

AMERICAN CITIZENS SERVICES CUSTOMER SERVICE SATISFACTION SURVEY

Welcome and thank you for visiting the United States diplomatic mission. To assess the level of customer satisfaction and effectiveness of the customer service provided, we have a brief questionnaire about your visit. Your responses are completely voluntary, 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. Upon completion of the survey, please submit the survey to the U.S. diplomatic mission you visited. The survey can be submitted by fax, email, mail or in-person.

1. Which U.S. diplomatic mission did you visit? (Please choose the diplomatic mission you visited from the drop-down list below)

2. What consular service(s) did you seek? (Please place a check in the checkbox for the consular service(s) you sought)

U.S. Passport
 Consular Report of Birth Abroad
 Notary Services
 Financial Assistance
 Federal Benefits (i.e. SSA, VA, OPM, etc. benefits)
 U.S. Citizenship Claim
 Other consular services (If other, Please Specify) _____

3. Please rate your experience obtaining information and scheduling an appointment.

How would you rate the following areas of service?	Excellent	Good	Fair	Poor	Very Poor
The appointment scheduling method	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of the information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The payment method	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Please rate the consular information website.

How would you rate the following areas of service?	Excellent	Good	Fair	Poor	Very Poor
Our website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Form and application accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time and effort to complete our online form(s) and/or application(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Please rate your visit to the U.S. diplomatic mission.

How would you rate the following areas of service?	Excellent	Good	Fair	Poor	Very Poor
Politeness of the Security Guards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The wait time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please rate the consular staff.

How would you rate the following areas of service?	Excellent	Good	Fair	Poor	Very Poor
Politeness and professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of general knowledge displayed by the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thoroughness of the explanation of all applicable documents and individual circumstance(s) regarding my case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Overall Rate

How would you rate the service?	Excellent	Good	Fair	Poor	Very Poor
Overall experience of the entire process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If you feel we fell short in meeting your service expectations, please describe the situation and any service-related improvements you would recommend:

Public reporting burden for this collection of information is estimated to average 5 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: U.S. Department of State, CA/OCS/L, SA-17, Floor 10, Washington, D.C. 20522-1707.