



**U.S. DEPARTMENT OF STATE
IMMIGRANT VISA APPLICANT
SATISFACTION SURVEY**

OMB No: 1405-0193
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Estimated Burden: 3 minutes
SV-2015-0008

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 choices for electronic survey or write-in option for paper]

PREPARING FOR YOUR APPOINTMENT

	If used, was source helpful?	
	Yes	No
1. 2. How did you obtain information to prepare for your appointment? Check all that apply.		
• 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"/>
• [Embassy/Consulate General name] website in English	<input type="checkbox"/>	<input type="checkbox"/>
• [Embassy/Consulate General name] website in [country's official language]	<input type="checkbox"/>	<input type="checkbox"/>
• [Embassy/Consulate General name] phone or email in English	<input type="checkbox"/>	<input type="checkbox"/>
• [Embassy/Consulate General name] phone or email in [country's official language]	<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. 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 _____

4. If you used the [Embassy/Consulate General name] website, were instructions and requirements well-defined (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

5. 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

6. Did you receive an appointment for a time and date that was convenient?
- Yes
 - No, I needed an earlier appointment date, and one was not available.
 - No, other: _____
7. 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. 8. Please rate your visit to [Embassy/Consulate General name].

	Excellent	Satisfactory	Needs Improvement
Courtesy of the security guards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of the consular staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answers to your questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation regarding your case	<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"/>
Duration of wait time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. 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.