

Paperwork Reduction Act Statement

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection if it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated to average 15 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: External Affairs Directorate, U.S. Citizenship and Immigration Services, 111 Massachusetts Avenue, NW, Washington, DC 20002. OMB No. 1615-0121. *Do not return a completed form to this address.*

DHS Privacy Notice Omnichannel Survey

AUTHORITIES: The information requested on this survey, and the associated evidence, is collected under the Immigration and Naturalization Act sections [101, 103, 221,245.; Public Law 103-62 “Government Performance and Results Act of 1993 (GPRA);” Public Law 107-347 “E-Government Act of 2001”; Public Law 111-115, “Federal Government and agency performance plans”.

PURPOSE: The primary purpose for providing the requested information on this survey is to provide USCIS with the information needed to make improvements to the services provided to the public.

DISCLOSURE: The information you provide is voluntary.

ROUTINE USES: DHS may share the information you provide on this survey and any additional requested evidence with state, local, and foreign government agencies and authorized organizations. DHS follows approved routine uses described in its published system of records notices [DHS/ALL-016 Correspondence Records] and the published privacy impact assessments [DHS/ALL/PIA-006- DHS General Contacts List, DHS-USCIS-PIA-054 National Customer Service Center, and DHS/ALL/PIA-055 DHS Chat] which you can find at www.dhs.gov/privacy. DHS may also share this information, as appropriate, for law enforcement purposes in the interest of national security.

This documents contains custom questions that USCIS CAIS plans to use in surveys via the omni-channel. They are arranged by the channel with the most direct usage of the question, but all channels are open.

- | | |
|-----------------------------------|----------------------------------------------------------------------|
| 1 myUSCIS | These are surveys that will be triggered on the my.uscis.gov web |
| 2 PED | Public Engagement Outreach surveys |
| 3 T1T2T3Telephony | These are questions that directly related to the experience of call |
| 4 T2T3Emails | These have to do with email interactions and callbacks from the user |
| 5 Tier 4 | Questions pertaining to Tier 4 engagements |
| 6 LiveChat | Questions directly addressing the Live Chat interactions on the user |

nnel tool

en to use any questions, provided they make sense with only minor grammatical changes.

site

ling the 1800 number

contact center

scis.gov website

Question	Options	Type	myUSCIS important								
How did you hear about this site? Please check all that apply.	<table border="1"> <tr><td>A USCIS public event</td></tr> <tr><td>Social media (i.e. Facebook, Instagram, Twitter, etc.)</td></tr> <tr><td>Email from USCIS with a link</td></tr> <tr><td>Search engine results (i.e. Google, Bing, Yahoo, etc.)</td></tr> <tr><td>A community-based organization or non-profit organization</td></tr> <tr><td>Internet advertisement or Internet media (e.g., video)</td></tr> <tr><td>Other media advertisement (i.e. flier, radio, television, brochure, etc.)</td></tr> <tr><td>Other</td></tr> </table>	A USCIS public event	Social media (i.e. Facebook, Instagram, Twitter, etc.)	Email from USCIS with a link	Search engine results (i.e. Google, Bing, Yahoo, etc.)	A community-based organization or non-profit organization	Internet advertisement or Internet media (e.g., video)	Other media advertisement (i.e. flier, radio, television, brochure, etc.)	Other	Select multiple	3
A USCIS public event											
Social media (i.e. Facebook, Instagram, Twitter, etc.)											
Email from USCIS with a link											
Search engine results (i.e. Google, Bing, Yahoo, etc.)											
A community-based organization or non-profit organization											
Internet advertisement or Internet media (e.g., video)											
Other media advertisement (i.e. flier, radio, television, brochure, etc.)											
Other											
What other way did you hear about this site?		Text field	3								
How easy or difficult was it for you to get to this site?	<table border="1"> <tr><td>Very difficult</td></tr> <tr><td>Somewhat difficult</td></tr> <tr><td>Somewhat easy</td></tr> <tr><td>Very easy</td></tr> </table>	Very difficult	Somewhat difficult	Somewhat easy	Very easy	Select one	2				
Very difficult											
Somewhat difficult											
Somewhat easy											
Very easy											
How often do you visit this site?	<table border="1"> <tr><td>This is my first time on this site</td></tr> <tr><td>Daily</td></tr> <tr><td>Weekly</td></tr> <tr><td>Monthly</td></tr> <tr><td>Once Every Few Months</td></tr> </table>	This is my first time on this site	Daily	Weekly	Monthly	Once Every Few Months	Select one	2			
This is my first time on this site											
Daily											
Weekly											
Monthly											
Once Every Few Months											
How likely are you to recommend this site?	<table border="1"> <tr><td>Not likely at all</td></tr> <tr><td>Somewhat likely</td></tr> <tr><td>Likely</td></tr> <tr><td>Very likely</td></tr> </table>	Not likely at all	Somewhat likely	Likely	Very likely	Select one	2				
Not likely at all											
Somewhat likely											
Likely											
Very likely											
From start to finish, about how many times did you need to log into your account to complete your application?	<table border="1"> <tr><td>1 time</td></tr> <tr><td>2-3 times</td></tr> <tr><td>4-5 times</td></tr> <tr><td>More than 5 times</td></tr> <tr><td>I don't know</td></tr> </table>	1 time	2-3 times	4-5 times	More than 5 times	I don't know	Select one	1			
1 time											
2-3 times											
4-5 times											
More than 5 times											
I don't know											
From start to finish, about how long did it take you to complete this application?	<table border="1"> <tr><td>0-2 hours</td></tr> <tr><td>3-4 hours</td></tr> <tr><td>5-6 hours</td></tr> <tr><td>More than 6 hours</td></tr> </table>	0-2 hours	3-4 hours	5-6 hours	More than 6 hours	Select one	1				
0-2 hours											
3-4 hours											
5-6 hours											
More than 6 hours											
What was the hardest part of completing your application?		Text field	1								

How often do you check your case status?	Every day	Select one	1
	Once or twice a week		
	Once or twice a month		
	Only when I get a notice		

Have you ever used a paper form to apply for a USCIS benefit?	Yes	Select one	1
	No		

Which experience was easier?	Online filing	Select one	1
	Paper filing		

Did your case status have all the information you needed?	Yes	Select one	1
	No		
What information would you like in your case status that was not there?		Text field	1

Do you plan to continue using this site in the future for your clients?	Yes	Select one	1
	No		
Please let us know why you do not plan to continue using this site for your clients?		Text field	1

Did you experience any technical issues during your visit today?	Yes	Select one	2
	No		
Please explain your technical issue:		Text field	2

Which would you like to do?	Leave a suggestion	Select one	1
	Make a complaint		
	Offer a compliment		
	Neither		
What kind of suggestion would you like to offer?	General suggestion about your interaction with USCIS	Select one	1
	Suggestion about the interaction with the USCIS Contact Center 1-800 line		
	Suggestion about the interaction with the USCIS' virtual assistant "Emma"		
	Suggestion about the interaction with the USCIS' live agent chat		
What kind of suggestion would you like to offer?	General suggestion about the pages	Select one	1
	Suggestion about the pages' navigation		
	Suggestion about the pages' content		

	Suggestion about the pages' style		
Please leave your suggestion below		Text field	1
What kind of complaint/feedback would you like to offer?	General suggestion about your interaction with USCIS	Select one	1
	Suggestion about the interaction with the USCIS Contact Center 1-800 line		
	Suggestion about the interaction with the USCIS' virtual assistant "Emma"		
	Suggestion about the interaction with the USCIS' live agent chat		
What kind of complaint/feedback would you like to offer?	General complaint about the pages	Select one	1
	Complaint about the pages' navigation		
	Complaint about the pages' content		
	Complaint about the pages' style		
Please leave your complaint/feedback below		Text field	1
What kind of compliment/feedback would you like to offer?	General compliment about the pages	Select one	1
	Compliment about the pages' navigation		
	Compliment about the pages' content		
	Compliment about the pages' style		
Please leave your compliment/feedback below		Text field	1

What do you like most about myUSCIS?		Text field	2
What do you like least about myUSCIS?		Text field	1
What features would you like to see in myUSCIS?		Text field	1

How often do you contact USCIS support (phone, secure message) for help with an issue or question?	Never	Select one	1
	Rarely (once a month)		
	Occasionally (twice a month)		
	Very often (every week)		
	Extremely often (every day)		

Before contacting USCIS, did you try to find the answer on the USCIS website?	Yes	Select one	1
	No		

Have you visited myUSCIS before today?	Yes	Select one	3
	No		

In your online filing process, was there something you expected to see but didn't?	Yes	Select one	1
	No		

What was missing?		Free text	1
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Who are you visiting this site for? / Who are you contacting USCIS for?	Myself	Select one	2
	Spouse		
	Fiancé/fiancée		
	Other family member		
	Friend		
	Client		
	Employer/employee		
	Other		

For what other person are you visiting this site? / For what other person are you contact USCIS for?		Text field	2
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Please finish the sentence: I am a...	U.S. citizen by birth	Select one	2
	Naturalized U.S. citizen		
	Permanent resident (Green Card holder)		
	Conditional resident		
	Temporary worker/nonimmigrant		
	Student or exchange visitor		
	Visitor to the USA		
	Other		

How else would you describe your current status?		Text field	2
--------------------------------------------------	--	------------	---

I am contacting USCIS for someone else who is a	Naturalized U.S. citizen	Select one	2
	Permanent resident (Green Card holder)		
	Conditional resident		
	Temporary worker/nonimmigrant		
	Student or exchange visitor		

	Visitor to the USA		
	Native born in the USA		
	Other		
I am visiting this site for someone else who is a	Naturalized U.S. citizen	Select one	2
	Permanent resident (Green Card holder)		
	Conditional resident		
	Temporary worker/nonimmigrant		
	Student or exchange visitor		
	Visitor to the USA		
	Native born in the USA		
	Other		
How else would you describe the current status of the person you are contact USCIS for today?		Text field	2
How else would you describe the current status of the person for whom you are visiting this site today?		Text field	2
What is your gender?	Female	Select one	3
	Male		
	Other		
	I prefer not to respond		
Please select the age category that best describes you.	17 and under	Select one	2
	18 - 24		
	25 - 34		
	35 - 44		
	45 - 54		
	55 - 64		
	65 and over		
	I prefer not to respond		
Which of the following best describes the highest level of education you have attained?	Have not graduated high school	Select one	2
	High school graduate		
	Some college, trade, technical or vocational training		
	College graduate		
	Post graduate degree		
	I prefer not to respond		
How comfortable are you with using technology such as computers, cell	Very uncomfortable	Select one	2
	Somewhat uncomfortable		

technology such as computers, cell phones (smartphones) or tablets?	Somewhat comfortable	Select one	2
	Very comfortable		

Where do you currently live?	USA...if in the USA which State?	Select one	2
	Outside of USA		
	I prefer not to respond		

Is English your first language	Yes		2
	No		

What is your first language?	Text field	2
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How comfortable do you feel reading in English?	Very uncomfortable	Select one	2
	Somewhat uncomfortable		
	Somewhat comfortable		
	Very comfortable		
	I prefer not to respond		

What other languages do you read?	Text field	2
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How comfortable do you feel speaking in English?	Very uncomfortable	Select one	2
	Somewhat uncomfortable		
	Somewhat comfortable		
	Very comfortable		
	I prefer not to respond		

What other languages do you speak?	Text field	2
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How comfortable do you feel understanding English?	Very uncomfortable	Select one	2
	Somewhat uncomfortable		
	Somewhat comfortable		
	Very comfortable		
	I prefer not to respond		

What other language(s) do you understand?	Text field	2
-------------------------------------------	------------	---

How comfortable do you feel writing English?	Very uncomfortable	Select one	2
	Somewhat uncomfortable		
	Somewhat comfortable		
	Very comfortable		
	I prefer not to respond		

What other language(s) do you write in?	Text field	2
-----------------------------------------	------------	---

How easy or difficult was it to sign up for your account?	Very difficult	Select one	2
	Somewhat difficult		
	Somewhat easy		
	Very easy		

How easy or difficult was it to access	Very difficult	Select one	2
	Somewhat difficult		

your account profile?	Somewhat easy	select one	4
	Very easy		

What were the main tasks you were trying to do during your visit to the site today? You can select up to three.	Find information	Select multiple	1
	Find a doctor		
	Check a case status		
	Change an address		
	Practice the civics test		
	Find a civics or English class		
	Make an appointment		
	File a form online		
	Respond to a Request for Evidence		
Other			
What additional tasks were you trying to do during your visit to the site today?	Add a paper-filed case	Select multiple	1
	Enter a representative passcode		
	Verify your identity		
	Other		
What other tasks were you trying to do during your visit to the site today?		Text field	1

During your interaction with USCIS today, please rate how easy or difficult it was to find the information you were looking for	Very difficult	select one	2
	somewhat difficult		
	somewhat easy		
	very easy		

please tell us why you were not able to obtain the information you were looking for during your interaction with USCIS	free text	2
------------------------------------------------------------------------------------------------------------------------	-----------	---

During your visit today, please rate how easy or difficult it was to find the information you were looking for...	Very difficult	select one	2
	somewhat difficult		
	somewhat easy		
	very easy		

please tell us why you were not able to obtain the information you were looking for during your visit to the site today...	free text	2
----------------------------------------------------------------------------------------------------------------------------	-----------	---

How much of this task were you able to complete during your interaction with USCIS today?	None of it	Select one	2
	Some of it		
	Most of it		
	All of it		

How much of this task were you able to complete during your visit to the site today?	None of it	Select one	2
	Some of it		
	Most of it		
	All of it		
Please tell us why you were unable to complete any or all of your task today.		Text field	2

How easy or difficult was it for you to upload your documents?	Very difficult	Select one	2
	Somewhat difficult		
	Somewhat easy		
	Very easy		
Why was it difficult for you to upload your documents?	File size limit unclear	Select one	2
	File size limit too small		
	Number of documents allowed was not enough		
	Other		
Please tell us why it was difficult for you to upload your documents.		Text field	2

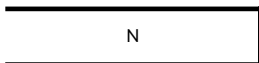
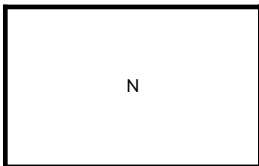
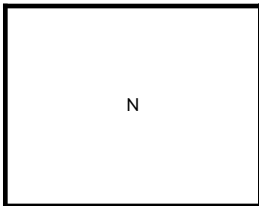
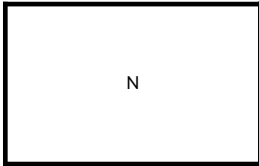
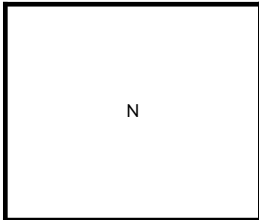
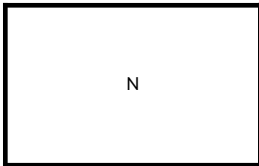
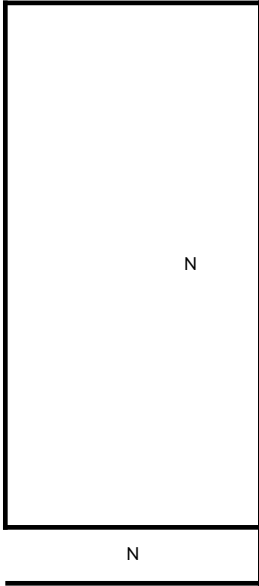
What do you do when you first see the online form?	I click through all parts of the online form before beginning to fill it out	Select one	2
	I follow the form step by step		
	Other		
Please tell us what you do when the online application first loads.		Text field	2

To what extent do you agree with the following statements about the information on this site during your visit today? Information was readily available.	Strongly disagree	Select one	2
	Disagree		
	Agree		
	Strongly agree		
Information was accurate.	Strongly disagree	Select one	2
	Disagree		
	Agree		
	Strongly agree		
Information was easy to understand.	Strongly disagree	Select one	2
	Disagree		
	Agree		
	Strongly agree		
Information answered my questions.	Strongly disagree	Select one	2
	Disagree		
	Agree		

	Strongly agree		
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<p>To what extent do you agree with the following statements about this site?</p> <p>This site is an official government website for services related to citizenship and immigration.</p>	Strongly disagree	Select one	3
	Disagree		
	Agree		
	Strongly agree		
<p>This site is a useful resource for citizenship and immigration information.</p>	Strongly disagree	Select one	3
	Disagree		
	Agree		
	Strongly agree		
<p>I feel this site is helping me navigate my immigration process.</p>	Strongly disagree	Select one	1
	Disagree		
	Agree		
	Strongly agree		
<p>This site makes tasks difficult to complete.</p>	Strongly disagree	Select one	2
	Disagree		
	Agree		
	Strongly agree		
<p>This site saves me time.</p>	Strongly disagree	Select one	2
	Disagree		
	Agree		
	Strongly agree		
<p>This site meets my needs.</p>	Strongly disagree	Select one	2
	Disagree		
	Agree		
	Strongly agree		
<p>I trust this site to give me accurate information and keep my data secure.</p>	Strongly disagree	Select one	1
	Disagree		
	Agree		
	Strongly agree		
<p>Would you like to participate in usability testing, feedback sessions, and/or focus groups?</p>	<p>Yes</p> <p>No</p>	Select one	1
<p>(if yes) Please provide your name, email address, and area of immigration experience (for example, applying for a Green Card or petitioning for a relative)</p>		Free text boxes with format mask	
<p>Did our response answer your questions</p>	<p>Yes</p> <p>No</p>	Select one	1
<p>How would you rate the quality of our response?</p>	<p>Poor</p> <p>Fair</p> <p>Good</p> <p>Very Good</p> <p>Excellent</p>	Select one	1

Multiple Channels



N

N

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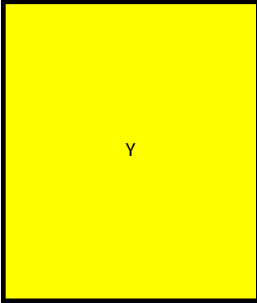
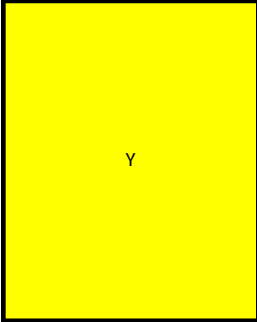
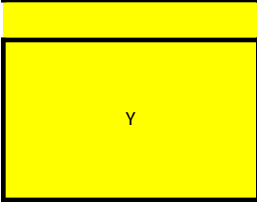
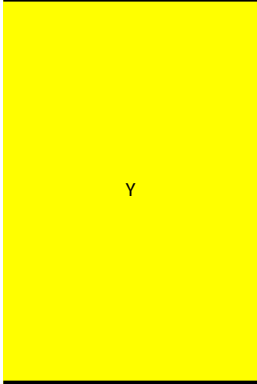
Y

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Public Engagement Outreach Survey

DRAFT – PED/CAIS

A. Engagements

1. Have you participated in a USCIS Public Engagement Division stakeholder engagement?
 - a. If YES, what was the topic or title? (list engagements for responders to select)
 - b. The information shared during the engagement answered my questions about
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
 - c. The information presented was clear and easy to understand.
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
 - d. I know where to find additional information on this topic.
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
 - e. How can we improve this engagement to make it more effective? (Select all that apply)
 - a. Nothing to improve
 - b. The presentation should be shorter
 - c. The presentation should be longer
 - d. The presentation was too detailed
 - e. The presentation should include more detail
 - f. More handouts would be helpful
 - g. More time for questions and answers
 - h. Other (please specify):
 - f. This interaction increased my confidence in the USCIS Public Engagement Division

Stakeholder Messages

2. Have you read a stakeholder message from the USCIS Public Engagement Division in the past 12 months?
 - a. What was the topic of the message?(list messages for responders to select)
 - b. Was the message clear and easy to understand? YES / NO
 - c. Was the information timely? YES / NO
 - d. Do you know where to find additional information on the topic? YES / NO
 - e. How can we improve this message to make it more effective? (Select all that apply)
 - a. Nothing to improve
 - b. The message should be shorter
 - c. The message should be longer
 - d. The message was too detailed
 - e. The message should include more detail
 - f. It should be easier to receive USCIS stakeholder messages
 - g. Other (please specify):

f. This interaction increased my confidence in the USCIS Public Engagement D

PED Mailbox

3. Have you sent an email to USCIS Public Engagement in the past 30 days? YES / NO

a. What USCIS mailbox did you use?

Public.engagement@uscis.dhs.gov

Publicengagementfeedback@uscis.dhs.gov

USCIS-IGAoutreach@uscis.dhs.gov

Other (please specify)

b. What was the reason for your email? (Choose one.)

a. Asking about a case

b. Requesting general information

c. Providing feedback

d. Requesting outreach

e. Other (please specify)

c. Did you receive a response to your email? YES / NO

d. Was the response helpful? YES / NO

e. How could we improve our response to make it more effective? (Select .

a. Nothing to improve

b. The response should be shorter

c. The response should be longer

d. The response should be more timely

e. The response should provide more detailed information

f. Other (please specify):

f. This interaction increased my confidence in the USCIS Public Engagement D

ent in the past 30 days? YES / NO

)

the topic.

hat apply.)

ivision. Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree

n the past 30 days? YES / NO

apply.)

Division. Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree

(all that apply.)

Division. Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree

Center Questions

[Q1]

Please tell me if you used any of the below resources to receive help with your questions before your most i

- The USCIS Website
- EMMA - The Interactive Virtual Assistance on the USCIS website
- The Website Self-Help Tools such as: "Case Status On-Line"
- A USCIS Field Office
- Other, please specify:

[Q2] - ONLY ask if EMMA is selected in Q1

Please tell me where you would place yourself on a scale from 1 to 5, where 1 you strongly disagree and 5 is

[Q3] - ONLY ask if USCIS Website is not selected in Q1

Why did you decide to call the USCIS 1-800-Line rather than visit the USCIS website for answers? Please pic

- Do not frequently use computer
- Do not know where to look for information
- Website would not have the information I need
- Wanted to talk to somebody
- Other, please specify

[Q4] - ONLY ask if USCIS Website is selected in Q1

Why did you decide to call the USCIS 1-800-Line after visiting the USCIS website for answers? Please pick or

- You couldn't find the information you needed on the web site
- The information on the web site was incomplete
- The information on the web site was not updated
- The information on the web site was confusing
- You didn't trust the information on the website
- You wanted to talk to somebody
- Other, please specify

[Q5]

Thinking about your entire immigration experience thus far with the U.S. Citizenship and Immigration Servic

[Q6]

How many times in the past month have you called the USCIS 1-800-Line?

- 1 time
- 2 times
- 3 times
- 4 times
- 5-10 times
- 11-20 times

21-50 times

Don't know

[Q7] – Only ask if answer was 2 or more times in Q6

Please tell me which of the reasons, if any, that might have led you to call the USCIS 1-800 Line more than o

PROMPT

- You did not receive the information you needed

To check case status

To verify information

You were not able to reach a live representative

To ask for additional information (various reasons)

Could not enter receipt number

Technical issues with the USCIS 800-line.

Long wait time and discontinued call

Other, please specify:

[Q8]

Thinking specifically about your **entire experience** the last time you called the USCIS 1-800-Line, to include t

[Q9]

What is the primary reason that you had mixed feelings or were dissatisfied with your **entire** USCIS 1-800-Li

The recording was difficult to follow

The recording did not provide enough information

I was not able to reach a representative

I had to wait too long on hold

The agent was not able to help me

I did not receive the Information I needed

I am unsure if the information I received is what I needed

I received inconsistent Information from different people on the USCIS 1-800-line

Don't Know / No Answer

[Q10]

Is there anything that could be done to improve the service on the USCIS 1-800-line? **OPEN END --**

[Q11]

Please select the main reason for your most recent call to the USCIS 1-800 Line. What was the primary or m

Check the status of an application or case

Change an address

Appointment related issue

Correct error on a document received

USCIS Local Office information or ASC

Report fraud or security issue

Don't Know / No Answer

Other

[Q12] – Only ask if “Check the status of an application or case” was selected in Q11

Please select from the list of cases or applications that might have led you to call the USCIS 1-800-line.

- I90, Application to Replace Permanent Resident Card
- I485, Application to register Permanent Residence of Adjust Status
- N400, Application for Naturalization
- I765, Application for Employment Authorization Document (Work Permit)
- I131, Petition for Travel Documents (includes Reentry Permit or Advance Parole)
- I751, Petition to Remove Conditions of Residence
- I130, Petition for Alien Relative
- N600, Application for Certificate of Citizenship
- I129f, Petition for Alien Fiancé
- I821, Application for Temporary Protected Status
- Other, please specify:

[Q13]

On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, was the **The USCIS 1-800-line call menu (IVR) easy to use.**

[Q14]

Please select which of the reasons, if any, might have made the USCIS 1-800-line call menu (IVR) less easy to

- There are too many options in each section of the menu
- The menu options are too technical to understand
- There is no option to answer my question /the options are too difficult to understand
- There is no option to reach a representative
- Unable to enter a receipt number
- Other, please specify:

[Q15] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the length of the USCIS :

[Q16] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the speed of the USCIS :

[Q17] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the quality of the USCIS

[Q18] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the USCIS 1-800-line call

[Q19]

Thinking specifically about your experience with the USCIS 1-800-line call menu (IVR), where would you plac

[Q20]

What is the primary reason you had mixed feelings or were dissatisfied with the USCIS 1-800-line call menu

- Did not receive the information I needed
- Had to wait too long on hold
- Unable to reach a representative
- The recording was difficult to follow
- The recording was not specific enough to answer your question

The recording did not provide an option to answer my question
Other, please specify

[Q21] What specific information did you need that the USCIS 1-800-line call menu (IVR) recording did not pr

Case status information
Application information
Green Card (general information)
Length of process
Change of Address
How to bring someone to the US
Order form
Citizenship/Naturalization (general information)
Appointment/Interview information
USCIS local office information
Work Permit (general information)
Other, please specify

[Q22] What is the primary reason you were satisfied with the USCIS 1-800-line call menu (IVR)? Was it beca

You received all of the information you needed
You received some of the information you needed
It was quick and easy to use
You reached a representative

[Q23] Why were you unable to reach a representative during your most recent call? Please select the follow

I received all the information I was looking for in the USCIS 1-800-line call menu.
There was no option in the menu to reach a representative.
The wait time for a representative was too long, and I discontinued my call.
The menu was too difficult to follow.
There was no option in the menu to answer my question.
There were too many options in each section of the menu.
I did speak to a live representative in my last call to the USCIS 1-800-line
Other, please specify

Q24-Q31 ARE ONLY ASKED OF TIER 1 RESPONDENTS

[Q24]

Please think about the recent call you made to USCIS in which you spoke to a Tier 1 Information Specialist, v

The recording was unable to answer my question
You wanted to speak with a live person
Other, please specify

[Q25] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the Tier 1 Information S

[Q26] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the Tier 1 Information S

[Q27] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the Tier 1 Information S

[Q28] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the Tier 1 Information S

[Q29]

Did the Information Specialist give you the information you needed?

Yes

No

[Q30] What particular information were you looking for that you did not receive from the Information Speci

- Next steps to continue with my case
- Specific details about my case
- Processing times information
- Information about a letter or document sent by USCIS
- General information (please specify)
- Other (please specify)

[Q31]

On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, how satisfied were you with th

Q32-Q40 ARE ONLY ASKED OF TIER 2 RESPONDENTS

[Q32]

When you were directed to the Immigration Service Officer did you utilize the Call Back Feature?

Yes

No

[Q33]

Did you find the Call Back Feature helpful?

Yes

No

[Q34] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the Tier 2 Immigration S

[Q35] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the Tier 2 Immigration S

[Q36] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the Tier 2 Immigration S

[Q37] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the Tier 2 Immigration S

[Q38]

Did the Immigration Services Officer give you the information you needed?

Yes

No

[Q39]

What particular information were you looking for that you did not receive from the Immigration Services Of

- Next steps to continue with my case
- Specific details about my case
- Processing times information
- Information about a letter or document sent by USCIS
- General information (please specify)
- Other, please specify

[Q40]

On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, how satisfied were you with th

[Q41]

What is your gender?

Male

Female

Do not want to answer

[Q42]

Which of the following age groupings captures your age? Are you between:

18 and 30

31 and 40

41 and 50

51 and 60, or

61 or above

[Q43] How can USCIS help you reach a representative in the future?

[Q44] Why is it difficult for you to reach a representative?

Q43	Was your immigration issue/concern clearly addressed?	Please pick from a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree.
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Q44	Was your response free of grammatical, format and punctuation errors?	Please pick from a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree.
Q45	Was your response delivered in a timely manner?	Please pick from a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree.
Q46	Was the issue/concern that you inquired about resolved?	Please pick from a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree.
Q47	In your response, were there other ways listed for you to reconnect with USCIS?	Yes or No
Q48	Was the response you received easy to understand?	Yes or No

Q49	Could USCIS have done anything else to assist you?	Yes or No If yes, please explain
Q50	If your letter had multiple immigration issues/concerns were they all addressed in the response you received by USCIS?	Please pick from a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree.
Q51	Did you require any follow up assistance after receiving your response?	Yes or No If yes, please explain
Q52	Are you satisfied with our response to your immigration matter?	Please pick from a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree.

Q53	If we called you, were your immigration matters resolved?	Please pick from a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree.
Q54	Was the Case Resolution Analyst (CRA) knowledgeable of your specific immigration matter?	Yes or No If No, please explain
Q55	Did the CRA state the agency he/she was calling from?	Yes or No
Q56	The CRA with whom you interacted with was he/she courteous and professional?	Yes or No
Q57	Overall were you satisfied with the service you received?	Yes or No If No, please explain

[Q58] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the live agent chat representative seemed to fully understand my question.

[Q59] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the live agent chat representative was polite.

[Q60] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the live agent chat representative did not rush me.

[Q61] On a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree, the live agent chat representative answered my question promptly.

[Q62]
Did the live agent chat representative give you the information you needed?

- Yes
- No

[Q62]

Did Emma, USCIS' virtual assistant give you the information you needed?

Yes

No

[Q63]

What information did Emma, USCIS' virtual assistant, not provide you during your interaction?

[Q64]

What can USCIS do to improve your experience with Emma, our virtual assistant?

recent call to the USCIS 1-800-Line.

; strongly agree with the service Emma provided, the Interactive Virtual Assistant on USCIS.gov.

k one of the following:

re of the following:

es (USCIS) agency, how satisfied are you with USCIS as a whole? Please tell me where you would place yours

nce:

he USCIS 1-800-Line Call Menu (IVR) and any telephone representatives you may have spoken with. Please

ne experience? Please pick one of the following:

ost important reason?

) use.

1-800-line call menu recorded information was just right.

1-800-line call menu recorded information was just right.

1-800-line call menu recording was clear.

I menu recording gave me the information I needed.

Rate yourself on a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree when thinking about

(IVR)? Please select the following that apply:

provide? Please select the following that apply:

use:

thing that apply:

what was the main reason you chose to speak to an Information Specialist? Was it because:

specialist seemed to fully understand my question.

pecialist was polite.

pecialist did not rush me.

pecialist answered my question promptly.

alist? Please select the following that apply:

ie Information Specialist?

ervices Officer seemed to fully understand my question.

ervices Officer was polite.

ervices Officer did not rush me.

ervices Officer answered my question promptly.

ficer? Please select the following that apply:

re Immigration Services Officer (ISO).

Rate yourself on a scale from 1 to 5, where 1 you strongly disagree and 5 is strongly agree

tell me where you would place yourself on a scale from 1 to 5, where 1 you strongly disagree and 5 is strong

your experience using the 1-800-line call menu (IVR)?

ly agree with that call to the USCIS 1-800-Line.

Omni-Channel Survey - Tier 2/3 Survey Question

No	Email Engagements Survey Questions
1	Have we addressed the immigration inquiry which you contacted us about?
2	Was our response easy to understand?
3	Was our response delivered in a timely manner?
4	Does our response clearly identify the reasons you contacted us about?
5	Did we explain what actions you must take next?
6	In our response, did we encourage you to use our digital resources and/or my USCIS account.
9	Did you require any follow up assistance after receiving our response?
10	Are you satisfied with our response to your immigration inquiry? Have we resolved your inquiry?
11	If we called you, was a level of professionalism maintained during our call?
12	If we scheduled in- person appointment for you in one of our field offices or ASCs, did we explain all actions you must take, including documentary evidence?
15	Overall were you satisfied with the service you received?

15- email engagements and call back resolutions/responses. Upda

Key
Strongly agree or Strongly disagree
Strongly agree or Strongly disagree
Strongly agree or Strongly disagree
Strongly agree or Strongly disagree
Yes or No
Yes or No
Yes or No If yes, please explain
Strongly agree or Strongly disagree
Yes or No If No, please explain
Yes or No
Yes or No If No, please explain

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Omni-Channel Survey - Tier 4 Survey Questions

No	Email & Letter Survey Questions	Key
1	Was your immigration issue/concern clearly addressed?	Strongly agree or Strongly disagree
2	Was your response free of grammatical, format and punctuation errors?	Strongly agree or Strongly disagree
3	Was your response delivered in a timely manner?	Strongly agree or Strongly disagree
4	The issue/concern that you wrote about, was it resolved?	Strongly agree or Strongly disagree
5	In your response, were there other ways listed for you to reconnect with USCIS?	Yes or No
6	Was the response you receive easy to understand?	Yes or No
7	Could USCIS have done anything else to assist you?	Yes or No If yes, please explain
8	If your letter had multiple immigration issues/concerns were they all addressed in the response you received by USCIS?	Strongly agree or Strongly disagree
9	Did you require any follow up assistance after receiving your response?	Yes or No If yes, please explain
10	Are you satisfied with our response to your immigration matter?	Strongly agree or Strongly disagree
11	If we called you, were your immigration matters resolved? Was the Case Resolved?	Strongly agree or Strongly disagree
12	Analyst (CRA) knowledgeable of your specific immigration matter?	Yes or No If No, please explain
13	Did the CRA state the agency he/she was calling from?	Yes or No
14	The CRA with whom you interacted with was he/she courteous and professional?	Yes or No
15	Overall were you satisfied with the service you received?	Yes or No If No, please explain

