

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.

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.

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.