

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**
- d. e. f. I did not schedule my appointment. U.S. Citizenship and Immigration Services (USCIS) sent a notice indicating the time and place for my appointment. → **SKIP TO QUESTION 5**
- g. h. i. My attorney or accredited representative scheduled the appointment. → **SKIP TO QUESTION 5**
- j. k. l. A friend or family member scheduled it for me. → **SKIP TO QUESTION 5**
- m. n. o. I walked into the office without an appointment. → **SKIP TO QUESTION 5**

4. Think about your experience scheduling your appointment. To what extent do you agree with the following statements:

| | | | |
|------------------------------|-----------------|--------------|---------------------------|
| STRONGLY DISAGREE | DISAGREE | AGREE | STRONGLY AGREE |
| 1 | 2 | 3 | 4 |

- 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

| | | VERY DIFFICULT 1 | DIFFICULT 2 | EASY 3 | VERY EASY 4 | NOT APPLICABLE |
|----|--|---------------------|----------------|-----------|----------------|----------------|
| 5. | How easy or difficult was it to....? | | | | | |
| 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 DIFFICULT
 DIFFICULT
 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
 EASY
 VERY EASY
 NOT APPLICABLE
I WAS DROPPED OFF

| | | STRONGLY DISAGREE 1 | DISAGREE 2 | AGREE 3 | STRONGLY AGREE 4 | NOT APPLICABLE |
|----|---|------------------------|---------------|------------|---------------------|----------------|
| 7. | To what extent do you agree with the following statements: | | | | | |
| 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. | l. The restrooms were clean. [IF YOU DIDN'T USE THE BATHROOMS DURING YOUR VISIT, CHECK "NOT APPLICABLE"] | | | | | |

8. 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 4 |
|----|---|-----------|-----------|-----------|----------------|
| 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 | | | | |

