Welcome and Thank You Text

Welcome Text

Thanks for visiting the USCIS.gov website. 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 the USCIS.gov 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.

FORESEE by Answers

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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ForeSee   ForeSee Privacy Policy   Survey Support

Model Name	USCIS Mobile Satisfaction Survey
Model ID	(MID)
Partitioned	Yes 2MQ
Date	8/13/2015

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

FORESEE
by Answers

	Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
		Look and Feel (1=Poor, 10=Excellent, Don't Know)			**Satisfaction**			**Likelihood to Return (1=Very Unlikely, 10=Very Likely)**
1	Look and Feel - Appeal	Please rate the **visual appeal** of this mobile site.	16	Satisfaction - Overall	What is your **overall satisfaction** with this mobile site? *(1=Very Dissatisfied, 10=Very Satisfied)*	19	Likelihood to Return	How likely are you to **return to this site**?
2	Look and Feel - Balance	Please rate the **balance of graphics and text** on this mobile site.	17	Satisfaction - Expectations	How well does this mobile site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*			**Recommend (1=Very Unlikely, 10=Very Likely)**
3	Look and Feel - Readability	Please rate the **readability of the pages** on this mobile site.	18	Satisfaction - Ideal	How does this mobile site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	20	Recommend	How likely are you to **recommend this site to someone else**?
		Site Performance (1=Poor, 10=Excellent, Don't Know)						**Primary Resource (1=Very Unlikely, 10=Very Likely)**
4	Site Performance - Loading	Please rate how **quickly pages load** on this mobile site.				21	Primary Resource	How likely are you to use this site as your **primary resource** for obtaining information about immigration and citizenship?
5	Site Performance - Consistency	Please rate the **consistency of speed from page to page** on this mobile site.						
6	Site Performance - Completeness	Please rate how **completely the page content loads** on this mobile site.						
		Navigation (1=Poor, 10=Excellent, Don't Know)						
7	Navigation - Organized	Please rate **how well this mobile site is organized**.						
8	Navigation - Options	Please rate the **options available for navigating** this mobile site.						
9	Navigation - Layout	Please rate **how well the mobile site layout helps you find what you need.**						
		Information Browsing (1=Poor, 10=Excellent, Don't Know)						
10	Information Browsing - Sort	Please rate the ability to **sort information by criteria that are important to you** on this mobile site.						
11	Information Browsing - Narrow	Please rate the **ability to narrow choices to find the information you are looking for** on this mobile site.						
12	Information Browsing - Features	Please rate how well the **features** on the mobile site **help you find the information you need**.						
		Site Information (1=Poor, 10=Excellent, Don't Know)						
13	Site Information - Thoroughness	Please rate the **thoroughness of information** on this mobile site.						
14	Site Information - Understandable	Please rate how **understandable information is** on this mobile site.						
15	Site Information - Answers	Please rate how well the **information provides answers to your questions**.						

Model Name	USCIS Mobile Satisfaction Survey
Model ID	(MID)
Partitioned	Yes 2MQ
Date	9/16/2015

Red & Strike-Through: Delete
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FORESEE
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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
	Visit Frequency		How often do you visit this site?			Y	Radio button, one-up vertical		Visit Frequency
				First time					
				Daily					
				Weekly					
				Monthly					
				Once every few months					
				Once every 6 months or less					
	Role		What is your primary role in visiting the site today?			Y	Radio button, one-up vertical	Skip Logic Group*	Role
				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					
				Employer					
				Attorney					
				Other, please specify:	A				
		A	Other role			N	Text field, <100 char	Skip Logic Group*	Other role
	Primary Reason - Federal Gove		What is your primary reason for visiting the site today?			Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
				Just browsing					
				Get general information before I file my case					
				Case status information					
				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:	A				
		A	Other primary reason			N	Text field, <100 char	Skip Logic Group*	Other reason
	Accomplish		Did you accomplish what you wanted to do today on this site?			Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
				Yes					
				Still looking	A				
				No	A				
	OE_Accomplis	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish
			What method do you primarily use to find information on this site?			Y	Radio button, one-up vertical		Method
				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					
	OE_Improve Experience		What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit		OE_Improve Experience