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.

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. 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: 11/5/2015

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**			**Return (1=Very Unlikely, 10=Very Likely)**
Look and Feel - Appeal	Please rate the **visual appeal** of this site.		**Satisfaction - Overall**	What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*		**Return**	How likely are you to **return** to this site?
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 (1=Very Unlikely, 10=Very Likely)**
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)*		**Recommend**	How likely are you to **recommend this site** to someone else?
							Primary Resource (1=Very Unlikely, 10=Very Likely)
	Site Performance (1=Poor, 10=Excellent, Don't Know)						
Site Performance - Loading	Please rate how **quickly pages load** on this site.					**Primary Resource**	How likely are you to use this site as your **primary resource** for obtaining information about immigration and citizenship?
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 (1=Poor, 10=Excellent, Don't Know)						
Navigation - Organized	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 (1=Poor, 10=Excellent, Don't Know)						
Information Browsing - Sort	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 (1=Poor, 10=Excellent, Don't Know)						
Site Information - Thoroughness	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**.						

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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		Y	Drop down, select one
				Daily			
				Weekly			
				Monthly			
				Once every few months			
				Once every 6 months or less			
	Role		What is your **primary role** in visiting the site today?	U.S. born citizen		Y	Radio button, one-up vertical
				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
			What **area** of the site were you primarily visiting today?	Forms		Y	Drop down, select one
				News			
				Citizenship			
				Green card			
				Tools			
				Laws			
				Services			
				Events			
				Other Services			
				Español			
				Other			
	Primary Reason: Federal Government or Informational Non-Profit		What was your **primary reason** for visiting the site today?	Just browsing		Y	Radio button, one-up vertical
				Get general information before I file my case			
				Check my case status	B		
				Working in the USA			
				Find citizenship information	E		
				Research green card information	C		
				Find form(s)	D		
				Download form(s)	D		
				Find/check filing fees			
				Research immigration laws			
				Read latest news releases			
				Learn about USCIS			
				Find a USCIS office			
				Make an appointment			
				Other, please specify:	A		
		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		Y	Radio button, one-up vertical
				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			
		C	What specific **green card** information were you looking for?	Find out how to obtain green card through family		Y	Radio button, one-up vertical
				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			
		D	What type of **forms** were you looking for?	Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical
				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			
		E	What specific **citizenship** information were you looking for?	General information regarding applying for citizenship		Y	Radio button, one-up vertical
				Citizenship through naturalization			

			Question	Response options		Req	Type
				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		Y	Drop down, select one
				Family member/relative			
				Friend			
				Client			
				Student			
				Fiancé			
				Employer/employee			
				Other			
			What **method** did you primarily use to find information on this site?	Site's search feature	A	Y	Drop down, select one
				Top navigation bar	B		
				Links on the pages	B		
				Forms search	A		
				Homepage banners or icons	B		
				A-Z Index	B		
				Chat feature (Emma)			
				Used an external search engine (i.e. Google)			
				Just browsing	B		
				Other			
		A	If you used the **site's search feature** or the **forms search**, please describe your search experience.	Search delivered the expected results		Y	Checkbox, one-up vertical
				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			
		B	If you used **navigational methods** to find your information, please describe your navigational experience on this site.	Navigation worked as expected		Y	Checkbox, one-up vertical
				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			
Accomplish			Did you **accomplish** what you wanted to do today on this site?	Yes		Y	Drop down, select one
				Still looking	A,B		
				No	A,B		
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		Y	Radio button, one-up vertical
				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			
			How do you **prefer to access** this site?	Computer/laptop		Y	Drop down, select one
				Mobile phone			
				Mobile tablet			
				No preference			
			Which of the following sites/sections, if any, have you **also visited**?	myUSCIS		Y	Checkbox, one-up vertical
				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			
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