



**U.S. DEPARTMENT OF STATE
NONIMMIGRANT VISA APPLICANT
SATISFACTION SURVEY**

OMB No: 1405-0193
Expiration Date: 7/31/2017
Estimated Burden: 3 minutes
SV-2015-0009

We ask that you take a brief survey to assess your experience with the United States consular section at the U.S. [Embassy/Consulate General name]. Your responses will be kept private and not associated with you or your case. We are only conducting this survey to improve our service.

1. U.S. Embassy/Consulate General [Dropdown choices for electronic survey or write-in option for paper]

PREPARING FOR YOUR APPOINTMENT

| | | If used, was source helpful? | |
|----|--|---------------------------------|--------------------------|
| | | Yes | No |
| 1. | 2. How did you obtain information to prepare for your appointment? Check all that apply. | | |
| | • Family member or friend | <input type="checkbox"/> | <input type="checkbox"/> |
| | • Attorney/notary | <input type="checkbox"/> | <input type="checkbox"/> |
| | • Travel agent | <input type="checkbox"/> | <input type="checkbox"/> |
| | • U.S. Department of State website (travel.state.gov) | <input type="checkbox"/> | <input type="checkbox"/> |
| | • [Embassy/Consulate General name] website in English ([insert post website URL]) | <input type="checkbox"/> | <input type="checkbox"/> |
| | • [Embassy/Consulate General name] website in [country's official language] | <input type="checkbox"/> | <input type="checkbox"/> |
| | • [Embassy/Consulate General name] by phone or email in English | <input type="checkbox"/> | <input type="checkbox"/> |
| | • [Embassy/Consulate General name] by phone or email in [country's official language] | <input type="checkbox"/> | <input type="checkbox"/> |
| | •ustraveldocs.com | <input type="checkbox"/> | <input type="checkbox"/> |
| | •usvisa-info.com | <input type="checkbox"/> | <input type="checkbox"/> |
| | • Social media (e.g., Facebook, Twitter) | <input type="checkbox"/> | <input type="checkbox"/> |
| | • Other _____ | <input type="checkbox"/> | <input type="checkbox"/> |

3. Did you need help in completing the forms?

- No
- Yes, by a family member or friend
- Yes, by an attorney/notary
- Yes, by a travel agent
- Yes, by contacting the [Embassy/Consulate General name] by phone or email in English
- Yes, by contacting the [Embassy/Consulate General name] by phone or email in [country's official language]
- Yes, by contacting ustraveldocs.com
- Yes, by contacting usvisa-info.com
- Yes, other _____

4. If you used the [Embassy/Consulate General name], ustraveldocs.com, or usvisa-info.com website, were instructions and requirements well-defined?

- Yes
- No
- I did not use a website

5. Prior to your appointment, which of the following would you have liked to receive additional information about?

- What to expect at the appointment (i.e., the security process, waiting room experience, parking, appointment time and duration)
- Prohibited items that are not allowed in the [Embassy/Consulate General name]
- Supporting documentation required
- Information on how to change appointment time
- Document delivery service

- Other _____

FEE PAYMENT

6. Were you satisfied with the fee payment instructions?
- Yes, they were sufficient
 - No, I needed more information
 - No, they were confusing
 - Other _____
7. Were you satisfied with the fee payment options?
- Yes, they were sufficient
 - No, they were inconvenient
 - Other _____

APPOINTMENT SCHEDULING

8. Did you receive an appointment for a time and date within three weeks?
- Yes
 - No, I needed an earlier appointment date, and one was not available.
 - No, other _____
9. Was it difficult for you to schedule or reschedule your appointment? Please indicate why and check all that apply.
- The scheduling or rescheduling process was confusing.
 - I do not have access to or use the internet.
 - Other _____

DURING THE APPOINTMENT

4. 10. Please rate your visit to [Embassy/Consulate General name].

| | Excellent | Satisfactory | Needs Improvement |
|---|--------------------------|--------------------------|--------------------------|
| Courtesy of the security guards | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Courtesy of the consular staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Answers to your questions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explanation regarding your case | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness and comfort of the waiting area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Duration of wait time for the interview | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

DOCUMENT DELIVERY

11. If you were provided the option of document delivery, were you satisfied with the options for document delivery?
- Yes, they were sufficient
 - No, they were inconvenient
 - No, I needed more options
 - Not applicable, I did not use document delivery or it was not an option
 - Other _____

12. Please use the space below for any additional suggestions on what we could improve.

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: Department of State, Bureau of Consular Affairs, ATTN: Catherine Barry, 600 19th Street, N.W., Washington, DC 20036.