



**U.S. DEPARTMENT OF STATE  
AMERICAN CITIZEN SERVICES APPLICANT  
SATISFACTION SURVEY**

OMB No [ ]: 1405-0193  
Expiration Date [ ]: 07/31/2017  
Estimated Burden [ ]: 3 minutes [ ]  
SV-2015-0005

[ ]

We ask that you take a brief survey to assess your experience with the United States consular section at the U.S. [Embassy/Consulate General name]. 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. U.S. Embassy/Consulate General [Dropdown option choices for electronic survey or write-in option for paper]

[ ]

2. Indicate service received:

[ ]

- U.S. Passport [ ]
- Consular Report of Birth Abroad [ ]
- Notary Services [ ]
- Other [ ]

**PREPARING FOR YOUR APPOINTMENT [ ]**

If used,  
was source helpful? [ ]  
[ ]

1. 3. How did you obtain information to prepare for your appointment? Check all that apply.

2. [ ]

|   | Yes [ ]                  | No [ ]                              |
|---|--------------------------|-------------------------------------|
| • Family member or friend [ ]   | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Attorney/Notary [ ]/[ ]   | <input type="checkbox"/> | <input type="checkbox"/>            |
| • Consultant [ ]  | <input type="checkbox"/> | <input type="checkbox"/>            |
| • U.S. Department of State website (travel.state.gov) [ ](travel.state.gov)               | <input type="checkbox"/> | <input type="checkbox"/>            |
| • [Embassy/Consulate General name] website in English<br>[ ]                              | <input type="checkbox"/> | <input type="checkbox"/>            |
| • [Embassy/Consulate General name] website in [country's official language]<br>[ ]        | <input type="checkbox"/> | <input type="checkbox"/>            |
| • [Embassy/Consulate General name] phone or email in English<br>[ ]                       | <input type="checkbox"/> | <input type="checkbox"/>            |
| • [Embassy/Consulate General name] phone or email in [country's official language]<br>[ ] | <input type="checkbox"/> | <input type="checkbox"/>            |
| • [Embassy/Consulate General name] social media (e.g., Facebook, Twitter)<br>[ ]          | <input type="checkbox"/> | <input type="checkbox"/>            |
| • Other [ ]   | <input type="checkbox"/> | <input type="checkbox"/>            |

4. Did you need help in completing the forms?

[ ]

- No [ ]
- Yes, by a family member or friend [ ]
- Yes, by an attorney/notary [ ]
- 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, other [ ]
- No forms were required for the service I received [ ]

5. If you used the [Embassy/Consulate General name] website, were instructions and requirements clear (i.e., documents needed for appointment, items allowed inside the [Embassy/Consulate General])?

[ ]

- Yes [ ]

- No
- I did not use the [Embassy/Consulate General name] website  \_\_\_\_\_

6. 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 (e.g., proof of identity, birth certificate)
- Information on how to change appointment time
- Document delivery service
- Other  \_\_\_\_\_

**APPOINTMENT SCHEDULING**

7. Was it convenient to make an appointment for the date and time you wanted?

- Yes
- No, I needed an earlier appointment date, and one was not available.
- No, other:  \_\_\_\_\_

8. If it was difficult for you to schedule or reschedule your appointment, please indicate why. Check all that apply.

- The scheduling or rescheduling process was confusing.
- I do not have access to or use the internet.
- I had to call the [Embassy/Consulate General].  \_\_\_\_\_
- Other  \_\_\_\_\_

**DURING THE APPOINTMENT**

4. 9. Please rate your visit to [Embassy/Consulate General name].

5.  \_\_\_\_\_

|  | Excellent<br><input type="checkbox"/> | Satisfactory<br><input type="checkbox"/> | Needs Improvement<br><input type="checkbox"/> |
|--|---------------------------------------|--|---|
| Courtesy of the security guards <input type="checkbox"/>             | <input type="checkbox"/>              | <input type="checkbox"/>                 | <input type="checkbox"/>                      |
| Courtesy of the consular staff <input type="checkbox"/>              | <input type="checkbox"/>              | <input type="checkbox"/>                 | <input type="checkbox"/>                      |
| Answers to your questions <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"/>                      |
| Cleanliness and comfort of the waiting area <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/>                 | <input type="checkbox"/>                      |
| Duration of wait time <input type="checkbox"/>                       | <input type="checkbox"/>              | <input type="checkbox"/>                 | <input type="checkbox"/>                      |

10. 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 19<sup>th</sup> Street, N.W., Washington, DC 20036.

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