

Welcome and Thank You Text

Welcome Text

Thank you for visiting [Company/Site/Agency]. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Welcome Text - Alternate

Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.

Thank You Text - Alternate

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel

Submit

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Model Name MyUSCIS
 Model ID
 Partitioned Yes
 Date 2/11/2015

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.	Satisfaction - Overall	Satisfaction What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site in the future?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	Satisfaction - Expectations	How well does this site meet your expectations ? (1= Falls Short, 10=Exceeds)	Recommend	Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?
Look and Feel - Readability	Please rate the readability of the pages on this site.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for all your immigration needs?
Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site.				
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
Site Performance - Completeness	Please rate how completely the page content loads on this site.				
Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized .				
Navigation - Options	Please rate the options available for navigating this site.				
Navigation - Layout	Please rate how well the site layout helps you find what you need .				
Information Browsing - Sort	Information Browsing (1=Poor, 10=Excellent, Don't Know) Please rate the ability to sort information by criteria that are important to you on this site.				
Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
Information Browsing - Features	Please rate how well the features on the site help you find the information you need .				
Site Information - Thoroughness	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of information provided on this site.				
Site Information - Understandable	Please rate how understandable this site's information is.				
Site Information - Answers	Please rate how well the site's information provides answers to your questions .				

Model Name MyUSCIS
 Model ID 0
 Partitioned Yes
 Date 1/11/2015

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QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		How frequently do you visit this site?	This is my first time on the site Daily Weekly Monthly Every 2 months or less often		Y	Drop down, select one		Frequency
		What best describes your role when visiting this site?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Family member or friend of applicant Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Temporary Worker Student or Exchange Visitor Employer Attorney/representative Community organization Other		Y	Drop down, select one		Role
		What is your primary reason for visiting the site today?	Become a U.S. citizen Get a Green Card (Permanent Resident Card) Renew or replace my Green Card Help a family member get a green card Help a relative get a green card Remove my conditional status Adopt a child living abroad Get proof of my citizenship Replace my Naturalization/Citizenship Certificate Change to another nonimmigrant status Extend my nonimmigrant stay Petition for a spouse Petition for a fiancé Work in the U.S. Apply for deferred action Apply for a visa Create an account with myUSCIS View my account with myUSCIS Other		Y	Radio button, one-up vertical		Reason
		Were you able to complete your task during your visit today?	Yes Partially No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Task
A		What prevented you from completing your task today?		A	N	Text area, no char limit	Skip Logic Group*	Incomplete task
		What feature(s) of the site did you utilize today?	My personal account Tools for benefit options Online application forms Case Status Intelligent Virtual Assistant (IVA) Just browsed the site at this time Other		Y	Checkbox, one-up vertical		Features
		Which of the following statements describes your experience while reviewing the site information?	There were no issues with the site information Information was not up to date Information did not answer my questions Language was not clear and concise Wording used was not easily understood Other		Y	Checkbox, one-up vertical		Information
		Did you find the information you were looking for today?	Yes Partially No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Find info
A		Please specify the information you were trying to find.		A	N	Text area, no char limit	Skip Logic Group*	No info found
		Please tell us how likely you are to call the 1-800 number following your site visit today?	Very likely Somewhat likely Not at all likely Not sure		Y	Radio button, one-up vertical		1-800 number
		Did you have any navigational issues today?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Navigation
A		Please describe the navigational issue you experienced today.			N	Text area, no char limit	Skip Logic Group*	Navigation issue
		If you could make one improvement to this site, what would it be?			N	Text area, no char limit		Improvement
		On whose behalf are you looking for information today?	Myself Family member/relative Friend		N	Drop down, select one		Behalf

		Client				
		Student				
		Fiancé				
		Employer/employee				
		Other				
	What is your gender ?	Female	N	Radio button, one-up vertical		Gender
		Male				
		I prefer not to respond				
	Please select the category that includes your age ?	17 and under	N	Drop down, select one		Age
		18 – 24				
		25 – 34				
		35 – 44				
		45 – 54				
		55 – 64				
		65 and over				
		I prefer not to respond				
	Where do you currently reside ?	USA	N	Radio button, one-up vertical		Reside
		Outside of USA				
		I prefer not to respond				
	Please specify your country of origin .	United States of America	N	Drop down, select one		County of origin
		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				
		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				

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Georgia
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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
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Liberia
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San Marino
Sao Tome and Principe
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St. Vincent and the Grenadines
Sudan
Suriname
Swaziland
Sweden
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Tajikistan
Tanzania
Thailand
Togo
Tonga
Trinidad and Tobago
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Turkey
Turkmenistan
Tuvalu
Uganda
Ukraine
United Arab Emirates
United Kingdom
Uruguay
Uzbekistan
Vanuatu
Venezuela
Vietnam
West Bank
Yemen
Zambia
Zimbabwe
I prefer not to respond