 OMB No: 1405-0193

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

 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.

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| * Family member or friend
 |  |  |
| * Attorney/Notary
 |  |  |
| * Consultant
 |  |  |
| * U.S. Department of State website (travel.state.gov)
 |  |  |
| * [Embassy/Consulate General name] website in English
 |  |  |
| * [Embassy/Consulate General name] website in [country’s official language]
 |  |  |
| * [Embassy/Consulate General name] phone or email in English
 |  |  |
| * [Embassy/Consulate General name] phone or email in [country’s official language]
 |  |  |
| * [Embassy/Consulate General name] social media (e.g., Facebook, Twitter)
 |  |  |
| * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |  |  |

1. 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.
1. 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
1. 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**

1. 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
1. 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**

|  |  |  |  |
| --- | --- | --- | --- |
| 1. 9. Please rate your visit to [Embassy/Consulate General name].
 | Excellent | Satisfactory | Needs Improvement |
| Courtesy of the security guards |  |  |  |
| Courtesy of the consular staff  |  |  |  |
| Answers to your questions |  |  |  |
| Explanation regarding your case |  |  |  |
| Cleanliness and comfort of the waiting area |  |  |  |
| Duration of wait time |  |  |  |

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.