## 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?

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