

- 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 _____

3 OMB Department of State, Bureau of Consular Affairs, ATTN: Catherine Barry, 600 19th Street, N.W., Washington, DC 20036.