyrgyzstán		
			Laos		
			Latvia		
			Libano		
			Lesotho		
			Liberia		
			Libia		
			Liechtenstein		
			Lituania		
			Luxemburgo		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malasia		
			Maldivias		
			Mali		

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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)
			Malta		
			Islas Marshall		
			Mauritania		
			Mauricio		
			México		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Marruecos		
			Mozambique		
			Namibia		
			Nauru		
			Nepal		
			Países Bajos		
			Antillas de los Países Bajos		
			Nueva Zelandia		
			Nicaragua		
			Nigeria		
			Nigeria		
			Noruega		
			Omán		
			Pakistán		
			Palau		
			Panamá		
			Papua-Nueva Guinea		
			Paraguay		
			Perú		
			Filipinas		
			Polonia		
			Portugal		
			Qatar		
			Rumania		
			Rusia		
			Ruanda		
			Samoa		
			San Marino		
			Santo Tomás y Príncipe		
			Arabia Saudita		
			Senagal		
			Serbia		
			Seychelles		
			Sierra Leona		
			Singapur		
			Eslovaquia		
			Eslovenia		
			Islas de Solomon		
			Somalia		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Sur Africa		
			España		
			Sri Lanka		
			San Kitts y Nevis		
			Santa Lucía		
			San Vicente y Las Granadinas		
			Sudan		
			Surinam		
			Swazilandia		
			Suecia		
			Suiza		
			Siria		
			Taiwan		
			Tajikistán		
			Tanzania		
			Tailandia		
			Togo		
			Tonga		
			Trinidad y Tobago		
			Tunesia		
			Turquía		
			Turkmenistán		
			Tuvalu		
			Uganda		
			Ucrania		
			Unión de Emiratos Arabes		
			Reino Unido		
			Uruguay		
			Uzbekistán		
			Vanatu		
			Venezuela		
			Vietnam		
			Cisjordania		
			Yemen		
			Zambia		
			Zimbawe		

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y		Social media
S	Y	Skip Logic Group	Role
	N		Other role
S	Y		Area Visited
S	Y	Skip Logic Group	Primary Reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reason
S	N		Case Status
M	N		Green Card
M	Y		Forms
M	Y		Citizenship
S	Y	Skip Logic Group	Method

Single or Multi	Required Y/N	Special Instructions	CQ Label
M	Y		Search Experience
	Y		Search terms
M	Y		Navigation Experience
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y		Behalf
S	Y	OPS Group	Reading language
S	Y		Consistency

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

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one
SPAED10470		¿Cuán frecuentemente visita usted este sitio?	Primera vez Diariamente Alrededor de una vez a la semana Alrededor de una vez al mes Cada seis meses o menos	A A A A	
SPCAS0039175	A	Si utilizó versiones anteriores de este sitio Web, ¿encuentra que esta versión es mejor, peor o igual que la anterior?	Mejoró Empeoró Se mantuvo igual No había utilizado versiones anteriores	B B B	Radio button, one-up vertical
SPCAS0039176	B	¿Cuál es la razón primordial para dicha evaluación?	Navegación Calidad del Contenido Aspecto/apariencia No encuentro las páginas que utilizo usualmente Hay enlaces rotos No tengo preferencia		Radio button, one-up vertical
SPCAS0039177		¿No sigue en las redes sociales)(Facebok, Twitter, Youtube)	Si No		Radio button, one-up vertical
SPAED10471		¿Qué estatus le define mejor como visitante de este sitio Web?	Ciudadano Estadounidense por Nacimiento Ciudadano Estadounidense por Naturalización Residente Permanente (poseedor de Tarjeta Verde) Residente Condicional Ciudadano Extranjero Prometidodo/a (K-1) Visitante/no inmigrante Trabajador temporero Otro (por favor, especifique)	A	Radio button, one-up vertical
SPAED10472	A	Otro estatus			Text field, <100 char
SPAED10473		¿Qué área del sitio Web estará visitando hoy principalmente?	Formularios Noticias Ciudadanía Tarjeta Verde (Residencia Permanente) Enterese (reworded Recourses) Familia Programas Humanitarios Trabajo en los Estados Unidos Mapa del Sitio Acerca de Nosotros Adopción Visite los Estados Unidos		Radio button, one-up vertical
SPAED10475		¿Cuál es su razón principal para visitar hoy nuestro sitio Web?	Obtener información general antes de presentar mi solicitud Verificar el estatus de mi caso Encontrar información para trabajar en Estados Unidos Encontar información sobre ciudadanía Encontrar información sobre Tarjeta Verde Encontrar información acerca del proceso de la Consideración de Acción Diferida para los Llegados en la Infancia Encontrar información acerca de la Exención por Causal de Presencia Ilegal Vistar los Estados Unidos	B G 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)
			Encontrar formularios Descargar formularios Verificar tarifas de presentación Verificar tiempos de trámites Verificar mi estatus de empleo Leer comunicados de prensa / alertas recientes Conocer sobre USCIS Información de contacto de USCIS Investigar programs humanitarios y de protección Buscar información sobre adopción Utilizar otros servicios Preguntas y Respuestas Localizar una oficina de USCIS Buscar servicios legales Cambio de dirección en línea Hacer una cita Otro, por favor especifique:	F F A	
SPAED10476	A	Otra razón primordial			Text area, no char limit
SPACQLiv0006800	B	¿Específicamente qué trató usted de obtener bajo el estatus de caso?	Verificar el estatus de mi caso Registrarme a mi cuenta Registrarme a actualizaciones de caso Verificar los tiempos de procesamiento Calcular el ciclo de tiempo de mi caso Cambiar mi dirección electrónicamente Petición electrónica (petición de información al USCIS acerca de un caso) Localizar una oficina Otro		Radio button, one-up vertical
SPACQLiv0006802	D	Específicamente, ¿qué información sobre la tarjeta verde usted está buscando?	Solicitar una tarjeta verde por medio de un familiar Solicitar una tarjeta verde por medio de un empleo Encontrar otras maneras de obtener una tarjeta verde Investigar los procesos y procedimientos para la tarjeta verde Encontrar las tarifas de radicación Encontrar formularios que necesito para solicitar mi tarjeta verde Descargar los formularios que necesito para solicitar mi tarjeta verde Renovar o reemplazar mi tarjeta verde Remover las condiciones en mi tarjeta verde Derechos y responsabilidades de un poseedor de tarjeta verde Reglas para viajes internacionales como residente permanente Ayudar a un familiar a convertirse en residente permanente (por ciudadano de los EEUU) Ayudar a un familiar a convertirse en residente permanente (por residente permanente) Otro		Radio button, one-up vertical
SPCAS0039222	F	Específicamente, ¿qué formulario usted está buscando?	Formularios para ciudadanía y naturalización Formularios para la Tarjeta verde (Green Card) Formularios para el empleo Formularios para la familia Formularios para beneficios humanitarios Formularios relacionados con la adopción		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)
			Tramitación electrónica de mi solicitud Formularios del Departamento de Estado Otro		
SPCAS0039223	G	Específicamente, ¿qué información sobre ciudadanía y naturalización usted está buscando?	Ciudadanía por naturalización Cónyuges de ciudadanos estadounidenses Ciudadanía a través de los padres El examen de naturalización Materiales de estudio para el examen de naturalización		Checkbox, one-up vertical
SPAED10477		¿Qué método utiliza mayormente para encontrar información en este sitio?	Mecanismo de búsqueda del sitio Barra principal de navegación superior Enlaces a las páginas Anuncio e íconos de la página principal Mapa de Sitio Utilizó un navegador externo (ej. Google) Sólo navegando	A,C D D D	Drop down, select one
SPACQOsI0002835	A	Si utilizó la herramienta de búsqueda para encontrar la información, ¿qué tipo de dificultades, si alguna, confrontó?	Ninguna Los resultados de búsqueda fueron de ayuda No recibí suficientes resultados Los resultados obtenidos fueron demasiado similares/redundantes Los resultados no se relacionaban a mis términos de búsqueda o mis necesidades No estaba seguro de qué palabras utilizar en mi búsqueda La búsqueda necesitó demasiados cambios o especificaciones para obtener los resultados Otro		Checkbox, one-up vertical
SPACQOsI0002837	C	¿Qué términos utilizó en su búsqueda hoy?			Text area, no char limit
SPACQOsI0002838	D	Si utilizó mecanismos de navegación durante su búsqueda, ¿qué dificultades encontró?	Ninguna No pude encontrar los enlaces de navegación en la mayoría de las páginas Demasiados enlaces u opciones de navegación Los enlaces no me llevaron a donde esperaba Tuve dificultades para encontrar información detallada en sus páginas Tuve dificultades para encontrar información relacionada en sus páginas La navegación no me fue de ayuda en lo que estaba tratando de lograr A menudo me sentí perdido y no sabía en qué lugar del sitio Web me encontraba Experimenté dificultades técnicas (enlaces que no trabajaban; mensajes de error, etc.) No pude comenzar o no supe por dónde empezar Otro		Checkbox, one-up vertical
SPAED10478		¿Encontró lo que buscaba hoy?	Sí Parcialmente Todavía buscando No	B B A,B	Drop down, select one
SPAED10479	A	Si no pudo conseguir lo que estaba buscando, por favor especifique la información que estaba tratando de encontrar.			Text area, no char limit
SPACQLiv0006805	B	Si no pudo conseguir lo que estaba buscando, ¿que intentará después para satisfacer sus necesidades de servicio? Por favor, sea específico.			Text area, no char limit
SPACQOsI0002840		¿Para quién está usted buscando información en esta búsqueda?	Para mí Para un familiar o miembro de la familia		Drop down, select one

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 USCIS Satisfaction Survey
 MID: 9NwMFp0kEp0ZMsZxx0xohQ==
 Date: 4/4/14

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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)
			Para un amigo Para un cliente Para Novio(a) Otro		
SPACQOsI0002843 SPAED10480		¿En qué idioma prefiere leer? Por favor, evalúe la consistencia con que este sitio provee la información. ¿Cuán consistente es la calidad de la información en este sitio?	Inglés Español No es consistente No muy consistente Algo consistente Mayormente consistente Siempre consistente		Drop down, select one Drop down, select one
SPAED10481		Por favor, evalúe la eficiencia con que este sitio provee la información	No es eficiente No muy eficiente Algo eficiente Mayormente eficiente Siempre eficiente		Drop down, select one
SPAED10482		Si pudiese mejorar un aspecto de este sitio, ¿cuál sería?			Text area, no char limit
SPACQLiv0006806		¿A qué género pertenece?	Femenino Masculino Prefiero no responder		Drop down, select one
SPACQLiv0006807		Por favor, elija la categoría a la que corresponda su edad	17 o menor 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 ó mayor Prefiero no responder		Drop down, select one
SPACQLiv0006808		¿Cuál de los siguientes mejor describe su nivel de educación?	Escuela elemental Escuela intermedia o menos Estudiante actual de escuela intermedia o escuela superior No completé la escuela superior Graduado de escuela superior Escuela vocacional/instituto profesional Universidad/graduado de universidad Algunos estudios post graduados Master/grado profesional Grado Doctoral Prefiero no responder		Drop down, select one
SPACQLiv0006844		¿Dónde usted vive actualmente?	Estados Unidos de América Afganistán Albania Algeria Andorra Angola Anguila Antigua y Barbuda Argentina		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)
			Armenia		
			Australia		
			Austria		
			Azerbaij�n		
			Las Bahamas		
			Bahr�n		
			Bangladesh		
			Barbados		
			Bielorrusia		
			B�lgica		
			Belize		
			Benin		
			Bermuda		
			Bhut�n		
			Bolivia		
			Bosnia y Herzegovina		
			Botswana		
			Brazil		
			Brunei		
			Bulgaria		
			Burkina Faso		
			Burma		
			Burundi		
			Camboya		
			Camer�n		
			Canad�		
			Cabo Verde		
			Rep�blica de Africa Central		
			Chad		
			Chile		
			China		
			Colombia		
			Islas Cook		
			Costa Rica		
			Costa de Marfil		
			Croacia		
			Cuba		
			Chipre		
			Rep�blica Checa		
			Rep�blica Democr�tica del Congo		
			Dinamarca		
			Yibuti		
			Dominica		
			Rep�blica Dominicana		
			Timor del Este		
			Ecuador		
			Egipto		
			El Salvador		
			Guinea Ecuatorial		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Eritrea		
			Estonia		
			Etiopia		
			Fiji		
			Finlandia		
			Francia		
			Gabón		
			Gambia		
			Gaza		
			Georgia		
			Alemania		
			Ghana		
			Grecia		
			Granada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haití		
			Ciudad del Vaticano		
			Honduras		
			Hong Kong		
			Hungría		
			Islandia		
			India		
			Indonesia		
			Irán		
			Iraq		
			Irlanda		
			Israel		
			Italia		
			Jamaica		
			Japón		
			Jordán		
			Kazajistán		
			Kenya		
			Kiribati		
			Corea del Norte		
			Corea de Sur		
			Kosovo		
			Kuwait		
			Kyrgyzstán		
			Laos		
			Latvia		
			Libano		
			Lesotho		
			Liberia		
			Libia		
			Liechtenstein		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Lituania		
			Luxemburgo		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malasia		
			Maldivias		
			Mali		
			Malta		
			Islas Marshall		
			Mauritania		
			Mauricio		
			México		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Marruecos		
			Mozambique		
			Namibia		
			Nauru		
			Nepal		
			Países Bajos		
			Antillas de los Países Bajos		
			Nueva Zelandia		
			Nicaragua		
			Nigeria		
			Nigeria		
			Noruega		
			Omán		
			Pakistán		
			Palau		
			Panamá		
			Papua-Nueva Guinea		
			Paraguay		
			Perú		
			Filipinas		
			Polonia		
			Portugal		
			Qatar		
			Rumania		
			Rusia		
			Ruanda		
			Samoa		
			San Marino		
			Santo Tomás y Príncipe		
			Arabia Saudita		

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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)
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leona		
			Singapur		
			Eslovaquia		
			Eslovenia		
			Islas de Solomon		
			Somalia		
			Sur Africa		
			España		
			Sri Lanka		
			San Kitts y Nevis		
			Santa Lucía		
			San Vicente y Las Granadinas		
			Sudan		
			Surinam		
			Swazilandia		
			Suecia		
			Suiza		
			Siria		
			Taiwan		
			Tajikistán		
			Tanzania		
			Tailandia		
			Togo		
			Tonga		
			Trinidad y Tobago		
			Tunesia		
			Turquía		
			Turkmenistán		
			Tuvalu		
			Uganda		
			Ucrania		
			Unión de Emiratos Arabes		
			Reino Unido		
			Uruguay		
			Uzbekistán		
			Vanatu		
			Venezuela		
			Vietnam		
			Cisjordania		
			Yemen		
			Zambia		
			Zimbawe		

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y		Redesign
S	Y		Redesign judgment
S	Y		Social media
S	Y	Skip Logic Group	Role
S	N		Other role
S	Y		Area Visited
S	Y	Skip Logic Group	Primary Reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N		Other reason Case Status
M	N		Green Card
M	Y		Forms

Single or Multi	Required Y/N	Special Instructions	CQ Label
M	Y		Citizenship
S	Y	Skip Logic Group	Method
M	Y		Search Experience
	Y		Search terms
M	Y		Navigation Experience
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y		Behalf

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y	OPS Group	Reading language
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	N		Gender
S	N		Age
S	N		Education
S	N		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

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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
SPAED10470		¿Cuán frecuentemente visita usted este sitio?	Primera vez Más de una vez al día Diariamente Alrededor de una vez a la semana Alrededor de una vez al mes Cada seis meses o menos	A A A A	
	A	Si utilizó versiones anteriores de este sitio Web, ¿encuentra que esta versión es mejor, peor o igual que la anterior?	Mejoró Empeoró Se mantuvo igual No había utilizado versiones anteriores	B B B	Radio button, one-up vertical
	B	¿Cuál es la razón primordial para dicha evaluación?	Navegación Calidad del Contenido Aspecto/apariencia No encuentro las páginas que utilizo usualmente Hay enlaces rotos No tengo preferencia		Radio button, one-up vertical
		¿No sigue en las redes sociales)(Facebok, Twitter, Youtube)	Si No		Radio button, one-up vertical
SPAED10471		¿Qué estatus le define mejor como visitante de este sitio Web?	Ciudadano Estadounidense por Nacimiento Ciudadano Estadounidense por Naturalización Residente Permanente (poseedor de Tarjeta Verde) Residente Condicional Ciudadano Extranjero Refugiado Asilado Prometidodo/a (K-1) Visitante/no inmigrante Trabajador temporero Estudiante o visitante de intercambio Personas en busca de empleo		Radio button, one-up vertical

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USCIS 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)
			Empleadores Abogados Otro (por favor, especifique)	A	
SPAED10472 SPAED10473	A	Otro estatus ¿Qué área del sitio Web estará visitando hoy principalmente?	Formularios Noticias Ciudadanía Tarjeta Verde (Residencia Permanente) Enterese (reworded Recourses) Familia Programas Humanitarios Trabajo en los Estados Unidos Mapa del Sitio Acerca de Nosotros Leyes Adopción Visite los Estados Unidos Militares Otra (por favor, especifique)	A	Text field, <100 char Radio button, one-up vertical
SPAED10474 SPAED10475	A	Otra área- ¿Cuál es su razón principal para visitar hoy nuestro sitio Web?	Sólo navegando Obtener información general antes de presentar mi solicitud Verificar el estatus de mi caso Encontrar información para trabajar en Estados Unidos Encontrar información sobre ciudadanía Encontrar información sobre Tarjeta Verde Encontrar información acerca del proceso de la Consideración de Acción Diferida para los Llegados en la Infancia Encontrar información acerca de la Exención por Causal de Presencia Ilegal Vistar los Estados Unidos Encontrar formularios Descargar formularios Verificar tarifas de presentación Verificar tiempos de trámites Verificar mi estatus de empleo Buscar/investigar las leyes de inmigración Leer comunicados de prensa / alertas recientes Conocer sobre USCIS Información de contacto de USCIS Encontrar un trabajo en el USCIS Investigar programs humanitarios y de protección Buscar información sobre adopción Utilizar otros servicios Preguntas y Respuestas Localizar una oficina de USCIS Buscar servicios legales Cambio de dirección en línea Hacer una cita Otro, por favor especifique:	B G D F F A	Text field, <100 char 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)
SPAED10476	A	Otra razón primordial			Text area, no char limit
SPACQLiv0006800	B	¿Específicamente qué trató usted de obtener bajo el estatus de caso?	Verificar el estatus de mi caso Registrarme a mi cuenta Registrarme a actualizaciones de caso Verificar los tiempos de procesamiento Calcular el ciclo de tiempo de mi caso Cambiar mi dirección electrónicamente Petición electrónica (petición de información al USCIS acerca de un caso) Localizar una oficina Otro	C	Radio button, one-up vertical
SPACQLiv0006801	C	Otra función relacionada al estatus de caso			Text area, no char limit
SPACQLiv0006802	D	Específicamente, ¿qué información sobre la tarjeta verde usted está buscando?	Solicitar una tarjeta verde por medio de un familiar Solicitar una tarjeta verde por medio de un empleo Solicitar una tarjeta verde por medio del estatus de refugiado o asilado Encontrar otras maneras de obtener una tarjeta verde Investigar los procesos y procedimientos para la tarjeta verde Encontrar las tarifas de radicación Encontrar formularios que necesito para solicitar mi tarjeta verde Descargar los formularios que necesito para solicitar mi tarjeta verde Renovar o reemplazar mi tarjeta verde Remover las condiciones en mi tarjeta verde Derechos y responsabilidades de un poseedor de tarjeta verde Reglas para viajes internacionales como residente permanente Ayudar a un familiar a convertirse en residente permanente (por ciudadano de los EEUU) Ayudar a un familiar a convertirse en residente permanente (por residente permanente) Otro	E	Radio button, one-up vertical
SPACQLiv0006804	E	Otra información			Text area, no char limit
	F	Específicamente, ¿qué formulario usted está buscando?	Formularios para ciudadanía y naturalización Formularios para la Tarjeta verde (Green Card) Formularios para el empleo Formularios para la familia Formularios para beneficios humanitarios Formularios relacionados con la adopción Tramitación electrónica de mi solicitud Formularios del Departamento de Estado Otro		Checkbox, one-up vertical
	G	Específicamente, ¿qué información sobre ciudadanía y naturalización usted está buscando?	Ciudadanía por naturalización Cónyuges de ciudadanos estadounidenses Ciudadanía a través de los padres El examen de naturalización Materiales de estudio para el examen de naturalización		Checkbox, one-up vertical
SPAED10477		¿Qué método utiliza mayormente para encontrar información en este sitio?	Mecanismo de búsqueda del sitio Barra principal de navegación superior Enlaces a las páginas Anuncio e iconos de la página principal	A,C D D	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)
			Mecanismo "Dónde empezar"	A,C	
			Mapa de Sitio	D	
			Utilizó un navegador externo (ej. Google)		
			Sólo navegando	D	
SPACQOsI0002835	A	Si utilizó la herramienta de búsqueda para encontrar la información, ¿qué tipo de dificultades, si alguna, confrontó?	Ninguna		Checkbox, one-up vertical
			Los resultados de búsqueda fueron de ayuda		
			Los resultados de búsqueda no fueron de ayuda		
			Recibí demasiados resultados		
			No recibí suficientes resultados		
			No recibí resultados		
			Los resultados obtenidos fueron demasiado similares/redundantes		
			Los resultados no se relacionaban a mis términos de búsqueda o mis necesidades		
			No estaba seguro de qué palabras utilizar en mi búsqueda		
			La búsqueda necesitó demasiados cambios o especificaciones para obtener los resultados		
			La búsqueda resultó demasiado lenta		
			Otro	B	
SPACQOsI0002836	B	Otra dificultad en la búsqueda			Text area, no char limit
SPACQOsI0002837	C	¿Qué términos utilizó en su búsqueda hoy?			Text area, no char limit
SPACQOsI0002838	D	Si utilizó mecanismos de navegación durante su búsqueda, ¿qué dificultades encontró?	Ninguna		Checkbox, one-up vertical
			No pude encontrar los enlaces de navegación en la mayoría de las páginas		
			Demasiados enlaces u opciones de navegación		
			Los enlaces no me llevaron a donde esperaba		
			Tuve dificultades para encontrar información detallada en sus páginas		
			Tuve dificultades para encontrar información relacionada en sus páginas		
			La navegación no me fue de ayuda en lo que estaba tratando de lograr		
			A menudo me sentí perdido y no sabía en qué lugar del sitio Web me encontraba		
			Experimenté dificultades técnicas (enlaces que no trabajaban; mensajes de error, etc.)		
			No pude comenzar o no supe por dónde empezar		
			No pude navegar de regreso a la información anterior		
			Otro	E	
SPACQOsI0002839	E	Otra dificultad en la navegación			Text area, no char limit
SPAED10478		¿Encontró lo que buscaba hoy?	Sí		Drop down, select one
			Parcialmente	B	
			Todavía buscando	B	
			No	A,B	
SPAED10479	A	Si no pudo conseguir lo que estaba buscando, por favor especifique la información que estaba tratando de encontrar.			Text area, no char limit
SPACQLiv0006805	B	Si no pudo conseguir lo que estaba buscando, ¿que intentará después para satisfacer sus necesidades de servicio? Por favor, sea específico.			Text area, no char limit
SPACQOsI0002840		¿Para quién está usted buscando información en esta búsqueda?	Para mí		Drop down, select one
			Para un familiar o miembro de la familia		
			Para un amigo		
			Para un cliente		
			Para Novio(a)		
			Otro	A	

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SPACQOsI0002841	A	A nombre de otro			Text field, <100 char
SPACQOsI0002842		¿Cuál es el idioma de su preferencia?	Inglés Español Otro (por favor, especifique)	A	Drop down, select one
SPACQOsI0002847	A	Otro idioma hablado			Text field, <100 char
SPACQOsI0002843		¿En qué idioma prefiere leer?	Inglés Español Otro (por favor, especifique)	A	Drop down, select one
SPACQOsI0002844	A	Otro idioma de lectura			Text field, <100 char
SPACQOsI0002845		¿En qué idioma prefiere buscar la información?	Inglés Español Otro (por favor, especifique)	A	Drop down, select one
SPACQOsI0002846	A	Prefiero buscar la información en otro idioma			Text field, <100 char
SPAED10480		Por favor, evalúe la consistencia con que este sitio provee la información. ¿Cuán consistente es la calidad de la información en este sitio?	No es consistente No muy consistente Algo consistente Mayormente consistente Siempre consistente		Drop down, select one
SPAED10481		Por favor, evalúe la eficiencia con que este sitio provee la información	No es eficiente No muy eficiente Algo eficiente Mayormente eficiente Siempre eficiente		Drop down, select one
SPAED10482		Si pudiese mejorar un aspecto de este sitio, ¿cuál sería?			Text area, no char limit
SPACQLiv0006806		¿A qué género pertenece?	Femenino Masculino Prefiero no responder		Drop down, select one
SPACQLiv0006807		Por favor, elija la categoría a la que corresponda su edad	17 o menor 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 ó mayor Prefiero no responder		Drop down, select one
SPACQLiv0006808		¿Cuál de los siguientes mejor describe su nivel de educación?	Escuela elemental Escuela intermedia o menos Estudiante actual de escuela intermedia o escuela superior No completé la escuela superior Graduado de escuela superior Escuela vocacional/instituto profesional Universidad/graduado de universidad Algunos estudios post graduados Master/grado profesional		Drop down, select one

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 USCIS Satisfaction Survey
 MID: 9NwMFp0kEp0ZMsZxx0xohQ==
 Date: 9/20/13

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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)
			Grado Doctoral Prefiero no responder Otro (por favor, especifique)	A	Text field, <100 char
SPACQLiv0006809	A	Otro nivel de educación, según aplique a su país			
SPACQLiv0006844		¿Dónde usted vive actualmente?	Estados Unidos de América Afganistán Albania Algeria Andorra Angola Anguila Antigua y Barbuda Argentina Armenia Australia Austria Azerbaijón Las Bahamas Bahreín Bangladesh Barbados Bielorrusia Bélgica Belize Benín Bermuda Bhután Bolivia Bosnia y Herzegovina Botswana Brazil Brunei Bulgaria Burkina Faso Burma Burundi Camboya Camerún Canadá Cabo Verde República de Africa Central Chad Chile China Colombia Islas Cook Costa Rica		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)
			Costa de Marfil		
			Croacia		
			Cuba		
			Chipre		
			República Checa		
			República Democrática del Congo		
			Dinamarca		
			Yibuti		
			Dominica		
			República Dominicana		
			Timor del Este		
			Ecuador		
			Egipto		
			El Salvador		
			Guinea Ecuatorial		
			Eritrea		
			Estonia		
			Etiopía		
			Fiji		
			Finlandia		
			Francia		
			Gabón		
			Gambia		
			Gaza		
			Georgia		
			Alemania		
			Ghana		
			Grecia		
			Granada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haití		
			Ciudad del Vaticano		
			Honduras		
			Hong Kong		
			Hungría		
			Islandia		
			India		
			Indonesia		
			Irán		
			Iraq		
			Irlanda		
			Israel		
			Italia		
			Jamaica		
			Japón		
			Jordán		

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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)
			Kazajistán		
			Kenya		
			Kiribati		
			Corea del Norte		
			Corea de Sur		
			Kosovo		
			Kuwait		
			Kyrgyzstán		
			Laos		
			Latvia		
			Libano		
			Lesotho		
			Liberia		
			Libia		
			Liechtenstein		
			Lituania		
			Luxemburgo		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malasia		
			Maldivias		
			Mali		
			Malta		
			Islas Marshall		
			Mauritania		
			Mauricio		
			México		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			Montenegro		
			Marruecos		
			Mozambique		
			Namibia		
			Nauru		
			Nepal		
			Países Bajos		
			Antillas de los Países Bajos		
			Nueva Zelandia		
			Nicaragua		
			Nigeria		
			Nigeria		
			Noruega		
			Omán		
			Pakistán		
			Palau		

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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)
			Panamá		
			Papua-Nueva Guinea		
			Paraguay		
			Perú		
			Filipinas		
			Polonia		
			Portugal		
			Qatar		
			Rumania		
			Rusia		
			Ruanda		
			Samoa		
			San Marino		
			Santo Tomás y Príncipe		
			Arabia Saudita		
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leona		
			Singapur		
			Eslovaquia		
			Eslovenia		
			Islas de Solomon		
			Somalia		
			Sur Africa		
			España		
			Sri Lanka		
			San Kitts y Nevis		
			Santa Lucía		
			San Vicente y Las Granadinas		
			Sudan		
			Surinam		
			Swazilandia		
			Suecia		
			Suiza		
			Siria		
			Taiwan		
			Tajikistán		
			Tanzania		
			Tailandia		
			Togo		
			Tonga		
			Trinidad y Tobago		
			Tunesia		
			Turquía		
			Turkmenistán		
			Tuvalu		
			Uganda		
			Ucrania		

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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)
			Unión de Emiratos Arabes Reino Unido Uruguay Uzbekistán Vanatu Venezuela Vietnam Cisjordania Yemen Zambia Zimbawe Otro (por favor, especifique)		
SPACQLiv0006858	A	Otro país		A	Text field, <100 char

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y		Redesign
S	Y		Redesign judgment
S	Y		Social media
S	Y	Skip Logic Group	Role

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

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reason
S	N		Case Status
	N		Other case-status task
M	N		Green Card
	N		Other green-card info
M	Y		Forms
M	Y		Citizenship
S	Y	Skip Logic Group	Method

Single or Multi	Required Y/N	Special Instructions	CQ Label
M	Y		Search Experience
	N		Other search diff
	Y		Search terms
M	Y		Navigation Experience
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y		Behalf

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other-behalf
S	Y	OPS-Group	Speaking language
	N		Other-speaking-language
S	Y	OPS Group	Reading language
	N		Other-reading-language
S	Y	OPS-Group	Language-prefer-looking-for-info
	N		Other-language-prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	N		Gender
S	N		Age
S	N		Education

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