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

**（美国政府非移民签证满意度调查问卷）**

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.
（我们邀请您参与完成这份有关到访[ 美国驻\_\_\_\_\_\_大使馆/总领事馆 ]领事处申请签证的简短调查问卷。此问卷为匿名调查，不会对您的申请产生影响，您的回答也将完全保密。本调查的目的只是为了提升对申请人所提供的服务。）

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

                （ 美国驻\_\_\_\_\_\_大使馆/总领事馆      电子问卷请点击选项，纸制问卷请标注选项  ）

 **PREPARING FOR YOUR APPOINTMENT （准备面谈）**



|  |  |  |
| --- | --- | --- |
| （您是如何获得申请签证预约流程等相关信息的？请选出所有符合条件的选项） | Yes（有帮助） | No（没帮助） |
| * Family member or friend （家人或朋友）
 | *
 |  |
| * Attorney/notary  （律师/公证员）
 | *
 |  |
| * Travel agent   （旅行社）
 |  |  |
| * U.S. Department of State website (travel.state.gov) （美国政府官方网站）
 |  |  |
| * [Embassy/Consulate General name] website in English ([insert post website URL])  （[ 美国驻\_\_\_\_\_\_大使馆/总领事馆 ] 英文网站 ）
 |  |  |
| * [Embassy/Consulate General name] website in [country’s official language] （[ 美国驻\_\_\_\_\_\_大使馆/总领事馆 ] 中文网站 ）
 | *
 |  |
| * [Embassy/Consulate General name] by phone or email in English

         （[ 美国驻\_\_\_\_\_\_大使馆/总领事馆 ] 的邮件或电话英文服务 ） |  |  |
| * [Embassy/Consulate General name] by phone or email in [country’s official language] （[ 美国驻\_\_\_\_\_\_大使馆/总领事馆 ] 的邮件或电话中文服务 ）
 |  |  |
| * ustraveldocs.com （ustraveldocs.com 网站）
 |  |  |
| * usvisa-info.com （usvisa-info.com 网站）
 |  |  |
| * Social media (e.g., Facebook, Twitter) （社交媒体（例如：微博，微信）
 |  |  |
| * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_（其它\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_）
 |  |  |

1. Did you need help in completing the forms?  （您填表时需要他人的帮助吗？）
* No （不需要）
* Yes, by a family member or friend （需要，通过家人或朋友的帮助）
* Yes, by an attorney/notary （需要，通过律师或公证人员的帮助）
* Yes, by a travel agent （需要，通过旅行社的帮助）
* Yes, by contacting the [Embassy/Consulate General name] by phone or email in English （需要，通过[ 美国驻\_\_\_\_\_\_大使馆/总领事馆 ] 的邮件或电话英文服务的帮助 ）
* Yes, by contacting the [Embassy/Consulate General name] by phone or email in [country’s official language]  （需要，通过[ 美国驻\_\_\_\_\_\_大使馆/总领事馆 ] 的邮件或电话中文服务的帮助 ）
* Yes, by contacting ustraveldocs.com （需要，通过ustraveldocs.com网站寻求的帮助）
* Yes, by contacting usvisa-info.com    （需要，通过usvisa-info.com 网站寻求的帮助）
* Yes, other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ （需要，通过其它方式\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_）
1. If you used the [Embassy/Consulate General name], ustraveldocs.com, or usvisa-info.com website, were instructions and requirements well-defined?
2. （如果您是通过登录[ 美国驻\_\_\_\_\_\_大使馆/总领事馆 ] 的官方网站，或查询ustraveldocs.com，usvisa-info.com 网站获得的帮助，那您觉得它们提供的信息是否清楚明确？）
* Yes（很明确）
* No （不明确）
* I did not use a website （我没有利用这些渠道查询）
1. Prior to your appointment, which of the following would you have liked to receive additional information about? （在预约之前，您更希望详细了解下列哪些信息？）
* What to expect at the appointment (i.e., the security process, waiting room experience, parking, appointment time and duration)

（面谈程序的相关信息（例如：安检程序；等候大厅排队方式；停车方式；面谈进行所需的时间）

* Prohibited items that are not allowed in the [Embassy/Consulate General name] （禁止带入使领馆的物品）
* Supporting documentation required （面谈时需要的辅助性材料）
* Information on how to change appointment time （如何更改面谈时间的相关信息）
* Document delivery service  （面谈后护照的递取方式）
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ （其它\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_）

**FEE PAYMENT （支付费用）**

1. Were you satisfied with the fee payment instructions? （您对付费操作指南满意吗？）
* Yes, they were sufficient （满意，解释很详细）
* No, I needed more information （不满意，我需要更多的信息）
* No, they were confusing （不满意，它让我很费解）
* Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ （其它\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_）
1. Were you satisfied with the fee payment options? （您对付费方式满意吗？）
* Yes, they were sufficient （满意，方式很多）
* No, they were inconvenient （不满意，很不方便）
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ （其它\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_）

**APPOINTMENT SCHEDULING （上网预约）**

1. Did you receive an appointment for a time and date within three weeks?  （预约时，是否有三周之内的面谈时间供您选择？）
* Yes （是的）
* No, I needed an earlier appointment date, and one was not available.  （没有，我需要一个早一点的预约时间，但没有可选时间。）
* No, other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ （没有，其它原因\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_）
1. Was it difficult for you to schedule or reschedule your appointment? Please indicate why and check all that apply.  （当您预约或重新预约一个面谈的时候，您是否感到有困难？请说明为什么有困难并选择相关选项。）
* The scheduling or rescheduling process was confusing. （安排或重新安排一个预约的流程很让人费解。）
* I do not have access to or use the internet. （我没有权限进入或使用预约网站。）
* Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_（其它\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_）

![4. 10.   Please rate your visit to [Embassy/Consulate General name].  请您对到访使领馆的经历作出评估。      2.   ]() **DURING THE APPOINTMENT** **（面谈过程）**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Excellent     （非常好） | Satisfactory（一般） | Needs Improvement（有待提高） |
| Courtesy of the security guards （安保人员的言行举止） |  |  |  |
| Courtesy of the consular staff  （领事处工作人员的言行举止） |  |  |  |
| Answers to your questions   （对您疑问的解答） |  |  |  |
| Explanation regarding your case  （对您签证结果的解释） |  |  |  |
| Cleanliness and comfort of the waiting area （等候大厅的卫生状况和舒适度） |  |  |  |
| Duration of wait time for the interview  （面谈的等候时间） |  |  |  |

**DOCUMENT DELIVERY  （文件运送）**

1. If you were provided the option of document delivery, were you satisfied with the options for document delivery?
2. （您对我们所提供的文件运送方式满意吗？）
* Yes, they were sufficient （满意，所提供的选择很充足）
* No, they were inconvenient （不满意，所提供的选择不方便）
* No, I needed more options （不满意，我需要更多的选择）
* Not applicable, I did not use document delivery or it was not an option （不符合我的情况，我没有使用该服务或我没有被提供选择）
* Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ （其它\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_）
1. Please use the space below for any additional suggestions on what we could improve. （ 请在下面方框里填写其他评价或给我们提出宝贵建议。）



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.

完成每份该调查报告的预计花费时间是3分钟，其中包括查阅现有资料，收集必要文件，提供所需信息和/或文件并回顾最终所采集的信息所需的时间总和。该调查报告需显示当前有效的OMB控制编号，否则您将无需向其提供所需信息。如果您对该报告的预计完成时间和/或减少该花费时间有任何意见或建议，请发送至：Department of State, Bureau of Consular Affairs, ATTN: Catherine Barry, 600 19th Street, N.W., Washington, DC 20036.