

U.S. Department of State American Citizen Services 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 in London. Your responses will be kept private and not associated with you or your case. We are only conducting this survey to improve our service. OMB No: 1405-0193 Expiration Date: 07/31/2017 Estimated Burden: 3 minutes SV-2015-0005

Q1 Indicate service received:

- U.S. Passport
 Consular Report of Birth Abroad
 Notary Services
 Other

If other, please specify

Preparing for your appointment

Q2 How did you obtain information to prepare for your appointment? Check all that apply.

- Family member or friend
 Attorney/Notary
 Consultant
 U.S. Department of State website (travel.state.gov)
 Embassy London website
 Embassy London by phone or email
 Social media (e.g., Facebook, Twitter)
 Other

If other, please specify

Q3 Did you need help in completing the forms?

- No
 Yes, by a family member or friend
 Yes, by an attorney/notary
 Yes, by contacting Embassy London by phone or email
 Yes, other
 No forms were required for the service I received.

If other, please specify

Q4 If you used the Embassy London website, were instructions and requirements clear (i.e., documents needed for appointment, items allowed inside the Embassy)?

- Yes
 No
 I did not use the Embassy's website.

Q5 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
 Supporting documentation required (e.g., proof of identity, birth certificate)
 Information on how to change appointment time
 Document delivery service
 Other

If other, please specify

Appointment Scheduling

Q6 Was it convenient to make an appointment for the date and time you wanted?

- Yes
- No, I needed an earlier appointment date, and one was not available.
- No, other



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If other, please specify

Q7 If it was difficult for you to schedule or reschedule your appointment, please indicate why. Check all that apply.

- The scheduling or rescheduling process was confusing.
- I do not have access to, or use the internet.
- I had to call the Embassy.
- Other

If other, please specify

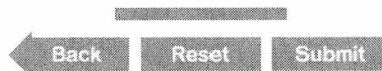
During the appointment

Q8 Please rate your visit to Embassy London.

	Excellent	Satisfactory	Needs Improvement
Courtesy of the guards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of the consular staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answers to your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explanation regarding your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness and comfort of the waiting room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duration of wait time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9 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: CA/EX, 600 19th Street, N.W., Washington, DC 20036.



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