#### **Questionnaire Management Guidelines**

#### Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

#### **Questionnaire Resources:**

- 1 Questionnaire Design and Approval Process
- 2 <u>Question Grouping Rules</u>
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks\_SRA
- 5 Model and Custom Question Checks\_Team LeadManager
- 6 Model and Custom Question Checks\_DOT

#### Model Instance Name:

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 11/30/2009

	USCIS Satisfaction Survey	
Mor	lel questions utilize the ACSI methodology to determine scores and ir	mnacte
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Likelihood to Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the <b>accuracy of information</b> on this site.	24 What is your overall satisfaction with this site?	27 How likely are you to return to this site?
2 Please rate the <b>quality of information</b> on this site.	25 How well does this site meet your expectations?	Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the <b>freshness of content</b> on this site.	26 How does this site compare to your idea of an ideal website?	28 How likely are you to recommend this site to someone else?
Functionality (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Please rate the <b>usefulness of the features provided</b> on this site.		29 How likely are you to use this site as your primary resource for obtaining information about immigration and citizenship?
5 Please rate the <b>convenience of the features</b> on this site.		Trust (1=Strongly Disagree, 10=Strongly Agree)
6 Please rate the variety of features on this site.		30 I can count on this agency to act in my best interests.
Look and Feel (1=Poor, 10=Excellent, Don't Know)		31 consider this agency to be trustworthy.
7 Please rate the visual appeal of this site.		32 This agency can be trusted to do what is right.
8 Please rate the balance of graphics and text on this site.		Future Participation (1=Very Unlikely, 10=Very Likely)
9 Please rate the <b>readability of the pages</b> on this site.		33 How likely are you to express your thoughts or ideas to this agency in the next 90 days?
Navigation (1=Poor, 10=Excellent, Don't Know)		
10 Please rate how well the site is organized.		
11 Please rate the options available for navigating this site.		
12 Please rate how well the site layout helps you find what you are looking for.		
13 Please rate the number of clicks to get where you want on this site.	,	
Search (1=Poor, 10=Excellent, Don't Know)		
14 Please rate the relevance of search results on this site.		
15 Please rate the organization of search results on this site.		
16 Please rate how well the search results help you decide what to select.		
17 Please rate how well the search feature helps you to narrow the results to find what you want.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
18 Please rate how quickly pages load on this site.		
19 Please rate the consistency of speed from page to page on this site.		
20 Please rate the ability to load pages without getting error messages on this site.		
Online Transparency (1=Poor, 10=Excellent, Don't Know)		
21 Please rate how thoroughly this website discloses information about what this agency is doing.		
22 Please rate how quickly agency information is made available on this website.		
23 Please rate how well information about this agency's actions can be accessed by the public on this website.		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
EDO001		How frequently do you visit this site?	First time	
			Daily	
			Weekly	
			Monthly	
			Every 6 months or less	
EDO002		What <b>best describes your role</b> when coming to this site?	U.S. born citizen	
			Naturalized U.S. citizen	
			Permanent Resident (green card holder)	
			Conditional Resident	
			Citizen of a foreign country	
			Fiancé K-1	
			Visitor/nonimmigrant	
			Temporary Worker	
			Student or Exchange Visitor	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Employer	
			Attorney	
			Other, please specify:	A
EDO003	A	Other role		
EDO004		What <b>area</b> of the site are you primarily visiting today?	Forms	
			News	
			Citizenship	
			Green card	
			Tools (reworded Resources)	
			Laws	
			Working in the U.S.	
			Family	
			E-Verify	1
			Español	1
			About Us	1
			Adoption	1
			Humanitarian	1
			Visit the U.S.	1
			Military	-
			Other	-
EDO006		What is your <b>primary reason</b> for visiting the site today?	Just browsing	
		······································	Get general information before I file my case	1
			Check my case status	В
			Working in the USA	1 -
			Find citizenship requirements	-
			Research green card information	D
			Find form(s)	
			Download form(s)	-
			Check filing fees	-
			Find/research immigration laws	-
			Find naturalization text/study materials	-
			Read the latest news releases	-
			Learn about USCIS	4
			Find a USCIS office	-
			Make an appointment	-
EDO007	•	Other primery reason	Other, please specify:	A
ACQLiv0006830	A B	Other primary reason What specifically under case status did you try to	Check my case status	
	В	accomplish?		-
			Sign in to my account	-
			Sign up for case updates	-
			Check processing times	-
			Calculate my cycle time	-
			e-Request (place an inquiry with USCIS about a case)	-
			Other	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
ACQLiv0006832	D	What specific green card information were you looking for?	Apply for a green card through family	
			Apply for a green card through a job	
			Apply for a green card through refugee or asylee status	
			Find other ways to get a green card	
			Research green card processes and procedures	
			Find application fees	_
			Find forms I need to apply for my green card	_
			Download forms I need to apply for my green card	_
			Renew or replace my green card	_
			Remove conditions on my green card	_
			Rights and responsibilities of a green card holder	-
			Rules for international travel as permanent resident	_
			Help my relative become a permanent resident (by US citizen)	_
			Help my relative become a permanent resident (by permanent resident) Other	_
EDO008		What <b>method</b> do you primarily use to find information on this	Site's search feature	A,C
LDO000		site?	Top navigation bar	D
			Links on the pages	
			Forms search	A,C
			Homepage banners or icons	
			Index (site map)	D
			Used an external search engine (i.e. Google)	
			Just browsing	D
ACQCol0002739	Α	If you used the site's search feature today to find your	No difficulty encountered	
		information, what type of difficulties, if any, did you encounter	Search results were helpful	
		with the search?	Returned too many results	
			Returned not enough or no results	
			Returned results that were too similar/redundant	
			Results were not relevant to my search terms or needs	
			I was not sure what words to use in my search	
			Search required too many refinements to get what I wanted	_
			Search speed was too slow	_
			Other	
ACQCol0002761	С	What <b>search terms</b> did you use today to find what you were looking for?		
ACQCol0002762	D	If you used navigational methods today to find your	No difficulty encountered	
		information, what type of difficulties, if any, did you encounter	Could not find the appropriate navigational links on most of your web pages	_
		with the navigation?	Too many links or navigational choices	_
			Links did not take me where I expected	_
			Had difficulty finding detailed information on your web pages	_
			Had difficulty finding related information on your web pages	_
			Navigation did not support what I was trying to accomplish	_
			Would often feel lost, and did not know where I was on your site	_
			Had various technical difficulties (links didn't work, received error messages, etc.)	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Other	
EDO009		Did you find what you were looking for today?	Yes	
			Partially	В
			Still looking	В
			No	A,B
EDO010	A	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.		
ACQLiv0006835	В	If you <b>were unable to completely find</b> what you were looking for, what will you <b>try next</b> to meet your needs? Please be specific.		
ACQCol0002764		On whose behalf are you looking for information today?	Myself	
			Family member/relative	]
			Friend	
			Client	
			Student	_
			Fiancé	
			Employer/employee	
EDO011		How <b>consistent</b> do you feel this site's quality of information is?		-
		Not very consistent	-	
			Somewhat consistent	-
			Mostly consistent	-
EDO012			Always consistent Not at all efficient	
EDOUIZ			Not very efficient	-
			Somewhat efficient	-
			Mostly efficient	-
			Always efficient	1
EDO013		If you could make <b>one improvement</b> to this site, what would it be?		
ACQLiv0006837		What is your <b>gender</b> ?	Female	
			Male	1
			I prefer not to respond	
ACQLiv0006838		Please select the category that includes your <b>age</b> ?	17 and under	
			18 – 24	]
			25 – 34	]
			35 – 44	
			45 – 54	
			55 - 64	-
			65 and over	4
			I prefer not to respond	
ACQLiv0006814			Elementary school	4
			Middle school or less	4
			Current middle or high school student	4
			Did not complete high school	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
(			High school graduate	
			Vocational/trade school	1
			College/university graduate	
			Some postgraduate school	
			Masters/professional degree	
			Doctoral Degree	
			Prefer not to respond	
CQLiv0006845		Where do you currently live?	United States of America	_
			Afghanistan	
			Albania	_
			Algeria	_
			Andorra	_
			Angola	-
			Anguilla	_
			Antigua and Barbuda	_
			Argentina	_
			Armenia	_
			Australia	_
			Austria	_
			Azerbaijan	_
			Bahamas, The	_
			Bahrain	_
			Bangladesh Barbados	-
			Belarus	-
				-
			Belgium Belize	_
			Benin	-
			Bermuda	-
			Bhutan	-
			Bolivia	-
			Bosnia and Herzegovina	-
			Botswana	-
			Brazil	-
			Brunei	-
			Bulgaria	-
			Burkina Faso	-
			Burma	-
			Burundi	-
			Cambodia	-
			Cameroon	-
			Canada	-
			Cape Verde	-
			Central African Republic	4

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QID (Group ID)	Skip Logic	Quanti - T	Answer Choices	
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
			Chad	
			Chile China	
			Colombia	
			Cook Islands	
			Costa Rica Côte d'Ivoire	
			Croatia	
			Cuba	
			Cyprus	
			Czech Republic	
			Democratic Republic of the Congo	
			Denmark	
			Djibouti	
			Dominica	
			Dominican Republic	
			Timor Leste	
			Ecuador	
			Egypt	
			El Salvador	
			Equatorial Guinea	
			Eritrea	_
			Estonia	
			Ethiopia	
			Fiji	-
			Finland	
			France	
			Gabon	
			Gambia, The	
			Gaza	
			Georgia	
			Germany	
			Ghana	
			Greece	
			Grenada	
			Guatemala	
			Guinea	
			Guinea-Bissau	
			Guyana	
			Haiti	
			Holy See	
			Honduras	
			Hong Kong	
			Hungary	1

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	Skip			
QID (Group ID)	Logic	Outpetiers Text	Answer Choices	Chin to
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
			Iceland	
			India	_
			Indonesia	-
			Iran	-
			Iraq	_
			Ireland Israel	-
			Italy	-
				-
			Jamaica Japan	-
			Jordan	-
			Kazakhstan	-
				-
			Kenya Kiribati	-
				-
			Korea, North Korea, South	-
				-
			Kosovo Kuwait	-
				-
			Kyrgyzstan Laos	-
			Latvia	-
			Lebanon	-
			Lesotho	-
			Liberia	-
			Libya	1
			Liechtenstein	-
			Lithuania	-
			Luxembourg	-
			Macau	-
			Macedonia	-
			Madagascar	-
			Malawi	-
			Malaysia	-
			Maldives	-
			Mali	-
			Malta	1
			Marshall Islands	1
			Mauritania	1
			Mauritius	1
			Mexico	1
			Micronesia	1
			Moldova	1
			Monaco	1
			Mongolia	1
	1	I	nongona.	

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	Skip			
QID (Group ID)	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
(Group ID)	Laber		Montenegro	Skip to
			Morocco	-
			Mozambique	-
			Namibia	-
			Nauru	-
			Nepal	1
			Netherlands	-
			Netherlands Antilles	
			New Zealand	1
			Nicaragua	-
			Niger	-
			Nigeria	
			Norway	-
			Oman	
			Pakistan	
			Palau	
			Panama	1
			Papua New Guinea	
			Paraguay	1
			Peru	
			Philippines	
			Poland	
			Portugal	
			Qatar	
			Romania	]
			Russia	_
			Rwanda	_
			Samoa	_
			San Marino	-
			Sao Tome and Principe	-
			Saudi Arabia	-
			Senegal	-
			Serbia	-
			Seychelles	-
			Sierra Leone	-
			Singapore	-
			Slovakia	+
			Slovenia	-
			Solomon Islands	-
			Somalia	-
			South Africa	-
			Spain Still and a	+
			Sri Lanka	+
	1	l	St. Kitts and Nevis	]

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			St. Lucia	I
			St. Vincent and the Grenadines	
			Sudan	
			Suriname	
			Swaziland	
			Sweden	
			Switzerland	
			Syria	
			Taiwan	
			Tajikistan	
			Tanzania	
			Thailand	
			Тодо	
			Tonga	
			Trinidad and Tobago	
			Tunisia	
			Turkey	
			Turkmenistan	
			Tuvalu	
			Uganda	
			Ukraine	
			United Arab Emirates	
			United Kingdom	
			Uruguay	
			Uzbekistan	
			Vanuatu	
			Venezuela	
			Vietnam	
			West Bank	
			Yemen	
			Zambia	
1			Zimbabwe	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	S	Y		Frequency
Radio button, one-up vertical	S	Y	Skip Logic Group	Role

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text field, <100 char		N		Other role
Radio button, one-up vertical	S	Ŷ		Area Visited
Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Reason
Text area, no char limit Radio button, one-up vertical	S	N N		Other reason Case Status

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	М	N		Green Card
Drop down, select one	S	Y	Skip Logic Group	Method
Checkbox, one-up vertical	М	Y		Search Experience
Text area, no char limit		Y		Search terms
Checkbox, one-up vertical	М	Y		Navigation Experience

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	S	Y	Skip Logic Group	Find info
Text area, no char limit		N		Info not found
Text area,no char limit		N		Next steps
Drop down, select one	S	Y		Behalf
Drop down, select one	S	Y		Consistency
Drop down, select one	S	Y		Efficiency
Text area,no char limit		N		Improvement
Drop down, select one	S	N		Gender
Drop down, select one	S	N		Age
Drop down, select one	S	N		Education

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	S	N	-	Location

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
EDO001		How frequently do you visit this site?	First time	
			Daily	A
			Weekly	A
			Monthly	A
			Every 6 months or less	A
CAS0039242	A	USCIS website recently had a redesign. We would like to know	Improved	B
		if you have used a previous version of the website, and if so	Same	B
		do you find the new version to be <b>improved, the same</b> or	Worse	B
		worse?	Did not use the previous version of website	
CAS0039243	B	What is the primary reason for your opinion/ statement?	Navigation	
			Quality of Content	
			Appearance	
			Broken links	
			Can't find information I used to access	
			No preference between versions	
EDO002		What <b>best describes your role</b> when coming to this site?	U.S. born citizen	
			Naturalized U.S. citizen	
			Permanent Resident (green card holder)	
			Conditional Resident	
			Citizen of a foreign country	
			Fiancé K-1	
			Visitor/nonimmigrant	
			Temporary Worker	
			Student or Exchange Visitor	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Employer	
			Attorney	
			Other, please specify:	A
EDO003	A	Other role		
EDO004		What <b>area</b> of the site are you primarily visiting today?	Forms	
			News	
			Citizenship	
			Green card	
			Tools (reworded Resources)	
			Laws	
			Working in the U.S.	
			Family	
			E-Verify	1
			Español	1
			About Us	1
			Adoption	1
			Humanitarian	1
			Visit the U.S.	1
			Military	-
			Other	-
EDO006		What is your <b>primary reason</b> for visiting the site today?	Just browsing	
		······································	Get general information before I file my case	1
			Check my case status	В
			Working in the USA	1 -
			Find citizenship requirements	-
			Research green card information	D
			Find form(s)	
			Download form(s)	-
			Check filing fees	-
			Find/research immigration laws	-
			Find naturalization text/study materials	-
			Read the latest news releases	-
			Learn about USCIS	4
			Find a USCIS office	-
			Make an appointment	-
EDO007	•	Other primery reason	Other, please specify:	A
ACQLiv0006830	A B	Other primary reason What specifically under case status did you try to	Check my case status	
	В	accomplish?		-
			Sign in to my account	-
			Sign up for case updates	-
			Check processing times	-
			Calculate my cycle time	-
			e-Request (place an inquiry with USCIS about a case)	-
			Other	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
ACQLiv0006832	D	What specific green card information were you looking for?	Apply for a green card through family	
			Apply for a green card through a job	
			Apply for a green card through refugee or asylee status	
			Find other ways to get a green card	
			Research green card processes and procedures	
			Find application fees	_
			Find forms I need to apply for my green card	_
			Download forms I need to apply for my green card	_
			Renew or replace my green card	_
			Remove conditions on my green card	_
			Rights and responsibilities of a green card holder	-
			Rules for international travel as permanent resident	_
			Help my relative become a permanent resident (by US citizen)	_
			Help my relative become a permanent resident (by permanent resident) Other	_
EDO008		What <b>method</b> do you primarily use to find information on this	Site's search feature	A,C
LDO000		site?	Top navigation bar	D
			Links on the pages	
			Forms search	A,C
			Homepage banners or icons	
			Index (site map)	D
			Used an external search engine (i.e. Google)	
			Just browsing	D
ACQCol0002739	Α	If you used the site's search feature today to find your	No difficulty encountered	
		information, what type of difficulties, if any, did you encounter	Search results were helpful	
		with the search?	Returned too many results	
			Returned not enough or no results	
			Returned results that were too similar/redundant	
			Results were not relevant to my search terms or needs	
			I was not sure what words to use in my search	
			Search required too many refinements to get what I wanted	_
			Search speed was too slow	_
			Other	
ACQCol0002761	С	What <b>search terms</b> did you use today to find what you were looking for?		
ACQCol0002762	D	If you used navigational methods today to find your	No difficulty encountered	
		information, what type of difficulties, if any, did you encounter	Could not find the appropriate navigational links on most of your web pages	_
		with the navigation?	Too many links or navigational choices	_
			Links did not take me where I expected	_
			Had difficulty finding detailed information on your web pages	_
			Had difficulty finding related information on your web pages	_
			Navigation did not support what I was trying to accomplish	_
			Would often feel lost, and did not know where I was on your site	_
			Had various technical difficulties (links didn't work, received error messages, etc.)	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Other	
EDO009		Did you find what you were looking for today?	Yes	
			Partially	В
			Still looking	В
			No	A,B
EDO010	A	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.		
ACQLiv0006835	В	If you <b>were unable to completely find</b> what you were looking for, what will you <b>try next</b> to meet your needs? Please be specific.		
ACQCol0002764		On whose behalf are you looking for information today?	Myself	
			Family member/relative	]
			Friend	
			Client	
			Student	_
			Fiancé	
			Employer/employee	
EDO011		How <b>consistent</b> do you feel this site's quality of information is?		-
			Not very consistent	-
			Somewhat consistent	-
			Mostly consistent	-
EDO012			Always consistent Not at all efficient	
EDOUIZ			Not very efficient	-
			Somewhat efficient	-
			Mostly efficient	-
			Always efficient	1
EDO013		If you could make <b>one improvement</b> to this site, what would it be?		
ACQLiv0006837		What is your <b>gender</b> ?	Female	
			Male	1
			I prefer not to respond	
ACQLiv0006838		Please select the category that includes your <b>age</b> ?	17 and under	
			18 – 24	]
			25 – 34	]
			35 – 44	
			45 – 54	
			55 - 64	-
			65 and over	4
			I prefer not to respond	
ACQLiv0006814			Elementary school	4
			Middle school or less	4
			Current middle or high school student	4
			Did not complete high school	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
(			High school graduate	
			Vocational/trade school	1
			College/university graduate	
			Some postgraduate school	
			Masters/professional degree	
			Doctoral Degree	
			Prefer not to respond	
CQLiv0006845		Where do you currently live?	United States of America	_
			Afghanistan	
			Albania	_
			Algeria	_
			Andorra	_
			Angola	-
			Anguilla	_
			Antigua and Barbuda	_
			Argentina	_
			Armenia	_
			Australia	_
			Austria	_
			Azerbaijan	_
			Bahamas, The	_
			Bahrain	_
			Bangladesh Barbados	-
			Belarus	-
				-
			Belgium Belize	_
			Benin	-
			Bermuda	-
			Bhutan	-
			Bolivia	-
			Bosnia and Herzegovina	-
			Botswana	-
			Brazil	-
			Brunei	-
			Bulgaria	-
			Burkina Faso	-
			Burma	-
			Burundi	-
			Cambodia	-
			Cameroon	-
			Canada	-
			Cape Verde	-
			Central African Republic	4

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QID (Group ID)	Skip Logic	Quarti - T	Answer Choices	
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
			Chad	
			Chile China	
			Colombia	
			Cook Islands	
			Costa Rica Côte d'Ivoire	
			Croatia	
			Cuba	
			Cyprus	
			Czech Republic	
			Democratic Republic of the Congo	
			Denmark	
			Djibouti	_
			Dominica	-
			Dominican Republic	
			Timor Leste	
			Ecuador	
			Egypt	
			El Salvador	_
			Equatorial Guinea	
			Eritrea	_
			Estonia	
			Ethiopia	
			Fiji	-
			Finland	
			France	
			Gabon	
			Gambia, The	
			Gaza	
			Georgia	
			Germany	
			Ghana	
			Greece	
			Grenada	
			Guatemala	
			Guinea	
			Guinea-Bissau	
			Guyana	
			Haiti	
			Holy See	
			Honduras	
			Hong Kong	
			Hungary	1

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	Skip			
QID (Group ID)	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
	Label	Question Text	Iceland	SKIP to
			India	-
			Indonesia	-
				-
			Iran	-
			Iraq Ireland	-
			Israel	-
			Italy	-
			Jamaica	-
			Japan	-
			Jordan	-
			Kazakhstan	-
			Kenya	-
			Kiribati	-
			Korea, North	-
			Korea, South	-
			Kosovo	1
			Kuwait	1
			Kyrgyzstan	1
			Laos	1
			Latvia	1
			Lebanon	1
			Lesotho	1
			Liberia	1
			Libya	1
			Liechtenstein	1
			Lithuania	
			Luxembourg	
			Масаи	
			Macedonia	
			Madagascar	
			Malawi	
			Malaysia	_
			Maldives	
			Mali	4
			Malta	4
			Marshall Islands	4
			Mauritania	4
			Mauritius	4
			Mexico	4
			Micronesia	4
			Moldova	4
			Monaco	4
			Mongolia	

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	Skip			
QID (Group ID)	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
(Group ID)	Laber		Montenegro	Skip to
			Morocco	-
			Mozambique	-
			Namibia	-
			Nauru	-
			Nepal	1
			Netherlands	-
			Netherlands Antilles	
			New Zealand	1
			Nicaragua	-
			Niger	-
			Nigeria	
			Norway	-
			Oman	
			Pakistan	
			Palau	
			Panama	1
			Papua New Guinea	
			Paraguay	1
			Peru	
			Philippines	
			Poland	
			Portugal	
			Qatar	
			Romania	]
			Russia	_
			Rwanda	_
			Samoa	_
			San Marino	-
			Sao Tome and Principe	-
			Saudi Arabia	-
			Senegal	-
			Serbia	-
			Seychelles	-
			Sierra Leone	-
			Singapore	-
			Slovakia	+
			Slovenia	-
			Solomon Islands Somalia	-
				-
			South Africa	-
			Spain Sri Lanka	-
			Sri Lanka	-
	1	l	St. Kitts and Nevis	l

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			St. Lucia	
			St. Vincent and the Grenadines	
			Sudan	
			Suriname	
			Swaziland	
			Sweden	
			Switzerland	
			Syria	
			Taiwan	
			Tajikistan	
			Tanzania	
			Thailand	
			Тодо	
			Tonga	
			Trinidad and Tobago	
			Tunisia	
			Turkey	
			Turkmenistan	
			Tuvalu	
			Uganda	
			Ukraine	
			United Arab Emirates	
			United Kingdom	
			Uruguay	
			Uzbekistan	
			Vanuatu	
			Venezuela	
			Vietnam	
			West Bank	
			Yemen	
			Zambia	
			Zimbabwe	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	S	Y		Frequency
Radio button, one up vertical	S	¥		Redesign
Radio button, one-up vertical	5	¥		Redesign judgment
Radio button, one-up vertical	S	Y	Skip Logic Group	Role

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text field, <100 char		N		Other role
Radio button, one-up vertical	S	Y		Area Visited
Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Reason
Text area, no char limit Radio button, one-up vertical	S	N N		Other reason Case Status

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	М	N		Green Card
Drop down, select one	S	Y	Skip Logic Group	Method
Checkbox, one-up vertical	М	Y		Search Experience
Text area, no char limit		Y		Search terms
Checkbox, one-up vertical	М	Y		Navigation Experience

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	S	Y	Skip Logic Group	Find info
Text area, no char limit		N		Info not found
Text area,no char limit		N		Next steps
Drop down, select one	S	Y		Behalf
Drop down, select one	S	Y		Consistency
Drop down, select one	S	Y		Efficiency
Text area, no char limit		N		Improvement
Drop down, select one	S	N		Gender
Drop down, select one	S	N		Age
Drop down, select one	S	N		Education

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	S	N	_	Location

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
EDO001		How <b>frequently</b> do you visit this site?	First time	
			Daily	A
			Weekly	A
			Monthly	A
			Every 6 months or less	A
CAS0039242	A	USCIS website recently had a redesign. We would like to know	Improved	В
		if you have used a previous version of the website, and if so	Same	В
		do you find the new version to be <b>improved</b> , the same or	Worse	В
		worse?	Did not use the previous version of website	
CAS0039243	CAS0039243 B	What is the <b>primary reason</b> for your <b>opinion/ statement</b> ?	Navigation	
			Quality of Content	
			Appearance	
			Broken links	
			Can't find information I used to access	
			No preference between versions	
EDO002		What <b>best describes your role</b> when coming to this site?	U.S. born citizen	
			Naturalized U.S. citizen	
			Permanent Resident (green card holder)	
			Conditional Resident	
			Citizen of a foreign country	
			Fiancé K-1	
			Visitor/nonimmigrant	
			Temporary Worker	
			Student or Exchange Visitor	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Employer	
			Attorney	
			Other, please specify:	A
EDO003	A	Other role		
EDO004		What <b>area</b> of the site are you primarily visiting today?	Forms	_
			News	_
			Citizenship	_
			Green card	_
			Tools (reworded Resources)	_
			Laws	_
			Working in the U.S.	-
			Family	_
			E-Verify	_
			Español	
			About Us	
			Adoption	_
			Humanitarian	
			Visit the U.S.	
			Military	
			Other	
ACQCas0026960		Were you looking for information about Entrepreneurs In	Yes	<del>A,B,C,D,E</del>
		Residence (EIR) today?	Ne	
ACQCas0026961	A	What best describes you?	I am working in the United States and want to start a business in the United States	_
			I am working outside of the United States and want to start a business in the United States	_
			I am a student in the United States and want to start a business in the United States	
ACQCas0026962	B	What is your primary reason for visiting the EIR section	Just browsing	_
		today?	I want a better understanding of the immigration process	_
			I am trying to identify the right visa option for me	_
			I am looking for filing tips for a visa category	_
			I want to understand key requirements for a visa category	
ACQCas0026963	e	After visiting the EIR section do you know what visa you are	Yes	_
		applying for?	No	
ACQCas0026964	Ð	Has this site given you a better understanding of the	Yes	
		evidence you need to provide to meet the key requirements	Partially	_
		of your visa?-	No	
ACQCas0026965	E	If you are ready to apply, what category are you applying for?		_
			F-1/OPT Optional Practical Training	_
			H-1B Specialty Occupation	_
			O-1A Extraordinary Ability and Achievement	
			E-2 Treaty Investor	_
			L-1 Intracompany Transferee	
EDO006		What is your <b>primary reason</b> for visiting the site today?	Just browsing	
			Get general information before I file my case	
			Check my case status	B

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Working in the USA	
			Find citizenship requirements	_
			Research green card information	D
			Find form(s)	
			Download form(s)	_
			Check filing fees	
			Find/research immigration laws	
			Find naturalization text/study materials	
			Read the latest news releases	
			Learn about USCIS	
			Find a USCIS office	_
			Make an appointment	
			Other, please specify:	A
EDO007	Α	Other primary reason		
ACQLiv0006830	В	What specifically under case status did you try to	Check my case status	
		accomplish?	Sign in to my account	
			Sign up for case updates	
			Check processing times	
			Calculate my cycle time	
			e-Request (place an inquiry with USCIS about a case)	
			Other	
ACQLiv0006832	D	What specific green card information were you looking for?	Apply for a green card through family	
			Apply for a green card through a job	
			Apply for a green card through refugee or asylee status	
			Find other ways to get a green card	
			Research green card processes and procedures	
			Find application fees	
			Find forms I need to apply for my green card	
			Download forms I need to apply for my green card	
			Renew or replace my green card	
			Remove conditions on my green card	
			Rights and responsibilities of a green card holder	
			Rules for international travel as permanent resident	
			Help my relative become a permanent resident (by US citizen)	
			Help my relative become a permanent resident (by permanent resident)	
			Other	
EDO008		What <b>method</b> do you primarily use to find information on this	Site's search feature	A,C
		site?	Top navigation bar	D
			Links on the pages	D
			Forms search	A,C
			Homepage banners or icons	D
			Index (site map)	D
			Used an external search engine (i.e. Google)	
			Just browsing	D

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
ACQCol0002739		If you used the site's search feature today to find your	No difficulty encountered	
		information, what type of difficulties, if any, did you encounter	Search results were helpful	
		with the search?	Returned too many results	
			Returned not enough or no results	
			Returned results that were too similar/redundant	
			Results were not relevant to my search terms or needs	
			I was not sure what words to use in my search	
			Search required too many refinements to get what I wanted	
			Search speed was too slow	
			Other	
ACQCol0002761	С	What <b>search terms</b> did you use today to find what you were looking for?		
ACQCol0002762	D	If you used <b>navigational methods</b> today to find your	No difficulty encountered	
-	information, what type of difficulties, if any, did you encounter	Could not find the appropriate navigational links on most of your web pages		
		with the navigation?	Too many links or navigational choices	
			Links did not take me where I expected	
			Had difficulty finding detailed information on your web pages	
			Had difficulty finding related information on your web pages	7
			Navigation did not support what I was trying to accomplish	
			Would often feel lost, and did not know where I was on your site	
			Had various technical difficulties (links didn't work, received error messages, etc.)	
			Other	
EDO009		Did you <b>find</b> what you were looking for today?	Yes	
			Partially	В
			Still looking	В
			No	A,B
EDO010	A	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.		
ACQLiv0006835	В	If you <b>were unable to completely find</b> what you were looking for, what will you <b>try next</b> to meet your needs? Please be specific.		
ACQCol0002764		On whose behalf are you looking for information today?	Myself	
			Family member/relative	
			Friend	
			Client	
			Student	
			Fiancé	
			Employer/employee	
EDO011		How consistent do you feel this site's quality of information is?	Not at all consistent	
			Not very consistent	7
			Somewhat consistent	1
			Mostly consistent	1
			Always consistent	1
EDO012		Please rate the <b>efficiency</b> in which this site provides the	Not at all efficient	

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QID	Skip Logic		Answer Choices	
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
· · /		information.	Not very efficient	· · ·
			Somewhat efficient	1
			Mostly efficient	]
			Always efficient	
EDO013		If you could make <b>one improvement</b> to this site, what would it be?		
ACQLiv0006837		What is your <b>gender</b> ?	Female	
			Male	
			I prefer not to respond	
ACQLiv0006838		Please select the category that includes your <b>age</b> ?	17 and under	-
			18 – 24	-
			25 – 34	-
			35 – 44	-
			45 - 54	-
			55 – 64	
			65 and over	-
ACQLiv0006814		Which of the following best describes the highest level of	I prefer not to respond Elementary school	
ACQLIV000814		education you have completed?	Middle school or less	-
		cudulion you have completed.	Current middle or high school student	-
			Did not complete high school	-
			High school graduate	1
			Vocational/trade school	-
			College/university graduate	-
			Some postgraduate school	1
			Masters/professional degree	1
			Doctoral Degree	1
			Prefer not to respond	
ACQLiv0006845		Where do you currently live?	United States of America	
			Afghanistan	
			Albania	4
			Algeria	
			Andorra	1
			Angola	-
			Anguilla	-
			Antigua and Barbuda	-
			Argentina	-
			Armenia	4
			Australia	4
			Austria Azerbaijan	-
			Azerbaijan Bahamas, The	-
			Bahrain	1
			Bangladesh	-
	1	1	וסמווצומעכטו	]

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OID	Skip Logic		Answer Choices	
QID (Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
• • •			Barbados	-
			Belarus	
			Belgium	
			Belize	
			Benin	
			Bermuda	
			Bhutan	
			Bolivia	1
			Bosnia and Herzegovina	
			Botswana	
			Brazil	
			Brunei	
			Bulgaria	
			Burkina Faso	
			Burma	
			Burundi	
			Cambodia	
			Cameroon	
			Canada	
			Cape Verde	
			Central African Republic	
			Chad	
			Chile	
			China	
			Colombia	
			Cook Islands	
			Costa Rica	
			Côte d'Ivoire	
			Croatia	
			Cuba	
			Cyprus	
			Czech Republic	
			Democratic Republic of the Congo	
			Denmark	
			Djibouti	
			Dominica	
			Dominican Republic	
			Timor Leste	
			Ecuador	
			Egypt	
			El Salvador	
			Equatorial Guinea	
			Eritrea	
			Estonia	

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QID (Group ID)	Skip Logic	Question Tout	Answer Choices	Chir to
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
			Ethiopia	_
			Fiji	_
			Finland	_
			France Gabon	_
			Gambia, The	_
			Gaza	_
			Georgia	_
			Germany	_
			Ghana	_
			Greece	_
			Grenada	_
			Guatemala	_
			Guinea	-
			Guinea-Bissau	_
			Guyana	_
			Haiti	_
			Holy See	_
			Honduras	_
			Hong Kong	_
			Hungary	_
			lceland	_
			India	_
			Indonesia	
			Iran	
			Iraq	_
			Ireland	_
			Israel	
			Italy	
			Jamaica	_
			Japan	_
			Jordan	
			Kazakhstan	
			Kenya	
			Kiribati	_
			Korea, North	-
			Korea, South	1
			Kosovo	
			Kuwait	
			Kyrgyzstan	
			Laos	
			Latvia	-
			Lebanon	-
			Lesotho	1

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	Skip		Answer Choices	
QID (Group ID)	Logic Label	Question Text	(limited to 50 characters)	Skip to
(01000) 12)	Labor	Queenion Text	Liberia	
			Libya	-
			Liechtenstein	1
			Lithuania	-
			Luxembourg	1
			Macau	-
			Macedonia	-
			Madagascar	-
			Malawi	-
			Malaysia	-
			Maldives	-
			Mali	-
			Malta	-
			Marshall Islands	-
			Mauritania	-
			Mauritius	-
			Mexico	1
			Micronesia	1
			Moldova	1
			Monaco	-
			Mongolia	1
			Montenegro	1
			Morocco	1
			Mozambique	1
			Namibia	1
			Nauru	1
			Nepal	1
			Netherlands	1
			Netherlands Antilles	1
			New Zealand	1
			Nicaragua	1
			Niger	1
			Nigeria	1
			Norway	1
			Oman	1
			Pakistan	1
			Palau	1
			Panama	1
			Papua New Guinea	1
			Paraguay	1
			Peru	1
			Philippines	1
			Poland	1
			Portugal	1

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QID	Skip Logic		Answer Choices	
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
			Qatar	4
			Romania	4
			Russia	4
			Rwanda	4
			Samoa	4
			San Marino	-
			Sao Tome and Principe	-
			Saudi Arabia	-
			Senegal Serbia	-
				-
			Seychelles	-
			Sierra Leone	-
			Singapore Slovakia	-
			Slovakia Slovenia	-
			Solomon Islands	-
			Somalia	
			South Africa	
			Spain	-
			Sri Lanka	
			St. Kitts and Nevis	-
			St. Lucia	-
			St. Vincent and the Grenadines	-
			Sudan	-
			Suriname	-
			Swaziland	-
			Sweden	-
			Switzerland	-
			Syria	1
			Taiwan	1
			Tajikistan	1
			Tanzania	1
			Thailand	1
			Тодо	1
			Tonga	1
			Trinidad and Tobago	1
			Tunisia	1
			Turkey	1
			Turkmenistan	1
			Tuvalu	1
			Uganda	1
			Ukraine	1
			United Arab Emirates	1
			United Kingdom	1

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	
			Uruguay		
			Uzbekistan		
			Vanuatu		
			Venezuela		
			Vietnam		
			West Bank		
			Yemen		
			Zambia		
			Zimbabwe		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	S	Y		Frequency
Radio button, one-up vertical	S	Y		Redesign
Radio button, one-up vertical	S	Y		Redesign judgment
Radio button, one-up vertical	S	Y	Skip Logic Group	Role

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text field, <100 char		N		Other role
Radio button, one-up vertical	S	Ŷ		Area Visited
Drop down, select one	S	¥	Skip Logic Group	EIR
Radio button, one-up vertical	S	¥		EIR role
Radio button, one-up vertical	S	¥		EIR reason
Radio button, one-up vertical	S	¥		EIR visa apply
Radio button, one up vertical	S	¥		EIR understanding
Radio button, one up vertical	S	¥		<del>EIR visa type</del>
Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Reason

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area, no char limit		N		Other reason
Radio button, one-up vertical	S	Ν		Case Status
Radio button, one-up vertical	M	N		Green Card
Drop down, select one	S	Y	Skip Logic Group	Method

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Checkbox, one-up vertical	М	Y		Search Experience
Text area, no char limit		Y		Search terms
Checkbox, one-up vertical	Μ	Y		Navigation Experience
Drop down, select one	S	Y	Skip Logic Group	Find info
Text area, no char limit		N		Info not found
Text area,no char limit		N		Next steps
Drop down, select one	S	Y		Behalf
Drop down, select one	S	Y		Consistency
Drop down, select one	S	Y		Efficiency

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area,no char limit		N		Improvement
Drop down, select one	S	N		Gender
Drop down, select one	S	N		Age
Drop down, select one	S	N		Education
Drop down, select one	S	N		Location

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
EDO001		How frequently do you visit this site?	First time	
			More than once a day	
			Daily	A
			Weekly	Α
			Monthly	Α
			Every 6 months or less	Α
	Α	USCIS website recently had a redesign. We would like to	Improved	В
		know if you have used a previous version of the website,	Same	В
		and if so do you find the new version to be <b>improved</b> , the same or worse?	Worse	В
			Did not use the previous version of website	
	В	What is the <b>primary reason</b> for your <b>opinion/ statement</b> ?	Navigation	_
			Quality of Content	_
			Appearance	_
			Broken links	-
			Can't find information I used to access	-
-			No preference between versions	
EDO002		What <b>best describes your role</b> when coming to this site?	U.S. born citizen	_
			Naturalized U.S. citizen	_
			Permanent Resident (green card holder)	_
			Conditional Resident	-
			Citizen of a foreign country	_
			Refugee	_
			Asylee	_
			Fiancé K-1	_
			Visitor/nonimmigrant	-
			Temporary Worker	
			Student or Exchange Visitor	
			Job Seekers	

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	Skip			
QID	Logic	Oursetier Test	Answer Choices	
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
			Employer	
			Attorney	
	-		Other, please specify:	A
EDO003	A	Other role	-	
EDO004		What <b>area</b> of the site are you primarily visiting today?	Forms	
			<u>News</u>	
			<u>Citizenship</u>	
			Green card	
			Tools (reworded Resources)	
			Laws	
			Working in the U.S.	
			Family	
			E-Verify	
			Español	
			About Us	
			Adoption	
			Humanitarian	
			Visit the U.S.	
			Military Other	
ED0005	A	Other area visited		*
ACQCas0026960	A	Were you looking for information about Entrepreneurs In	Yes	A,B,C,D,E
ACQCa30020300		Residence (EIR) today?	No	A,D,C,D,L
ACQCas0026961	Α	What <b>best describes</b> you?	I am working in the United States and want to start a business in the United States	
		,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,,	I am working outside of the United States and want to start a business in the United States	
			I am a student in the United States and want to start a business in the United States	
ACQCas0026962	В	What is your <b>primary reason</b> for visiting the <b>EIR</b> section	Just browsing	
,		today?	I want a better understanding of the immigration process	
			I am trying to identify the right visa option for me	
			I am looking for filing tips for a visa category	
			I want to understand key requirements for a visa category	
	С	After visiting the EIR section do you know what visa you	Yes	
ACQCas0026963	U U			
ACQCas0026963		are applying for?	No	
	D			
ACQCas0026963 ACQCas0026964	_	are applying for? Has this site given you a better understanding of the evidence you need to provide to meet the key	No Yes	
	_	are applying for? Has this site given you a better understanding of the	No	
	_	are applying for? Has this site given you a better understanding of the evidence you need to provide to meet the key	No Yes Partially No	
ACQCas0026964	D	are applying for? Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?	No Yes Partially No	
ACQCas0026964	D	are applying for?Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?If you are ready to apply, what category are you applying	No Yes Partially No B-1 Business Visitor	
ACQCas0026964	D	are applying for?Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?If you are ready to apply, what category are you applying	No Yes Partially No B-1 Business Visitor F-1/OPT Optional Practical Training	
ACQCas0026964	D	are applying for?Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?If you are ready to apply, what category are you applying	No         Yes         Partially         No         B-1 Business Visitor         F-1/OPT Optional Practical Training         H-1B Specialty Occupation	
ACQCas0026964	D	are applying for?Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?If you are ready to apply, what category are you applying	No         Yes         Partially         No         B-1 Business Visitor         F-1/OPT Optional Practical Training         H-1B Specialty Occupation         O-1A Extraordinary Ability and Achievement	
ACQCas0026964	D	are applying for?Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?If you are ready to apply, what category are you applying	No         Yes         Partially         No         B-1 Business Visitor         F-1/OPT Optional Practical Training         H-1B Specialty Occupation         O-1A Extraordinary Ability and Achievement         E-2 Treaty Investor	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Check my case status	В
			Working in the USA	
			Find citizenship requirements	
			Research green card information	D
			Visit the US	
			Find form(s)	
			Download form(s)	
			Check filing fees	
			Find/research immigration laws	
			Find naturalization text/study materials	
			Read the latest news releases	
			Learn about USCIS	
			Contact us	
			Find a job with USCIS	
			Research humanitarian programs and protection	
			Research information about adoption	
			Find a USCIS office	
			Change of address	
			Make an appointment	
			Other, please specify:	А
EDO007	Α	Other primary reason		
ACQLiv0006830	В	What specifically under case status did you try to	Check my case status	
		accomplish?	Sign in to my account	
			Sign up for case updates	
			Check processing times	
			Calculate my cycle time	
			Change of address online	
			e-Request (place an inquiry with USCIS about a case)	
			Locate an office	
			Other	e
ACQLiv0006831	e	Other case status task		
ACQLiv0006832	D	What specific green card information were you looking	Apply for a green card through family	
		for?	Apply for a green card through a job	
			Apply for a green card through refugee or asylee status	
			Find other ways to get a green card	
			Research green card processes and procedures	
			Find application fees	
			Find forms I need to apply for my green card	
			Download forms I need to apply for my green card	
			Renew or replace my green card	
			Remove conditions on my green card	
			Rights and responsibilities of a green card holder	
			Rules for international travel as permanent resident	
			Help my relative become a permanent resident (by US citizen)	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Help my relative become a permanent resident (by permanent resident)	
			Other	E
ACQLiv0006833	E	Other information		
EDO008		What <b>method</b> do you primarily use to find information on	Site's search feature	A,C
		this site?	Top navigation bar	D
			Links on the pages	D
			Forms search	A,C
			"Find it Fast" feature	<del>A,C</del>
			Homepage banners or icons	D
			Index (site map)	D
			Used an external search engine (i.e. Google)	
1000 10000700			Just browsing	D
ACQCol0002739	A	If you used the <b>site's search feature</b> today to find your information, what type of difficulties, if any, did you	No difficulty encountered	
		encounter with the search?	Search results were helpful	
			Search results were not helpful Returned too many results	
			Returned too many results	
			Returned not enough of no results	
			Returned results that were too similar/redundant	
			Results were not relevant to my search terms or needs	
			I was not sure what words to use in my search	
			Search required too many refinements to get what I wanted	
			Search speed was too slow	
			Other	B
ACQCol0002760	B	Other search difficulty		
ACQCol0002761	С	What <b>search terms</b> did you use today to find what you were looking for?		
ACQCol0002762	D	If you used <b>navigational methods</b> today to find your	No difficulty encountered	
-		information, what type of difficulties, if any, did you	Could not find the appropriate navigational links on most of your web pages	
		encounter with the navigation?	Too many links or navigational choices	
			Links did not take me where I expected	
			Had difficulty finding detailed information on your web pages	
			Had difficulty finding related information on your web pages	
			Navigation did not support what I was trying to accomplish	
			Would often feel lost, and did not know where I was on your site	
			Had various technical difficulties (links didn't work, received error messages, etc.)	
			Could not get started or did not know where to begin	
			Could not navigate back to previous information	
			Other	E
ACQCol0002763	E	Other navigation difficulty		
EDO009		Did you <b>find</b> what you were looking for today?	Yes	
			Partially	В
			Still looking	В

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			No	A,B
EDO010	Α	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.		
ACQLiv0006835	В	If you <b>were unable to completely find</b> what you were looking for, what will you <b>try next</b> to meet your needs? Please be specific.		
ACQCol0002764		On whose behalf are you looking for information today?	Myself	
			Family member/relative	_
			Friend	-
			Client	-
			Student	-
			Fiancé Employer/employee	-
			Other, please specify:	A
ACQCol0002740	A	Other behalf	Other, please specify:	*
ED0011		How <b>consistent</b> do you feel this site's quality of	Not at all consistent	
LDOUII		information is?	Not very consistent	-
			Somewhat consistent	-
			Mostly consistent	-
			Always consistent	
EDO012		Please rate the <b>efficiency</b> in which this site provides the	Not at all efficient	
		information.	Not very efficient	
			Somewhat efficient	_
			Mostly efficient	-
			Always efficient	
EDO013		If you could make <b>one improvement</b> to this site, what would it be?		
ACQLiv0006837		What is your <b>gender</b> ?	Female	
			Male	_
			I prefer not to respond	
ACQLiv0006838		Please select the category that includes your <b>age</b> ?	17 and under	-
			18 - 24	-
			25 – 34	-
			35 - 44	-
			45 – 54 55 – 64	_
			65 and over	-
			l prefer not to respond	-
ACQLiv0006814		Which of the following best describes the highest level of		
, .CQLIV000014		education you have completed?	Middle school or less	-
			Current middle or high school student	1
			Did not complete high school	1
			High school graduate	-
			Vocational/trade school	1

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
		• • • • •	College/university graduate	
			Some postgraduate school	
			Masters/professional degree	
			Doctoral Degree	
			Prefer not to respond	
			Other, please specify:	A
\CQLiv0006815	A	Other education level as it applies to your country		
ACQLiv0006845		Where do you currently live?	United States of America	
			Afghanistan	
			Albania	
			Algeria	
			Andorra	
			Angola	
			Anguilla	
			Antigua and Barbuda	
			Argentina	
			Armenia	
			Australia	
			Austria	
			Azerbaijan	
			Bahamas, The	
			Bahrain	
			Bangladesh	
			Barbados	
			Belarus	
			Belgium	
			Belize	
			Benin	
			Bermuda	
			Bhutan	
			Bolivia	
			Bosnia and Herzegovina	
			Botswana	
			Brazil	
			Brunei	
			Bulgaria	
			Burkina Faso	
			Burma	
			Burundi	
			Cambodia	
			Cameroon	
			Canada	
			Cape Verde	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
	Luber	Question Text	Central African Republic	
			Chad	-
			Chile	-
			China	-
			Colombia	-
			Cook Islands	-
			Costa Rica	-
			Côte d'Ivoire	-
			Croatia	-
			Cuba	-
			Cyprus	-
			Czech Republic	-
			Democratic Republic of the Congo	-
			Denmark	1
			Djibouti	1
			Dominica	-
			Dominican Republic	-
			Timor Leste	-
			Ecuador	-
			Egypt	-
			El Salvador	-
			Equatorial Guinea	-
			Eritrea	-
			Estonia	-
			Ethiopia	-
			Fiji	_
			Finland	-
			France	-
			Gabon	-
			Gambia, The	-
			Gaza	-
			Georgia	-
			Germany	-
			Ghana	-
			Greece	-
			Grenada	-
			Guatemala	1
			Guinea	1
			Guinea-Bissau	1
			Guyana	1
			Haiti	1
			Holy See	1
			Honduras	-
			Hong Kong	-
	I	l		L

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QID (Group ID)	Skip Logic		Answer Choices	
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
			Hungary	
			Iceland	_
			India	
			Indonesia	
			Iran	
			Iraq	
			Ireland	
			Israel	
			Italy	
			Jamaica	
			Japan	
			Jordan	
			Kazakhstan	
			Kenya	
			Kiribati	
			Korea, North	
			Korea, South	
			Kosovo	
			Kuwait	
			Kyrgyzstan	
			Laos	1
			Latvia	1
			Lebanon	1
			Lesotho	1
			Liberia	1
			Libya	1
			Liechtenstein	1
			Lithuania	1
			Luxembourg	1
			Macau	1
			Macedonia	1
			Madagascar	1
			Malawi	1
			Malaysia	1
			Maldives	-
			Mali	1
			Malta	1
			Marshall Islands	1
			Mauritania	1
			Mauritius	1
			Mexico	4
			Micronesia	-
			Moldova	-1
	1		Moldova Monaco	

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	Skip Logic		Answer Choices	
QID (Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
(0:000)			Mongolia	Chap to
			Montenegro	
			Morocco	-
			Mozambique	-
			Namibia	
			Nauru	
			Nepal	
			Netherlands	
			Netherlands Antilles	
			New Zealand	
			Nicaragua	
			Niger	
			Nigeria	
			Norway	
			Oman	
			Pakistan	
			Palau	
			Panama	
			Papua New Guinea	
			Paraguay	
			Peru	
			Philippines	
			Poland	
			Portugal	
			Qatar	_
			Romania	_
			Russia	_
			Rwanda	_
			Samoa	_
			San Marino	_
			Sao Tome and Principe	_
			Saudi Arabia	_
			Senegal	_
			Serbia	_
			Seychelles	_
			Sierra Leone	_
			Singapore	-
			Slovakia	-
			Slovenia	-
			Solomon Islands	-
			Somalia	-
			South Africa	-
			Spain	-
	1		Sri Lanka	

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קוס	Skip Logic		Answer Choices	
QID (Group ID)	Label	Question Text	(limited to 50 characters)	Skip to
			St. Kitts and Nevis	
			St. Lucia	
			St. Vincent and the Grenadines	1
			Sudan	
			Suriname	
			Swaziland	
			Sweden	
			Switzerland	
			Syria	
			Taiwan	
			Tajikistan	
			Tanzania	
			Thailand	
			Тодо	
			Tonga	
			Trinidad and Tobago	
			Tunisia	
			Turkey	
			Turkmenistan	_
			Tuvalu	_
			Uganda	
			Ukraine	_
			United Arab Emirates	_
			United Kingdom	_
			Uruguay	_
			Uzbekistan	_
			Vanuatu	_
			Venezuela	-
			Vietnam	_
			West Bank	
			Yemen	
			Zambia	
			Zimbabwe	
			Other, please specify:	A
ACQLiv0006856	A	Other country		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	S	Y		Frequency
Radio button, one-up vertical	S	Y		Redesign
				Ŭ
Radio button, one-up vertical	S	Y		Redesign judgment
Radio button, one-up vertical	S	Y	Skip Logic Group	Role

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text field, <100 char		N		Other role
Radio button, one-up vertical	S	Y	Skip Logic Group	Area Visited
Text field, <100 char		N		Other area
Drop down, select one	S	Y	Skip Logic Group	EIR
Radio button, one-up vertical	S	Y		EIR role
Radio button, one-up vertical	S	Y		EIR reason
Radio button, one-up vertical	S	Y		EIR visa apply
Radio button, one-up vertical	S	Y		EIR understanding
Radio button, one-up vertical	S	Y		EIR visa type
Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Reason

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area, no char limit		N		Other reason
Radio button, one-up vertical	S	N		Case Status
Text area, no char limit Radio button, one-up vertical	M	N N		Other case status task Green Card
רימטוס סטונסה, סחפ-עף עפרווכמו	IVI	IN		Green Caru

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
<del>Text area, no char limit</del>		N		Other green card info
Drop down, select one	S	Y	Skip Logic Group	Method
Checkbox, one-up vertical	Μ	Y		Search Experience
Text area, no char limit		N		Other search diff
Text area, no char limit		Y		Search terms
Checkbox, one-up vertical	Μ	Y		Navigation Experience
Text area, no char limit		₩		Other navigation diff
Drop down, select one	S	Y	Skip Logic Group	Find info

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area,no char limit		N		Info not found
Text area,no char limit		N		Next steps
Drop down, select one	S	Y	OPS Group	Behalf
<del>Text field, &lt;100 char</del>		N		Other behalf
Drop down, select one	S	Y		Consistency
Drop down, select one	S	Y		Efficiency
Text area,no char limit		N		Improvement
Drop down, select one	S	N		Gender
Drop down, select one	S	N		Age
Drop down, select one	s	N	Skip Logic Group	Education

pe (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
<del>ext field, &lt;100 char</del>		N		Other education
op down, select one	S	N	Skip Logic Group	Location

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

	Single or	Required	Special	
Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text field, <100 char		N		Other country

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO001		How frequently do you visit this site?	First time		Drop down, select one
			More than once a day		
			Daily		
			About once a week		
			About once a month		
			Every 6 months or less		
EDO002		What <b>best describes your role</b> when coming to this site?			Radio button, one-up vertical
			Naturalized U.S. citizen		
			Permanent Resident (green card holder)		
			Conditional Resident		
			Citizen of a foreign country		
			Refugee		
			Asylee		
			Fiancé K-1		
			Visitor/nonimmigrant		
			Temporary Worker		
			Student or Exchange Visitor		
			Job Seekers		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Employer Attorney Other, please specify:	A	
EDO003	A	Other role			Text field, <100 char
EDO004		What <b>area</b> of the site are you primarily visiting today?	Forms Resources Laws News About Us Working the U.S. Citizenship Family Adoption Green card Humanitarian Visit the U.S. Military Other, please specify:	A	Radio button, one-up vertical
EDO005	A	Other area visited			Text field, <100 char
		Were you looking for information about Entrepreneurs In Residence (EIR) today?	Yes No	A,B,C,D,E	Drop down, select one
	A	What best describes you?	I am working in the United States and want to start a business in the United States I am working outside of the United States and want to start a business in the United States I am a student in the United States and want to start a business in the United States	_	Radio button, one-up vertical
	В	What is your <b>primary reason</b> for visiting the <b>EIR</b> section today?	Just browsing I want a better understanding of the immigration process I am trying to identify the right visa option for me I am looking for filing tips for a visa category I want to understand key requirements for a visa category	-	Radio button, one-up vertical
	С	After visiting the EIR section do you know <b>what visa you are applying for</b> ?	Yes No	_	Radio button, one-up vertical
	D	Has this site given you a <b>better understanding</b> of the <b>evidence you need to provide</b> to meet the key requirements of your visa?	Yes Partially No	-	Radio button, one-up vertical
	E	If you are ready to apply, <b>what category</b> are you applying for?	B-1 Business Visitor F-1/OPT Optional Practical Training H-1B Specialty Occupation O-1A Extraordinary Ability and Achievement E-2 Treaty Investor L-1 Intracompany Transferee		Radio button, one-up vertical
EDO006		What is your <b>primary reason</b> for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Citizenship requirements Green card information Visit the US Find form(s) Download form(s)	B	Radio button, one-up vertical

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
(Group ID)	Laber	Question Text	Check filing fees	SKIP LO	Type (select from list)
			V	-	
			Find/research immigration laws	4	
			Read the latest news releases	4	
			Learn about USCIS	-	
			Contact us	4	
			Find a job with USCIS	4	
			Research humanitarian programs and protection	4	
			Research information about adoption	-	
			Find a USCIS office	4	
			Change of address	4	
			Other, please specify:	A	
EDO007	Α	Other primary reason			Text area, no char lim
QLiv0006830	В	What specifically under case status did you try to	Check my case status		Radio button, one-up ver
		accomplish?	Sign in to my account		
			Sign up for case updates		
			Check processing times		
			Calculate my cycle time		
			Change of address online		
			e-Request (place an inquiry with USCIS about a case)		
			Locate an office	]	
			Other, please specify:	С	
CQLiv0006831	С	Other case status task			Text area, no char lim
QLiv0006832	D	What specific green card information were you looking	Apply for a green card through family		Radio button, one-up ver
		for?	Apply for a green card through a job	]	
			Apply for a green card through refugee or asylee status	]	
			Find other ways to get a green card	1	
			Research green card processes and procedures	1	
			Find application fees	1	
			Find forms I need to apply for my green card	1	
			Download forms I need to apply for my green card	1	
			Renew or replace my green card	1	
			Remove conditions on my green card	1	
			Rights and responsibilities of a green card holder	1	
			Rules for international travel as permanent resident	1	
			Help my relative become a permanent resident (by US citizen)	1	
			Help my relative become a permanent resident (by permanent resident)	1	
			Other, please specify:	E	
QLiv0006833	E	Other information			Text area, no char lim
EDO008		What <b>method</b> do you primarily use to find information on	Site's search feature	A,C	Drop down, select on
200000		this site?	Top navigation bar		Drop down, Select on
			"Find it Fast" feature	-	
			Site map (index)	A,C D	
			Used an external search engine (i.e. Google)		
00-10000700			Just browsing	D	Ohaaluhau
QCol0002739	Α	If you used the <b>site's search feature</b> today to find your	No difficulty encountered	-	Checkbox, one-up vert
		information, what type of difficulties, if any, did you	Search results were helpful	-	
		encounter with the search?	Search results were not helpful		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Returned too many results		
			Returned not enough results		
			Returned no results		
			Returned results that were too similar/redundant		
			Results were not relevant to my search terms or needs		
			I was not sure what words to use in my search		
			Search required too many refinements to get what I wanted		
			Search speed was too slow		
			Other, please specify:	В	
ACQCol0002760	В	Other search difficulty			Text area, no char limit
ACQCol0002761	С	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	D	If you used <b>navigational methods</b> today to find your	No difficulty encountered		Checkbox, one-up vertical
		information, what type of difficulties, if any, did you	Could not find the appropriate navigational links on most of your web pages		· · ·
		encounter with the navigation?	Too many links or navigational choices		
			Links did not take me where I expected	-	
			Had difficulty finding detailed information on your web pages	-	
			Had difficulty finding related information on your web pages	-	
			Navigation did not support what I was trying to accomplish	-	
			Would often feel lost, and did not know where I was on your site	-	
			Had various technical difficulties (links didn't work, received error messages, etc.)	-	
			Could not get started or did not know where to begin	-	
			Could not navigate back to previous information	-	
			Other, please specify:	E	
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
100000000000000000000000000000000000000					
EDO009		Did you find what you were looking for today?	Yes		Drop down, select one
			Partially	В	
			Still looking	В	
			No	A,B	
EDO010	A	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit
ACQLiv0006835	В	If you were unable to completely find what you were looking for, what will you try next to meet your needs? Please be specific.			Text area, no char limit
ACQCol0002764		On whose behalf are you looking for information today?	Myself		Drop down, select one
			Family member/relative		
			Friend		
			Client		
			Other, please specify:	A	
ACQCol0002740	Α	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred speaking language?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002742	A	Other speaking language			<del>Text field, &lt;100 char</del>
ACQCol0002765		What is your preferred reading language?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ACQCol0002766	A	Other reading language			Text field, <100 char
ACQCol0002767		In what language do you prefer looking for information?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002743	A	Other language prefer looking for information			<del>Text field, &lt;100 char</del>
EDO011		How <b>consistent</b> do you feel this site's quality of information is?	Not at all consistent Not very consistent Somewhat consistent Mostly consistent Always consistent	-	Drop down, select one
EDO012		Please rate the <b>efficiency</b> in which this site provides the information.	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient	-	Drop down, select one
EDO013		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit
ACQLiv0006837		What is your <b>gender</b> ?	Female Male I prefer not to respond	-	Drop down, select one
ACQLiv0006838		Please select the category that includes your <b>age</b> ?	17 and under         18 – 24         25 – 34         35 – 44         45 – 54         55 – 64         65 and over         I prefer not to respond		Drop down, select one
ACQLiv0006814		Which of the following best describes the <b>highest level of</b> education you have completed?			Drop down, select one
ACQLiv0006815	A	Other education level as it applies to your country			Text field, <100 char
ACQLiv0006845		Where do you <b>currently live</b> ?	United States of America Afghanistan Albania Algeria		Drop down, select one

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices	Clvin to	Turne (celect from list)
(Group ID)	Labei	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
			Andorra		
			Angola Anguilla		
			Antiguna And Barbuda		
			Argentina		
			Armenia		
			Australia		
			Austria		
			Azerbaijan		
			Bahamas, The		
			Bahrain		
			Bangladesh		
			Barbados		
			Belarus		
			Belgium		
			Belize		
			Benin		
			Bermuda		
			Bhutan		
			Bolivia		
			Bosnia and Herzegovina		
			Botswana		
			Brazil		
			Brunei		
			Bulgaria		
			Burkina Faso		
			Burma		
			Burundi		
			Cambodia Cameroon		
			Canada		
			Cape Verde		
			Central African Republic		
			Chad		
			Chile		
			China		
			Colombia		
			Cook Islands		
			Costa Rica		
			Côte d'Ivoire		
			Croatia		
			Cuba		
			Cyprus		
			Czech Republic		
			Democratic Republic of the Congo		
			Denmark		
			Djibouti		
			Dominica		
			Dominican Republic		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID	Skip Logic		Answer Choices		
QID (Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
			Timor Leste		
			Ecuador		
			Egypt		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji Finland		
			France		
			Gabon		
			Gambia, The		
			Gaza		
			Georgia		
			Germany		
			Ghana		
			Greece		
			Grenada		
			Guatemala		
			Guinea		
			Guinea-Bissau		
			Guyana		
			Haiti		
			Holy See		
			Honduras		
			Hong Kong		
			Hungary		
			Iceland		
			India		
			Indonesia		
			Iran		
			Iraq		
			Ireland		
			Israel		
			Italy		
			Jamaica		
			Japan		
			Jordan		
			Kazakhstan		
			Kenya		
			Kiribati		
			Korea, North		
			Korea, South		
			Kosovo		
			Kuwait		
			Kyrgyzstan		
			Laos		
			Latvia		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

QID (Group ID)         Skip Logic Logic         Question Text         Lebanon Lesotho Lbera         Skip to         Type (select Type (select Data           I	from list)
(Group ID)       Label       Question Text       Cebanon       Eventon         Lesonho       Lebena       Lesonho       Libyia         Libyia       Libyia       Libyia       Libyia         Luxembourg       Macau       Macau       Macau         Macau       Macau       Madagascar       Malavia         Malavia       Malavia       Malavia       Malavia         Mata       Martinia       Martinia       Martinia         Martinia       Martinia       Martinia       Martinia         Martinia       Martinia       Martinia       Martinia         Montenegro       Montenegro       Montenegro       Montenegro         Morocco       Morocco       Moroca       Moroca         Morocco       Marinia       Marinia       Marinia         Morocco       Moroco       Moroco       Moroco         Moroco       Moroco       Moroco       Moroco       Moroco	from list)
Lebanon         Lesotho         Liberia         Libya         Libya         Librania         Luxembourg         Macau         Macau         Madagascar         Malaysia         Maldives         Mail         Mata         Mata         Mata         Maritania         Matriania         Mailoves         Mailoves         Mata         Maritania         Mauritania         Mauritania         Mauritania         Mauritania         Maritania         Maritania         Maritania         Maritania         Maritania         Maritania         Monaco         Monaco         Monaco         Montenegro         Montenegro         Montenegro         Montenegro         Montenegro         Moracou         Moracou         Moracou         Moracou         Moracou         Moracou         Moracou         Moracou <td></td>	
Libria Libya Lichtenstein Lithuania Lithuania Lithuania Lithuania Lithuania Lithuania Macau Macau Macau Macau Madagascar Malaysia Malaysia Malaysia Maliues Malia Malia Malia Malia Malia Matia Matia Maritania Maritania Mauritania Mauritania Mauritania Mauritania Mauritania Mauritania Mauritania Mauritania Mauritania Mauritania Mauritania Mauritania Monaco M	
Liya Lichtenstein Lithuania Luxembourg Macau Macadonia Macadonia Madagascar Malagascar Malaysia Malawi Maldives Mali Maldives Mali Mail Marshall Islands Marshall Islands Mauritania Marshall Islands Mauritania Marshall Siands Mauritania Marshall Siands Mauritania Martinus Mordova Mordova Mondenegro Morocco Morocco Morocco Morocco Morocco Moroco Morocco Moroco Morocco Moroco M	
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Madagascar         Malawi         Malayia         Malayia         Malayisia         Mali         Mali         Maita         Marshall Islands         Mauritania         Maritius         Mexico         Micronesia         Moldova         Monaco         Morambia	
Malawi         Malaysia         Maldives         Mali         Mata         Marshall Islands         Mauritania         Mexico         Micronesia         Moldova         Monaco         Mongolia         Moneegro         Morenegro         Mozambique         Namibique	
Malaysia Maldives Mali Malia Malia Maritania Mauritania	
Maldives         Mait         Mata         Marshall Islands         Mauritania         Mauritius         Mexico         Micronesia         Moldova         Monaco         Montenegro         Morrocco         Morocco         Maribia	
Mali         Malta         Matshall Islands         Mauritania         Mauritus         Maritius         Mexico         Micronesia         Mondova         Mongolia         Montenegro         Mortenegro         Morca         Morca         Morca         Morca         Mortania         Montenegro         Morambique         Namibia	
Malta Marshall Islands Mauritania Mauritus Mexico Mexico Micronesia Moldova Monaco Monaco Mongolia Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Morabique Namibia	
Marshall Islands Mauritania Mauritius Mexico Micronesia Moldova Moldova Monaco Monaco Monagolia Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Montenegro Morocco Mozambique Namibia	
Mauritania Mauritius Mexico Micronesia Moldova Monaco Monaco Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Mongolia Moraco Moraco	
Mauritius Mexico Micronesia Moldova Moldova Monaco Mongolia Mongolia Morocco Morocco Mozambique Namibia	
Mexico Micronesia Moldova Monaco Mongolia Mongolia Morgoco Morocco Mozambique Namibia	
Micronesia Moldova Monaco Mongolia Montenegro Morocco Mozambique Namibia	
Moldova Monaco Mongolia Montenegro Morocco Mozambique Namibia	
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Montenegro Morocco Mozambique Namibia	
Morocco Mozambique Namibia	
Namibia	
Namibia	
Nour	
Nauru	
Nepal	
Netherlands	
Netherlands Antilles	
New Zealand	
Nicaragua Nicar	
Niger Nigeria	
Norway	
Oman	
Pakistan	
Palau	
Panama	
Papua New Guinea	
Paraguay	
Peru	
Philippines	
Poland	
Portugal	
Qatar	
Romania	
Russia	

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/26/13

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Rwanda		
			Samoa		
			San Marino		
			Sao Tome and Principe		
			Saudi Arabia		
			Senegal Serbia		
			Seychelles		
			Sierra Leone		
			Singapore		
			Slovakia		
			Slovenia		
			Solomon Islands	]	
			Somalia		
			South Africa		
			Spain		
			Sri Lanka		
			St. Kitts and Nevis		
			St. Lucia		
			St. Vincent and the Grenadines Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		
			Syria		
			Taiwan		
			Tajikistan		
			Tanzania		
			Thailand		
			Тодо		
			Tonga		
			Trinidad and Tobago		
			Tunisia		
			Turkey Turkmenistan		
			Tuvalu		
			Uganda		
			Ukraine		
			United Arab Emirates		
			United Kingdom		
			Uruguay		
			Uzbekistan		
			Vanuatu		
			Venezuela		
			Vietnam		
			West Bank		
			Yemen		
			Zambia		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q==			red & strike through: DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING		
			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Zimbabwe Other, please specify:	А	
ACQLiv0006856	Α	Other country			Text field, <100 char

Single or Multi S	Required Y/N Y	Special Instructions	CQ Label Frequency
S	Y	OPS Group	Role

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Y	Skip Logic Group	EIR
S	Y		EIR role
S	Y		EIR reason
S	Y		EIR visa apply
S	Y		EIR understanding
S	Y		EIR visa type
S	Y	Skip Logic Group	Primary Reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reason
S	Ν	Skip Logic Group	Case Status
	N		Other case status task
М	N	Skip Logic Group	Green Card
	N		Other green card info
S	Y		Method
М	Y	Skip Logic Group	Search Experience

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other search diff
	N Y		Other search diff Search terms
M	Y	Skip Logic Group	Navigation
IVI		Skip Logic Group	Experience
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Next steps
S	Y	OPS Group	Behalf
	N		Other behalf
S	¥	OPS Group	Speaking language
	N		Other speaking language
S	¥	OPS Group	Reading language

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reading language
S	¥	OPS Group	Language prefer looking for info
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement
S	N		Gender
S	Ν		Age
S	Ν	OPS Group	Education
	N		Other education
S	N	OPS Group	Location

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other country

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO001			First time		Drop down, select one
			More than once a day		
			Daily		
			About once a week		
			About once a month	-	
			Every 6 months or less		
EDO002			U.S. born citizen		Radio button, one-up vertical
			Naturalized U.S. citizen		
			Permanent Resident (green card holder)		
			Conditional Resident		
1			Citizen of a foreign country		
			Refugee		
			Asylee		
			Fiancé K-1		
			Visitor/nonimmigrant		
			Temporary Worker		
			Student or Exchange Visitor		
			Job Seekers		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			USCIS Satisfaction Survey CUSTOM QUESTION	LIST	
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Employer		
			Attorney		
			Other, please specify:	A	
EDO003	A	Other role			Text field, <100 char
EDO004		What <b>area</b> of the site are you primarily visiting today?	Forms		Radio button, one-up vertical
			Resources Laws		
			News		
			About Us		
			Working the U.S.		
			Citizenship		
			Family		
			Adoption		
			Green card		
			Humanitarian		
			Visit the U.S.		
			Military		
			Other, please specify:	A	
EDO005	Α	Other area visited			Text field, <100 char
EDO006		What is your <b>primary reason</b> for visiting the site today?	Just browsing		Radio button, one-up vertical
			Get general information before I file my case		
			Check my case status	В	
			Working in the USA		
			Citizenship requirements		
			Green card information	D	
			Visit the US		
			Find form(s)		
			Download form(s)		
			Check filing fees		
			Find/research immigration laws		
			Read the latest news releases Learn about USCIS		
			Contact us		
			Find a job with USCIS		
			Research humanitarian programs and protection		
			Research information about adoption		
			Find a USCIS office		
			Change of address		
			Other, please specify:	А	
EDO007	Α	Other primary reason			Text area, no char limit
CQLiv0006830	В	What specifically under case status did you try to	Check my case status		Radio button, one-up vertical
		accomplish?	Sign in to my account		
			Sign up for case updates		
			Check processing times		
			Calculate my cycle time		
			Change of address online		
			e-Request (place an inquiry with USCIS about a case)		
			Locate an office		
			Other, please specify:	С	

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ACQLiv0006831	С	Other case status task			Text area, no char limit
ACQLiv0006832	D	What specific green card information were you looking for?	Apply for a green card through family Apply for a green card through a job		Radio button, one-up vertical
			Apply for a green card through refugee or asylee status Find other ways to get a green card Research green card processes and procedures		
			Find forms I need to apply for my green card		
			Download forms I need to apply for my green card Renew or replace my green card		
			Remove conditions on my green card Rights and responsibilities of a green card holder		
			Rules for international travel as permanent resident Help my relative become a permanent resident (by US citizen)		
			Help my relative become a permanent resident (by permanent resident) Other, please specify:	E	
ACQLiv0006833	E	Other information			Text area, no char limit
EDO008		What <b>method</b> do you primarily use to find information on this site?	Site's search feature	A,C	Drop down, select one
			Top navigation bar	D	
			"Find it Fast" feature	A,C	
			Site map (index)	D	
			Used an external search engine (i.e. Google) Just browsing	D	
ACQCol0002739	A	If you used the <b>site's search feature</b> today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered		Checkbox, one-up vertical
10002739	A		Search results were helpful		Checkbox, one-up venical
			Search results were not helpful		
			Returned too many results		
			Returned not enough results		
			Returned no results		
			Returned results that were too similar/redundant		
			Results were not relevant to my search terms or needs I was not sure what words to use in my search		
			Search required too many refinements to get what I wanted		
			Search speed was too slow		
			Other, please specify:	в	
ACQCol0002760	В	Other search difficulty			Text area, no char limit
ACQCol0002761	С	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	D	If you used <b>navigational methods</b> today to find your	No difficulty encountered		Checkbox, one-up vertical
		information, what type of difficulties, if any, did you	Could not find the appropriate navigational links on most of your web pages		
		encounter with the navigation?	Too many links or navigational choices		
			Links did not take me where I expected		
			Had difficulty finding detailed information on your web pages		
			Had difficulty finding related information on your web pages		
			Navigation did not support what I was trying to accomplish		
			Would often feel lost, and did not know where I was on your site		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11\_\_\_\_\_

	Skip				
QID (Group ID)	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Had various technical difficulties (links didn't work, received error messages, etc.)		
			Could not get started or did not know where to begin		
			Could not navigate back to previous information		
			Other, please specify:	E	
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you <b>find</b> what you were looking for today?	Yes		Drop down, select one
			Partially	В	
			Still looking	В	
			No	A,B	
EDO010	Α	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.			Text area, no char limit
	В	If you were unable to completely find what you were looking for, what will you try next to meet your needs?			Text area, no char limit
		Please be specific.			
ACQCol0002764		On <b>whose behalf</b> are you looking for information today?	Myself		Drop down, select one
			Family member/relative		
			Friend		
			Client		
			Other, please specify:	A	
CQCol0002740	Α	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred <b>speaking language</b> ?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
CQCol0002742	Α	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred reading language?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002766	A	Other reading language			Text field, <100 char
CQCol0002767		In what language do you prefer looking for information?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How <b>consistent</b> do you feel this site's quality of	Not at all consistent		Drop down, select one
		information is?	Not very consistent		
			Somewhat consistent		
		Mostly consistent			
ED0010		Discourse where the affinite section is the first state of the state o	Always consistent		Drop dours aslastas
EDO012		Please rate the <b>efficiency</b> in which this site provides the information.	Not at all efficient		Drop down, select one
			Not very efficient		
			Somewhat efficient	I	
			Mostly efficient	— I	
EDO013		If you could make <b>one improvement</b> to this site, what	Always efficient		Toxt area no char limit
ED0013		would it be?			Text area, no char limit

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
(0.040 12)		What is your gender?	Female	0	Drop down, select one
		What is your genuer.	Male	-	
			I prefer not to respond	-	
		Please select the category that includes your <b>age</b> ?	17 and under		Drop down, select one
		i lease select the balegory that histades your <b>age</b> .	18 – 24	-	
			25 – 34	- 1	
			35 - 44	1	
			45 – 54	1	
			55 - 64	1	
			65 and over	1	
			I prefer not to respond	1	
		Which of the following best describes the highest level of	f Elementary school		Drop down, select one
		education you have completed?	Middle school or less		
			Current middle or high school student		
			Did not complete high school		
			High school graduate		
			Vocational/trade school		
			College/university graduate		
			Some postgraduate school	1	
			Masters/professional degree	1	
			Doctoral Degree		
			Prefer not to respond	1	
			Other, please specify:	A	
	Α	Other education level as it applies to your country			Text field, <100 char
		Where do you currently live?	United States of America		Drop down, select one
			Afghanistan		
			Albania		
			Algeria		
			Andorra		
			Angola		
			Anguilla		
			Antigua and Barbuda		
			Argentina		
			Armenia		
			Australia		
			Austria		
			Azerbaijan		
			Bahamas, The	-	
			Bahrain		
			Bangladesh		
			Barbados		
			Belarus		
			Belgium		
			Belize		
			Reulu		
			Bermuda		
			Bhutan		
			Bolivia		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
(010000 12)		<b>L</b>	Bosnia and Herzegovina		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
			Botswana		
			Brazil		
			Brunei		
			Bulgaria		
			Burkina Faso		
			Burma		
			Burundi		
			Cambodia		
			Cameroon		
			Canada Cana Marda		
			Cape Verde Central African Republic		
			Central Allical Republic		
			Chile		
			China		
			Colombia		
			Cook Islands		
			Costa Rica		
			Côte d'Ivoire		
			Croatia		
			Cuba		
			Cyprus		
			Czech Republic		
			Democratic Republic of the Congo		
			Denmark		
			Djibouti		
			Dominica Deminican Depublic		
			Timor Leste		
			Ecuador		
			Favat		
			El Salvador		
			Equatorial Guinea		
			Eritrea		
			Estonia		
			Ethiopia		
			Fiji		
			Finland		
			France		
			Gabon		
			Gambia, The		
			Gaza		
			Georgia		
			Germany Ghana		
			Greece Grenada		
			Guatemala		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

Op Lubel         Op Lubel         Opperation Test         Channel         Skip is         Type (select from his channel           No         Skip is         Skip is         Skip is         Skip is         Skip is           No         Skip is         Skip is         Skip is         Skip is         Skip is           No         Skip is         Skip is         Skip is         Skip is         Skip is           No         Skip is         Skip is         Skip is         Skip is         Skip is           No         Skip is         Skip is         Skip is         Skip is         Skip is           No         Skip is         Skip is         Skip is         Skip is         Skip is           No         Skip is         Skip is         Skip is         Skip is         Skip is           No         Skip is         Skip is         Skip is         Skip is         Skip is           Skip is         Skip is         Skip is         Skip is         Skip is         Skip is           Skip is         Skip is         Skip is         Skip is         Skip is         Skip is           Skip is         Skip is         Skip is         Skip is         Skip is         Skip is           Ski				USCIS Satisfaction Survey CUSTOM QUESTION LIST		
Sunda       Sunda         Su	QID (Group ID)	Skip Logic	Question Text	Answer Choices	Skin to	Type (select from list)
Sovies: Ensuin         Sovies: Sovith         Sovies	(Group ID)	Laber	Question Text		экір іо	Type (select from list)
Cogena           Nage						
Indi         SySe3         SySe3     <						
Nong Kong           Nong Kong <td< td=""><td></td><td></td><td></td><td>Haiti</td><td></td><td></td></td<>				Haiti		
Norg         Norg           Norg <td></td> <td></td> <td></td> <td>Holy See</td> <td></td> <td></td>				Holy See		
Argany           Color           Color<				Honduras		
Indexi           In				Hong Kong		
Sub       Sub         Sub       S						
Jordan         Kazakinsian         Kazakinsian         Kriya         Kriya         Kripa         Labos         Labos         Labos         Labria         Labria         Liberia         Liberia         Liberia         Liberia         Liberia         Liberia         Liberia         Liberia         Macau         Macau         Macau         Macau         Madegascie         Malion         Malion         Maria         Maria         Maria         Maria         Maria				Iceland	-	
Jordan         Kazakhistan         Karya         Kribati         Korea, South         Lasos         Latvia         Lobaton         Lisotheristein         Lisotheristein         Lisotheristein         Kolu         Macau         Macau         Macau         Madegascort         Malovia         Malovia         Mata         Mata         Mata				India		
Jordan           Kazakingan           Kazakingan           Kriya           Kriya           Kripa           Labos           Labos           Labria           Labria           Liberia           Liberia           Liberia           Liberia           Liberia           Liberia           Macau           Macau           Macau           Macau           Madagascar           Malayia           Malayia           Malayia           Malayia           Malayia           Malayia           Malayia           Matau				Indonesia		
Jordan Kazakitetan Kazakitetan Kerya Kerya Kerya Kerya Kerya Kerea Korea				Iran	-	
Jordan Kazakitetan Kazakitetan Kerya Kerya Kerya Kerya Kerya Kerea Korea				lidy Iroland		
Jordan         Kazakinan         Kazakinan         Kriya         Kriya         Kribali         Korea, South         Labora						
Jordan         Kazakinsian         Kazakinsian         Kriya         Kriya         Kripa         Labos         Labos         Labos         Labria         Labria         Liberia         Liberia         Liberia         Liberia         Liberia         Liberia         Liberia         Liberia         Macau         Macau         Macau         Macau         Madegascie         Malion         Malion         Maria         Maria         Maria         Maria         Maria				Isiael Italy		
Jordan         Kazakinsian         Kazakinsian         Kriya         Kriya         Kripa         Labos         Labos         Labos         Labria         Labria         Liberia         Liberia         Liberia         Liberia         Liberia         Liberia         Liberia         Liberia         Macau         Macau         Macau         Macau         Madegascie         Malion         Malion         Maria         Maria         Maria         Maria         Maria				Jamaica		
Kazak/tsian         Konya         Konya         Konya         Konya         Konya         Konya         Konya         Kona         Kona         Kona         Kona         Kona         Kona         Kowait         Lass         L				Janan		
Kenya         Kinbari         Kinbari         Korea, North         Korea, North         Korea, South         LaoS         Laboin         Loop         Macouth         Madagasou				Jordan		
Korea, South         Rosovo         Kuwait         Kuwait         Latvia         Latvia         Lesonon         Lebanon         Liberia         Liberia <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td></td<>						
Korea, South         Korea, South         Kosevo         Kiwait         Kiwait         Latvia         Latvia         Lebanon         Lebanon         Liberia         Libya         Liberia         Libya         Liberia         Liberia <t< td=""><td></td><td></td><td></td><td>Kenya</td><td></td><td></td></t<>				Kenya		
Korea, South         Rosovo         Kuwait         Kuwait         Latvia         Latvia         Lesonon         Lebanon         Liberia         Liberia <td< td=""><td></td><td></td><td></td><td>Kiribati</td><td></td><td></td></td<>				Kiribati		
Kosovo           Kuwait           Kuwait           Kuyajtzian           Laos           Lavia           Laos           Laisanon           Lesabo           Liberia           Mata           Mata				Korea, North		
Kuwait         Kyrgyzstan         Loos         Latvia         Lebanon         Lebonot         Macau         Malata         Mathant         Mathant         Mathant         Mathant         Math				Korea, South		
Laos Latvia Latvia Lebaton Lebotho Lebotho Liberia Lib				Kosovo	-	
Laos Latvia Latvia Lebaton Lebotho Liberia Libya Liberia Libya Libura Liburania Lichtenstein Lituania Lituania Lituania Luxembourg Macau Macau Macau Macagonia. Madagascar Madagascar Madagascar Malaysia. Malaysia. Malaysia. Malaysia. Malaysia. Mala				Kuwait	-	
Lesotho Liberia Libya Liechtenstein Liechtenstein Luxembourg Macau Macadonia Madagascar Malaysia Malay				Kyrgyzstan		
Lesotho Liberia Libya Lichtenstein Lichtenstein Luxembourg Macau Macedonia Madagascar Malaysia				Laos		
Lesotho Liberia Libya Lichtenstein Lichtenstein Luxembourg Macau Macedonia Madagascar Malaysia				Latvia	-	
Liberia Libya Liechtenstein Lithuania Liuxembourg Macau Macau Macedonia Madagascar Malaysia Malaysia Malaysia Malai Malia Malta Malta Malta Malta						
Luxembourg Macau Macedonia Madagascar Malaysia Malaysia Maliyes Malia Malta Malta Marshall Islands				Liberia		
Luxembourg Macau Macedonia Madagascar Malawi Malaysia Malaysia Malives Malita Malita Malta Marshall Islands				Libva		
Luxembourg Macau Macedonia Madegascar Malaysia Malaysia Maldives Mali Malta Malta Marshali Islands				Liechtenstein		
Luxembourg Macau Macedonia Madedonia Madagascar Malawi Malaysia Malaysia Malives Malia Malta Malta Marshall Islands				Lithuania		
Macedonia Madagascar Malawi Malaysia Maldives Mali Malta Malta Marshali Islands						
Madagascar Malawi Malaysia Maldives Mali Malta Marshall Islands				Macau		
Madagascar   Malawi   Malaysia   Maldives   Mali   Mala   Mala   Malia   Malta   Marshall Islands   Maritania   Maritania				Macedonia		
Malawi Malaysia Maldives Mali Malia Malta Marshall Islands Mauritania Mauritania				Madagascar		
Malaysia Maldives Mali Malia Malta Marshall Islands Mauritania Mauritania				Malawi		
Maldives Mali Malia Malta Marshall Islands Mauritania Mauritania				Malaysia		
Mali Malta Marshall Islands Mauritania Mauritania				Maldives		
Matta Marshall Islands Mauritania Mauritania				Mail		
Marshall Islanos Mauritania Mauritania				Maita		
				Marshali Islands		
				Mauritius		
Maundus				Mavico		
Micropesia				Micronesia		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Chin to	Ture (as look from line)
(Group ID)	Label	Question Text		Skip to	Type (select from list)
			Moldova		
			Monaco		
			Mongolia Montenegro		
			Monceco		
			Mozambique		
			Namibia		
			Nauru		
			Nepal		
			Netherlands		
			Netherlands Antilles		
			New Zealand		
			Nicaragua		
			Niger		
			Nigeria		
			Norway		
			Oman		
			Pakistan		
			Palau		
			Panama		
			Papua New Guinea		
			Paraguay		
			Peru		
			Philippines		
			Poland		
			Portugal		
			Qalar		
			Romania Russia		
			Rwanda		
			Samoa		
			San Marino		
			Sao Tome and Principe		
			Saudi Arabia		
			Senegal		
			Serbia		
			Seychelles		
			Sierra Leone		
			Singapore		
			Slovakia		
			Slovenia		
			Solomon Islands		
			Somalia		
			South Africa		
			Spain		
			Sri Lanka		
			St. Kitts and Nevis		
			St. Lucia		
			St. Vincent and the Grenadines		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 8/4/11\_\_\_\_\_

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		
			Syria		
			Taiwan		
			Tajikistan		
			Tanzania		
			Thailand		
			Тодо		
			Tonga		
			Trinidad and Tobago		
			Tunisia		
			Turkey		
			Turkmenistan		
			Tuvalu		
			Uganda		
			Ukraine		
			United Arab Emirates		
			United Kingdom		
			Uruguay		
			Uzbekistan		
			Vanuatu		
			Venezuela		
			Vietnam		
			West Bank		
			Yemen		
			Zambia		
			Zimbabwe		
			Other, please specify:	Α	
	Α	Other country			Text field, <100 char

Single or Multi S	Required Y/N Y	Special Instructions	CQ Label Frequency
S	Y	OPS Group	Role

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Ŷ	Skip Logic Group	Primary Reason
	N		Other reason
S	Ν	Skip Logic Group	Case Status

Single or Multi	Required Y/N	Special Instructions	CQ Label
	Ν		Other case status task
М	Ν	Skip Logic Group	Green Card
	Ν		Other green card info
S	Y		Method
Μ	Y	Skip Logic Group	Search
	Ν		Other search diff
	Y		Search terms
М	Y	Skip Logic Group	Navigation

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	Ν		Info not found
	Ν		Next steps
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking
	Ν		Other speaking language
S	Y	OPS Group	Reading
	Ν		Other reading language
S	Y	OPS Group	Language prefer
	Ν		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	Ν		Improvement

Single or Multi S	Required Y/N N	Special Instructions	CQ Label Gender
S	N		Age
S	N	OPS Group	Education
	Ν		Other education
S	Ν	OPS Group	Location

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other country

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO001		How frequently do you visit this site?	First time		Drop down, select one
		More than once a day			
			Daily		
			About once a week		
			About once a month		
			Every 6 months or less		
EDO002		What <b>best describes your role</b> when coming to this	U.S. born citizen		Radio button, one-up vertical
		site?	Naturalized U.S. citizen		
			Permanent Resident (green card holder)		
			Conditional Resident		
			Citizen of a foreign country		
			Refugee		
			Asylee		
			Fiancé K-1		
			Visitor/nonimmigrant		
		Temporary Worker			
			Student or Exchange Visitor		
			Job Seekers		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
(Group ib)	Laber	Question Text	Employer	Skip to	Type (select from list)
			Attorney		
			Other, please specify:	Α	
EDO003	Α	Other role			Text field, <100 char
ED0003		What <b>area</b> of the site are you primarily visiting today?	Forms		Radio button, one-up vertical
LDOUU4		what area of the site are you printarily visiting today?	Resources	-	
			Laws		
			News		
			About Us		
			Working the U.S.		
			Citizenship		
				-	
			Family	-	
			Adoption	-	
			Green card	-	
			Humanitarian	-	
			Visit the U.S.	-	
			Military		
			Other, please specify:	A	
EDO005	Α	Other area visited			Text field, <100 char
EDO006		What is your <b>primary reason</b> for visiting the site today?	Just browsing	-	Radio button, one-up vertical
			Get general information before I file my case		
			Check my case status	-	
			Working in the USA		
			Citizenship requirements		
			Green card information	-	
			Visit the US		
			Find form(s)		
			Check filing fees		
			Find/research immigration laws		
			Read the latest news releases		
			Learn about USCIS		
			Contact us		
			Find a job with USCIS		
			Research humanitarian programs and protection		
			Research information about adoption		
			Find a USCIS office		
			Change of address		
			Other, please specify:	Α	
EDO007	Α	Other primary reason			Text area, no char limit
EDO008		What method do you primarily use to find information on		A,C	Drop down, select one
		this site?	Top navigation bar	D	
			"Find it Fast" feature	A,C	
			Site map (index)	D	
			Used an external search engine (i.e. Google)		
			Just browsing	D	
ACQCol0002739	A		No difficulty encountered		Checkbox, one-up vertical
		information, what type of difficulties, if any, did you	Search results were helpful		
		encounter with the search?	Search results were not helpful		
			Returned too many results		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11

#### red & strike-through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

#### USCIS Satisfaction Survey CUSTOM QUESTION LIST Skip QID Logic **Answer Choices** (Group ID) Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Search speed was too slow Other, please specify в ACQCol0002760 Other search difficulty в Text area, no char limit ACQCol0002761 С What **search terms** did you use today to find what you Text area, no char limit were looking for? ACQCol0002762 No difficulty encountered D If you used **navigational methods** today to find your Checkbox, one-up vertical information, what type of difficulties, if any, did you Could not find the appropriate navigational links on most of your web pages encounter with the navigation? Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not get started or did not know where to begin Could not navigate back to previous information Other, please specify: E ACQCol0002763 Other navigation difficulty Text area, no char limit E EDO009 Did you **find** what you were looking for today? Drop down, select one Yes Partially Still looking No Α EDO010 If you were unable to find what you were looking for, А Text area, no char limit please specify the information you were trying to find. ACQCol0002764 On whose behalf are you looking for information today? Myself Drop down, select one Family member/relative Friend Client Other, please specify Α ACQCol0002740 Other behalf Text field. <100 char Α ACQCol0002741 What is your preferred speaking language? English Drop down, select one Spanish Other, please specify: Α ACQCol0002742 Other speaking language Text field, <100 char А ACQCol0002765 What is your preferred reading language? English Drop down, select one Spanish Other, please specify: Α ACQCol0002766 Other reading language Text field. <100 char Α

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11

#### red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ACQCol0002767		In what language do you prefer looking for	English	Экір іо	Drop down, select one
ACQC010002707		information?	Spanish	-	Biop down, select one
			Other, please specify:	A	
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How <b>consistent</b> do you feel this site's quality of	Not at all consistent		Drop down, select one
		information is?	Not very consistent	-	
			Somewhat consistent		
		Mostly consistent	-		
			Always consistent		
EDO012		Please rate the <b>efficiency</b> in which this site provides the information.		-	Drop down, select one
			Not very efficient Somewhat efficient		
			Mostly efficient	-	
			Always efficient	-	
EDO013		If you could make <b>one improvement</b> to this site, what			Text area, no char limit
		would it be?			
ACQOsl0004930		Please rate the <b>simplicity of the words</b> used on this site.	1=Poor	-	Radio button, scale, has don't know
		Site.	2		
			3	-	
			<u>4</u> Б	-	
			6		
			7	-	
			8		
			9		
			10=Excellent	1	
			Don't know	1	
ACQOsl0004931		Please rate the site on its use of <b>short, clear</b>	1=Poor		Radio button, scale, has don't know
		sentences.	2		
			3		
			4		
			5		
			6		
			7		
			8	-	
			9		
			10=Excellent	-	
A.C.O.O.al000.4022		Disease rate herr legically text is a required as this			Dadia huttan apole has depth in t
ACQOsl0004932		Please rate <b>how logically text is organized</b> on this site.	1=Poor	-	Radio button, scale, has don't know
			2	-	
				-	
			<u> *</u> 5		
			6	1	
			7	1	
			8	1	
			9	1	
1	1	1		1	i I

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 5/3/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
(croup ib)	Laber		10=Excellent		
			Don't know		
ACQOsl0004933		Please rate how well the site's language is <b>focused on</b>	1=Poor		Radio button, scale, has don't know
		a central topic.	2		
			3		
			4		
			5		
			6	-	
			8		
			10=Excellent		
			Don't know		
ACQOsl0004934			1=Poor		Radio button, scale, has don't know
		site.	2		
			3		
			4		
			5		
			6		
			7		
			8	-	
			9		
			10=Excellent		
4000-1000 4005	_	Diana usta this sitely use of law was a that we are a like	Don't know		Dedie kutter eeste hee deelt week
ACQOsl0004935		Please rate this site's use of language that people like me can understand.	1=Poor		Radio button, scale, has don't know
			2		
			л Л		
			<u>+</u> 5		
			6		
			7		
			8		
			9		
			10=Excellent		
			Don't know		
ACQOsl0004936		Please rate the <b>clarity of the language</b> used on this	1=Poor		Radio button, scale, has don't know
		site.	2		
			3		
			4		
			7		
			8		
			9		
			10=Excellent		
			Don't know		
ACQOsl0004937		Please rate the consistency of language usage on this			Radio button, scale, has don't know
		site.	2		
	1	1	3	1	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			4 5 6 7 8 9 10=Excellent		
ACQOsl0004938		Please rate this site's use of language that <b>the average</b> person can understand.	Don't know 1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004939		Please rate how well this site <b>uses common terms</b> to express ideas.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know

Single or Multi S	Required Y/N Y	Special Instructions	CQ Label Frequency
S	Y	OPS Group	Role

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Y	Skip Logic Group	Primary Reason
	N		Other reason
S	Y		Method
M	Y	Skip Logic Group	Search
IVI	1	Skip Logic Group	Search

Single or Multi	Required Y/N	Special Instructions	CQ Label
	Ν		Other search diff
	Y		Search terms
М	Y	Skip Logic Group	Navigation
	Ν		Other navigation diff
S	Y	Skip Logic Group	Find info
	Ν		Info not found
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking
	Ν		Other speaking language
S	Y	OPS Group	Reading
	Ν		Other reading language

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y	OPS Group	Language prefer
	Ν		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	Ν		Improvement
S	Y		Simplicity
S	Y		Short
S	Y		Organized

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Focused
S	Y		Explained
S	Y		Understand
S	Y		Clarity
S	Y		Consistency

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Average Person
S	Y		Common Terms

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO001		How frequently do you visit this site?	First time		Drop down, select one
			More than once a day		
			Daily		
			About once a week		
			About once a month		
			Every 6 months or less		
EDO002		What <b>best describes your role</b> when coming to this	U.S. born citizen		Radio button, one-up vertical
			Naturalized U.S. citizen		
			Permanent Resident (green card holder)		
			Conditional Resident		
			Citizen of a foreign country		
			Refugee		
			Asylee		
			Fiancé K-1		
			Visitor/nonimmigrant		
			Temporary Worker		
			Student or Exchange Visitor		
			Job Seekers		

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
(Group ib)	Laber	Question Text	Employer	Skip to	Type (select from list)
			Attorney	-	
500000	-	Others rela	Other, please specify:	A	Taut field 100 shar
EDO003	Α	Other role			Text field, <100 char
EDO004		What <b>area</b> of the site are you primarily visiting today?	Forms	-	Radio button, one-up vertical
			Resources	-	
			Laws	-	
			News		
			About Us		
			Working the U.S.		
			Citizenship		
			Family		
			Adoption		
			Green card		
			Humanitarian		
			Visit the U.S.		
			Military		
			Other, please specify:	Α	
EDO005	Α	Other area visited			Text field, <100 char
EDO006		What is your <b>primary reason</b> for visiting the site today?	Just browsing		Radio button, one-up vertical
		······································	Get general information before I file my case	1	· · · · · · · · · · · · · · · · · · ·
			Check my case status	-	
			Working in the USA	-	
			Citizenship requirements	-	
			Green card information	-	
			Visit the US	-	
				-	
			Find form(s)	-	
			Check filing fees	-	
			Find/research immigration laws	-	
			Read the latest news releases	-	
			Learn about USCIS	-	
			Contact us	-	
			Find a job with USCIS	_	
			Research humanitarian programs and protection		
			Research information about adoption		
			Find a USCIS office		
			Change of address		
			Other, please specify:	Α	
EDO007	Α	Other primary reason			Text area, no char limit
EDO008		What method do you primarily use to find information or		A,C	Drop down, select one
			Top navigation bar	D	
			"Where To Start" feature	A,C	
			Site map (index)	D	
			Used an external search engine (i.e. Google)		
			Just browsing	D	
ACQCol0002739	A	If you used the site's search feature today to find your	No difficulty encountered		Checkbox, one-up vertical
			Search results were helpful		
			Search results were not helpful		
			Returned too many results		

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11 red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

			USCIS Satisfaction Survey CUSTOM QUESTION LIST		
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Returned not enough results		
			Returned no results		
			Returned results that were too similar/redundant		
			Results were not relevant to my search terms or needs		
			I was not sure what words to use in my search		
			Search required too many refinements to get what I wanted		
			Search speed was too slow		
			Other, please specify:	В	
ACQCol0002760	В	Other search difficulty			Text area, no char limit
ACQCol0002761	С	What <b>search terms</b> did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	D	If you used <b>navigational methods</b> today to find your	No difficulty encountered		Checkbox, one-up vertical
			Could not find the appropriate navigational links on most of your web pages		
			Too many links or navigational choices		
			Links did not take me where I expected		
			Had difficulty finding detailed information on your web pages		
			Had difficulty finding related information on your web pages		
			Navigation did not support what I was trying to accomplish		
			Would often feel lost, and did not know where I was on your site		
			Had various technical difficulties (links didn't work, received error messages, etc.)		
			Could not get started or did not know where to begin		
			Could not navigate back to previous information		
			Other, please specify:	E	
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you <b>find</b> what you were looking for today?	Yes		Drop down, select one
			Partially		
			Still looking		
			No	Α	
EDO010	A	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.			Text area, no char limit
ACQCol0002764		On whose behalf are you looking for information today?	Myself		Drop down, select one
			Family member/relative		
			Friend		
			Client		
			Other, please specify:	A	
ACQCol0002740	Α	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred speaking language?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred reading language?	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002766	A	Other reading language			Text field, <100 char

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11

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QID	Skip Logic		Answer Choices		
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
ACQCol0002767		In what language do you prefer <b>looking for</b>	English		Drop down, select one
			Spanish		
			Other, please specify:	A	
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How <b>consistent</b> do you feel this site's quality of	Not at all consistent		Drop down, select one
			Not very consistent		
			Somewhat consistent		
			Mostly consistent		
			Always consistent		
EDO012		Please rate the <b>efficiency</b> in which this site provides the	Not at all efficient		Drop down, select one
			Not very efficient		
			Somewhat efficient		
			Mostly efficient		
			Always efficient		
EDO013		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit
ACQOsl0004930		Please rate the <b>simplicity of the words</b> used on this	1=Poor		Radio button, scale, has don't know
			2		
			3		
			4		
			5		
			6		
			7		
			8		
			9		
			10=Excellent		
			Don't know		
ACQOsl0004931		Please rate the site on its use of <b>short, clear</b>	1=Poor		Radio button, scale, has don't know
			2		
			3		
			4		
			5		
			6		
			7		
			8		
			9		
			10=Excellent		
			Don't know		
ACQOsl0004932		Please rate how logically text is organized on this	1=Poor		Radio button, scale, has don't know
-			2		
			3		
			4	1	
			5		
			6		
			7		
			8		
			9	1	
1	1	1	1 <sup>-</sup>	1	I I

USCIS Satisfaction Survey MID: 9ZYxBIAIINdZI8IRIAJA5Q== Date: 4/22/11 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID (Group ID)	Skip Logic		Answer Choices		
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
			10=Excellent Don't know		
ACQOsl0004933		Please rate how well the site's language is <b>focused on</b>	1=Poor		Radio button, scale, has don't know
			2		
			3		
			4	-	
			5		
			7	-	
			8	-	
			9		
			10=Excellent		
			Don't know		
ACQOsl0004934		Please rate how well <b>terminology is explained</b> on this	1=Poor	-	Radio button, scale, has don't know
			3		
			4	-	
			5		
			6		
			7	-	
			8		
			9 10=Excellent	-	
			Don't know		
ACQOsl0004935		Please rate this site's use of <b>language that people like</b>	1=Poor		Radio button, scale, has don't know
			2		
			3	-	
			4 5	-	
			6		
			7		
			8		
			9		
			10=Excellent		
ACQOsl0004936		Please rate the <b>clarity of the language</b> used on this	Don't know		Radio button, scale, has don't know
MCQU310004330		ricase rate the clarity of the language used on this	1=Poor2		rauio bullon, scale, has uon i know
			3		
			4	]	
			5		
			6	-	
			/ 8	-	
			9 9		
			3 10=Excellent	1	
			Don't know	1	
ACQOsl0004937		Please rate the <b>consistency of language usage</b> on this	1=Poor		Radio button, scale, has don't know
			2	-	
		l	3	]	I I

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			456		
			8 8 8		
			9 10=Excellent Don't know		
ACQOsl0004938		Please rate this site's use of language that the average	1=Poor 2		Radio button, scale, has don't know
			3 4 5		
			6 7		
			o 9 10=Excellent		
			Don't know		
ACQOsl0004939		Please rate how well this site <b>uses common terms</b> to	1=Poor		Radio button, scale, has don't know
			3		
			<u>4</u>		
			5		
			7		
			8		
			9 10=Excellent		
			Don't know		

Single or Multi S	Required Y/N Y	Special Instructions	CQ Label Frequency
S	Y	OPS Group	Role

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Y	Skip Logic Group	Primary Reason
			-
	N		Other reason
S	Y		Method
M	Y	Skip Logic Group	Search
141		Chip Logic Oroup	

Single or Multi	Required Y/N	Special Instructions	CQ Label
	Ν		Other search diff
	Y		Search terms
М	Y	Skip Logic Group	Navigation
	N		Other navigation diff
S	Y	Skip Logic Group	Find info
	Ν		Info not found
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking
	Ν		Other speaking language
S	Y	OPS Group	Reading
	Ν		Other reading language

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y	OPS Group	Language prefer
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	Ν		Improvement
S	Y		Simplicity
S	Y		Short
S	Y		Organized

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Focused
S	Y		Explained
S	Y		Understand
			Chaolotana
S	Y		Clarity
S	Y		Consistency

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Average Person
S	Y		Common Terms