U.S. Department of State Immigrant Visa Applicant Satisfaction Survey

We ask that you take a brief survey to assess your experience with the United States consular section at the U.S. Embassy in London. Your responses will be kept private and not associated with you or your case. We are only conducting this survey to improve our service. (OMB No: 1405-0193, Expiration Date: 7/31/2017, Estimated Burden: 3 minutes, SV-2015-0009)

Preparing for your Appointment

Q1   How did you obtain information to prepare for your appointment? Check all that apply.

	This source was helpful	This source was not helpful
Family member or friend	○	○
Attorney/notary	○	○
Immigration consultant	○	○
U.S. Department of State's National Visa Center website (travel.state.gov or nvc.state.gov)	○	○
Embassy London website	○	○
Embassy London by phone or email	○	○
National Visa Center by phone	○	○
National Visa Center by email	○	○
Department of Homeland Security, U.S. Citizenship and Immigration Services website	○	○
Social media (e.g., Facebook, Twitter)	○	○
Other	○	○

If other: Please specify

[ ]

Q2   Did you need help in completing the forms?

○ No
○ Yes, by a family member or friend
○ Yes, by an attorney/notary
○ Yes, by contacting Embassy London by phone or email
○ Yes, by other

If other, please specify

[ ]

Q3   If you used the Embassy London website were instructions and requirements well-defined (i.e., documents needed for appointment, items allowed inside the Embassy?

○ Yes
○ No
○ I did not use a website.

Q4   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.
☐ Supporting documentation required.
☐ Information on how to change appointment time.
☐ Document delivery service
☐ Other

If other, please specify

[ ]

Appointment Scheduling

Q5   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.