Survey on Travel.state.gov

Tell us about your experience on Travel.State.Gov!

1. What is your overall satisfaction with the site?
   ☐ Extremely satisfied
   ☐ Somewhat satisfied
   ☐ Neither satisfied nor dissatisfied
   ☐ Somewhat dissatisfied
   ☐ Extremely dissatisfied

2. How well does this site meet your expectations?
   ☐ Far exceeds expectations
   ☐ Exceeds expectations
   ☐ Meets expectations
   ☐ Short of expectations
   ☐ Far short of expectations

3. Please rate the visual appeal of the site.
   ☐ Excellent
   ☐ Good
   ☐ Average
   ☐ Poor
   ☐ Terrible

4. Please rate how well the site is organized.
   ☐ Extremely well
   ☐ Very well
   ☐ Moderately well
   ☐ Slightly well

5. How likely are you to use this site as your primary resource for information?
   ☐ Extremely likely
   ☐ Somewhat likely
   ☐ Neither likely nor unlikely
   ☐ Somewhat unlikely
   ☐ Extremely unlikely

6. Please rate the usefulness of the search tool provided by this site.
   ☐ Extremely useful

☐ Somewhat useful
☐ Neither useful nor useless
☐ Somewhat useless
☐ Extremely useless

7. Please rate the options available for navigating this site.
☐ Excellent
☐ Good
☐ Average

8. How likely are you to return to this site?
☐ Extremely likely
☐ Somewhat likely
☐ Neither likely nor unlikely
☐ Somewhat unlikely
☐ Extremely unlikely

9. What category best describes the area of the site you are visiting today?
☐ Passports
☐ General International Travel Information
☐ Visas
☐ Intercountry Adoptions
☐ Child Abductions
☐ Other legal issues
☐ Other, please specify _____

10. Were you able to find the information that you were seeking?
☐ Yes
☐ No
☐ Other, please specify _____

11. Please rate how clear you found the writing on this site.
☐ 1 = Difficult to understand
☐ 2
☐ 3
☐ 4
☐ 5 Very clear and concise
☐ Other, please specify ____

12. How can we improve travel.state.gov?

13. How can we make the navigation tabs or menus more useful to you?

[ ]

14. How can we make the search feature more useful to you?

[ ]

15. Please tell us more about what you had trouble doing or finding today?

[ ]

16. If you could make one recommendation to the site, what would it be?

[ ]

17. What international travel information were you looking for?
    ☐ Learn about a country I will be traveling to or residing in as a U.S. Citizen
    ☐ Learn about Travel Advisories
    ☐ Get services for Americans abroad
    ☐ Enroll travel plans with a U.S. Embassy or STEP (Smart Traveler Enrollment Program)
    ☐ Locate/contact U.S. Embassy or Consulate abroad
    ☐ Contact the Department of State
    ☐ Find general information about international travel
    ☐ Obtain statistics or reports
    ☐ Other, please specify _____

18. Are you aware of the Smart Traveler Enrollment Program (STEP)
    ☐ Yes, I plan to enroll in STEP
    ☐ Yes, I am currently enrolled in STEP
    ☐ Yes, but I do not plan to enroll in STEP
    ☐ No, I am not aware of STEP

19. What is your reason for visiting the International Parental Child Abduction section of the website?
    ☐ Learn how to respond to a child abduction from the U.S. to another country
    ☐ Get information about prevent international parental child abductions
    ☐ Get information about other countries' (non-U.S.) laws
    ☐ Locate/contact U.S. Embassy or Consulate abroad
    ☐ Obtain statistics or reports

☐ Find general information about international parental child abduction
☐ Other, please specify _____

20. What is your reason for visiting the Intercountry Adoptions section of the website?
    ☐ Obtain information about a country's adoption laws and policies
    ☐ Access Adoption Tracking Service
    ☐ Submit complaint
    ☐ Browse general intercountry adoption information
    ☐ Learn about the eligibility requirements to become an adoptive parent
    ☐ Learn about a specific country's adoption process
    ☐ Find adoption notices
    ☐ Find adoption statistics or reports
    ☐ Learn about how to get a U.S. Visa for your adopted child
    ☐ Contact the Department of State, Office of Children's Issues; Adoption Division,
    ☐ Other, please specify _____

21. Did you accomplish the goal of your visit?
    ☐ Yes
    ☐ No
    ☐ Other, please specify _____

22. Were you able to understand the visa process with the information provided on this site?
    ☐ Yes
    ☐ No
    ☐ Other, please specify _____

23. Is the Visa content organized in a logical manner?
    ☐ Yes
    ☐ No
    ☐ Other, please specify _____

24. Did you find the Visa information easy to understand?
    ☐ Yes
    ☐ No
    ☐ Other, please specify _____

25. Was there any missing Visa information?
    ☐ Yes
    ☐ No
    ☐ Other, please specify _____

26. Did you use our interactive features such as the "Visa Wizard" or the interview "Appointment Wait Time"?
☐ Yes
☐ No
☐ Other, please specify _____

27. If you could make one improvement to the visa pages on the site, what would it be and why?

[ ]

28. Was this page helpful?
☐Yes
☐No (skip logic)

If No is selected – Skip to: The page was not helpful because it

29. The page was not helpful because it.
☐ Has too little information
☐ Has too much information
☐ is confusing
☐ Is out of date

30. Would you like to tell us more about how we can improve the page?
☐Yes (skip logic)
☐No

If Yes is selected – Skip to: Thank you! How can we make this page more helpful?

31. Thank you! How can we make this page more helpful?

[ ]

Thank you for taking the time to complete this survey!