

OMB 1405-0193
2017 7 31
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SV-2015-0009

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



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.

[Redacted line]

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

[Redacted line]

If used,
was source helpful?

[Redacted line]

PREPARING FOR YOUR APPOINTMENT

2. How did you obtain information to prepare for your appointment? Check all that apply.

[Redacted line]

	Yes [Redacted line]	No [Redacted line]
• Family member or friend [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• Attorney/notary [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• Travel agent [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• U.S. Department of State website (travel.state.gov) [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• [Embassy/Consulate General name] website in English ([insert post website URL]) [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• [Embassy/Consulate General name] website in [country's official language] [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• [Embassy/Consulate General name] by phone or email in English [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• [Embassy/Consulate General name] by phone or email in [country's official language] [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• ustraveldocs.com [ustraveldocs.com] [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• usvisa-info.com [usvisa-info.com] [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• Social media (e.g., Facebook, Twitter) [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>
• Other _____ [Redacted line]	<input type="checkbox"/>	<input type="checkbox"/>

1. Did you need help in completing the forms? [Redacted line]

- No [Redacted line]
- Yes, by a family member or friend [Redacted line]
- Yes, by an attorney/notary [Redacted line]
- Yes, by a travel agent [Redacted line]

- 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 ustraveldocs.com
- Yes, by contacting usvisa-info.com usvisa-info.com
- Yes, other _____

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

3. (/ /) ustraveldocs.com usvisa-info.com

- Yes
- No
- I did not use a website

4. 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

5. Were you satisfied with the fee payment instructions?

- Yes, they were sufficient
- No, I needed more information
- No, they were confusing
- Other _____

6. Were you satisfied with the fee payment options?

- Yes, they were sufficient
- No, they were inconvenient
- Other _____

APPOINTMENT SCHEDULING

7. 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 _____
8. 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

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

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

DOCUMENT DELIVERY

1. If you were provided the option of document delivery, were you satisfied with the options for document delivery?
2. _____
- 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 _____
- _____

3. 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.

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