

## 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)
	☹					☺						☺
(2) If yes, how useful was the asylum information on the USCIS website?	1	2	3	4	5	6	7	8	9	10		

### Wait Times and Front Desk

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

	(very dissatisfied)											(very satisfied)
(3) 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?	☹					☺						☺
	1	2	3	4	5	6	7	8	9	10		
	(very impolite)											(very polite)
(4) When you checked in for your interview, how polite was the front desk staff?	☹					☺						☺
	1	2	3	4	5	6	7	8	9	10		
	(very dissatisfied)											(very satisfied)
(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?	☹					☺						☺
	1	2	3	4	5	6	7	8	9	10		

***(Please turn page and continue on back)***







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**Asylum Interview**

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

- (6) How polite was the asylum officer?  
(very impolite)  (very polite)   
1 2 3 4 5 6 7 8 9 10
- (7) How well did the asylum officer provide the information you needed?  
(did not provide)  (provided all)   
1 2 3 4 5 6 7 8 9 10
- (8) How knowledgeable was the asylum officer about your issues?  
(not very knowledgeable)  (very knowledgeable)   
1 2 3 4 5 6 7 8 9 10
- (9) Did you feel that the asylum officer's approach was argumentative or biased?  
Yes  No

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**Overall Experience**

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- (10) How satisfied are you with the overall service provided by this Asylum Office?  
(very dissatisfied)  (very satisfied)   
1 2 3 4 5 6 7 8 9 10
- (11) To what extent has this Asylum Office met your expectations during your visit?  
(did not meet my expectations)  (exceeded my expectations)   
1 2 3 4 5 6 7 8 9 10
- (12) How well does this Asylum Office compare with the ideal government office?  
(not very close to the ideal)  (very close to the ideal)   
1 2 3 4 5 6 7 8 9 10

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**Other Comments**

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

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