## U.S. Citizenship and Immigration Services

## CUSTOMER SATISFACTION SURVEY

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Asylum Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

### Introduction

We would like to know how we are doing in providing services to our customers. Do you have a few moments to take a short survey? Please note that this survey is **voluntary, anonymous, and will not affect your individual case**. We estimate that it will take approximately 5-10 minutes to complete.

The USCIS point of contact for questions on this survey and survey results is Jason Ackleson, Office of Policy and Strategy, 202-272-1722. This survey is authorized under Office of Management and Budget Control number 1090-0007.

### Acknowledgment

**―►►**Check here to acknowledge that you are **at least 18 years old** and that your participation is **voluntary:**

### Website

(1) Have you visited the USCIS website ([www.uscis.gov](http://www.uscis.gov)) for asylum information within the last six months?

**Yes  No**

***(please circle a number from 1-10)***

(not useful) (very useful)

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

1. If yes, how useful was the asylum

information on the USCIS website?

### Wait Times and Front Desk

The following questions relate to your **asylum interview experience**:

(very dissatisfied) (very satisfied)

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

1. After filing your asylum application, how

satisfied were you with the amount of

time between the date of filing and the

date of your interview?

(very impolite) (very polite)

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

(4) When you checked in for your interview,

how polite was the front desk staff?

(very dissatisfied) (very satisfied)

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

(5) After you checked in at the front desk on

the day of your interview, how satisfied

were you with the amount of time you

waited to start the interview?

### Asylum Interview

The following questions **relate to the officer** who conducted your asylum interview:

(very impolite) (very polite)

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

(6) How polite was the asylum officer?

(did not provide) (provided all)

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

(7) How well did the asylum officer provide

the information you needed?

(not very (very

knowledgeable) knowledgeable)

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

(8) How knowledgeable was the asylum

officer about your issues?

(9) Did you feel that the asylum officer’s approach was argumentative or biased?

**Yes  No**

### Overall Experience

*(very dissatisfied)* *(very satisfied)*

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

(10) How satisfied are you with the overall

service provided by this Asylum Office?

*(did not meet (exceeded my*

*my expectations) expectations)*

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

(11) To what extent has this Asylum Office

met your expectations during your

visit?

*(not very close (very close*

*to the ideal) to the ideal)*

☹ 😐 ☺

**1 2 3 4 5 6 7 8 9 10**

(12) How well does this Asylum Office

compare with the ideal government

office?

### Other Comments

(13) What can this USCIS Asylum Office do to improve its service to you?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_