United States [Embassy or Consulate]

We have a brief, three-minute questionnaire about your visit to the United States [embassy or consulate]. Your responses are completely confidential and will in no way be associated with your name or your application. We are only conducting this survey to improve the service provided.

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| --- | --- | --- | --- | --- | --- | --- |
| **Statement** | **Strongly Disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly Agree** | **Not Applicable (N/A)** |
| My overall visa application experience was positive. | 1 | 2 | 3 | 4 | 5 | N/A |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Please rate your experience obtaining information and scheduling an appointment.** | | | | | | |
| The appointment scheduling method was problem free. | 1 | 2 | 3 | 4 | 5 | N/A |
| The information provided was accurate. | 1 | 2 | 3 | 4 | 5 | N/A |
| The payment method was problem free. | 1 | 2 | 3 | 4 | 5 | N/A |
| The appointment date I was given was within a reasonable amount of time. | 1 | 2 | 3 | 4 | 5 | N/A |

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| --- | --- | --- | --- | --- | --- | --- |
| **Please rate the consular information website and the on-line visa application form (DS-160).** | | | | | | |
| The website was easy to understand. | 1 | 2 | 3 | 4 | 5 | N/A |
| The on-line application form was easy to find and access. | 1 | 2 | 3 | 4 | 5 | N/A |
| The time and effort to complete the on-line application form was reasonable. | 1 | 2 | 3 | 4 | 5 | N/A |

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| --- | --- | --- | --- | --- | --- | --- |
| **Please rate other services you received.** | | | | | | |
| The individuals who took my picture (if applicable) and fingerprints were polite and professional. | 1 | 2 | 3 | 4 | 5 | N/A |

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| **Now, thinking about your visit to the Consulate.** | | | | | | |
| The security guards were courteous. | 1 | 2 | 3 | 4 | 5 | N/A |
| The waiting area was comfortable. | 1 | 2 | 3 | 4 | 5 | N/A |
| The wait time at the Consulate was reasonable. | 1 | 2 | 3 | 4 | 5 | N/A |

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| --- | --- | --- | --- | --- | --- | --- |
| **Please rate the Consular Official who interviewed you.** | | | | | | |
| The Officer treated me courteously and with respect. | 1 | 2 | 3 | 4 | 5 | N/A |
| The Officer asked questions to clarify my individual circumstances. | 1 | 2 | 3 | 4 | 5 | N/A |
| The Officer explained his or her decision. | 1 | 2 | 3 | 4 | 5 | N/A |

|  |  |  |
| --- | --- | --- |
| At what window were you interviewed? | #\_\_\_ | |
| Did you previously have a visa? | Yes | No |
| Today, was your visa application approved or denied? | Approved | | Denied | Pending | |
| Today, what type of visa did you apply for? | Tourist/ Business | | Education | | Work | Other:\_\_\_\_\_\_\_\_\_ |

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| --- |
| **Please include any additional comments or suggestions.** |
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Thank you for your time and input!

*Public reporting burden for this collection of information is estimated to average* ***3*** *minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: PRA\_BurdenComments@state.gov.*