

NCSC Telephone Survey

Privacy Act Statement

This is a telephone survey and personally identifiable information (PII) will not be collected. Questions and their answers related to overall satisfaction with the call center experience are collected. The survey administrator will not ask for any kind of PII (name, e-mail, etc.) and will not record any PII, even when it's shared with the survey administrator. The only PII the survey administrator is provided is the respondent's phone number, which is needed to contact you. Your number is destroyed within 90 days from the day it was retrieved. Participation in the survey is voluntary and participants have the option of declining the survey at any point.

Paperwork Reduction Act Statement

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IVR and website questions, asked of everyone

Question QINTRO

ALL INSTRUCTIONS IN THIS SURVEY ARE DISPLAYED IN RED. DO NOT READ ANY TEXT IN RED TO THE RESPONDENT.

Question QANSWER

DID RESPONDENT ANSWER PHONE?

<input type="radio"/>	Yes	
<input type="radio"/>	No	

Question Participate

READ:

Hello,

I'm calling from Barbaricum, LLC on behalf of the United States Citizenship and Immigration Services. You are being contacted today as you or another person at this number recently called the USCIS 1-800-line for assistance. Are you the person that called?

IF YES - CONTINUE WITH INTERVIEW

IF NO - ASK: Could I please speak with the person who called?

We are conducting a customer satisfaction survey that rates the quality and performance of USCIS services to its customers. Please note that you might be contacted by a USCIS representative regarding the customer service issues discussed in this call.

May we begin our survey questions?

<input type="radio"/>	Yes	GO TO Q1
<input type="radio"/>	No	END INTERVIEW AND THANK

Web Questions:

Question Q01

I am going to read out a list of USCIS resources. For each of the USCIS resources that I read out, please tell me if you used that resource to receive help with your questions before calling the USCIS 1-800-line? **READ OUT - MULTIPLE RESPONSE - CODE ALL MENTIONS**

PROMPT -- I am required to read all the response options to be complete.

<input type="checkbox"/>	The USCIS Website	NO = GO TO Q4 / YES = GO TO Q5
<input type="checkbox"/>	EMMA- The Interactive Virtual Assistance on the USCIS website	NO = GO TO Q2 / YES = GO TO Q3
<input type="checkbox"/>	The Website Self-Help Tools such as: "Case Status On-Line"	GO TO Q6
<input type="checkbox"/>	A USCIS Field Office	GO TO Q6
<input type="checkbox"/>	Other, please specify _____ RECORD VERBATIM	GO TO Q6

Question Q02 (IF Q1 EMMA = NO)

USCIS recently introduced to its website uscis.gov a virtual assistant named "EMMA". EMMA is an interactive tool designed to help customers answer common immigration questions. Have you heard about EMMA prior to this call?

<input type="radio"/>	Yes	
<input type="radio"/>	No	

Question Q03 (IF Q1 EMMA = YES)

You mentioned that you had used EMMA, the Interactive Virtual Assistance on the uscis.gov website. Please tell me where you would place yourself on a scale from 1 to 7, where 1 is extremely dissatisfied and 7 is extremely satisfied.

PROMPT: Would you place yourself closer to 1 extremely dissatisfied or 7 extremely satisfied?

PROMPT IF RESPONDENT SAYS DISSATISFIED/SATISFIED: And, how close would you say you were to being 1 extremely dissatisfied / 7 extremely satisfied?

<input type="radio"/>	1 - Extremely dissatisfied	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
<input type="radio"/>	5	
<input type="radio"/>	6	

<input type="radio"/>	7 - Extremely satisfied	
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Question Q04 (IF Q1 WEBSITE = NO)

Why did you decide to call the USCIS 1-800-line rather than visit the USCIS website for answers? Was it because: **READ OUT AND ROTATE - SINGLE RESPONSE**

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, what was the primary or most important reason?

<input type="radio"/>	Do not frequently use computer	
<input type="radio"/>	Do not know where to look for information	
<input type="radio"/>	Website would not have the information I need	
<input type="radio"/>	Wanted to talk to somebody	
<input type="radio"/>	Other	ALWAYS LAST

Question Q05 (IF Q1 WEBSITE = YES)

Why did you decide to call the USCIS 1-800-line after visiting the USCIS website for answers? Was it because: **READ OUT AND ROTATE - SINGLE RESPONSE**

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, what was the primary or most important reason?

<input type="radio"/>	You couldn't find the information you needed on the web site	
<input type="radio"/>	The information on the web site was incomplete	
<input type="radio"/>	The information on the web site was not updated	
<input type="radio"/>	The information on the web site was confusing	
<input type="radio"/>	You didn't trust the information on the website	
<input type="radio"/>	You wanted to talk to somebody	
<input type="radio"/>	Other	ALWAYS LAST

Agency Satisfaction:

Before we begin to ask about your experience using the USCIS 1-800-line, I'd like to ask you about your satisfaction with the entire United States Citizenship and Immigration Services (USCIS) agency. Thinking about your entire immigration experience thus far, how satisfied are you with USCIS as a whole? Please tell me where you would place yourself on a scale from 1 to 7, where 1 is extremely dissatisfied and 7 is extremely satisfied.

<input type="radio"/>	1 - Extremely dissatisfied	
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<input type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
<input type="radio"/>	5	
<input type="radio"/>	6	
<input type="radio"/>	7 - Extremely satisfied	

USCIS 1-800-line Questions: Overall Satisfaction

Question Q06 (ASK ALL RESPONDENTS)

Great. Thank you. Now we will begin with our questions regarding your most recent USCIS 1-800-line experience. How many times in the past month have you called the USCIS 1-800-line?

<input type="radio"/>	1 time		GO TO Q8
<input type="radio"/>	2 times		GO TO Q7
<input type="radio"/>	3 times		GO TO Q7
<input type="radio"/>	4 times		GO TO Q7
<input type="radio"/>	5-10 times		GO TO Q7
<input type="radio"/>	11-20 times		GO TO Q7
<input type="radio"/>	21-50 times		GO TO Q7
<input type="radio"/>	Over 50 times		GO TO Q7
<input type="radio"/>	Don't know	DO NOT READ	GO TO Q8

Question Q07 (ASK IF Q06 = 2 OR MORE TIMES)

I am going to read out a list of reasons that might have led you to call the USCIS 1-800-line more than once. Please tell me which of the reasons, if any, apply to you. **READ OUT AND ROTATE - MULTIPLE RESPONSE - CODE ALL MENTIONS**

PROMPT: I am required to read all the response options to be complete.

<input type="checkbox"/>	You did not receive the information you needed	
<input type="checkbox"/>	To check case status	
<input type="checkbox"/>	To verify information	
<input type="checkbox"/>	You were not able to reach a live representative	
<input type="checkbox"/>	To ask for additional information (various reasons)	
<input type="checkbox"/>	Could not enter receipt number	
<input type="checkbox"/>	Technical issues with the USCIS 800-line.	
<input type="checkbox"/>	Long wait time and discontinued call	
<input type="checkbox"/>	Other, please specify _____	ALWAYS LAST

RECORD VERBATIM

Question Q08 (ASK ALL RESPONDENTS)

Thinking specifically about your overall experience the last time you called the USCIS 1-800-line, to include the USCIS 1-800-line call menu and any telephone

representatives you may have spoken with. Please tell me where you would place yourself on a scale from 1 to 7, where 1 is extremely dissatisfied and 7 is extremely satisfied with that call to the USCIS 1-800-line.

PROMPT: Would you place yourself closer to 1 extremely dissatisfied or 7 extremely satisfied?

PROMPT IF RESPONDENT SAYS DISSATISFIED/SATISFIED: And, how close would you say you were to being 1 extremely dissatisfied / 7 extremely satisfied?

<input type="radio"/>	1 - Extremely dissatisfied	GO TO Q9
<input type="radio"/>	2	GO TO Q9
<input type="radio"/>	3	GO TO Q9
<input type="radio"/>	4	GO TO Q9
<input type="radio"/>	5	GO TO Q10
<input type="radio"/>	6	GO TO Q10
<input type="radio"/>	7 - Extremely satisfied	GO TO Q10

Question Q09 (Ask if Q8 = 1-4)

What is the primary reason that you had mixed feelings or were dissatisfied with your USCIS 1-800-line experience? **READ OUT AND ROTATE - SINGLE RESPONSE**

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, what was the primary or most important reason?

<input type="radio"/>	The recording was difficult to follow		GO TO Q11
<input type="radio"/>	The recording did not provide enough information		GO TO Q11
<input type="radio"/>	I was not able to reach a representative		GO TO Q11
<input type="radio"/>	I had to wait too long on hold		GO TO Q11
<input type="radio"/>	The agent was not able to help me		GO TO Q11
<input type="radio"/>	I did not receive the Information I needed		GO TO Q11
<input type="radio"/>	I am unsure if the information I received is what I needed		GO TO Q11
<input type="radio"/>	I received inconsistent Information from different people on the USCIS 1-800-line		GO TO Q11
<input type="radio"/>	Don't Know / No Answer	DO NOT READ ALWAYS LAST	GO TO Q11

Question Q10 (Ask if Q8= 5-7)

What is the primary reason for your overall satisfaction with your 1-800 line experience? **READ OUT AND ROTATE – SINGLE RESPONSE**

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, what was the primary or most important reason?

<input type="radio"/>	Received all the information I needed from the 800-Line		GO TO Q11
<input type="radio"/>	Received some of the information I needed from the USCIS 1-800-line		GO TO Q11
<input type="radio"/>	Received good service		GO TO Q11
<input type="radio"/>	It was quick and easy to use		GO TO Q11
<input type="radio"/>	The representative was polite		GO TO Q11
<input type="radio"/>	Other, please specify _____ RECORD VERBATIM		GO TO Q11
<input type="radio"/>	Don't Know / No Answer	DO NOT READ ALWAYS LAST	GO TO Q11

Question Q11 (ASK ALL RESPONDENTS)

Is there anything that could have been done to improve the service on the USCIS 1-800-line? **OPEN END -- RECORD VERBATIM -- PROBE -- What else?**

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Question Q12 (ASK ALL RESPONDENTS)

I am going to read you a list of common reasons why people call the USCIS 1-800-line. Please tell me the main reason for your most recent call.

READ OUT AND ROTATE – SINGLE RESPONSE

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, what was the primary or most important reason?

<input type="radio"/>	Check the status of an application or case		GO TO Q13
<input type="radio"/>	Change an address		GO TO Q14
<input type="radio"/>	Appointment related issue		GO TO Q14
<input type="radio"/>	Correct error on a document received		GO TO Q14
<input type="radio"/>	USCIS Local Office information or ASC		GO TO Q14
<input type="radio"/>	Report fraud or security issue		GO TO Q14
<input type="radio"/>	Other, please specify _____ RECORD VERBATIM	ALWAYS 2ND TO LAST	GO TO Q14
<input type="radio"/>	Don't Know / No Answer	DO NOT READ	GO TO Q14

	ALWAYS LAST
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Question Q13 (Ask if Q12= check status of an application or case)

I am going to read out a list of cases or applications that might have led you to call the USCIS 1-800-line. Please tell me which of the statements I read out, if any, apply to you. **READ OUT AND ROTATE - MULTIPLE RESPONSE - CODE ALL MENTIONS**

PROMPT: I am required to read all the response options to be complete.

	I90, Application to Replace Permanent Resident Card	
<input type="checkbox"/>	I485, Application to register Permanent Residence of Adjust Status	
<input type="checkbox"/>	N400, Application for Naturalization	
<input type="checkbox"/>	I765, Application for Employment Authorization Document (Work Permit)	
	I131, Petition for Travel Documents (includes Reentry Permit or Advance Parole)	
<input type="checkbox"/>	I751, Petition to Remove Conditions of Residence	
	I130, Petition for Alien Relative	
	N600, Application for Certificate of Citizenship	
	I129f, Petition for Alien Fiancé	
<input type="checkbox"/>	I821, Application for Temporary Protected Status	
<input type="checkbox"/>	Other, please specify _____	ALWAYS LAST

RECORD VERBATIM

IVR Questions: Satisfaction with Interactive Voice Recording (IVR)

Question Q14 (ASK ALL RESPONDENTS)

I am going to read out a statement about the USCIS 1-800-line, where would you place yourself on a scale from 1 to 7, where 1 is strongly disagree and 7 is strongly agree.

The USCIS 1-800-line call menu was easy to use.

PROMPT: Would you place yourself closer to 1 strongly disagree or 7 strongly agree?

PROMPT IF RESPONDENT SAYS DISAGREE/AGREE: And, how close would you say you were to being 1 strongly disagree or 7 strongly agree?

<input type="radio"/>	1 - Strongly disagree	GO TO Q15
<input type="radio"/>	2	GO TO Q15
<input type="radio"/>	3	GO TO Q15
<input type="radio"/>	4	GO TO Q15
<input type="radio"/>	5	GO TO Q16
<input type="radio"/>	6	GO TO Q16
<input type="radio"/>	7 - Strongly agree	GO TO Q16

Question Q15 (Ask if Q14=1-4)

I am going to read out a list of reasons that might have made the USCIS 1-800-line call menu less easy to use. Please tell me which of the reasons, if any, apply to you.

READ OUT AND ROTATE - MULTIPLE RESPONSE - CODE ALL MENTIONS

PROMPT: I am required to read all the response options to be complete.

<input type="checkbox"/>	There are too many options in each section of the menu	
<input type="checkbox"/>	The menu options are too technical to understand	
<input type="checkbox"/>	There is no option to answer my question /the options are too difficult to understand	
<input type="checkbox"/>	There is no option to reach a representative	
<input type="checkbox"/>	Unable to enter a receipt number	
<input type="checkbox"/>	Other, please specify _____	ALWAYS LAST

RECORD VERBATIM

Matrix table Q16 - Q20 (ASK ALL RESPONDENTS)

I am going to read several statements about the USCIS 1-800-line call menu. For each statement that I read, please place yourself on a scale from 1 to 7, where 1 is strongly disagree and 7 is strongly agree.

PROMPT: Would you place yourself closer to 1 strongly disagree or 7 strongly agree?

PROMT IF RESPONDENT SAYS DISAGREE/AGREE: And, how close would you say you are to point 1 strongly disagree / 7 strongly agree?

	Strongly disagree						Strongly agree
	1	2	3	4	5	6	7
The recording was easy to understand.	○	○	○	○	○	○	○
The length of the recorded information was just right.	○	○	○	○	○	○	○
The speed of the recorded information was just right.	○	○	○	○	○	○	○
The quality of the recording was clear.	○	○	○	○	○	○	○
The recording gave me the	○	○	○	○	○	○	○

information I needed.							
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Question Q21 (ASK ALL RESPONDENTS)

Thinking specifically about your experience with the USCIS 1-800-line call menu, where would you place yourself on a scale from 1 to 7, where 1 is extremely dissatisfied and 7 is extremely satisfied when thinking about your experience using the 1-800-line call menu?

PROMPT: Would you place yourself closer to 1 extremely dissatisfied or 7 extremely satisfied?

PROMPT IF RESPONDENT SAYS DISSATISFIED/SATISFIED: And, how close would you say you were to being 1 extremely dissatisfied / 7 extremely satisfied?

<input type="radio"/>	1 - Extremely dissatisfied	GO TO Q22
<input type="radio"/>	2	GO TO Q22
<input type="radio"/>	3	GO TO Q22
<input type="radio"/>	4	GO TO Q22
<input type="radio"/>	5	GO TO Q24
<input type="radio"/>	6	GO TO Q24
<input type="radio"/>	7 - Extremely satisfied	GO TO Q24

Question Q22 (Ask if Q21= 1-4)

What is the primary reason you had mixed feelings or were dissatisfied with the USCIS 1-800-line call menu? Was it because:

READ OUT AND ROTATE - SINGLE RESPONSE

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, what was the primary or most important reason?

<input type="radio"/>	Did not receive the information I needed		GO TO Q23		
<input type="radio"/>	Had to wait too long on hold		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/>	Unable to reach a representative		GO TO Q25		
<input type="radio"/>	The recording was difficult to follow		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/>	The recording was not specific enough to answer your question		GO TO Q23		
<input type="radio"/>	The recording did not provide an option to answer my question		GO TO Q23		
<input type="radio"/>	Other, please specify _____	ALWAYS LAST	GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2

Question Q23 (Ask if Q22 = 1, 5, or 6)

What specific information did you need that the USCIS 1-800-line call menu recording did not provide?

READ OUT AND ROTATE – SINGLE RESPONSE

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, what was the primary or most piece of information?

<input type="radio"/> Case status information		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> Application information		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> Green Card (general information)		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> Length of process		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> Change of Address		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> How to bring someone to the US		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> Order form		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> Citizenship/Naturalization (general information)		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> Appointment/Interview information		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> USCIS local office information		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> Work Permit (general information)		GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> Other, please specify _____ RECORD VERBATIM	ALWAYS LAST	GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2

Question Q24 (Ask if Q21= 5-7)

What is the primary reason you were satisfied with the USCIS 1-800-line call menu? Was it because:

READ OUT AND ROTATE – SINGLE RESPONSE

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, what was the primary or most important reason?

<input type="radio"/> You received all of the information you needed	GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> You received some of the information you needed	GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> It was quick and easy to use	GO TO Q25 if IVR Only	GO TO Q26 if T1	GO TO Q34 if T2
<input type="radio"/> You reached a representative	GO TO Q26	GO TO Q26	GO TO Q34

			if T1	if T2
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Question Q25 (Ask if respondent is IVR Only OR Q22= 3)

Our records indicate you did not speak to a live representative in your last call. What was the primary reason?

READ OUT AND ROTATE - SINGLE RESPONSE

Prompt: I am required to read all the response options to be complete.

Prompt: And, what was the primary reason.

<input type="radio"/>	I received all the information I was looking for in the USCIS 1-800-line call menu.		GO TO Q45
<input type="radio"/>	There was no option in the menu to reach a representative.		GO TO Q45
<input type="radio"/>	The wait time for a representative was too long, and I discontinued my call.		GO TO Q45
<input type="radio"/>	The menu was too difficult to follow.		GO TO Q45
<input type="radio"/>	There was no option in the menu to answer my question.		GO TO Q45
<input type="radio"/>	There were too many options in each section of the menu.		GO TO Q45
<input type="radio"/>	I did speak to a live representative in my last call to the USCIS 1-800-line		GO TO Q26
<input type="radio"/>	Other, please specify _____ RECORD VERBATIM	DO NOT READ	GO TO Q45

Tier 1 Questions: Satisfaction with Customer Service Representative (CSR); overall and by vendors.

Question Q26 (Ask all Tier 1 respondents)

Please think about the recent call you made to USCIS in which you spoke to a customer service representative, what was the main reason you chose to speak to a live representative? Was it because:

READ OUT AND ROTATE - SINGLE RESPONSE

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, what was the primary or most important reason?

<input type="radio"/>	The recording was unable to answer my question	
<input type="radio"/>	You wanted to speak with a live person	
<input type="radio"/>	Other, please specify _____ RECORD VERBATIM	DO NOT READ

Matrix table Q27a - Q30a (Ask all tier 1 respondents)

I am going to read several statements about the customer service representative (CSR) with whom you spoke. For each statement that I read, please place yourself on a scale from 1 to 7, where 1 is strongly disagree and 7 is strongly agree. The customer service representative:

PROMPT: Would you place yourself closer to 1 strongly disagree or 7 strongly agree?

PROMPT IF RESPONDENT SAYS DISAGREE/AGREE: And, how close would you say you are to point 1 strongly disagree / 7 strongly agree?

	Strongly disagree						Strongly agree
	1	2	3	4	5	6	7
...seemed to fully understand my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was polite.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...did not rush me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...answered my questions promptly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question Q31 (Ask all tier 1 respondents)

Did the customer service representative give you all of the information you needed?

<input type="radio"/> Yes	GO TO Q33
<input type="radio"/> No	GO TO Q32

Question Q32 (Ask if Q31= no)

You indicated that you did not receive all the information that you needed from the customer service representative. What particular information were you looking for that you did not receive?

READ OUT AND ROTATE - SINGLE RESPONSE

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, which was the primary or most important piece of information you were not able to receive?

<input type="radio"/> Next steps to continue with my case	
<input type="radio"/> Specific details about my case	
<input type="radio"/> Processing times information	
<input type="radio"/> Information about a letter or document sent by USCIS	
<input type="radio"/> General information (please specify) _____	
<input type="radio"/> Other, please specify _____	DO NOT READ

RECORD VERBATIM

Question Q33 (Ask all tier 1 respondents)

Continuing to think about your experience with that customer service representative (CSR). Where would you place yourself on a scale from 1 to 7, where 1 is extremely dissatisfied and 7 is extremely satisfied with that customer service representative.

PROMPT: Would you place yourself closer to 1 extremely dissatisfied or 7 extremely satisfied?

PROMPT IF RESPONDENT SAYS DISSATISFIED/SATISFIED: And, how close would you say you were to being 1 extremely dissatisfied /7 extremely satisfied?

<input type="radio"/>	1 - Extremely dissatisfied	GO TO Q45
<input type="radio"/>	2	GO TO Q45
<input type="radio"/>	3	GO TO Q45
<input type="radio"/>	4	GO TO Q45
<input type="radio"/>	5	GO TO Q45
<input type="radio"/>	6	GO TO Q45
<input type="radio"/>	7 - Extremely satisfied	GO TO Q45

Tier 2 Questions: Satisfaction with Immigration Service Officer (ISO)

Question 34 (Ask all tier 2 respondents)

Your call was identified as being directed to an Immigration Services Officer (ISO).

Voice Call Back Question

When you were directed to the Immigration Service Officer (ISO) did you utilize the Call Back Feature?

<input type="radio"/>	Yes	GO TO Q36
<input type="radio"/>	No	GO TO Q35

Question 35 (Ask if Q34= NO) / GO TO Q38

Why did you choose not to utilize the Call Back Feature?

OPEN END -- RECORD VERBATIM

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Question 36 (Ask if Q34= YES)

Did you find the Call Back Feature helpful?

<input type="radio"/>	Yes	GO TO Q38
<input type="radio"/>	No	GO TO Q37

Question 37 (If Q31= NO) (If Q34= go to Q47 once Q47 is answered)

Why didn't you find the Call Back Feature helpful?

OPEN END -- RECORD VERBATIM

350

Question 38 (Ask all tier 2 respondents)

Were you able to reach an Immigration Services Officer (ISO) the last time you called the USCIS 1-800-line?

<input type="radio"/>	Yes	GO TO Q40
<input type="radio"/>	No	GO TO Q39

Question 39 (Ask if Q38= no)/ GO TO Q47

In a few words, why were you unable to reach to reach AN Immigration Services Officer (ISO)?

OPEN END -- RECORD VERBATIM

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Matrix table Q40 - Q43 (Ask all tier 2 respondents)

I am going to read several statements about the Immigration Services Officer (ISO) with whom you spoke. For each statement that I read, please place yourself on a scale from 1 to 7, where 1 is strongly disagree and 7 is strongly agree. The Immigration Services Officer (ISO):

PROMPT: Would you place yourself closer to 1 strongly disagree or 7 strongly agree?

PROMPT IF RESPONDENT SAYS DISAGREE/AGREE: And, how close would you say you are to point 1 strongly disagree / 7 strongly agree?

	Strongly disagree						Strongly agree
	1	2	3	4	5	6	7

...seemed to fully understand my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was polite.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...did not rush me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...answered my questions promptly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question Q44 (Ask all Tier 2 respondents)

Did the Immigration Services Officer (ISO) give you all the information you needed?

<input type="radio"/>	Yes	GO TO Q44
<input type="radio"/>	No	GO TO Q43

Question Q45 (Ask if Q44= NO)

You indicated that you did not receive all the information that you needed from the Immigration Services Officer (ISO). What particular information were you looking for that you did not receive?

READ OUT AND ROTATE - SINGLE RESPONSE

PROMPT: I am required to read all the response options to be complete.

PROMPT: And, which was the primary or most important piece of information you were not able to receive?

<input type="radio"/>	Next steps to continue with my case	
<input type="radio"/>	Specific details about my case	
<input type="radio"/>	Processing times information	
<input type="radio"/>	Information about a letter or document sent by USCIS	
<input type="radio"/>	General information (please specify) _____	
<input type="radio"/>	Other, please specify _____	DO NOT READ

RECORD VERBATIM

Question Q46 (Ask all Tier 2 respondents)

Continuing to think about your experience with that Immigration Services Officer (ISO). Where would you place yourself on a scale from 1 to 7, where 1 is extremely dissatisfied and 7 is extremely satisfied with that Immigration Services Officer (ISO).

PROMPT: Would you place yourself closer to 1 extremely dissatisfied or 7 extremely satisfied?

PROMPT IF RESPONDENT SAYS DISSATISFIED/SATISFIED: And, how close would you say you were to being 1 extremely dissatisfied /7 extremely satisfied

<input type="radio"/>	1 - Extremely dissatisfied	
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<input type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
<input type="radio"/>	5	
<input type="radio"/>	6	
<input type="radio"/>	7 - Extremely satisfied	

Question Q47: (ASK ALL RESPONDENTS)

We are almost done with the interview, I just need to ask a few more questions for statistical purposes. First, what is your primary language? **OPEN END -- PRE-CODE**

<input type="radio"/>	Amharic	
<input type="radio"/>	Albanian	
<input type="radio"/>	Arabic	
<input type="radio"/>	Chinese - Mandarin	
<input type="radio"/>	Chinese - Cantonese	
<input type="radio"/>	Creole	
<input type="radio"/>	Filipino/Tagalog	
<input type="radio"/>	French	
<input type="radio"/>	German	
<input type="radio"/>	Hindi	
<input type="radio"/>	Japanese	
<input type="radio"/>	Persian/Farsi	
<input type="radio"/>	Polish	
<input type="radio"/>	Portuguese	
<input type="radio"/>	Russian	
<input type="radio"/>	Swahili	
<input type="radio"/>	Urdu	
<input type="radio"/>	Vietnamese	
<input type="radio"/>	English	
<input type="radio"/>	Spanish	
<input type="radio"/>	Refused	DO NOT READ
<input type="radio"/>	Other, please specify _____ RECORD VERBATIM	

Question Q48 (ASK ALL RESPONDENTS)

I also need to record your gender. Should I record male or female?

<input type="radio"/>	Male	
<input type="radio"/>	Female	

Question Q49 (ASK ALL RESPONDENTS)

And, from which time zone did you call the 1-800 line?

<input type="radio"/>	Eastern Standard Time (EST).	
<input type="radio"/>	Central Standard Time (CST).	
<input type="radio"/>	Mountain Standard Time (MST).	
<input type="radio"/>	Pacific Standard Time (PST).	
<input type="radio"/>	Other, please specify _____ RECORD VERBATIM	DO NOT READ

Question Q50 (ASK ALL RESPONDENTS)

Finally, which of the following age groupings captures your age? Are you between:

READ OUT- SINGLE RESPONSE

<input type="radio"/>	18 and 30	
<input type="radio"/>	31 and 40	
<input type="radio"/>	41 and 50	
<input type="radio"/>	51 and 60, or	
<input type="radio"/>	61 or above	

--- END OF SURVEY----