

Welcome and Thank You Text

Welcome Text

Thanks for visiting the USCIS.gov website. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking the USCIS.gov survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.


Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name	USCIS Mobile Satisfaction Survey	Red & Strike-Through: Delete	 by Answers
Model ID	9IZgBgUlcNc99BZtcMVEBw4C	<u>Underlined & Italicized</u> : Re-order	
Partitioned	Yes 2MQ	Pink: Addition	
Date	8/13/2015	Blue: Reword	

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this mobile site.	16 Satisfaction - Overall	Satisfaction What is your overall satisfaction with this mobile site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19 Likelihood to Return	Likelihood to Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site ?
2 Look and Feel - Balance	Please rate the balance of graphics and text on this mobile site.	17 Satisfaction - Expectations	How well does this mobile site meet your expectations ? <i>(1=Falls Short, 10=Exceeds)</i>	20 Recommend	Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else ?
3 Look and Feel - Readability	Please rate the readability of the pages on this mobile site.	18 Satisfaction - Ideal	How does this mobile site compare to your idea of an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	21 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for obtaining information about immigration and citizenship?
4 Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this mobile site.				
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this mobile site.				
6 Site Performance - Completeness	Please rate how completely the page content loads on this mobile site.				
7 Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well this mobile site is organized .				
8 Navigation - Options	Please rate the options available for navigating this mobile site.				
9 Navigation - Layout	Please rate how well the mobile site layout helps you find what you need .				
10 Information Browsing - Sort	Information Browsing (1=Poor, 10=Excellent, Don't Know) Please rate the ability to sort information by criteria that are important to you on this mobile site.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this mobile site.				
12 Information Browsing - Features	Please rate how well the features on the mobile site help you find the information you need .				
13 Site Information - Thoroughness	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of information on this mobile site.				
14 Site Information - Understandable	Please rate how understandable information is on this mobile site.				
15 Site Information - Answers	Please rate how well the information provides answers to your questions .				

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
ESK6263Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Radio button, one-up vertical	Skip Logic Group*	Visit Frequency
ESK6263Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*	Role
ESK6263Q003		A	Other role			N	Text field, <100 char	Skip Logic Group*	Other role
	Role		What is your primary role in visiting the site today?	Applicant (you're applying for a visa, Green Card, or naturalization) Legal Representative (you represent or help represent applicants, petitioners, or requestors) Community Advocate or Educator (you work in a non-profit/community organization) Petitioner (you're submitting an application on behalf of someone else such as your spouse, fiancé(e), or employee) Requestor (you're requesting immigration records) Elected Official/Government Representative Media Representative Translator/Interpreter Friend, Family Member or Community Member (you're helping someone else in an unofficial capacity) Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Role
		A	Other role.			N	Text field, <100 char	Skip Logic Group*	Other role
			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one		Behalf
			What was your general reason for visiting the site today?	Citizenship Working in the USA Green card General policy information General information regarding USCIS General information regarding immigration laws Other, please specify:	C B A	Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Primary Reason
		A	Other general reason.			N	Text area, no char limit	Skip Logic Group*	Other reason
		B	What specific green card information were you looking for?	Find out how to get a Green Card through family Remove conditions on my Green Card Renew or replace my Green Card Find out how to obtain Green Card through a job Travel outside of U.S. Find other ways to get a Green Card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other		Y	Radio button, one-up vertical	Skip Logic Group*	Green Card
		C	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for military personnel and family members General information on naturalization		Y	Radio button, one-up vertical	Skip Logic Group*	Citizenship

				Naturalization test Naturalization test study materials Naturalization ceremonies Other					
			Did you look for or use any forms today?	Yes No	A	Y	Drop down, select one	Skip Logic Group* Anchor Answer Choice	Forms
		A	What type of forms were you looking for?	Citizenship and naturalization-based Forms Green Card-based Forms Family-based Forms Employment-based Forms Humanitarian benefits-based Forms Adoptions-based forms Department of State and other non-USCIS forms I-94 Arrival/Departure Forms Other		Y	Radio button, one-up vertical	Skip Logic Group*	Type of Form
			Did you use the case status feature during your visit today?	Yes No	A	Y	Drop down, select one	Skip Logic Group*	Case Status
		A	What specifically under case status did you try to accomplish?	Create a new account Check your case status online Update information within my account (such as your address) Set up automatic updates regarding your case Ask questions about your case See office case processing times Other		Y	Radio button, one-up vertical	Skip Logic Group*	Case Status Tasks
ESK6263Q004	Primary Reason - Federal Government		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Case status information Working in the USA Find citizenship requirements Research green card information Find form(s) Download form(s) Create an account Check filing fees Find/research immigration laws Find naturalization text/study materials Read the latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Primary Reason
ESK6263Q005		A	Other primary reason			N	Text field, <100 char	Skip Logic Group*	Other reason
HOP0252920			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical		Account
ESK6263Q008			What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing		C, Y, B	Y	Radio button, one-up vertical	Method
		A	Please specify your other method of finding information.			N	Text area, no char limit	Skip Logic Group*	OE Method
		Y	Did you experience any issues using search today?	Yes No		Z	Y	Checkbox, one-up vertical	Skip Logic Group Search Issues
		Z	What issues did you experience today?	Returned too many results Returned not enough or no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search I needed to search too many terms/words to get what I wanted Other			Y	Checkbox, one-up vertical	Skip Logic Group* Search experience
		X	What other issues did you experience with the search feature today?			X	N	Text area, no char limit	Skip Logic Group* OE_Search Experience
		T	Did you experience any issues navigating the website today?	Yes No		U	Y	Checkbox, one-up vertical	Skip Logic Group Navigation Issues
		U	What issues did you experience today?	Could not find the appropriate navigational links on most of your pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed or related information on your pages Links didn't work Other, please specify:			Y	Radio button, one-up vertical	Skip Logic Group Specific Nav Issues

		V	What other navigational issues did you experience today?			N	Text area, no char limit	Skip Logic Group	Other Nav Issues
GOU0269864		C	Was this your first experience with the site's search feature?	Yes No Don't know/can't remember	D	Y	Drop-down, select one	Skip Logic Group*	Returning Search User
GOU0269865		D	How did your experience with the search feature today compare with your previous experience(s)?	Better Worse Don't know/can't remember	E F	Y	Drop-down, select one	Skip Logic Group*	Comparative Search
GOU0269866		E	Why was your experience with the search feature better today?			N	Text area, no char limit	Skip Logic Group*	OE_Better Search
GOU0269867		F	Why was your experience with the search feature worse today?			N	Text area, no char limit	Skip Logic Group*	OE_Worse Search
ESK6263Q006	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still Looking No		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
					A A, B				
ESK6263Q007	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish
		B	What do you plan to do next?	Come back to the site later Keep searching the internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*	Do next
			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference	A A	Y	Drop down, select one		Access
		A	Why is that your preferred method of accessing the site?			N	Text area, no char limit		OE_Why No Mobile
ESK6263Q009	OE_Improve Experience		What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit		OE_Improve Experience
	a11_satisfaction		Please rate your level of agreement with the following statements about your experience on the website today. I am satisfied with the service I received from USCIS.	1=Strongly Disagree 2 3 4 5=Strongly Agree		N	Radio button, scale, no don't know		A11 Satisfaction
	a11_confidence		This interaction increased my confidence in USCIS.	1=Strongly Disagree 2 3 4 5=Strongly Agree		N	Radio button, scale, no don't know		A11 Confidence

Model Name USCIS Mobile Satisfaction Survey
 Model ID 9IZgBgUlcNc99BZtcMVEBw4C
 Partitioned Yes 2MQ
 Date 7/31/2018

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Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



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ESK6263Q003		A	Other role		A	N	Text field, <100 char	Skip Logic Group*	Other role
ESK6263Q004	Primary Reason - Federal Government		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Case status information Working in the USA Find citizenship requirements Research green card information Find form(s) Download form(s) Create an account Check filing fees Find/research immigration laws Find naturalization text/study materials Read the latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Primary Reason
ESK6263Q005		A	Other primary reason			N	Text field, <100 char	Skip Logic Group*	Other reason
HOP0252920			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical		Account
ESK6263Q006	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
ESK6263Q007	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish
ESK6263Q008			What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing	C	Y	Radio button, one-up vertical		Method
COU0269864		C	Was this your first experience with the site's search feature?	Yes No Don't know/can't remember		Y	Drop down, select one	Skip Logic Group*	Returning Search User
COU0269865		D	How did your experience with the search feature today compare with your previous experience(s)?	Better Worse Don't know/can't remember	E F	Y	Drop down, select one	Skip Logic Group*	Comparative Search
COU0269866		E	Why was your experience with the search feature better today?			N	Text area, no char limit	Skip Logic Group*	OE_Better Search
COU0269867		F	Why was your experience with the search feature worse today?			N	Text area, no char limit	Skip Logic Group*	OE_Worse Search
ESK6263Q009	OE_Improve Experience		What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit		OE_Improve Experience

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 Model ID 9IZgBgUlcNc99BZtcMVEBw4C
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ESK6263Q003		A	Other role		A	N	Text field, <100 char	Skip Logic Group*	Other role
ESK6263Q004	Primary Reason - Federal Government		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Case status information Working in the USA Find citizenship requirements Research green card information Find form(s) Download form(s) Create an account Check filing fees Find/research immigration laws Find naturalization text/study materials Read the latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Primary Reason
ESK6263Q005		A	Other primary reason			N	Text field, <100 char	Skip Logic Group*	Other reason
			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical		Account
ESK6263Q006	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
ESK6263Q007	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish
ESK6263Q008			What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing		Y	Radio button, one-up vertical		Method
		C	Was this your first experience with the site's search feature?	Yes No Don't know/can't remember		Y	Drop down, select one	Skip Logic Group*	Returning Search User
		D	How did your experience with the search feature today compare with your previous experience(s)?	Better Worse Don't know/can't remember		Y	Drop down, select one	Skip Logic Group*	Comparative Search
		E	Why was your experience with the search feature better today?			N	Text area, no char limit	Skip Logic Group*	OE_Better Search
		F	Why was your experience with the search feature worse today?			N	Text area, no char limit	Skip Logic Group*	OE_Worse Search
ESK6263Q009	OE_Improve Experience		What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit		OE_Improve Experience

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ESK6263Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Radio button, one-up vertical	Skip Logic Group*	Visit Frequency
BUC0217906		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes No, I did not notice changes Don't know / Not sure		Y	Drop-down, select one	Skip Logic Group*	Notice
BUC0217908		B	How would you describe the redesigned home page?	Better than the previous homepage Same as the previous homepage Worse than the previous homepage Don't know / Not sure		Y	Drop-down, select one	Skip Logic Group*	Redesign
BUC0217909		B	Would you share with us ANY opinions/thoughts you have about the redesigned home page?			N	Text area, no char limit	Skip Logic Group*	Redesign opinion
ESK6263Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*	Role
ESK6263Q003		A	Other role			N	Text field, <100 char	Skip Logic Group*	Other role
ESK6263Q004	Primary Reason - Federal Government		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Case status information Working in the USA Find citizenship requirements Research green card information Find form(s) Download form(s) Create an account Check filing fees Find/research immigration laws Find naturalization text/study materials Read the latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Primary Reason
ESK6263Q005		A	Other primary reason			N	Text field, <100 char	Skip Logic Group*	Other reason
			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical		Account
ESK6263Q006	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
ESK6263Q007	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish
ESK6263Q008			What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing		Y	Radio button, one-up vertical		Method
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ESK6263Q007	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish
ESK6263Q008			What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z index <u>Chat feature (Emma)</u> Site map Used an external search engine (e.g., Google) Just browsing		Y	Radio button, one-up vertical		Method
ESK6263Q009	OE_Improve Experience		What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit		OE_Improve Experience

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
ESK6263Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Radio button, one-up vertical		Visit Frequency
ESK6263Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*	Role
ESK6263Q003		A	Other role			N	Text field, <100 char	Skip Logic Group*	Other role
ESK6263Q004	Primary Reason - Federal Government		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Case status information Working in the USA Find citizenship requirements Research green card information Find form(s) Download form(s) Check filing fees Find/research immigration laws Find naturalization text/study materials Read the latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
ESK6263Q005		A	Other primary reason			N	Text field, <100 char	Skip Logic Group*	Other reason
ESK6263Q006	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
ESK6263Q007	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish
ESK6263Q008			What method do you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z index Site map Used an external search engine (e.g., Google) Just browsing		Y	Radio button, one-up vertical		Method
ESK6263Q009	OE_Improve Experience		What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit		OE_Improve Experience