 OMB No编号: 1405-0193

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

**美国国务院关于美国公民服务申请人满意度调查问卷**

 Expiration Date截止日期: 07/31/2017

Estimated Burden预计花费时间: 3 minutes分钟
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.

我们邀请您对在美国驻 \_\_\_\_\_\_\_\_\_\_\_\_大使馆（领事馆）接受服务的过程进行问卷调查。此问卷调查不记名， 旨在提升我们的服务质量， 不会对您本人和你的申请造成任何影响。

1. U.S. Embassy/Consulate General \_[Dropdown option choices for electronic survey or write-in option for paper]\_
 美国驻\_\_\_\_\_\_\_\_\_\_\_\_\_\_大使馆 （领事馆）[电子问卷请点击下拉选项， 纸质问卷请标注选项]
2. Indicate service received:

 请标示您所接受的服务类型：

* U.S. Passport 美国护照
* Consular Report of Birth Abroad 海外领事出生证明
* Notary Services 公证
* Other 其他\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **PREPARING FOR YOUR APPOINTMENT预约**

If used,
was source helpful? 从该渠道获得的信息对您是否有帮助？

1. 3. How did you obtain information to prepare for your appointment? Check all that apply.
2. 您如何获得预约服务信息？请选择所有适用的选项。

|  |  |  |
| --- | --- | --- |
|  | Yes是 | No否 |
| * Family member or friend 亲属或朋友
 |  |  |
| * Attorney/Notary 律师/公证人员
 |  |  |
| * Consultant 顾问
 |  |  |
| * U.S. Department of State website (travel.state.gov) 美国国务院官网(travel.state.gov)
 |  |  |
| * [Embassy/Consulate General name] website in English

美国驻\_\_\_\_\_\_大使馆（领事馆）英文网站 |  |  |
| * [Embassy/Consulate General name] website in [country’s official language]

美国驻\_\_\_\_\_\_大使馆（领事馆）的中文网站 |  |  |
| * [Embassy/Consulate General name] phone or email in English

美国驻\_\_\_\_\_\_大使馆（领事馆）的英语服务电话或英文邮件 |  |  |
| * [Embassy/Consulate General name] phone or email in [country’s official language]

美国驻\_\_\_\_\_\_大使馆（领事馆）的汉语服务电话或中文邮件 |  |  |
| * [Embassy/Consulate General name] social media (e.g., Facebook, Twitter)

美国驻\_\_\_\_\_\_大使馆（领事馆）的社交媒体（例如， 脸书，推特） |  |  |
| * Other其他渠道\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |  |  |

1. Did you need help in completing the forms?

您填表时需要他人协助吗？

* No 不需要
* Yes, by a family member or friend 需要， 通过家人或朋友的帮助
* Yes, by an attorney/notary 需要， 通过律师或公证人员的帮助
* Yes, by contacting the [Embassy/Consulate General name] by phone or email in English

需要，通过美国驻\_\_\_\_\_\_大使馆（领事馆）的英语电话或英文邮件咨询服务

* Yes, by contacting the [Embassy/Consulate General name] by phone or email in [country’s official language]

需要，通过美国驻\_\_\_\_\_\_大使馆（领事馆）的汉语电话或中文邮件咨询服务

* Yes, other 需要， 其它\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No forms were required for the service I received我所接受的服务不需要填写表格.
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])?

 如果您曾经浏览过美国驻\_\_\_\_\_\_\_大使馆（领事馆）的官方网站, 您认为该网站的说明指导和要求是否清晰明确（例如：服务所需文件及允许携带进入大使馆或领事馆的物品）：

* Yes 是
* No 否
* I did not use the [Embassy/Consulate General name] website 我从未浏览过美国驻\_\_\_\_\_\_大使馆（领事馆）的官方网站
1. Prior to your appointment, which of the following would you have liked to receive additional information about?

 在面谈之前，您希望获得下列哪些额外信息？

* What to expect at the appointment (i.e., the security process, waiting room experience, parking, appointment time and duration) 服务流程（例如：安全检查， 等候室取号叫号， 停车， 面谈时间及服务所用时间）
* Prohibited items that are not allowed in the [Embassy/Consulate General name] 禁止携带入馆的物品
* Supporting documentation required (e.g., proof of identity, birth certificate) 要求提交的文件（例如：身份证明， 出生证）
* Information on how to change appointment time 如何更改预约时间
* Document delivery service 文件送达服务
* Other其它 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **APPOINTMENT SCHEDULING预约服务**

1. Was it convenient to make an appointment for the date and time you wanted?

预约到您想要的日期和时间是否便利？

* Yes 是
* No, I needed an earlier appointment date, and one was not available.

否，我需要一个更早的预约日期，但没有可选日期

* No, other:否，其它 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
1. If it was difficult for you to schedule or reschedule your appointment, please indicate why. Check all that apply.

当您预约面谈或者更改预约时间时，是否遇到困难， 请您列举原因。可选择所有适用的选项：

* The scheduling or rescheduling process was confusing.预约流程复杂难懂
* I do not have access to or use the internet. 我不会使用网络或没有网络连接
* I had to call the [Embassy/Consulate General].我必须致电美国驻\_\_\_\_\_\_大使馆（领事馆）才能预约或更改预约
* Other其它\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **DURING THE APPOINTMENT** **面谈过程**

1. 9. Please rate your visit to [Embassy/Consulate General name].
2. 请评价您在美国驻\_\_\_\_\_\_大使馆（领事馆）的感受

|  |  |  |  |
| --- | --- | --- | --- |
|  | Excellent非常满意 | Satisfactory满意 | Needs Improvement有待提高 |
| Courtesy of the security guards 安保人员的态度  |  |  |  |
| Courtesy of the consular staff 领事处工作人员的态度 |  |  |  |
| Answers to your questions解答疑问  |  |  |  |
| Explanation regarding your case 对于您所申请服务的说明 |  |  |  |
| Cleanliness and comfort of the waiting area等候室的舒适程度和整洁程度 |  |  |  |
| Duration of wait time 排队等候时间 |  |  |  |

1. Please use the space below for any additional suggestions on what we could improve.

请您在空白处向我们提出如何提升服务质量的更多建议。

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.

完成该调查报告的预计花费时间是3分钟，其中包括查阅现有资料，收集必要文件，提供所需信息和/或文件并回顾最终所采集的信息所需的时间。该调查报告需显示当前有效的OMB控制编号，否则您将无需向其提供所需信息。如果您对该报告的预计完成时间和/或减少该花费时间有任何意见或建议，请将您的意见或建议发送至：Department of State, Bureau of Consular Affairs, ATTN: Catherine Barry, 600 19th Street, N.W., Washington, DC 20036.