

Welcome and Thank You Text

Welcome Text

Thank you 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.

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.
We appreciate your input!

Cancel

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name: USCIS v2

Model ID

Partitioned: YES 2MQ

Date: 9/21/2015

~~Red & Strike-Through~~: Delete

Underlined & Italicized: Re-order

Pink: Addition

Blue: Reword



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

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type
	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Drop down, select one
	Role		What is your primary role in visiting the site today?	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	Y	Radio button, one-up vertical
		A	Other role			N	Text field, <100 char
			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Español Other		Y	Drop down, select one
	Primary Reason: Federal Government or Informational Non-Profit		What was 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 information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:	B E C D D A	Y	Radio button, one-up vertical
		A	Other primary reason			N	Text area, no char limit
		B	What specifically under case status did you try to accomplish?	Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other		Y	Radio button, one-up vertical
		C	What specific green card information were you looking for?	Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card Find out how to obtain green card through a job Travel outside of U.S. Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by US citizen) Other		Y	Radio button, one-up vertical
		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other		Y	Radio button, one-up vertical
		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization		Y	Radio button, one-up vertical

				Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other			
			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one
			What method did 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 A-Z Index Used an external search engine (i.e. Google) Just browsing Other	A A	Y	Drop down, select one
		A	If you used the site's search feature or the forms search, please describe your search experience.	Search delivered the expected results Top recommendation 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 Other		Y	Checkbox, one-up vertical
		B	If you used navigational methods to find your information, please describe your navigational experience on this site.	Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy 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		Y	Checkbox, one-up vertical
	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one
	OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find your information today.			N	Text area, no char limit
		B	What do you plan to do next?	Come back to the site later Keep searching the internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical
			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one
			Which of the following sites/sections, if any, have you also visited?	myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program I-9 Central WelcometoUSA.gov U.S. Department of State None of the above		Y	Checkbox, one-up vertical
	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



Special Instructions	CQ Label
	Visit Frequency
Skip Logic Group*	Role
Skip Logic Group*	Other role Area Visited
Skip Logic Group*	Primary Reason
Skip Logic Group*	Other reason
Skip Logic Group*	Case Status
Skip Logic Group*	Green Card
Skip Logic Group*	Forms
Skip Logic Group*	Citizenship

	Behalf
Skip Logic Group*	Method
Skip Logic Group*	Search experience
Skip Logic Group*	Navigational experience
Skip Logic Group*	Accomplish
Skip Logic Group*	Not accomplished
Skip Logic Group*	Do next
	Access
	Sites/sections
	Improvement