



- Yes, by contacting the [Embassy/Consulate General name] by phone or email in English  (  / /  )
- Yes, by contacting the [Embassy/Consulate General name] by phone or email in [country's official language]  (  / /  )
- Yes, by contacting ustraveldocs.com  [ustraveldocs.com](http://ustraveldocs.com)
- Yes, by contacting usvisa-info.com  [usvisa-info.com](http://usvisa-info.com)
- Yes, other \_\_\_\_\_

2. If you used the [Embassy/Consulate General name], ustraveldocs.com, or usvisa-info.com website, were instructions and requirements well-defined?

3.  (  / /  )  [ustraveldocs.com](http://ustraveldocs.com)  [usvisa-info.com](http://usvisa-info.com)

- Yes
- No
- I did not use a website

4. Prior to your appointment, which of the following would you have liked to receive additional information about?

- What to expect at the appointment (i.e., the security process, waiting room experience, parking, appointment time and duration)
- Prohibited items that are not allowed in the [Embassy/Consulate General name]
- Supporting documentation required
- Information on how to change appointment time
- Document delivery service
- Other \_\_\_\_\_

**FEE PAYMENT**

5. Were you satisfied with the fee payment instructions?

- Yes, they were sufficient
- No, I needed more information
- No, they were confusing
- Other \_\_\_\_\_

6. Were you satisfied with the fee payment options?

- Yes, they were sufficient
- No, they were inconvenient
- Other \_\_\_\_\_



3 OMB Department of State, Bureau of Consular Affairs, ATTN: Catherine Barry, 600 19<sup>th</sup> Street, N.W., Washington, DC 20036.