OMB No: 1405-0193 Expiration Date: 7/31/2017 Estimate Burden: 3 minutes 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 ca We are only conducting this survey to improve our service.  UNDESTRUCTION OF THE STATE OF THE								
				If used, was source helpful?				
		RING FOR YOUR APPOINTMENT [][][][]		000000000000000			] []	
2.		you obtain information to prepare for your appointment? Check all that a	ipply.	Yes	]	No		
	•	Family member or friend \[ \cdot \cd		•	•			
	•	Travel agent []]]]						
	•	U.S. Department of State website (travel.state.gov)						
	•	[Embassy/Consulate General name] website in English ([insert post website URL])						
	•	[Embassy/Consulate General name] website in [country's official language]		•				
	•	[Embassy/Consulate General name] by phone or email in English						
	•	[Embassy/Consulate General name] by phone or email in [country's official language] [ [ [ [ ] ] [ ] [ ] [ ] ] [ ] [ ] [ ]						
	•	ustraveldocs.com []ustraveldocs.com [][] usvisa-info.com [][]						
	•	Social media (e.g., Facebook, Twitter)						
	•	Other						

1. Did you need help in completing the forms?

	• Yes, by contacting the [Embassy/Consulate General name] by phone or email in English [[[[[[[[[[[[[[[[[[[[[[[[[[[[[[[[[[[[							
	<u> </u>							
	• Yes, by contacting the [Embassy/Consulate General name] by phone or email in [country's official							
	anguage							
	Yes, by contacting ustraveldocs.com ustraveldocs.com ustraveldocs.com							
	Yes, by contacting usvisa-info.com    usvisa-i							
	• 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.								
ა.								
	• Yes							
	• No							
	• I did not use a website OCOO							
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?							
٥.	Yes, they were sufficient [][[][[][[][][][][][][][][][][][][][][							
	No, I needed more information      \[ \begin{align*}     a							
	No, they were confusing [] [] [] [] [] [] [] [] [] [] [] [] []							
	• Other							
c	Were you satisfied with the fee payment entions?							
6.	Were you satisfied with the fee payment options?							
	Yes, they were sufficient							
	No, they were inconvenient							
	• Other							

<ul> <li>No, I needed an earlier appointment date, and</li> <li>No, other</li> </ul>							
Was it difficult for you to schedule or reschedule your ap  The scheduling or rescheduling process was co  I do not have access to or use the internet. Other  Other		1000000	-	that apply. 🔲			
DURING THE APPOINTMENT [][][][][][][][][][][][][][][][][][][]	eral name].						
	Exc	ellent	Satisfactory	Needs Improvement			
Courtesy of the security guards							
Courtesy of the consular staff							
Answers to your questions							
Explanation regarding your case		_					
Cleanliness and comfort of the waiting area	000000						
Duration of wait time for the interview							
DOCUMENT DELIVERY [][][][]							
If you were provided the option of document delivery, were you satisfied with the options for document delivery?  Yes, they were sufficient							
Please use the space below for any additional suggestic	ns on what we cou	d improv	e. 🛮 🔲 💮 💮 🖂	10000000000			

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 19 Street, N.W., Washington, DC 20036.