



**U.S. DEPARTMENT OF STATE
NATIONAL VISA CENTER
SATISFACTION SURVEY**

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SV-2015-0006

We ask that you take a brief survey to assess your experience with the National Visa Center. Your responses will be kept private and not associated with you or your case. We are only conducting this survey to improve our service.

1. Indicate your relationship to the immigrant visa petition:

- Beneficiary/Applicant
- Petitioner/Sponsor
- Attorney/Agent

1. 2. How did you obtain information on the process? Check all that apply.

| | If used, was source helpful? | |
|---------------------------------------------------------------------------------------------|---------------------------------|--------------------------|
| | Yes | No |
| • Family member or friend | <input type="checkbox"/> | <input type="checkbox"/> |
| • Attorney | <input type="checkbox"/> | <input type="checkbox"/> |
| • Immigration consultant | <input type="checkbox"/> | <input type="checkbox"/> |
| • U.S. Department of State, National Visa Center website (travel.state.gov nvc.state.gov) | <input type="checkbox"/> | <input type="checkbox"/> |
| • U.S. Embassy/Consulate General website, phone, or email | <input type="checkbox"/> | <input type="checkbox"/> |
| • National Visa Center phone | <input type="checkbox"/> | <input type="checkbox"/> |
| • National Visa Center email | <input type="checkbox"/> | <input type="checkbox"/> |
| • Department of Homeland Security, U.S. Citizenship and Immigration Services website | <input type="checkbox"/> | <input type="checkbox"/> |
| • Social media (e.g., Facebook, Twitter) | <input type="checkbox"/> | <input type="checkbox"/> |
| • Other _____ | <input type="checkbox"/> | <input type="checkbox"/> |

3. Was there sufficient information available in your preferred language?

- Yes
- No, preferred language: _____

2. 4. Did you have difficulty completing the following forms?

| | Yes | No | I did not complete this form. |
|------------------------------------------------------------|--------------------------|--------------------------|-------------------------------|
| Immigrant Visa and Alien Registration Application (DS-260) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Affidavit of Support (I-864) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. Were you able to scan and upload the required documents?

- Yes, it was easy.
- Yes, but with difficulty.
- No, I do not have access to the internet.
- No, I do not have a scanner.
- No, I do not know how to scan and upload documents.
- Not applicable

6. If you needed assistance to scan and transmit the forms, did you receive help from any of the following? Check all that apply.

- Family member or friend
- Attorney
- Immigration consultant
- Other: _____
- Not applicable

7. Did you have difficulty paying the fees online?

- No
- Yes, I had difficulty determining which fees I needed to pay.
- Yes, I had difficulty completing the transaction online.
- Yes, other: _____
- Not applicable

8. How many times did you contact the National Visa Center by phone or email?

- None
- 1
- 2
- 3 or more

9. If you contacted the National Visa Center, was your question answered in the first call or email?

- Yes
- No

3. 10. Please rate your interaction with the National Visa Center (NVC).

| | Excellent | Satisfactory | Needs Improvement | I did not have this interaction. |
|--------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------------|
| Overall service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Politeness and professionalism of your phone or email interaction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explanation regarding your case | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of use of the Consular Electronic Application Center – Immigrant/Diversity Visa Portal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Instructions from the NVC to gather/upload documents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Helpfulness of the message from the NVC containing visa appointment date, time, and instructions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

11. Please use the space below for any additional suggestions on what we could improve.

Public reporting burden for this collection of information is estimated to average 3 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: Department of State, Bureau of Consular Affairs, ATTN: Catherine Barry, 600 19th Street, N.W., Washington, DC 20036.