 OMB No: 1405-0193

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

Expiration Date: 07/31/2017

Estimated Burden: 3 minutes  
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

If used,   
was source helpful?

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

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| * Family member or friend |  |  |
| * Attorney |  |  |
| * Immigration consultant |  |  |
| * U.S. Department of State, National Visa Center website (travel.state.gov | nvc.state.gov) |  |  |
| * U.S. Embassy/Consulate General website, phone, or email |  |  |
| * National Visa Center phone |  |  |
| * National Visa Center email |  |  |
| * Department of Homeland Security, U.S. Citizenship and Immigration Services website |  |  |
| * Social media (e.g., Facebook, Twitter) |  |  |
| * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |

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

* Yes
* No, preferred language: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| 1. 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) |  |  |  |
| Affidavit of Support (I-864) |  |  |  |

1. 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

1. 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

1. 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

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

* None
* 1
* 2
* 3 or more

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

* Yes
* No

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. 10. Please rate you interaction with the National Visa Center (NVC). | Excellent | Satisfactory | Needs Improvement | I did not have this interaction. |
| Overall service |  |  |  |  |
| Politeness and professionalism of your phone or email interaction |  |  |  |  |
| Explanation regarding your case |  |  |  |  |
| Ease of use of the Consular Electronic Application Center – Immigrant/Diversity Visa Portal |  |  |  |  |
| Instructions from the NVC to gather/upload documents |  |  |  |  |
| Helpfulness of the message from the NVC containing visa appointment date, time, and instructions |  |  |  |  |

1. 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.