



EMBASSIES/CONSULATES OF THE UNITED STATES OF AMERICA

AMERICAN CITIZENS SERVICES CUSTOMER SERVICE SATISFACTION SURVEY

Welcome and thank you for visiting the United States diplomatic mission. To assess the level of customer satisfaction and effectiveness of the customer service provided, we have a brief questionnaire about your visit. Your responses are completely confidential and will in no way be associated with your name or your application. We are only conducting this survey to improve the service provided.

1. What consular service(s) did you seek? (Please place a check in the checkbox for the consular service(s) you seeked)

- U.S. Passport Consular Report of Birth Abroad Notary Services Financial Assistance
- Federal Benefits (i.e. SSA, VA, OPM, etc. benefits) U.S. Citizenship Claim
- Other consular services (If other, Please Specify) _____

2. Please rate your experience obtaining information and scheduling an appointment.

How would you rate the following areas of service?	Excellent	Good	Fair	Poor	Very Poor
The appointment scheduling method	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of the information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The payment method	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Please rate the consular information website.

How would you rate the following areas of service?	Excellent	Good	Fair	Poor	Very Poor
Our website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Form and application accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time and effort to complete our online form(s) and/or application(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Please rate your visit to the U.S. diplomatic mission.

How would you rate the following areas of service?	Excellent	Good	Fair	Poor	Very Poor
Politeness of the Security Guards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The wait time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Please rate the consular staff.

How would you rate the following areas of service?	Excellent	Good	Fair	Poor	Very Poor
Politeness and professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of general knowledge displayed by the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thoroughness of the explanation of all applicable documents and individual circumstance(s) regarding my case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Overall Rate

How would you rate the service?	Excellent	Good	Fair	Poor	Very Poor
Overall experience of the entire process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. If you feel we fell short in meeting your service expectations, please describe the situation and any service-related improvements you would recommend: