

U.S. Citizenship and Immigration Services Welcome to the United States Booklet Satisfaction Survey

Survey to be administered via the Web. Instructions and headings in BOLD and question numbers will not be seen by the respondents.

Survey Introduction

Thank you for your interest in our survey! U.S. Citizenship and Immigration Services is committed to continuous performance improvement. As part of this effort, we are requesting feedback on the booklet you recently downloaded called Welcome to the United States: A Guide for New Immigrants.

The survey is hosted via a secure server and your responses will remain **anonymous**. This survey is authorized by Office of Management and Budget Control No. 1090-0007 which expires May 31, 2018.

The survey will take approximately XX minutes to complete. Thank you in advance for completing the survey.

Please click on the “Next” button below to begin.

Download Experience

DL1. How long ago did you download Welcome to the United States: A Guide for New Immigrants?

1. One week ago
2. One month ago
3. More than one month ago
4. Other, please specify [open end]

DL2. Did you have any difficulty downloading the guide?

1. Yes
2. No

(IF DL2=1, ASK DL3)

DL3. Please describe the issue(s) that you had when downloading the guide? [open end]

DL4. In which language did you download the guide?

1. English
2. Spanish
3. French
4. Simplified Chinese
5. Traditional Chinese

6. Arabic
7. Portuguese
8. Vietnamese
9. Russian
10. Tagalog
11. Haitian Creole
12. Korean
13. Somali
14. Urdu

Guide Usage

GU1. Which of the following most accurately describes why you downloaded the guide?

1. I had a specific need for information that I knew was in the guide
2. I wanted to have the guide to reference as needed
3. Someone recommended that I download the guide
4. I downloaded it for a family member or friend
5. I downloaded it to use in teaching a class
6. Other, please specify [open end]

GU2. How much of the guide have you read to date?

1. The entire guide
2. Several sections of the guide
3. One specific section of the guide
4. None

[IF GU2 = 2-3]

GU3. Which of the following sections of the guide did you read or reference?
(Check all that apply)

1. Table of Contents
2. Welcome to the United States: A Guide for New Immigrants
3. About This Guide
4. Your Rights and Responsibilities as a Permanent Resident
5. Getting Settled in the United States
6. Taking Care of Your Money
7. Understanding Education and Health Care
8. Keeping Your Home and Family Safe
9. Learning About the United States
10. Becoming a U.S. Citizen

THE NEXT QUESTIONS WILL BE ASKED DEPENDING ON THE RESPONSE TO GU3

[IF GU3=2 – Welcome to the United States: A Guide for New Immigrants]

GU4. What specific information in [insert response from GU3] did you read or reference?

1. Federal Departments and Agencies
2. The United States Today
3. Federal Holidays
4. Contact USCIS
5. All of the above

GU4a. Using a scale from 1 to 10, where 1 means not “at all useful” and 10 means “extremely useful”, how useful was the information in [insert response from GU3]?

[IF GU3=3 – About this Guide]

GU5. What specific information in [insert response from GU3] did you read or reference?

1. Where to Get Help
2. USCIS Online Resources
3. All of the above

GU5a. Using a scale from 1 to 10, where 1 means not “at all useful” and 10 means “extremely useful”, how useful was the information in [insert response from GU3]?

[IF GU3=4 – Your Rights and Responsibilities as a Permanent Resident]

GU6. What specific information in [insert response from GU3] did you read or reference?

1. Your Rights and Responsibilities
2. Maintaining Your Permanent Resident Status
3. If You Are a Conditional Permanent Resident
4. Finding Legal Assistance
5. Consequences of Criminal Behavior for Permanent Residents
6. All of the above

GU6a. Using a scale from 1 to 10, where 1 means not “at all useful” and 10 means “extremely useful”, how useful was the information in [insert response from GU3]?

[IF GU3=5 – Getting Settled in the United States]

GU7. What specific information in [insert response from GU3] did you read or reference?

1. Get a Social Security Number
2. Find a Place to Live
3. Look for a Job
4. Child Care

5. Transportation
6. All of the above

GU7a. Using a scale from 1 to 10, where 1 means not “at all useful” and 10 means “extremely useful”, how useful was the information in [insert response from GU3]?

[IF GU3=6 – Taking Care of Your Money]

GU8. What specific information in [insert response from GU3] did you read or reference?

1. Personal Finance
2. Paying Taxes
3. Protect Yourself and Your Money
4. All of the above

GU8a. Using a scale from 1 to 10, where 1 means not “at all useful” and 10 means “extremely useful”, how useful was the information in [insert response from GU3]?

[IF GU3=7 – Understanding Education and Health Care]

GU9. What specific information in [insert response from GU3] did you read or reference?

1. Education in the United States
2. Higher Education: Colleges and Universities
3. Adult Education
4. Learn English
5. Health Care
6. Other Federal Benefits Programs
7. All of the above

GU9a. Using a scale from 1 to 10, where 1 means not “at all useful” and 10 means “extremely useful”, how useful was the information in [insert response from GU3]?

[IF GU3=8 – Keeping Your Home and Family Safe]

GU10. What specific information in [insert response from GU3] did you read or reference?

1. Be Prepared
2. Stay Informed
3. Respond to an Emergency
4. All of the above

GU10a. Using a scale from 1 to 10, where 1 means not “at all useful” and 10 means “extremely useful”, how useful was the information in [insert response from GU3]?

[IF GU3=9 – Learning About the United States]

GU11. What specific information in [insert response from GU3] did you read or reference?

1. We the People: The Role of the Citizen in the United States
2. How the United States Began
3. Creating "A More Perfect Union"
4. How the Federal Government Works
5. The Legislative Branch: Congress
6. The Executive Branch: The President
7. The Judicial Branch: The Supreme Court
8. State and Local Government
9. Experience the United States
10. All of the above

GU11a. Using a scale from 1 to 10, where 1 means not "at all useful" and 10 means "extremely useful", how useful was the information in [insert response from GU3]?

[IF GU3=10 - Becoming a U.S. Citizen]

GU12. What specific information in [insert response from GU3] did you read or reference?

1. Why Become a U.S. Citizen?
2. Naturalization: Becoming a U.S. Citizen
3. You're on Your Way
4. All of the above

GU12a. Using a scale from 1 to 10, where 1 means not "at all useful" and 10 means "extremely useful", how useful was the information in [insert response from GU3]?

[SHOW THE MAIN SECTIONS SELECTED IN GU3]

GU13. Of the sections that you read or referenced, which was the most useful to you?
(select one)

Using a scale from 1 to 10, where 1 means poor and 10 means excellent, please rate the following:

GU14. The way the guide is organized

GU15. The overall content of the guide

GU16. The visual appeal of the guide

GU17. Ease of accessing the guide

GU18. How did you learn about the guide?

1. Brochure sent with my green card
2. I did a search on the Internet
3. Word of mouth
4. From a family member or friend
5. Other, please specify [open end]

GU19. On what device did you access the guide?

1. Personal laptop
2. Mobile device such as a smartphone or tablet
3. On a public device (e.g. computer at public library)
4. Other, please specify [open end]

GU20. How do you feel the guide will help you?

1. It will help me prepare for naturalization
2. It will help me acclimate to life in the United States
3. It will assist me in fitting in to my community
4. It will enable me to fulfill my responsibilities as a citizen of the United States
5. It will provide me with tools to better care for my family
6. Other, please specify [open end]

ACSI Benchmark Questions [ASK OF ALL RESPONDENTS]

Q1. Please consider all of the experiences with the guide. Using a 10-point scale on which 1 means *Very Dissatisfied* and 10 means *Very Satisfied*, how satisfied are you with the guide?

Q2. To what extent has the guide fallen short or exceeded your expectations? Please use a 10-point scale on which 1 means *Falls Short of Your Expectations* and 10 means *Exceeds Your Expectations*.

Q3. Imagine an ideal guide for new immigrants. How well do you think the guide compares with that ideal program? Please use a 10-point scale on which 1 means *Not Very Close to Ideal*, and 10 means *Very Close to Ideal*.

Outcome Measures/Retention

OC1. On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, how likely are you to recommend the guide to others?

OC2. On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, how likely are you to refer to the guide in the future?

[ASK ONLY OF THOSE WHO ARE NOT CURRENT CITIZENS]

OC4. On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, how likely are you to apply for citizenship in the future?

OC5. On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, after reading this guide how likely are you to utilize USCIS resources to help you prepare for U.S. citizenship?

OC5. Do you think this guide provided you with enough information to get settled in the United States?

1. Yes
2. No

Demographics [ASK OF ALL RESPONDENTS]

DEM1 What is your gender?

1. Male
2. Female
3. Prefer not to say

DEM2 What is your age?

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65 and over
7. Prefer not to say

DEM3 What is your annual household income?

1. Less than \$25,000
2. \$25,000 to \$34,999
3. \$35,000 to \$49,999
4. \$50,000 to \$74,999
5. More than \$75,000
6. Prefer not to say

DEM4 What is your marital status?

1. Single
2. Married
3. Divorced
4. Widowed
5. Domestic Partnership
6. Prefer not to say

DEM5 How many children do you have in your home?

1. None
2. One
3. 2 to 3
4. 4 to 5
5. More than 5
6. Prefer not to say

- DEM6** What is your employment status?
1. I am working full time
 2. I am working part time
 3. I am unemployed
 4. Prefer not to say
- DEM7** What is your educational status?
1. Some high school
 2. High school graduate
 3. Some college
 4. Trade/technical/vocational training
 5. College graduate
 6. Some postgraduate work
 7. Post graduate degree
- DEM8** What language(s), other than English, do you speak? (Select all that apply)
1. Spanish
 2. French
 3. Mandarin
 4. Cantonese
 5. Arabic
 6. Portuguese
 7. Vietnamese
 8. Russian
 9. Tagalog
 10. Haitian Creole
 11. Korean
 12. Somali
 13. Urdu
 14. Other, please specify **[CAPTURE RESPONSE]**
- DEM9.** How well would you assess your overall English proficiency?
1. No practical English
 2. Elementary English
 3. Limited Working English
 4. Minimum Professional English
 5. Full Professional English
 6. Native or Bilingual English
- DEM10.** How well would you assess your proficiency in reading English?
1. No practical English
 2. Elementary English
 3. Limited Working English
 4. Minimum Professional English
 5. Full Professional English
 6. Native or Bilingual English

DEM11. After using the guide, are there any recommendations for additional content you would like to see included that you feel could be useful? [OPEN END]

Thank you for your time. U.S. Citizenship and Immigration Services appreciates your input!