



U.S. Department of State

REQUEST FOR APPROVAL UNDER THE "GENERIC CLEARANCE FOR THE COLLECTION OF ROUTINE CUSTOMER FEEDBACK"
OMB CONTROL NUMBER: 1405-0193

Title of Information Collection Consular Services: National Visa Center Customer Satisfaction Survey

Purpose
 The Bureau of Consular Affairs (CA) is modifying immigrant visa processing to make better use of modern technology. As part of Modernized Immigrant Visas (MIV), there will be much greater role for the National Visa Center in Portsmouth, NH, and more interaction with immigrant visa applicants and/or their agents. CA wants to put in place a standard operating procedure at NVC to assess routinely the customer satisfaction of NVC services. Survey results will help CA ensure the efficiency and effectiveness of NVC in serving the public.

Description of Respondents
 Respondents would be the subjects of immigrant visa petitions that have been approved by USCIS and forwarded to NVC for action. The subjects of such petitions are commonly referred to as applicants for immigrant visas (IVs). To complete an application for an IV, an applicant or the applicant's agent, provides NVC the required application form and other documentation required by statute. Once the applicant's file is complete, NVC forwards the applicant's file to an overseas post for final processing. As part of final processing, the applicant has an interview with a consular officer.
 Respondents to the survey would be IV applicants and/or their agents. Applicants for IVs are foreign nationals. Their agents may be U.S. citizens, legal permanent residents, or other foreign nationals.

Type of Collection: *(Check one)*

<input type="checkbox"/> Customer Comment Card/Complaint Form	<input checked="" type="checkbox"/> Customer Satisfaction Survey
<input type="checkbox"/> Usability Testing <i>(e.g., Web site or Software)</i>	<input type="checkbox"/> Small Discussion Group
<input type="checkbox"/> Focus Group	<input type="checkbox"/> Other _____

Certification
 I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal government.
3. The collection is non-controversial and does not raise issues of concern to other Federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name <i>(Last, First, MI)</i> Barry Catherine M	Title Special Advisor, CA/EX
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Signer Email Address barrycm@state.gov		Date <i>(mm-dd-yyyy)</i> 05-28-2015
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TO ASSIST REVIEW, PLEASE PROVIDE ANSWERS TO THE FOLLOWING QUESTIONS.

Personally Identifiable Information

1. Is personally identifiable information (PII) collected? Yes No
 a. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
 2. If Applicable, has a System of Records Notice been published? Yes No

Gifts or Payments

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	Number of Respondents	Participation Time (Minutes)	Burden Hours
Individuals or Households	1,200	3	60.00
Totals	1,200	3	60.00

FEDERAL COST

The estimated annual cost to the Federal government is \$850.00

IF YOU ARE CONDUCTING A FOCUS GROUP, SURVEY, OR PLAN TO EMPLOY STATISTICAL METHODS, PROVIDE ANSWERS TO THE FOLLOWING QUESTIONS

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe? Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan). If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them.

NVC's database includes contact information on all potential IV applicants because such information is included in the original copies of the immigrant visa petitions approved by USCIS. In CY 2015, the survey would be offered to a subset of potential applicants, i.e. those who initiate visa processing with NVC using a newly developed electronic interface. Applicants will scan and upload the required visa application and supporting documents. NVC will offer applicants an on-line survey once they complete their file.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other, Explain

2. Will interviewers or facilitators be used? Yes No

PLEASE MAKE SURE THAT ALL INSTRUMENTS, INSTRUCTIONS, AND SCRIPTS ARE SUBMITTED WITH THE REQUEST.