

**U.S. DEPARTMENT OF STATE
 NONIMMIGRANT VISA APPLICANT
 SATISFACTION SURVEY**

(美国政府非移民签证满意度调查问卷)

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.

(我们邀请您参与完成这份有关到访[美国驻_____大使馆/总领事馆]领事处申请签证的简短调查问卷。此问卷为匿名调查，不会对您的申请产生影响，您的回答也将完全保密。本调查的目的只是为了提升对申请人所提供的服务。)

1. U.S. Embassy/Consulate General [Dropdown choices for electronic survey or write-in option for paper]

(美国驻_____大使馆/总领事馆 电子问卷请点击选项，纸制问卷请标注选项)

If used,
was source helpful?

(若此项符合条件，请标出该资源是否对您有所帮助)

PREPARING FOR YOUR APPOINTMENT (准备面谈)

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

(您是如何获得申请签证预约流程等相关信息的？请选出所有符合条件的选项)

	Yes (有帮助)	No (没帮助)
<input type="checkbox"/> Family member or friend (家人或朋友)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Attorney/notary (律师/公证员)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Travel agent (旅行社)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> U.S. Department of State website (travel.state.gov) (美国政府官方网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> [Embassy/Consulate General name] website in English ([insert post website URL]) ([美国驻_____大使馆/总领事馆] 英文网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> [Embassy/Consulate General name] website in [country's official language] ([美国驻_____大使馆/总领事馆] 中文网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> [Embassy/Consulate General name] by phone or email in English ([美国驻_____大使馆/总领事馆] 的邮件或电话英文服务)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> [Embassy/Consulate General name] by phone or email in [country's official language] ([美国驻_____大使馆/总领事馆] 的邮件或电话中文服务)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ustraveldocs.com (ustraveldocs.com 网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> usvisa-info.com (usvisa-info.com 网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Social media (e.g., Facebook, Twitter) (社交媒体 (例如: 微博, 微信))	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other _____ (其它 _____)	<input type="checkbox"/>	<input type="checkbox"/>

3. Did you need help in completing the forms? (您填表时需要他人的帮助吗?)
- 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 a travel agent (需要, 通过旅行社的帮助)
 - Yes, by contacting the [Embassy/Consulate General name] by phone or email in English (需要, 通过[美国驻_____大使馆/总领事馆]的邮件或电话英文服务的帮助)
 - 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/总领事馆]的邮件或电话中文服务的帮助)
 - Yes, by contactingustraveldocs.com (需要, 通过ustraveldocs.com网站寻求的帮助)
 - Yes, by contacting usvisa-info.com (需要, 通过usvisa-info.com 网站寻求的帮助)
 - Yes, other _____ (需要, 通过其它方式
_____)
4. If you used the [Embassy/Consulate General name],ustraveldocs.com, or usvisa-info.com website, were instructions and requirements well-defined?
5. (如果您是通过登录[美国驻_____大使馆/总领事馆]的官方网站, 或查询ustraveldocs.com, usvisa-info.com 网站获得的帮助, 那您觉得它们提供的信息是否清楚明确?)
- Yes (很明确)
 - No (不明确)
 - I did not use a website (我没有利用这些渠道查询)
6. Prior to your appointment, which of the following would you have liked to receive additional information about? (在预约之前, 您更希望详细了解下列哪些信息?)
- What to expect at the appointment (i.e., the security process, waiting room experience, parking, appointment time and duration) (面谈程序的相关信息(例如: 安检程序; 等候大厅排队方式; 停车方式; 面谈进行所需的时间))
 - Prohibited items that are not allowed in the [Embassy/Consulate General name] (禁止带入使领馆的物品)
 - Supporting documentation required (面谈时需要的辅助性材料)
 - Information on how to change appointment time (如何更改面谈时间的相关信息)
 - Document delivery service (面谈后护照的递取方式)
 - Other _____ (其它
_____)

FEE PAYMENT (支付费用)

7. Were you satisfied with the fee payment instructions? (您对付费操作指南满意吗?)
- Yes, they were sufficient (满意, 解释很详细)
 - No, I needed more information (不满意, 我需要更多的信息)
 - No, they were confusing (不满意, 它让我很费解)
 - Other _____ (其它
_____)
8. Were you satisfied with the fee payment options? (您对付费方式满意吗?)
- Yes, they were sufficient (满意, 方式很多)
 - No, they were inconvenient (不满意, 很不方便)
 - Other _____ (其它
_____)

APPOINTMENT SCHEDULING (上网预约)

9. Did you receive an appointment for a time and date within three weeks? (预约时, 是否有三周之内的面谈时间供您选择?)
- Yes (是的)
 - No, I needed an earlier appointment date, and one was not available. (没有, 我需要一个早一点的预约时间, 但没有可选时间。)
 - No, other _____ (没有, 其它原因 _____)
10. Was it difficult for you to schedule or reschedule your appointment? Please indicate why and check all that apply. (当您预约或重新预约一个面谈的时候, 您是否感到有困难? 请说明为什么有困难并选择相关选项。)
- The scheduling or rescheduling process was confusing. (安排或重新安排一个预约的流程很让人费解。)
 - I do not have access to or use the internet. (我没有权限进入或使用预约网站。)
 - Other _____ (其它 _____)

DURING THE APPOINTMENT (面谈过程)

10. Please rate your visit to [Embassy/Consulate General name].

请您对到访使领馆的经历作出评估。

	Excellent (非常好)	Satisfactory (一般)	Needs Improvement (有待提高)
Courtesy of the security guards (安保人员的言行举止)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of the consular staff (领事处工作人员的言行举止)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answers to your questions (对您疑问的解答)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation regarding your case (对您签证结果的解释)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness and comfort of the waiting area (等候大厅的卫生状况和舒适度)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration of wait time for the interview (面谈的等候时间)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DOCUMENT DELIVERY (文件运送)

11. If you were provided the option of document delivery, were you satisfied with the options for document delivery?
12. (您对我们所提供的文件运送方式满意吗?)
- Yes, they were sufficient (满意, 所提供的选择很充足)
 - No, they were inconvenient (不满意, 所提供的选择不方便)
 - No, I needed more options (不满意, 我需要更多的选择)
 - Not applicable, I did not use document delivery or it was not an option (不符合我的情况, 我没有使用该服务或我没有被提供选择)
 - Other _____ (其它 _____)

13. Please use the space below for any additional suggestions on what we could improve. (请在下面方框里填写其他评价或给我们提出宝贵建议。)

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.

完成每份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总和。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，请发送至：**Department of State, Bureau of Consular Affairs, ATTN: Catherine Barry, 600 19th Street, N.W., Washington, DC 20036.**