

Questionnaire Management Guidelines

Goals:

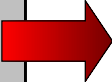

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Questionnaire Resources:

- 1 [Questionnaire Design and Approval Process](#)
- 2 [Question Grouping Rules](#)
- 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
Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know) 1 Please rate the accuracy of information on this site. 2 Please rate the quality of information on this site. 3 Please rate the freshness of content on this site.</p>	<p>Satisfaction 24 What is your overall satisfaction with this site? 25 How well does this site meet your expectations? 26 How does this site compare to your idea of an ideal website?</p>	<p>Likelihood to Return (1=Very Unlikely, 10=Very Likely) 27 How likely are you to return to this site? Recommend (1=Very Unlikely, 10=Very Likely) 28 How likely are you to recommend this site to someone else?</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know) 4 Please rate the usefulness of the features provided on this site.</p>		<p>Primary Resource (1=Very Unlikely, 10=Very Likely) 29 How likely are you to use this site as your primary resource for obtaining information about immigration and citizenship?</p>
<p>5 Please rate the convenience of the features on this site. 6 Please rate the variety of features on this site.</p>		<p>Trust (1=Strongly Disagree, 10=Strongly Agree) 30 I can count on this agency to act in my best interests. 31 I consider this agency to be trustworthy.</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know) 7 Please rate the visual appeal of this site. 8 Please rate the balance of graphics and text on this site. 9 Please rate the readability of the pages on this site.</p>		<p>32 This agency can be trusted to do what is right. Future Participation (1=Very Unlikely, 10=Very Likely) 33 How likely are you to express your thoughts or ideas to this agency in the next 90 days?</p>
<p>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.</p>		
<p>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.</p>		
<p>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.</p>		
<p>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.</p>		

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
EDO001		How frequently do you visit this site?	First time Daily Weekly Monthly Every 6 months or less	
EDO002		What best describes your role 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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			Employer Attorney Other, please specify:	A
EDO003	A	Other role		
EDO004		What area 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	
EDO006		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship requirements Research green card information 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:	B D A
EDO007	A	Other primary reason		
ACQLiv0006830	B	What specifically under case status did you try to accomplish?	Check my case status 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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
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 method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons Index (site map) Used an external search engine (i.e. Google) Just browsing	A,C D D A,C D D D
ACQCol0002739	A	If you used the site's search feature today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered Search results were helpful 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	C	What search terms did you use today to find what you were looking for?		
ACQCol0002762	D	If you used navigational methods today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered 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.)	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			Other	
EDO009		Did you find what you were looking for today?	Yes Partially Still looking No	B B A,B
EDO010	A	If you were unable to find what you were looking for, please specify the information you were trying to find.		
ACQLiv0006835	B	If you were unable to completely find what you were looking for, what will you try next 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 Somewhat consistent Mostly consistent Always consistent	
EDO012		Please rate the efficiency in which this site provides the information.	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient	
EDO013		If you could make one improvement to this site, what would it be?		
ACQLiv0006837		What is your gender ?	Female Male I prefer not to respond	
ACQLiv0006838		Please select the category that includes your age ?	17 and under 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond	
ACQLiv0006814		Which of the following best describes the highest level of education you have completed?	Elementary school Middle school or less Current middle or high school student Did not complete high school	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			High school graduate Vocational/trade school College/university graduate Some postgraduate school Masters/professional degree Doctoral Degree Prefer not to respond	
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 Central African Republic	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			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	
			Liechtenstein	
			Lithuania	
			Luxembourg	
			Macau	
			Macedonia	
			Madagascar	
			Malawi	
			Malaysia	
			Maldives	
			Mali	
			Malta	
			Marshall Islands	
			Mauritania	
			Mauritius	
			Mexico	
			Micronesia	
			Moldova	
			Monaco	
			Mongolia	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			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	
			Sri Lanka	
			St. Kitts and Nevis	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			St. Lucia	
			St. Vincent and the Grenadines	
			Sudan	
			Suriname	
			Swaziland	
			Sweden	
			Switzerland	
			Syria	
			Taiwan	
			Tajikistan	
			Tanzania	
			Thailand	
			Togo	
			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	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		N		Other reason
Radio button, one-up vertical	S	N		Case Status



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



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



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

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
EDO001		How frequently do you visit this site?	First time Daily Weekly Monthly Every 6 months or less	A A A A
CAS0039242	A	USCIS website recently had a redesign. We would like to know if you have used a previous version of the website, and if so do you find the new version to be improved, the same or worse?	Improved Same Worse Did not use the previous version of website	B B B
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 best describes your role 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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			Employer Attorney Other, please specify:	A
EDO003	A	Other role		
EDO004		What area 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	
EDO006		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship requirements Research green card information 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:	B D A
EDO007	A	Other primary reason		
ACQLiv0006830	B	What specifically under case status did you try to accomplish?	Check my case status 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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
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 method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons Index (site map) Used an external search engine (i.e. Google) Just browsing	A,C D D A,C D D D
ACQCol0002739	A	If you used the site's search feature today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered Search results were helpful 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	C	What search terms did you use today to find what you were looking for?		
ACQCol0002762	D	If you used navigational methods today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered 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.)	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			Other	
EDO009		Did you find what you were looking for today?	Yes Partially Still looking No	B B A,B
EDO010	A	If you were unable to find what you were looking for, please specify the information you were trying to find.		
ACQLiv0006835	B	If you were unable to completely find what you were looking for, what will you try next 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 Somewhat consistent Mostly consistent Always consistent	
EDO012		Please rate the efficiency in which this site provides the information.	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient	
EDO013		If you could make one improvement to this site, what would it be?		
ACQLiv0006837		What is your gender ?	Female Male I prefer not to respond	
ACQLiv0006838		Please select the category that includes your age ?	17 and under 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond	
ACQLiv0006814		Which of the following best describes the highest level of education you have completed?	Elementary school Middle school or less Current middle or high school student Did not complete high school	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			High school graduate Vocational/trade school College/university graduate Some postgraduate school Masters/professional degree Doctoral Degree Prefer not to respond	
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 Central African Republic	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			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	
			Liechtenstein	
			Lithuania	
			Luxembourg	
			Macau	
			Macedonia	
			Madagascar	
			Malawi	
			Malaysia	
			Maldives	
			Mali	
			Malta	
			Marshall Islands	
			Mauritania	
			Mauritius	
			Mexico	
			Micronesia	
			Moldova	
			Monaco	
			Mongolia	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			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	
			Sri Lanka	
			St. Kitts and Nevis	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 4/4/14

~~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
			St. Lucia	
			St. Vincent and the Grenadines	
			Sudan	
			Suriname	
			Swaziland	
			Sweden	
			Switzerland	
			Syria	
			Taiwan	
			Tajikistan	
			Tanzania	
			Thailand	
			Togo	
			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	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	Y		Area Visited
Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Reason
Text area, no char limit		N		Other reason
Radio button, one-up vertical	S	N		Case Status



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



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



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

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 12/3/13

~~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
EDO001		How frequently do you visit this site?	First time Daily Weekly Monthly Every 6 months or less	A A A A
CAS0039242	A	USCIS website recently had a redesign. We would like to know if you have used a previous version of the website, and if so do you find the new version to be improved, the same or worse ?	Improved Same Worse Did not use the previous version of website	B B B
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 best describes your role 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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 12/3/13

~~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
			Employer Attorney Other, please specify:	A
EDO003	A	Other role		
EDO004		What area 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 Residence (EIR) today?	Yes No	A,B,C,D,E
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 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	
ACQCas0026963	C	After visiting the EIR section do you know what visa you are applying for?	Yes No	
ACQCas0026964	D	Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?	Yes Partially No	
ACQCas0026965	E	If you are ready to apply, what category 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	
EDO006		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status	B

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 12/3/13

~~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
			Working in the USA Find citizenship requirements Research green card information 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:	D A
EDO007	A	Other primary reason		
ACQLiv0006830	B	What specifically under case status did you try to accomplish?	Check my case status 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 method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons Index (site map) Used an external search engine (i.e. Google) Just browsing	A,C D D A,C D D D

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 12/3/13

~~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
ACQCol0002739	A	If you used the site's search feature today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered Search results were helpful 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	C	What search terms did you use today to find what you were looking for?		
ACQCol0002762	D	If you used navigational methods today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered 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.) Other	
EDO009		Did you find what you were looking for today?	Yes Partially Still looking No	B B A,B
EDO010	A	If you were unable to find what you were looking for, please specify the information you were trying to find.		
ACQLiv0006835	B	If you were unable to completely find what you were looking for, what will you try next 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 Somewhat consistent Mostly consistent Always consistent	
EDO012		Please rate the efficiency in which this site provides the	Not at all efficient	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 12/3/13

~~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
		information.	Not very efficient Somewhat efficient Mostly efficient Always efficient	
EDO013		If you could make one improvement to this site, what would it be?		
ACQLiv0006837		What is your gender ?	Female Male I prefer not to respond	
ACQLiv0006838		Please select the category that includes your age ?	17 and under 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond	
ACQLiv0006814		Which of the following best describes the highest level of education you have completed?	Elementary school 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 Masters/professional degree Doctoral Degree Prefer not to respond	
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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 12/3/13

~~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
			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	
			Timor Leste	
			Ecuador	
			Egypt	
			El Salvador	
			Equatorial Guinea	
			Eritrea	
			Estonia	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 12/3/13

~~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
			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	
			Lebanon	
			Lesotho	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 12/3/13

~~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
			Liberia	
			Libya	
			Liechtenstein	
			Lithuania	
			Luxembourg	
			Macau	
			Macedonia	
			Madagascar	
			Malawi	
			Malaysia	
			Maldives	
			Mali	
			Malta	
			Marshall Islands	
			Mauritania	
			Mauritius	
			Mexico	
			Micronesia	
			Moldova	
			Monaco	
			Mongolia	
			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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 12/3/13

~~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
			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	
			St. Kitts and Nevis	
			St. Lucia	
			St. Vincent and the Grenadines	
			Sudan	
			Suriname	
			Swaziland	
			Sweden	
			Switzerland	
			Syria	
			Taiwan	
			Tajikistan	
			Tanzania	
			Thailand	
			Togo	
			Tonga	
			Trinidad and Tobago	
			Tunisia	
			Turkey	
			Turkmenistan	
			Tuvalu	
			Uganda	
			Ukraine	
			United Arab Emirates	
			United Kingdom	

Model Instance Name:
USCIS Satisfaction Survey
MID: 9ZYxBIAIINdZI8IRIAJA5Q==
Date: 12/3/13

~~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
			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	Y		Area Visited
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
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	M	Y		Search Experience
Text area, no char limit		Y		Search terms
Checkbox, one-up vertical	M	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



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



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



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

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 9/27/13

~~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
EDO001		How frequently do you visit this site?	First time More than once a day Daily Weekly Monthly Every 6 months or less	 A A A A
	A	USCIS website recently had a redesign. We would like to know if you have used a previous version of the website, and if so do you find the new version to be improved, the same or worse?	Improved Same Worse Did not use the previous version of website	 B B B
	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 best describes your role 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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 9/27/13

~~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
			Employer Attorney Other, please specify:	A
EDO003	A	Other role		
EDO004		What area of the site are you primarily visiting today?	Forms <u>News</u> <u>Citizenship</u> <u>Green card</u> Tools (reworded Resources) <u>Laws</u> Working in the U.S. <u>Family</u> <u>E-Verify</u> <u>Español</u> <u>About Us</u> Adoption Humanitarian Visit the U.S. Military <u>Other</u>	A
EDO005	A	Other area visited		
ACQCas0026960		Were you looking for information about Entrepreneurs In Residence (EIR) today?	Yes No	A,B,C,D,E
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 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	
ACQCas0026963	C	After visiting the EIR section do you know what visa you are applying for ?	Yes No	
ACQCas0026964	D	Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?	Yes Partially No	
ACQCas0026965	E	If you are ready to apply, what category 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	
EDO006		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 9/27/13

~~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
			Help my relative become a permanent resident (by permanent resident) Other	E
ACQLiv0006833	E	Other information		
EDO008		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search "Find it Fast" feature Homepage banners or icons Index (site map) Used an external search engine (i.e. Google) Just browsing	A,C D D A,C A,C D D D
ACQCol0002739	A	If you used the site's search feature today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered Search results were helpful Search results were not helpful Returned too many results Returned not enough or no 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	B
ACQCol0002760	B	Other search difficulty		
ACQCol0002761	C	What search terms did you use today to find what you were looking for?		
ACQCol0002762	D	If you used navigational methods today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered 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	E
ACQCol0002763	E	Other navigation difficulty		
EDO009		Did you find what you were looking for today?	Yes Partially Still looking	B B

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 9/27/13

~~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 A,B
			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.		
ACQLiv0006835	B	If you were unable to completely find what you were looking for, what will you try next 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		
EDO011		How consistent do you feel this site's quality of information is?	Not at all consistent Not very consistent Somewhat consistent Mostly consistent Always consistent	
EDO012		Please rate the efficiency in which this site provides the information.	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient	
EDO013		If you could make one improvement to this site, what would it be?		
ACQLiv0006837		What is your gender ?	Female Male I prefer not to respond	
ACQLiv0006838		Please select the category that includes your age ?	17 and under 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond	
ACQLiv0006814		Which of the following best describes the highest level of education you have completed?	Elementary school Middle school or less Current middle or high school student Did not complete high school High school graduate Vocational/trade school	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 9/27/13

~~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
			College/university graduate Some postgraduate school Masters/professional degree Doctoral Degree Prefer not to respond Other, please specify:	A
ACQLiv0006815	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	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 9/27/13

~~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
			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	
			Ethiopia	
			Fiji	
			Finland	
			France	
			Gabon	
			Gambia, The	
			Gaza	
			Georgia	
			Germany	
			Ghana	
			Greece	
			Grenada	
			Guatemala	
			Guinea	
			Guinea-Bissau	
			Guyana	
			Haiti	
			Holy See	
			Honduras	
			Hong Kong	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 9/27/13

~~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
			Hungary	
			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	
			Liechtenstein	
			Lithuania	
			Luxembourg	
			Macau	
			Macedonia	
			Madagascar	
			Malawi	
			Malaysia	
			Maldives	
			Mali	
			Malta	
			Marshall Islands	
			Mauritania	
			Mauritius	
			Mexico	
			Micronesia	
			Moldova	
			Monaco	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 9/27/13

~~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
			Mongolia	
			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	
			Sri Lanka	

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZI8IRIAJA5Q==
 Date: 9/27/13

~~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
			St. Kitts and Nevis	
			St. Lucia	
			St. Vincent and the Grenadines	
			Sudan	
			Suriname	
			Swaziland	
			Sweden	
			Switzerland	
			Syria	
			Taiwan	
			Tajikistan	
			Tanzania	
			Thailand	
			Togo	
			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:	
ACQLiv0006856	A	Other-country		A



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	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		N		Other case status task
Radio button, one-up vertical	M	N		Green Card

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area, no char limit		N		Other green card info
Drop down, select one	S	Y	Skip Logic Group	Method
Checkbox, one-up vertical	M	Y		Search Experience
Text area, no char limit		N		Other search diff
Text area, no char limit		Y		Search terms
Checkbox, one-up vertical	M	Y		Navigation Experience
Text area, no char limit		N		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
Text field, <100 char		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



Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text field, <100 char		N		Other education
Drop down, select one	S	N	Skip Logic Group	Location



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



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

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 4/26/13

~~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) Drop down, select one
EDO001		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one
EDO002		What best describes your role 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		Radio button, one-up vertical

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 4/26/13

~~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)
			Employer Attorney Other, please specify:	A	
EDO003	A	Other role			Text field, <100 char
EDO004		What area 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
	B	What is your primary reason for visiting the EIR 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
	C	After visiting the EIR section do you know what visa you are applying for ?	Yes No		Radio button, one-up vertical
	D	Has this site given you a better understanding of the evidence you need to provide to meet the key requirements of your visa?	Yes Partially No		Radio button, one-up vertical
	E	If you are ready to apply, what category 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 primary reason 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 D	Radio button, one-up vertical

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

~~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)
			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:	A	
EDO007	A	Other primary reason			Text area, no char limit
ACQLiv0006830	B	What specifically under case status did you try to accomplish?	Check my case status 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:	C	Radio button, one-up vertical
ACQLiv0006831	C	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 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, please specify:	E	Radio button, one-up vertical
ACQLiv0006833	E	Other information			Text area, no char limit
EDO008		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar "Find it Fast" feature Site map (index) Used an external search engine (i.e. Google) Just browsing	A,C D A,C D D	Drop down, select one
ACQCol0002739	A	If you used the site's search feature today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered Search results were helpful Search results were not helpful		Checkbox, one-up vertical

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 4/26/13

~~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 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:	B	
ACQCol0002760	B	Other search difficulty			Text area, no char limit
ACQCol0002761	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	D	If you used navigational methods today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered 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	Checkbox, one-up vertical
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you find what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
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	B	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 Family member/relative Friend Client Other, please specify:	A	Drop down, select one
ACQCol0002740	A	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred speaking language?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred reading language?	English Spanish Other, please specify:	A	Drop down, select one

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 4/26/13

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)
ACQCoI0002766	A	Other reading language			Text field, <100 char
ACQCoI0002767		In what language do you prefer looking for information?	English Spanish Other, please specify:	A	Drop down, select one
ACQCoI0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How consistent 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 efficiency 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 one improvement to this site, what would it be?			Text area, no char limit
ACQLiv0006837		What is your gender ?	Female Male I prefer not to respond		Drop down, select one
ACQLiv0006838		Please select the category that includes your age ?	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 highest level of education you have completed?	Elementary school 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 Masters/professional degree Doctoral Degree Prefer not to respond Other, please specify:	A	Drop down, select one
ACQLiv0006815	A	Other education level as it applies to your country			Text field, <100 char
ACQLiv0006845		Where do you currently live ?	United States of America Afghanistan Albania Algeria		Drop down, select one

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 4/26/13

~~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)
			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		
			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		

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 4/26/13

~~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)
			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		

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

~~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)
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malaysia		
			Maldives		
			Mali		
			Malta		
			Marshall Islands		
			Mauritania		
			Mauritius		
			Mexico		
			Micronesia		
			Moldova		
			Monaco		
			Mongolia		
			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		

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

~~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)
			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		
			Togo		
			Tonga		
			Trinidad and Tobago		
			Tunisia		
			Turkey		
			Turkmenistan		
			Tuvalu		
			Uganda		
			Ukraine		
			United Arab Emirates		
			United Kingdom		
			Uruguay		
			Uzbekistan		
			Vanuatu		
			Venezuela		
			Vietnam		
			West Bank		
			Yemen		
			Zambia		

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIIndZI8IRIAJA5Q==
 Date: 4/26/13

~~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)
			Zimbabwe	A	
			Other, please specify:		
ACQLiv0006856	A	Other country			Text field, <100 char

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

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other search diff
	Y		Search terms
M	Y	Skip Logic Group	Navigation 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	Y	OPS-Group	Speaking language
	N		Other speaking language
S	Y	OPS-Group	Reading language

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

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 8/4/11

~~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) Drop down, select one
EDO001		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one
EDO002		What best describes your role 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		Radio button, one-up vertical

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIIndZI8IRIAJA5Q==
 Date: 8/4/11

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)
			Employer Attorney Other, please specify:	A	
EDO003 EDO004	A	Other role What area 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	Text field, <100 char Radio button, one-up vertical
EDO005 EDO006	A	Other area visited What is your primary reason 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) 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:	B D A	Text field, <100 char Radio button, one-up vertical
EDO007	A	Other primary reason			Text area, no char limit
ACQLiv0006830	B	What specifically under case status did you try to accomplish?	Check my case status 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:	C	Radio button, one-up vertical

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 8/4/11

~~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)
ACQLiv0006831	C	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 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, please specify:	E	Radio button, one-up vertical
ACQLiv0006833	E	Other information			Text area, no char limit
EDO008		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar "Find it Fast" feature Site map (index) Used an external search engine (i.e. Google) Just browsing	A,C D A,C D D	Drop down, select one
ACQCol0002739	A	If you used the site's search feature today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered Search results were helpful 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:	B	Checkbox, one-up vertical
ACQCol0002760	B	Other search difficulty			Text area, no char limit
ACQCol0002761	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	D	If you used navigational methods today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered 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		Checkbox, one-up vertical

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 8/4/11

~~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)
			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 find what you were looking for today?	Yes Partially Still looking No	B B A,B	Drop down, select one
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
	B	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 Family member/relative Friend Client Other, please specify:	A	Drop down, select one
ACQCol0002740	A	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred speaking language ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred reading language ?	English Spanish Other, please specify:	A	Drop down, select one
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			Text field, <100 char
EDO011		How consistent 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 efficiency 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 one improvement to this site, what would it be?			Text area, no char limit

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

~~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) Drop down, select one
		What is your gender ?	Female Male I prefer not to respond		Drop down, select one
		Please select the category that includes your age ?	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
		Which of the following best describes the highest level of education you have completed?	Elementary school 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 Masters/professional degree Doctoral Degree Prefer not to respond Other, please specify:	A	Drop down, select one
	A	Other education level as it applies to your country			Text field, <100 char
		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		Drop down, select one

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

~~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)
			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		
			Ethiopia		
			Fiji		
			Finland		
			France		
			Gabon		
			Gambia, The		
			Gaza		
			Georgia		
			Germany		
			Ghana		
			Greece		
			Grenada		
			Guatemala		

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

~~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)
			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		
			Lebanon		
			Lesotho		
			Liberia		
			Libya		
			Liechtenstein		
			Lithuania		
			Luxembourg		
			Macau		
			Macedonia		
			Madagascar		
			Malawi		
			Malaysia		
			Maldives		
			Mali		
			Malta		
			Marshall Islands		
			Mauritania		
			Mauritius		
			Mexico		
			Micronesia		

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

~~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)
			Moldova		
			Monaco		
			Mongolia		
			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		
			Sri Lanka		
			St. Kitts and Nevis		
			St. Lucia		
			St. Vincent and the Grenadines		

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 8/4/11

~~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)
			Sudan		
			Suriname		
			Swaziland		
			Sweden		
			Switzerland		
			Syria		
			Taiwan		
			Tajikistan		
			Tanzania		
			Thailand		
			Togo		
			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	
	A	Other country			Text field, <100 char

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		
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	N	Skip Logic Group	Case Status

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other case status task
M	N	Skip Logic Group	Green Card
	N		Other green card info
S	Y		Method
M	Y	Skip Logic Group	Search
	N		Other search diff
	Y		Search terms
M	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
	N		Info not found
	N		Next steps
S	Y	OPS Group	Behalf
	N		Other behalf
S	Y	OPS Group	Speaking
	N		Other speaking language
S	Y	OPS Group	Reading
	N		Other reading language
S	Y	OPS Group	Language prefer
	N		Other language prefer
S	Y		Consistency
S	Y		Efficiency
	N		Improvement

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

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

~~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) Drop down, select one
EDO001		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one
EDO002		What best describes your role 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		Radio button, one-up vertical

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 5/3/11

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)
			Employer		
			Attorney		
			Other, please specify:	A	
EDO003	A	Other role			Text field, <100 char
EDO004		What area 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	A	Other area visited			Text field, <100 char
EDO006		What is your primary reason 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:	A	
EDO007	A	Other primary reason			Text area, no char limit
EDO008		What method 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 site's search feature today to find your information, what type of difficulties, if any, did you encounter with the search?	No difficulty encountered		Checkbox, one-up vertical
			Search results were helpful		
			Search results were not helpful		
			Returned too many results		

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 5/3/11

~~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:	B	
ACQCol0002760	B	Other search difficulty			Text area, no char limit
ACQCol0002761	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	D	If you used navigational methods today to find your information, what type of difficulties, if any, did you encounter with the navigation?	No difficulty encountered 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	Checkbox, one-up vertical
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you find what you were looking for today?	Yes Partially Still looking No	A	Drop down, select one
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
ACQCol0002764		On whose behalf are you looking for information today?	Myself Family member/relative Friend Client Other, please specify:	A	Drop down, select one
ACQCol0002740	A	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred speaking language ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred reading language ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002766	A	Other reading language			Text field, <100 char

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 Date: 5/3/11

~~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)
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			Text field, <100 char
EDO011		How consistent 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 efficiency 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 one improvement to this site, what would it be?			Text area, no char limit
ACQOsl0004930		Please rate the simplicity of the words used on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004931		Please rate the site on its use of short, clear sentences .	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004932		Please rate how logically text is organized on this site.	1=Poor 2 3 4 5 6 7 8 9		Radio button, scale, has don't know

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

~~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)
			10=Excellent Don't know		
ACQOsl0004933		Please rate how well the site's language is focused on a central topic .	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004934		Please rate how well terminology is explained on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004935		Please rate this site's use of language that people like me can understand .	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004936		Please rate the clarity of the language used on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004937		Please rate the consistency of language usage on this site.	1=Poor 2 3		Radio button, scale, has don't know

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8lRlAJA5Q==
 Date: 5/3/11

~~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)
			4 5 6 7 8 9 10=Excellent Don't know		
ACQOsl0004938		Please rate this site' s use of language that the average person can understand .	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 uses common terms 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	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
S	Y	OPS Group	Role

[Red Header]			
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

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

Model Instance Name:
 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) Drop down, select one
EDO001		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one
EDO002		What best describes your role when coming to this	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		Radio button, one-up vertical

Model Instance Name:
 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)
			Employer		
			Attorney		
			Other, please specify:	A	
EDO003	A	Other role			Text field, <100 char
EDO004		What area 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	A	Other area visited			Text field, <100 char
EDO006		What is your primary reason 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:	A	
EDO007	A	Other primary reason			Text area, no char limit
EDO008		What method do you primarily use to find information on	Site's search feature	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		

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 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:	B	
ACQCol0002760	B	Other search difficulty			Text area, no char limit
ACQCol0002761	C	What search terms did you use today to find what you were looking for?			Text area, no char limit
ACQCol0002762	D	If you used navigational methods today to find your	No difficulty encountered 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	Checkbox, one-up vertical
ACQCol0002763	E	Other navigation difficulty			Text area, no char limit
EDO009		Did you find what you were looking for today?	Yes Partially Still looking No	A	Drop down, select one
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
ACQCol0002764		On whose behalf are you looking for information today?	Myself Family member/relative Friend Client Other, please specify:	A	Drop down, select one
ACQCol0002740	A	Other behalf			Text field, <100 char
ACQCol0002741		What is your preferred speaking language ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002742	A	Other speaking language			Text field, <100 char
ACQCol0002765		What is your preferred reading language ?	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002766	A	Other reading language			Text field, <100 char

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 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)
ACQCol0002767		In what language do you prefer looking for	English Spanish Other, please specify:	A	Drop down, select one
ACQCol0002743	A	Other language prefer looking for information			Text field, <100 char
EDO011		How consistent do you feel this site's quality of	Not at all consistent Not very consistent Somewhat consistent Mostly consistent Always consistent		Drop down, select one
EDO012		Please rate the efficiency in which this site provides the	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient		Drop down, select one
EDO013		If you could make one improvement to this site, what would it be?			Text area, no char limit
ACQOsl0004930		Please rate the simplicity of the words used on this	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004931		Please rate the site on its use of short, clear	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004932		Please rate how logically text is organized on this	1=Poor 2 3 4 5 6 7 8 9		Radio button, scale, has don't know

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8IRIAJA5Q==
 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)
			10=Excellent Don't know		
ACQOsl0004933		Please rate how well the site's language is focused on	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004934		Please rate how well terminology is explained on this	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004935		Please rate this site's use of language that people like	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004936		Please rate the clarity of the language used on this	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know
ACQOsl0004937		Please rate the consistency of language usage on this	1=Poor 2 3		Radio button, scale, has don't know

Model Instance Name:
 USCIS Satisfaction Survey
 MID: 9ZYxBIAIINdZl8lRlAJA5Q==
 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)
			4 5 6 7 8 9 10=Excellent Don't know		
ACQOsl0004938		Please rate this site' s use of language that the average	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 uses common terms to	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	Required Y/N	Special Instructions	CQ Label
S	Y		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

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