# U.S. Citizenship and Immigration Services FIELD OPERATIONS DIRECTORATE FOCUS GROUP ON CUSTOMER SATISFACTION

## **Paperwork Reduction Act Statement**

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Check here to acknowledge that you are at least 18 years old:

Check here to acknowledge that your participation is **voluntary**:

# 1. What was the main reason for your recent visit to this field office? [PLEASE CHECK ONLY ONE]

- a. Ask a question or try to resolve a problem →GO TO QUESTION 2
- **b.** An interview →SKIP TO QUESTION 3

## 2. Please complete the sentence.

I needed to ask a question or get information about.... [PLEASE CHECK ALL THAT APPLY]

- a. Evidence of my immigration status
- **b.** Immigration forms
- c. Status of my case
- d. Employment Authorization Card
- e. An order from an Immigration Court
- f. Emergency permission to travel (Advance Parole)
- g. Expedited processing of an immigration benefit application
- h. Other: (Please explain)

# 3. How did you schedule your appointment?

a. b. c. I scheduled it myself. →GO TO QUESTION 4

4.	appoir	about your experience scheduling your ntment. To what extent do you agree with the ing statements:	Strongly Disagree 1	DISAGREE 2		Strongly Agree 4
m.	n.	0. I walked into the office without an appointment.	→ SKI	P TO QUE	STION	5
j.	k.	I. A friend or family member scheduled it for me.	→ SKI	P TO QUE	STION	5
g.	h.	i. My attorney or accredited representative scheduled th appointment.	e → SKI	P TO QUE	STION	5
d.	e.	f. I did not schedule my appointment. U.S. Citizenship a Immigration Services (USCIS) sent a notice indicating the time and place for my appointment.		P TO QUE	STION	5

a. b. It was easy to schedule my appointment

- c. d. The instructions on how to to schedule my appointment were confusing
- e. f. The instructions about the documents to bring to my appointment were easy to understand.
- g. h. Available appointment dates and times were convenient

5.	How easy or difficult was it to?	VERY DIFFICULT 1	DIFFICULT	EASY 3	VERY EASY 4	Not Applicable
a.	b. Find this office					
C.	d. Come to the office during operating hours					
e.	f. Understand the building's direction signs					

# 6. How did you come to the office?

- □ I walked
- □ By public transportation bus, train, subway, or taxi

# How easy or difficult was it to come to this office using public transportation?

-			
VERY	DIFF <u>IC</u> ULT	EASY	VERY_EASY

□ By car - I drove or somebody drove me

How easy or difficult was it to find a place to park?

VERY DIFFICULT	DIFFICULT

ULT	EASY	VERY EASY

NOT APPLICABLE

7.	To what extent do you agree with the following statements:	STRONGLY DISAGREE 1	DISAGREE 2	AGREE	Strongly Agree 4	Not Applicable
a.	b. The seating in the waiting area was uncomfortable.					
C.	d. The waiting area was clean.					
e.	f. The temperature in the waiting area was appropriate.					
g.	h. The waiting area was too dark.					
i.	j. I could access the restrooms easily.					
k.	I. The restrooms were clean. [IF YOU DIDN'T USE THE BATHROOMS DURING YOUR VISIT, CHECK "Not APPLICABLE"]					

	Think about the service provided by the staff at the office, how did you find that person's?	POOR 1	FAIR 2	GOOD 3	VERY GOOD
a.	b. Ability to provide useful information for your situation				
C.	d. Courtesy				
e.	f. Overall professionalism				

9.	Please tell us:	NONE 1	A LITTLE 2	A LOT 3	ALL 4
a.	b. Did you get answers to your questions during your visit				

	today?		
C.	d. How clear was the information explained to you?		
e.	f. How clear were the instructions about what comes next or what you should do next?		
g.	h. How clear were informational signs within the office?		

10. How much of what you needed to accomplish during your visit today were you able to complete?

DID NOT COMPLETE	COMPLETED	COMPLETED	COMPLETED
ANY OF IT			

Please tell us why you were not able to complete what you needed to accomplish during your visit today.

□ I COMPLETED ALL THAT I NEEDED TO ACCOMPLISH TODAY. →SKIP TO QUESTION 11

Please consider your overall experiences during this visit to the USCIS Field Office.

# 11. Overall, how satisfied are you with the service(s) provided by this field office?

Please ι	ise a 1	LO-poin	it scale	e on wł	nich "1'	' mean	s "very	y dissa	atisfied" an	nd "10'	' means,	, "very	satisfied."
VERY DISSATISFIED									VERY SATISFIED				
1	2	3	4	5	6	7	8	9	10				

# 12. To what extent has this field office's services met your expectations?

Please use a 10-point scale on which "1" means "not met your expectations" and "10" means "exceeds your expectations."

	MET M ECTATI	-							(CEEDED PECTATI	
1	2	3	4	5	6	7	8	9	10	

## 13. How well this field office's services compare with the ideal government office?

Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

NOT VERY CLOSE								VERY CLOSE		
TO THE IDEAL								TO THE IDEAL		
1	2	3	4	5	6	7	8	9	10	

## 14. What can this office do to improve its service to you?