Invitation to Participate in Field Operations Directorate Focus Group on Customer Satisfaction

We need your help for a study on satisfaction with services received at this USCIS field office.

To qualify, we need customers who feel **comfortable reading in English, writing in English, and also speaking in English.**

**Do you think you qualify for this study?**

**NO** 🞏 **🡆** **STOP**. Thank you for your time. Please leave this packet where it was given to you.

**YES** 🞏 **🡆** We would like to invite you to participate in a focus group discussion. Please read below.

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| To participate in the group discussion, please complete the survey attached. Next, we will get together with other participants to talk about the study and survey.Note that:* We will not ask any information that can identify you.
* Your participation is voluntary. You can stop your participation at any time.
* Whether you participate or not, it will **not** affect the services (or the results of the services) received at this office.
* Your participation may take about 45 mins. It takes an estimated 15 minutes for completing a survey for the focus group and 30 minutes for the focus group discussion.
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**Would you like to participate?**

**YES** 🞏 **🡆** Please complete the survey in the waiting area.

**NO** 🞏 **🡆** Thank you for your time. Please leave this packet where it was given to you.