

**USCIS Participation in  
Feedback USA Button Pilot**

OMB Control Number: 1615-0121

Expiration Date: June 30, 2017

**Questions for Kiosks**

The question(s) for the Department of Homeland Security, U.S. Citizenship and Immigration Services

Customers will have the option of answering via four color-coded buttons with faces ranging from very unhappy to very happy. Each kiosk will only ask one question, but we will use the following questions during the course of the pilot to garner feedback.

1. How well did the naturalization ceremony meet your expectations?
2. How would you rate the courtesy of our staff during your visit today?
3. How well were we able to meet your needs today?
4. How well did we explain to you what to expect next?
5. Did we meet your expectations today?
6. How was your wait time for today's appointment?
7. How knowledgeable was the employee you met during your appointment today?

**Paperwork Reduction Act Statement**

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 1 minute per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: District 22, Field Operations Directorate, U.S. Citizenship and Immigration Services, 425 Capital Mall, 7<sup>th</sup> Floor, Sacramento, CA 95814. OMB No. 1615-0121. ***Do not return a completed form to this address.***