

TABLE OF CHANGES – USCIS Contact Center Survey

OMB Number: 1615-0121

Expiration Date: 03/31/18

Reason for Revision: OMB has requested new reporting requirements listed under the A-11, Section 280 which covers Customer Experience (CX) questions. OMB provided USCIS with eight new CX questions that need to be incorporated into the USCIS Contact Center survey tool. The USCIS Contact Center team has taken out questions from their original survey to replace and add the OMB mandated eight CX questions, at the beginning of the survey tool. These eight new CX questions will cover the exact reporting requirement OMB has requested of federal public facing agencies.

Legend for Proposed Text:

- Black font = Current text
- Purple font = Standard language
- Red font = Changes

Current Page Number and Section	Current Text	Proposed Text
<p>Page 2,</p> <p>Web Questions</p>	<p>Page 2,</p> <p>Q2) USCIS recently introduced a virtual assistant named “EMMA” to the USCIS.gov website. EMMA is an interactive tool designed to help people answer common immigration questions. Have you heard about EMMA prior to this call?</p> <p>Answer: -Yes -No</p>	<p>Page 1 (to be placed on page 1)</p> <p>I am satisfied with the service I received from the USCIS Contact Center 1-800 number.</p> <p>Answer: -Strongly Disagree -Disagree -Neutral -Agree -Strongly Agree</p>
<p>Page 5,</p> <p>Overall Satisfaction with the USCIS 1-800 line</p>	<p>Q10) What is the primary reason for your overall satisfaction with your experience using the USCIS 1-800-line?</p> <p>Answer: -Received all the information I needed from the 800-Line -Received some of the information I needed from the USCIS 1-800 Line -Received good service -It was quick and easy to use -The representative was polite -Other, please specify -Don’t Know/No Answer</p>	<p>Page 1 (to be placed on page 1)</p> <p>This interaction increased my confidence in the USCIS Contact Center 1-800 number.</p> <p>Answer: -Strongly Disagree -Disagree -Neutral -Agree -Strongly Agree</p>
<p>Page 7-8</p> <p>Satisfaction with the</p>	<p>Q16) The recording was easy to understand</p> <p>Answer: -Scale from 1 to 7, where 1 is strongly</p>	<p>Page 1 (to be placed on page 1)</p> <p>This interaction increased my confidence in USCIS.</p>

<p>Interactive Voice Response (IVR) system</p>	<p>disagree and 7 is strongly agree.</p>	<p>Answer: -Strongly Disagree -Disagree -Neutral -Agree -Strongly Agree</p>
<p>Page 12, Tier 2 Questions: Satisfaction with Immigration Services Officers (ISO)- Call Back Feature</p>	<p>Q35) Why did you choose not to utilize the Call Back Feature?</p> <p>Answer: -Open Ended</p>	<p>Page 1 (to be placed on page 1)</p> <p>My need was addressed.</p> <p>Answer: -Strongly Disagree -Disagree -Neutral -Agree -Strongly Agree</p>
<p>Page 13, Tier 2 Questions: Satisfaction with Immigration Services Officers (ISO)- Call Back Feature</p>	<p>Q37) Why didn't you find the Call Back Feature helpful?</p> <p>Answer: -Open Ended</p>	<p>Page 1 (to be placed on page 1)</p> <p>It was easy to complete what I need to do.</p> <p>Answer: -Strongly Disagree -Disagree -Neutral -Agree -Strongly Agree</p>
<p>Page 15, Demographics</p>	<p>Q47) We are almost done with the interview, I just need to ask a few more questions for statistical purposes. First, what is your primary language?</p> <p>Answer: -List language</p>	<p>Page 1 (to be placed on page 1)</p> <p>It took a reasonable amount of time to do what I needed to do.</p> <p>Answer: -Strongly Disagree -Disagree -Neutral -Agree -Strongly Agree</p>
<p>Page 16, Demographics</p>	<p>Q49) And, from which time zone did you call the USCIS 1-800 line?</p> <p>Answer: -Eastern Standard Time -Central Standard Time -Mountain Standard Time -Pacific Standard Time -Other, please specify</p>	<p>Page 1 (to be placed on page 1)</p> <p>I was treated fairly.</p> <p>Answer: -Strongly Disagree -Disagree -Neutral -Agree -Strongly Agree</p>
<p>Filter Question: Tier 2 Questions: Satisfaction with Immigration Services</p>	<p>Page 12</p> <p>Your call was identified as being directed to an Immigration Services Officer (ISO)</p>	<p>Page 1 (to be placed on page 1)</p> <p>Employees I interacted with were helpful.</p> <p>Answer:</p>

Officers (ISO)- Call Back Feature	Answer: -Open Ended	-Strongly Disagree -Disagree -Neutral -Agree -Strongly Agree
--	------------------------	---