**For Non-U.S. Residents Only**

**28.** Please rate your entry experience at the **airport where you entered the U.S.**

Check *(*√*) ONE rating for each*

Below Don’t

Excellent Good Average average Poor Know

**1. Passport Control Personnel**

a. Professionalism 5□ 4□ 3□ 2□ 1□ 0□

b. Efficiency 5□ 4□ 3□ 2□ 1□ 0□

c. Friendliness 5□ 4□ 3□ 2□ 1□ 0□

d. Welcoming 5□ 4□ 3□ 2□ 1□ 0□

e. About how long did it take you to clear Passport Control?

Minutes:

f. How would you describe that wait time? *Check (√) ONE* → 1□ Short 2□ Reasonable 3□ Long

**2. Customs baggage clearance**

Minutes:

a. About how long did it take you to clear customs baggage clearance?

b. How would you describe that wait time? *Check (√) ONE →*  1□ Short 2□ Reasonable 3□ Long

Below Don’t

Excellent Good Average average Poor Know

**3. How would you rate your U.S. entry experience overall?**  5□ 4□ 3□ 2□ 1□ 0□

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