

Field Operations Directorate Focus Group on Customer Satisfaction

Focus Group Questions

Paperwork Reduction Act Statement

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 30 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Office of Policy and Strategy, Research and Evaluation Division, 20 Massachusetts Ave, Washington, DC 20529. OMB No. 1615-0126. **Do not return the completed form to this address.**

The following questions are to be used as guidance during the group discussion. Not all questions are required to be asked. Use questions and probes as needed.

Recruitment and survey completion

1. What were your thoughts when you read the cover sheet about the study? Did you understand what it was involved? Why you were invited to participate?
2. Were the instructions clear? Did you understand that once you completed the survey that you needed to put it in the box?
3. About how much time did it take for you to fill out the survey? Did it feel like it was reasonable, or too long?
4. Do you have any concerns about your participation in this study? Did you feel pressure or that “you had to” complete the survey?
5. What recommendations would you have for how future customers can be invited to complete this survey?

Cognitive testing of survey items

6. In general, were the questions clear? Is there any question(s) you had some difficulty understanding?

For specific survey items: the following questions are to be customized.

7. What was it like to fill out item _____ with the options available? Was it hard to check a number? What is the difference between _____ and _____?
8. What did you understand by _____? What actions?
9. Would most people understand this question? Can you repeat this question in your own words?
10. How hard or difficult was it to answer this question? Would the question change if we use “_____” instead? Can you distinguish between those two words?
11. What do you think of the response options available, are they useful? Different from each other? Are there other response options that you think might be better to use?
12. How did you arrive at your response? Was it easy or difficult to use the different response categories?
13. What recommendations would you give us to improve the survey?