



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

| Label | Element Questions | Label | Satisfaction Questions | | Label | Future Behaviors |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------|----|----------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| | Look and Feel (1=Poor, 10=Excellent, Don't Know) | | Satisfaction | | | Likelihood to Return (1=Very Unlikely, 10=Very Likely) |
| Look and Feel - Appeal | Please rate the visual appeal of this mobile site. | 16 Satisfaction - Overall | What is your overall satisfaction with this mobile site? (1=Very Dissatisfied, 10=Very Satisfied) | 19 | Likelihood to Return | How likely are you to return to this site? |
| 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 ? (1=Falls Short, 10=Exceeds) | | | Recommend (1=Very Unlikely, 10=Very Likely) |
| 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? (1=Not Very Close, 10=Very Close) | 20 | Recommend | How likely are you to recommend this site to someone else? |
| | Site Performance (1=Poor, 10=Excellent, Don't Know) | | | 1 | | Primary Resource (1=Very Unlikely, 10=Very Likely) |
| Site Performance - Loading | Please rate how quickly pages load on this mobile site. | | | 21 | Primary Resource | How likely are you to use this site as your primary resource for obtaining information about immigration and citizenship? |
| Site Performance - Consistency | Please rate the consistency of speed from page to page on this mobile site. | | | | | |
| Site Performance - Completeness | Please rate how completely the page content loads on this mobile site. | | | | | |
| | Navigation (1=Poor, 10=Excellent, Don't Know) | | | | | |
| Navigation - Organized | Please rate how well this mobile site is organized. | | | | | |
| Navigation - Options | Please rate the options available for navigating this mobile site. | | | | | |
| Navigation - Layout | Please rate how well the mobile site layout helps you find what you need. | | | | | |
| | Information Browsing (1=Poor, 10=Excellent, Don't Know) | | | | | |
| Information Browsing - Sort | Please rate the ability to sort information by criteria that are important to you on this mobile site. | | | | | |
| Information Browsing - Narrow | Please rate the ability to narrow choices to find the information you are looking for on this mobile site. | | | | | |
| Information Browsing - Features | Please rate how well the features on the mobile site help you find the information you need. | | | | | |
| | Site Information (1=Poor, 10=Excellent, Don't Know) | | | | | |
| Site Information - Thoroughness | Please rate the thoroughness of information on this mobile site. | | | | | |
| Site Information - Understandable | Please rate how understandable information is on this mobile site. | | | | | |
| Site Information - Answers | Please rate how well the information provides answers to your questions. | | | | | |

| Model Name | USCIS Mobile Satisfaction Survey | Red & Strike Through: Delete | |
|-------------|----------------------------------|-----------------------------------------------|------------|
| Model ID | 9IZgBgUlcNc99BZtcMVEBw4C | <u>Underlined & Italicized</u> : Re-order | FORESEE |
| Partitioned | Yes 2MQ | Pink: Addition | |
| Date | 7/31/2018 | Blue: Reword | by Answers |

| QID | QUESTION META TAG | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Туре | Special Instructions | CQ Label |
|-------------|----------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------|-----------------------------------------------------------|----------------------------------------|-------------------------------------------|
| ESK6263Q001 | Visit Frequency | | How often do you visit this site? | First time | | Y | Radio button, one-up vertical | Skip Logic Group* | Visit Frequency |
| | | | | Daily | | - | | | |
| | | | | Weekly | | - | | | |
| | | | | Monthly Once every few months | | - | | | |
| | | | | Once every 6 months or less | | 1 | | | |
| ESK6263Q002 | Role | | What is your primary role in visiting the site today? | U.S. born citizen | | ¥ | Radio button, one-up vertical | Skip Logic Group* | Role |
| | | | | Naturalized U.S. citizen | | 1 | | | |
| | | | | Permanent Resident (green card holder) | | 1 | | | |
| | | | | Conditional Resident | | | | | |
| | | | | Citizen of a foreign country | | 1 | | | |
| | | | | Fiancé K-1 Visitor/nonimmigrant | | - | | | |
| | | | | Asylum seeker | | 1 | | | |
| | | | | Visa seeker | | 1 | | | |
| | | | | Spouse of US citizen | | 1 | | | |
| | | | | Temporary Worker | | 1 | | | |
| | | | | Student or Exchange Visitor | |] | | | |
| | | | | Employer | | | | | |
| | | | | Attorney | | | | | |
| ECK62620000 | | | Other rela | Other, please specify: | A | N | Tout field _ <100 abor | Chin Logia Crowst | Other rele |
| ESK6263Q003 | Role | A | Other role What is your primary role in visiting the site today? | Applicant (you're applying for a vice. Groop Card, or | | N Y | Text field, <100 char Padio button, one-up vertical | 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) | | T | Radio button, one-up vertical | Skip Logic Group* | Role |
| | | | | 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 | 1 | | | | |
| | | | | Media Representative | 1 | | | | |
| | | | | Translator/Interpreter | | | | | |
| | | | | Friend, Family Member or Community Member (you're helping someone else in an unofficial capacity) | | | | Randomize | |
| | | | | someone else in an unofficial capacity) | | | | | |
| | | Α | Other rela | Other, please specify: | | N | Tout field <100 abox | Anchor Answer Choice | Other rele |
| | | A | On whose behalf were you looking for information today? | Myself | | Y | Drop down, select one | Sкip Logic Group" | Behalf |
| | | | on whose benan were you looking for information today: | Family member/relative | 1 | | biop down, select one | | Dentan |
| | | | | Friend | 1 | | | | |
| | | | | Client |] | | | | |
| | | | | Student | | | | | |
| | | | | Fiancé | | | | | |
| | | | | Employer/employee | - | | | | |
| | | | What was your general reasons for visiting the site to the | Other | 6 | N/ | Dadia button and up vertical | Skip Logic Crount | Drimon / Decore |
| | | | What was your general reason for visiting the site today? | Citizenship Working in the USA | С | Y | Radio button, one-up vertical | Skip Logic Group* | Primary Reason |
| | | | | Green card | в | | | | |
| | | | | General policy information | | | | Randomize | |
| | | | | General information regarding USCIS | 1 | | | | |
| | | | | General information regarding immigration laws | | | | | |
| | | | | | | | | | |
| | | | | Other, please specify: | A | | | Anchor Answer Choice | |
| | | A | Other general reason. | | A | N | Text area, no char limit | Skip Logic Group* | Other reason |
| | | A B | Other general reason. What specific green card information were you looking for? | Find out how to get a Green Card through family | A | N Y | Text area, no char limit Radio button, one-up vertical | | Other reason Green Card |
| | | A B | Other general reason. 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 | A | N Y | | Skip Logic Group* | Other reason Green Card |
| | | A B | Other general reason. 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 | A | N Y | | Skip Logic Group* | Other reason Green Card |
| | | A B | Other general reason. 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 | A | N Y | | Skip Logic Group* | Other reason Green Card |
| | | A B | Other general reason. 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. | A | N Y | | Skip Logic Group* | Other reason Green Card |
| | | A B | Other general reason. 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 | A | N Y | | Skip Logic Group* | Other reason Green Card |
| | | A B | Other general reason. 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 | A | N Y | | Skip Logic Group* | Other reason Green Card |
| | | B | Other general reason. 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 | A | Y | | Skip Logic Group* | Other reason Green Card |
| | | | | 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 | A | | Radio button, one-up vertical | Skip Logic Group* Skip Logic Group* | |
| | | A B C | Other general reason. What specific green card information were you looking for? What specific citizenship 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 | A | Y | | Skip Logic Group* | Other reason Green Card Citizenship |
| | | | | 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 | A | | Radio button, one-up vertical | Skip Logic Group* Skip Logic Group* | |
| | | | | 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 | A | | Radio button, one-up vertical | Skip Logic Group* Skip Logic Group* | |
| | | | | 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 | A | | Radio button, one-up vertical | Skip Logic Group* Skip Logic Group* | |
| | | | | 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 | A | | Radio button, one-up vertical | Skip Logic Group* Skip Logic Group* | |
| | | | | 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 | A | | Radio button, one-up vertical | Skip Logic Group* Skip Logic Group* | |

ForeSee Results - Confidential and Proprietary

| | 1 | | | | 1 | | 1 | | |
|---------------------------|------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| | | | | Naturalization test | - | | | | |
| | | | | Naturalization test study materials | - | | | | |
| | | | | Naturalization ceremonies | - | | | | |
| | | | Did you look for or you only forme today? | Uther | | V | Dren deurs coloct one | Chin Logia Crount | Forme |
| | | | Did you look for or use any forms today? | Ne | A | Y | Drop down, select one | Skip Logic Group* Anchor Answer Choice | Forms |
| | | A | What type of forms were you looking for? | NO Citizenship and naturalization-based Forms | | Y | Radio button, one-up vertical | Skip Logic Group* | Type of Form |
| | | ^ | what type of torms were you tooking for? | Green Card-based Forms | - | | Radio button, one-up venical | Skip Lugic Group | Type of Form |
| | | | | Family-based Forms | - | | | | |
| | | | | Employment-based Forms | 1 | | | | |
| | | | | Humanitarian benefits-based Forms | 1 | | | | |
| | | | | Adoptions-based forms | - | | | | |
| | | | | Department of State and other non-USCIS forms | 1 | | | | |
| | | | | I-94 Arrival/Departure Forms | 1 | | | | |
| | | | | Other | 1 | | | | |
| | | | Did you use the case status feature during your visit today? | | Α | Y | Drop down, select one | Skip Logic Group* | Case Status |
| | | | Did you use the cuse status leather during your visit today. | No | 1 | · · · | Drop down, Scient one | Skip Logic Oroup | Cuse Status |
| | | A | What specifically under case status did you try to | Create a new account | | Y | Radio button, one-up vertical | Skip Logic Group* | Case Status Tasks |
| | | | accomplish? | Check your case status online | 1 | | | | |
| | | | | Update information within my account (such as your address) | 1 | | | | |
| | | | | | | | | | |
| | | | | Set up automatic updates regarding your case | 1 | | | | |
| | | | | Ask questions about your case | 1 | | | | |
| | | | | See office case processing times | 1 | | | | |
| | | | | Other | 1 | | | | |
| ESK6263Q004 | Primary Reason - | | What is your primary reason for visiting the site today? | Just browsing | | ¥ | Radio-button, one-up-vertical | Skip Logic Group* | Primary Reason |
| | Federal | | | Get general information before I file my case | | | | | |
| | Government | | | Case status information | | 1 | | | |
| | | | | Working in the USA | | | | Randomize | |
| | | | | Find citizenship requirements | | | | | |
| | | | | Research green card information | | | | | |
| | | | | Find form(s) | | | | | |
| | | | | Download form(s) | | 1 | | | |
| | | | | Create an account | | 1 | | | |
| | | | | Check filing fees | | 1 | | | |
| | | | | Find/research immigration laws | | | | | |
| | | | | Find naturalization text/study materials | | 1 | | | |
| | | | | Read the latest news releases | | | | | |
| | | | | Learn about USCIS | | | | | |
| | | | | Find a USCIS office | | | | | |
| | | | | | | | | | |
| | | | | Make an appointment | | 1 | | | |
| | | | | | A | - | | Anchor Answer Choice | |
| ESK6263Q005 | | A | Other primary reason | Make an appointment Other, please specify: | A | N | Text field, <100 char | Anchor Answer Choice Skip Logic Group* | Other reason |
| ESK6263Q005 HOP0252920 | | A | Other-primary reason Did you create an account during your visit today? | Make an appointment Other, please specify: Yes | A | N Y | Text-field, <100 char Radio button, one-up vertical | | Other reason Account |
| | | A | | Make an appointment Other, please specify: Yes No | A | | | | |
| HOP0252920 | | A | Did you create an account during your visit today? | Make an appointment Other, please specify: Yes No I already have an account | | Y | Radio button, one-up vertical | | Account |
| | | A | Did you create an account during your visit today? What method do you primarily use to find information on this | Make an appointment Other, please specify: Yes No I already have an account Site's search feature | A C,¥B | | | | |
| HOP0252920 | | A | Did you create an account during your visit today? | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation bar | | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation bar Links on the pages | | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation bar Links on the pages Forms search | | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons | | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation bar Links on the pages Forms search | | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation-bar Links on the pages Forms search Homepage banners or icons A-Z-index Navigation | | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation-bar Links on the pages Forms search Homepage banners or icons A-Z index Navigation Chat feature (Emma) | | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation-bar Links on the pages Forms search Homepage banners or icons A-Z-index Navigation | C,Y B | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation-bar Links on the pages Forms search Homepage banners or icons A-Z index Navigation Chat feature (Emma) | | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | | Did you create an account during your visit today? What method do you primarily use to find information on this site? | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Forms search Homepage banners of icons A-Z-Index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) | C,Y B | Y | Radio button, one-up vertical | | Account |
| HOP0252920 | | А А У | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Forms search Homepage banners of icons A-Z-Index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) | C,Y B | Y | Radio button, one-up vertical | Skip Logic Group* | Account Method |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this site? | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Forms search Homepage banners of icons A-Z-Index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) | C,Y B A | Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit | Skip Logic Group* | Account Method |
| HOP0252920 | | A Y | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Forms search Homepage banners of icons A-Z-Index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) | C,Y B A | Y Y N Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* Skip Logic Group* Skip Logic Group | Account Method OE_Method Search Issues |
| HOP0252920 | | A | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. | Make an appointment Other, please specify: Yes No I already have an account 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 Yes No | C,Y B A | Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit | Skip Logic Group* | Account Method |
| HOP0252920 | | A Y | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? | Make an appointment Other, please specify: Yes No I already have an account 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 Yes No Returned too many results | C,Y B A | Y Y N Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* Skip Logic Group* Skip Logic Group | Account Method OE_Method Search Issues |
| HOP0252920 | | A Y | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? | Make an appointment Other, please specify: Yes No Ialready have an account 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 Yes No Returned too many results Returned not enough or no results | C,Y B A | Y Y N Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* Skip Logic Group* Skip Logic Group | Account Method OE_Method Search Issues |
| HOP0252920 | | A Y | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-2-index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned too many results Returned not enough or no results Returned nesults that were too similar/redundant | C,Y B A | Y Y N Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* Skip Logic Group* Skip Logic Group | Account Method OE_Method Search Issues |
| HOP0252920 | | A Y | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Formes search Homepage banners or icons A-Z index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned too many results Returned roo simila/redundant Results were not relevant to my search terms or needs | C,Y B A | Y Y N Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* Skip Logic Group* Skip Logic Group | Account Method OE_Method Search Issues |
| HOP0252920 | | A Y | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Formes search Homepage banners or icons A-Z index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned too many results Returned roo simila/redundant Results were not relevant to my search terms or needs | C,¥B | Y Y N Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* Skip Logic Group* Skip Logic Group | Account Method OE_Method Search Issues |
| HOP0252920 | | A Y Z | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Formes search Homepage banners or icons A-Z index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned too many results Returned roo simila/redundant Results were not relevant to my search terms or needs | C,Y B A | Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical | Skip Logic Group* Skip Logic Group* Skip Logic Group Skip Logic Group* | Account Method OE_Method Search Issues Search experience |
| HOP0252920 | | A Y | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Formes search Homepage banners or icons A-Z index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned too many results Returned roo simila/redundant Results were not relevant to my search terms or needs | C,¥B | Y Y N Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* Skip Logic Group* Skip Logic Group | Account Method OE Method Search Issues Search experience |
| HOP0252920 | | A Y Z X | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? What other issues did you experience with the search feature today? | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Formes search Homepage banners or icons A-Z index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned too many results Returned roo simila/redundant Results were not relevant to my search terms or needs | С,¥В А А Z | Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical Text area, no char limit | Skip Logic Group* Skip Logic Group* Skip Logic Group Skip Logic Group* Skip Logic Group* | Account Method OE_Method Search Issues Search experience OE_Search Experience |
| HOP0252920 | | A Y Z | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? | Make an appointment Other, please specify: Yes No Ialready have an account Site's search feature Top navigation bar Links on the pages Formes search Homepage banners or icons A-Z index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned too many results Returned roo simila/redundant Results were not relevant to my search terms or needs | C,¥B | Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical | Skip Logic Group* Skip Logic Group* Skip Logic Group Skip Logic Group* | Account Method OE_Method Search Issues Search experience |
| HOP0252920 | | A Y Z X T | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? What other issues did you experience with the search feature today? Did you experience any issues navigating the website today? | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation bar Hinks on the pages Forms search Homepage banners or leons A-2 index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned not enough or no results Returned to search 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 Yes No | С,¥В А А Z | Y Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* | Account Method OE_Method Search Issues Search experience OE_Search Experience Navigation Issues |
| HOP0252920 | | A Y Z X | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? What other issues did you experience with the search feature today? | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navgation 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 Yes No Returned not enough or no results Returned results what were too similar/redundant Results were not relevant to my search terms or needs I vas not sure what words to use in my search I needed to search too many terms/words to get what I wanted Other Yes No Could not find the appropriate navigational links on most of | С,¥В А А Z | Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical Text area, no char limit | Skip Logic Group* Skip Logic Group* Skip Logic Group Skip Logic Group* Skip Logic Group* | Account Method OE_Method Search Issues Search experience OE_Search Experience |
| HOP0252920 | | A Y Z X T | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? What other issues did you experience with the search feature today? Did you experience any issues navigating the website today? | Make an appointment Other, please specify: Yes No I already have an account 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 Yes No Returned too many results Returned not enough or no results Returned not enough or no results Returned 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 Yes No Cuter Yes No Cuter Yes No Could not find the appropriate navigational links on most of your pages | С,¥В А А Z | Y Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* | Account Method OE_Method Search Issues Search experience OE_Search Experience Navigation Issues |
| HOP0252920 | | A Y Z X T | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? What other issues did you experience with the search feature today? Did you experience any issues navigating the website today? | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or leans A-2 index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned not enough or no results Returned to search 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 Yes No Could not find the appropriate navigational links on most of your pages Too many links or navigational choices | С,¥В А А Z | Y Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* | Account Method OE_Method Search Issues Search experience OE_Search Experience Navigation Issues |
| HOP0252920 | | A Y Z X T | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? What other issues did you experience with the search feature today? Did you experience any issues navigating the website today? | Make an appointment Other, please specify: Yes No I already have an account 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 Yes No 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 vas not sure what words to use in my search I needed to search too many terms/words to get what I wanted Other Yes No 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 | С,¥В А А Z | Y Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* | Account Method OE_Method Search Issues Search experience OE_Search Experience Navigation Issues |
| HOP0252920 | | A Y Z X T | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? What other issues did you experience with the search feature today? Did you experience any issues navigating the website today? | Make an appointment Other, please specify: Yes No I already have an account Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or leans A-2 index Navigation Chat feature (Emma) Used an external search engine (e.g., Google) Other Just browsing Yes No Returned not enough or no results Returned to search 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 Yes No Could not find the appropriate navigational links on most of your pages Too many links or navigational choices | С,¥В А А Z | Y Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* | Account Method OE_Method Search Issues Search experience OE_Search Experience Navigation Issues |
| HOP0252920 | | A Y Z X T | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? What other issues did you experience with the search feature today? Did you experience any issues navigating the website today? | Make an appointment Other, please specify: Yes No Laready have an account 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 Yes No Returned too many results Returned too similar/retundant 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 Yes No Could not find the appropriate navigational links on most of your pages Links did not take me where I expected Had difficulty finding detailed or related information on your pages | С,¥В А А Z | Y Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* | Account Method OE_Method Search Issues Search experience OE_Search Experience Navigation Issues |
| HOP0252920 | | A Y Z X T | Did you create an account during your visit today? What method do you primarily use to find information on this site? Please specify your other method of finding information. Did you experience any issues using search today? What issues did you experience today? What other issues did you experience with the search feature today? Did you experience any issues navigating the website today? | Make an appointment Other, please specify: Yes No I already have an account 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 Yes No 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 vas not sure what words to use in my search I needed to search too many terms/words to get what I wanted Other Yes No 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 | С,¥В А А Z | Y Y Y Y Y | Radio button, one-up vertical Radio button, one-up vertical Text area, no char limit Checkbox, one-up vertical Checkbox, one-up vertical Text area, no char limit Checkbox, one-up vertical | Skip Logic Group* | Account Method OE_Method Search Issues Search experience OE_Search Experience Navigation Issues |

| | | V | What other navigational issues did you experience today? | | | N | Text area, no char limit | Skin Logic Group | Other Nav Issues |
|---------------------|--------------------------|-----|-----------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------|-----|------------------------------------|-------------------------|-----------------------|
| COU0269864 | | Ę | Was this your first experience with the site's search feature? | Yes | _ | ¥ | Drop down, select one | Skip Logic Group* | Returning Search User |
| 0000200001 | | l č | | No | | 1 | | Chip Logic Croup | ricianing ocalor occi |
| | | | | Don't know/can't remember | | | | | |
| COU0269865 | | Ð | How did your experience with the search feature today | Better | E | ¥ | Drop down, select one | Skip Logic Group* | Comparative Search |
| 0000203003 | | | compare with your previous experience(s)? | Worse | | 1 T | biop down, select one | Skip Logic Group | Comparative Search |
| | | | compare with your previous experience(s): | Don't know/can't remember | | | | | |
| COU0269866 | | E | Maximum using superiones with the secret facture better | Dont know/cant remember | _ | N | Text area. no char limit | Skip Logic Group* | OE Better Search |
| | | | Why was your experience with the search feature better today? | | | | | | - |
| COU0269867 | | F | Why was your experience with the search feature worse today? | | | H | 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 | | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| | | | | Still looking | A | 1 - | | | |
| | | | | No | <u>A, B</u> | 1 | | | |
| ESK6263Q007 | OE Accomplish | A | Please tell us why you were unable to accomplish your task | | | N | Text area, no char limit | Skip Logic Group* | OE Accomplish |
| <u>L3/(0203Q007</u> | | | today. | | | | <u>rext area, no cha mm</u> | <u>Skip Logic Oroup</u> | <u>OL_Accomplian</u> |
| | | В | What do you plan to do next ? | Come back to the site later | | Y | Radio button, one-up vertical | Skip Logic Group* | Do next |
| | | | What do you plan to do next. | Keep searching the Internet | - | 1 1 | reado batton, one up vertical | Skip Logic Group | Donext |
| | | | | 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 | | | | | |
| | | | How do you prefer to access this site? | Computer/laptop | _ | Y | Drop down, select one | | Access |
| | | | | Mobile phone | A | | | | |
| | | | | Mobile tablet | A | | | | |
| - | | | | No preference | | | | | |
| | | 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 | 1=Strongly Disagree | | N | Radio button, scale, no don't | | A11 Satisfaction |
| | | | statements about your experience on the website today. | | | | know | | |
| | | | | | | | | | |
| | | | I am satisfied with the service I received from USCIS. | | | | | | |
| | | | | | 2 | - | | | |
| | | | | | 2 | - | | | |
| | | | | | | - | | | |
| | | | | 5=Strongly Agree | 4 | - | | | |
| | a11 confidence | | This interaction increased my confidence in USCIS. | | | N | Radio button, scale, no don't | | A11 Confidence |
| | all_confidence | | This interaction increased my confidence in USCIS. | 1=Strongly Disagree | | N | Radio button, scale, no don't know | | All Confidence |
| | | | | | | | KIIOW | | |
| | | | | | 4 | - | | | |
| | | | | | 3 | - | | | |
| | | | | | 4 | 4 | | | |
| | | | | 5=Strongly Agree | | | | | |

| Model Name | USCIS Mobile Satisfaction Survey | Red & Strike Through: Delete | |
|-------------|----------------------------------|-----------------------------------|------------|
| Model ID | 9IZgBgUlcNc99BZtcMVEBw4C | Underlined & Italicized: Re-order | FORESEE |
| Partitioned | Yes 2MQ | Pink: Addition | |
| Date | 7/31/2018 | Blue: Reword | by Answers |

| QID | QUESTION META TAG | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Туре | Special Instructions | CQ Label |
|-------------|-----------------------------|-----------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------|-----------------|----------------------------------------------------------------------------------|----------------------|--------------------------------------------------------------|
| ESK6263Q001 | Visit Frequency | | How often do you visit this site? | First time | | Y | Radio button, one-up vertical | Skip Logic Group* | Visit Frequency |
| | | | | Daily | | 1 | | | |
| | | | | Weekly | | 1 | | | |
| | | | | Monthly | | 1 | | | |
| | | | | Once every few months | | 1 | | | |
| | | | | Once every 6 months or less | | 1 | | | |
| ESK6263Q002 | Role | | What is your primary role in visiting the site today? | U.S. born citizen | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| | | | | Naturalized U.S. citizen | | 1 | | | |
| | | | | Permanent Resident (green card holder) | | 1 | | | |
| | | | | Conditional Resident | | 1 | | | |
| | | | | Citizen of a foreign country | | 1 | | | |
| | | | | Fiancé K-1 | | 1 | | | |
| | | | | Visitor/nonimmigrant | | 1 | | | |
| | | | | Asylum seeker | | 1 | | | |
| | | | | Visa seeker | | 1 | | | |
| | | | | Spouse of US citizen | | 1 | | | |
| | | | | Temporary Worker | | 1 | | | |
| | | | | Student or Exchange Visitor | | 1 | | | |
| | | | | Employer | - | 1 | | | |
| | | | | Attorney | | 1 | | | |
| | | | | Other, please specify: | A | 1 | | | |
| ESK6263Q003 | | ^ | Other role | other, piedse specify. | A | N | Text field, <100 char | Skin Logio Crount | Other role |
| | Drimon/ Deces | A | Other role | Just browsing | | Y | | Skip Logic Group* | |
| ESK6263Q004 | Primary Reason - Federal | | What is your primary reason for visiting the site today? | Just browsing | | r r | Radio button, one-up vertical | Skip Logic Group* | Primary Reason |
| | Government | | | Get general information before I file my case | | - | | | |
| | Corollinent | | | Case status information | | - | | Deadaria | |
| | | | | Working in the USA | | - | | Randomize | |
| | | | | Find citizenship requirements | | 4 | | | |
| | | | | Research green card information | | 4 | | | |
| | | | | Find form(s) | | 1 | | | |
| | | | | 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 | | 1 | | | |
| | | | | Other, please specify: | A | 1 | | Anchor Answer Choice | |
| ESK6263Q005 | | Α | Other primary reason | | | N | Text field, <100 char | Skip Logic Group* | Other reason |
| HOP0252920 | | | Did you create an account during your visit today? | Yes | | Y | Radio button, one-up vertical | | Account |
| | | | | No | | 1 | | | |
| | | | | I already have an account | | 1 | | | |
| ESK6263Q006 | Accomplish | | Did you accomplish what you wanted to do today on this site? | | | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| - | | | | Still looking | A | 1 | | | |
| | | | | No | A | 1 | | | |
| ESK6263Q007 | OE_Accomplish | A | Please tell us why you were unable to accomplish your task | | | N | Text area, no char limit | Skip Logic Group* | OE_Accomplish |
| | | | today. | | | | | | |
| ESK6263Q008 | | | What method do you primarily use to find information on this | Site's search feature | С | Y | Radio button, one-up vertical | | Method |
| | | | site? | Top navigation bar | | 1 | | | |
| | | | | Links on the pages | | 1 | | | |
| | | | | Forms search | | 1 | | | |
| | | | | Homepage banners or icons | | 1 | | | |
| | | | | A-Z index | | 1 | | | |
| | | | | Chat feature (Emma) | - | 1 | | | |
| | | | | Used an external search engine (e.g., Google) | | 1 | | | |
| | | | | Just browsing | - | 1 | | | |
| COU0269864 | | С | Was this your first experience with the site's search feature? | Yes | - | Y | Drop down, select one | Skip Logic Group* | Returning Search User |
| 000209004 | | C | was this your first experience with the site's search feature? | No | D | T | Drop down, select one | Skip Logic Group. | Returning Search User |
| | | | | | | | | | |
| | | | | Don't know/can't remember Better | E | V | Drop down, coloct cro | Skin Logio Crount | Compositive Correla |
| COL10260865 | | | | IDEILEI | E | Y | Drop down, select one | Skip Logic Group* | Comparative Search |
| COU0269865 | | D | How did your experience with the search feature today | | | | | | |
| COU0269865 | | D | How did your experience with the search feature today compare with your previous experience(s)? | Worse | F | | | | |
| | | | compare with your previous experience(s)? | | F | | T | | 05 0-# 2 |
| COU0269866 | | E | compare with your previous experience(s)? Why was your experience with the search feature better today? | Worse | F | N | Text area, no char limit | Skip Logic Group* | OE_Better Search |
| | OE_Improve | | compare with your previous experience(s)? Why was your experience with the search feature better | Worse | F | N N N | Text area, no char limit Text area, no char limit Text area, no char limit | Skip Logic Group* | OE_Better Search OE_Worse Search OE Improve Experience |

| Model Name | USCIS Mobile Satisfaction Survey | Red & Strike Through: Delete | |
|-------------|----------------------------------|-----------------------------------------------|------------|
| Model ID | 9IZgBgUlcNc99BZtcMVEBw4C | <u>Underlined & Italicized</u> : Re-order | FORESEE |
| Partitioned | Yes 2MQ | Pink: Addition | |
| Date | 7/31/2018 | Blue: Reword | by Answers |

| ESK6263Q002 ESK6263Q003 ESK6263Q004 Prima | Role Role Role Role Role Role Role Role | Α | How often do you visit this site? What is your primary role in visiting the site today? | First time Daily Weekly Monthly Once every few months Once every few months Once every few months Once every femoths or less U.S. born citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/noninmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney | | Y | Radio button, one-up vertical | Skip Logic Group* | Visit Frequency Role |
|----------------------------------------------------|-----------------------------------------|---|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------|----------------------|-------------------------|
| ESK6263Q003 ESK6263Q004 Prima F | nary Reason - | A | | Weekly Monthly Once every few months Once every for months or less U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Flance K-1 Visitor/noninmigrant Asylum seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| ESK6263Q003 ESK6263Q004 Prima F | nary Reason - | A | What is your primary role in visiting the site today? | Monthly Once every few months Once every 6 months or less 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 | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| ESK6263Q003 ESK6263Q004 Prima F | nary Reason - | A | What is your primary role in visiting the site today? | Once every few months Once every 6 months or less U.S. born citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Wistor/noninmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| ESK6263Q003 ESK6263Q004 Prima F | nary Reason - | A | What is your primary role in visiting the site today? | Once every 6 months or less 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 | Image: Constraint of the second sec | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| ESK6263Q003 ESK6263Q004 Prima F | nary Reason - | Α | 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/honimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| ESK6263Q003 ESK6263Q004 Prima F | nary Reason - | Α | What is your primary role in visiting the site today? | 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 | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| ESK6263Q004 Prima | | Α | | Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/inoninmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | A | | Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/honimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | A | | Citizen of a foreign country Fiancé K-1 Visitor/noninmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | A | | Fiancé K-1 Visitor/inonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | Α | | Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | Α | | Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | Α | | Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | Α | | Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | Α | | Temporary Worker Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | Α | | Student or Exchange Visitor Employer | | | | | |
| ESK6263Q004 Prima | | Α | | Employer | | | | | |
| ESK6263Q004 Prima | | Α | | | | | | | |
| ESK6263Q004 Prima | | Α | | | | | | | |
| ESK6263Q004 Prima | | A | | | • | | | | |
| ESK6263Q004 Prima | | A | Other role | Other, please specify: | A | N | Text field, <100 char | Skip Logio Crount | Other role |
| - F | | | | Just browsing | | N Y | Radio button, one-up vertical | Skip Logic Group* | |
| Gov | | | What is your primary reason for visiting the site today? | Just browsing Get general information before I file my case | - | r | Radio button, one-up vertical | Skip Logic Group* | Primary Reason |
| | Government | | | Case status information | - | | | | |
| | | | | Working in the USA | | | | Randomize | |
| | | | | Find citizenship requirements | | | | Randomize | |
| | | | | 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: | A | | | Anchor Answer Choice | |
| ESK6263Q005 | | Α | Other primary reason | | | N | Text field, <100 char | Skip Logic Group* | Other reason |
| | | | Did you create an account during your visit today? | Yes | | Y | Radio button, one-up vertical | | Account |
| | | | 3, | No | | | | | |
| | | | | I already have an account | | | | | |
| ESK6263Q006 Acc | Accomplish | | Did you accomplish what you wanted to do today on this site? | | | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| | | | | Still looking | A | | | | |
| | | | | No | A | | | | |
| ESK6263Q007 OE A | Accomplish | A | Please tell us why you were unable to accomplish your task | | <u> </u> | N | Text area, no char limit | Skip Logic Group* | OE Accomplish |
| | | | today. | | | | | | |
| ESK6263Q008 | | | | Site's search feature | С | Y | Radio button, one-up vertical | | Method |
| | | | site? | 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) | <u> </u> | | | | |
| | | | | Just browsing | | | | | |
| | | С | Was this your first experience with the site's search feature? | Yes | | Y | Drop down, select one | Skip Logic Group* | Returning Search User |
| | | | , | No | D | | | | 5 |
| | | | | Don't know/can't remember | 1 | | | | |
| | | D | How did your experience with the search feature today | Better | E | Y | Drop down, select one | Skip Logic Group* | Comparative Search |
| | | | compare with your previous experience(s)? | Worse | F | | | | |
| | | | | Don't know/can't remember | 1 | | | | |
| | | 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 |
| | DE_Improve | | 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 |

| Model Name | USCIS Mobile Satisfaction Survey | Red & Strike Through: Delete | |
|-------------|----------------------------------|-----------------------------------------------|------------|
| Model ID | 9IZgBgUlcNc99BZtcMVEBw4C | <u>Underlined & Italicized</u> : Re-order | FORESEE |
| Partitioned | Yes 2MQ | Pink: Addition | |
| Date | 7/31/2018 | Blue: Reword | by Answers |

| QID | QUESTION META TAG | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Туре | Special Instructions | CQ Label |
|------------------------------------------------------|-----------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------|-------------------------------------------------------------|----------------------|-----------------------------|
| ESK6263Q001 | Visit Frequency | | How often do you visit this site? | First time | | Y | Radio button, one-up vertical | Skip Logic Group* | Visit Frequency |
| | | | | Daily | A | | | | |
| | | | | Weekly | A | | | | |
| | | | | Monthly | A | 1 | | | |
| | | | | Once every few months | A | 1 | | | |
| | | | | Once every 6 months or less | A | 1 | | | |
| UC0217906 | | A | Did you notice any changes to the USCIS.gov home page? | Yes, I noticed changes | B | ¥ | Drop down, select one | Skip Logic Group* | Notice |
| 000211300 | | ^ | bia you notice any changes to the openoidy nome page. | res, moneco changes | | | Drop down, Sciect one | Ship Logic Group | Notice |
| | | | | No, I did not notice changes | - | | | | |
| | | | | Don't know / Not sure | - | | | | |
| 1000017000 | | | the second data and the data and a firm of here a non- | | | X | Deservations and estimate | Obie Lesie Orecent | Dedesian |
| UC0217908 | | B | How would you describe the redesigned home page? | Better than the previous homepage | _ | ¥ | Drop down, select one | Skip Logic Group* | Redesign |
| | | | | Same as the previous homepage | _ | | | | |
| | | | | Worse than the previous homepage | | | | | |
| | | | | Don't know / Not sure | | | | | |
| UC0217909 | | B | Would you share with us ANY opinions/thoughts you have | | | N | Text area, no char limit | Skip Logic Group* | Redesign opinion |
| | | | about the redesigned home page? | | | | | | |
| ESK6263Q002 | Role | | What is your primary role in visiting the site today? | U.S. born citizen | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| | | | , , , | Naturalized U.S. citizen | | 1 | , the spectrulation | | |
| | | | | Permanent Resident (green card holder) | | 1 | | | |
| | | | | | | - | | | |
| | | | | Conditional Resident | | 1 | | | |
| | | | | Citizen of a foreign country | | - | | | |
| | | | | Fiancé K-1 | | | | | |
| | | | | Visitor/nonimmigrant | | | | | |
| | | | | Asylum seeker | | | | | |
| | | | | Visa seeker | | 1 | | | |
| | | | | Spouse of US citizen | | 1 | | | |
| | | | | Temporary Worker | | 1 | | | |
| | | | | | | - | | | |
| | | | | Student or Exchange Visitor | | - | | | |
| | | | | Employer | | - | | | |
| | | | | Attorney | | | | | |
| | | | | Other, please specify: | A | | | | |
| SK6263Q003 | | Α | Other role | | | N | Text field, <100 char | Skip Logic Group* | Other role |
| SK62630004 | Primary Reason - | | What is your primary reason for visiting the site today? | Just browsing | | Y | Radio button, one-up vertical | Skip Logic Group* | Primary Reason |
| | Federal | | | Get general information before I file my case | | 1 | | | |
| | Government | | | Case status information | | 1 | | | |
| | | | | Working in the USA | + | - | | Dendemine | |
| | | | | | | - | | Randomize | |
| | | | | Find citizenship requirements | | - | | | |
| | | | | Research green card information | | 1 | | | |
| | | | | Find form(s) | | | | | |
| | | | | Download form(s) | | | | | |
| | | | | Create an account | | 1 | | | |
| | | | | Check filing fees | | 1 | | | |
| | | | | Find/research immigration laws | | 1 | | | |
| | | | | | + | - | | | |
| | | | | Find naturalization text/study materials | | - | | | |
| | | | | Read the latest news releases | | - | | | |
| | | | | Learn about USCIS | | - | | | |
| | | | | Find a USCIS office | | | | | |
| | | | | Make an appointment | | | | | |
| | | | | Other, please specify: | A | | | Anchor Answer Choice | |
| 01/0000005 | | Α | Other primary reason | | | N | Text field, <100 char | Skip Logic Group* | Other reason |
| SK62630005 | | | | | | | | | Account |
| -SK6263Q005 | | | | Yes | | V | Radio hutton one-un vertical | | |
| SK6263Q005 | | | Did you create an account during your visit today? | Yes | | Y | Radio button, one-up vertical | | Account |
| SK6263Q005 | | | | Yes No | | Y | Radio button, one-up vertical | | Account |
| | | ^ | Did you create an account during your visit today? | Yes No Laiready have an account | | Y | | | |
| | Accomplish | | | Yes | | Y | Radio button, one-up vertical Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| | Accomplish | | Did you create an account during your visit today? | Yes Still looking | A | Y | | Skip Logic Group* | |
| SK6263Q006 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? | Yes | A | | Radio button, one-up vertical | | Accomplish |
| SK6263Q006 | Accomplish OE_Accomplish | A | Did you create an account during your visit today? | Yes Still looking | | Y Y N | | Skip Logic Group* | |
| SK6263Q006 SK6263Q007 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No | | | Radio button, one-up vertical Text area, no char limit | | Accomplish |
| SK6263Q006 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task | Yes Still looking No Site's search feature | | N | Radio button, one-up vertical | | Accomplish OE_Accomplish |
| SK6263Q006 SK6263Q007 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No Site's search feature Top navigation bar | | N | Radio button, one-up vertical Text area, no char limit | | Accomplish OE_Accomplish |
| SK6263Q006 SK6263Q007 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No Site's search feature Top navigation bar Links on the pages | | N | Radio button, one-up vertical Text area, no char limit | | Accomplish OE_Accomplish |
| SK6263Q006 SK6263Q007 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No Sitle's search feature Top navigation bar Links on the pages Forms search | | N | Radio button, one-up vertical Text area, no char limit | | Accomplish OE_Accomplish |
| ESK6263Q006 ESK6263Q007 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons | | N | Radio button, one-up vertical Text area, no char limit | | Accomplish OE_Accomplish |
| ESK6263Q006 ESK6263Q007 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z index | | N | Radio button, one-up vertical Text area, no char limit | | Accomplish OE_Accomplish |
| SK6263Q005 SK6263Q006 SK6263Q007 SK6263Q008 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons | | N | Radio button, one-up vertical Text area, no char limit | | Accomplish OE_Accomplish |
| SK6263Q006 SK6263Q007 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z index Chat feature (Emma) | | N | Radio button, one-up vertical Text area, no char limit | | Accomplish OE_Accomplish |
| SK6263Q006 SK6263Q007 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No 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) | | N | Radio button, one-up vertical Text area, no char limit | | Accomplish OE_Accomplish |
| SK6263Q006 SK6263Q007 | | | Did you create an account during your visit today? Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task today. | Yes Still looking No Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z index Chat feature (Emma) | | N | Radio button, one-up vertical Text area, no char limit | | Accomplish OE_Accomplish |

| Model Name | USCIS Mobile Satisfaction Survey | Red & Strike Through: Delete | |
|-------------|----------------------------------|-----------------------------------------------|------------|
| Model ID | 9IZgBgUlcNc99BZtcMVEBw4C | <u>Underlined & Italicized</u> : Re-order | FORESEE |
| Partitioned | Yes 2MQ | Pink: Addition | |
| Date | 3/13/2018 | Blue: Reword | by Answers |

| QID | QUESTION META TAG | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Туре | Special Instructions | CQ Label |
|-------------|--------------------------|-----------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------|---------|-----------------|-------------------------------|-------------------------|-----------------------|
| ESK6263Q001 | Visit Frequency | | How often do you visit this site? | First time | | Y | Radio button, one-up vertical | Skip Logic Group* | Visit Frequency |
| | | | | Daily | Α | 1 | | | |
| | | | | Weekly | Α | 1 | | | |
| | | | | Monthly | A | 1 | | | |
| | | | | Once every few months | Α | 1 | | | |
| | | | | Once every 6 months or less | A | 1 | | | |
| | | A | Did you notice any changes to the USCIS.gov home page? | Ves I noticed changes | B | V | Drop down, select one | Skip Logic Group* | Notice |
| | | C | one you notice any enanges to the ecolors, gov notice page : | | | | | Okip Logic Oroup | Notice |
| | | | | No, i ulu not notice changes | | | | | |
| | | | | Don't know / Not sure | | | | | |
| | | В | How would you describe the redesigned home page? | Better than the previous homepage | | Y | Drop down, select one | Skip Logic Group* | Redesign |
| | | | | Same as the previous homepage | | | | | |
| | | | | Worse than the previous homepage | | | | | |
| | | | | Don't know / Not sure | | | | | |
| | | В | 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 | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| • | | | | Naturalized U.S. citizen | | 1 | | | |
| | | | | Permanent Resident (green card holder) | | 1 | | | |
| | | | | Conditional Resident | | 1 | | | |
| | | | | Citizen of a foreign country | | 1 | | | |
| | | | | | | - | | | |
| | | | | Fiancé K-1 | | - | | | |
| | | | | Visitor/nonimmigrant | | - | | | |
| | | | | Asylum seeker | | 1 | | | |
| | | | | Visa seeker | | | | | |
| | | | | Spouse of US citizen | | | | | |
| | | | | Temporary Worker | | 1 | | | |
| | | | | Student or Exchange Visitor | | 1 | | | |
| | | | | Employer | | 1 | | | |
| | | | | Attorney | | 1 | | | |
| | | | | Other, please specify: | A | 1 | | | |
| ESK6263Q003 | | ^ | Other role | outer, piedoe specify. | A | N | Text field, <100 char | Skip Logio Croust | Other role |
| | Drimon Deces | A | | lust brouging | | | | Skip Logic Group* | |
| ESK6263Q004 | Primary Reason - | | What is your primary reason for visiting the site today? | Just browsing | | Y | Radio button, one-up vertical | Skip Logic Group* | Primary Reason |
| | Federal Government | | | Get general information before I file my case | | - | | | |
| | Government | | | Case status information | | | | | |
| | | | | Working in the USA | | | | | |
| | | | | Find citizenship requirements | | | | | |
| | | | | Research green card information | | 1 | | | |
| | | | | Find form(s) | | 1 | | | |
| | | | | Download form(s) | | 1 | | | |
| | | | | Check filing fees | | 1 | | | |
| | | | | Find/research immigration laws | | 1 | | | |
| | | | | | | - | | | |
| | | | | Find naturalization text/study materials | | - | | | |
| | | | | Read the latest news releases | | - | | | |
| | | | | Learn about USCIS | | - | | | |
| | | | | Find a USCIS office | | | | | |
| | | | | Make an appointment | | | | | |
| | | | | Other, please specify: | A | | | | |
| ESK6263Q005 | | Α | 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 | | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| • • • | | | | Still looking | A | 1 | | | |
| | | | | No | A | 1 | | | |
| ESK6263Q007 | OE_Accomplish | А | Please tell us why you were unable to accomplish your task | | | N | Text area, no char limit | Skip Logic Group* | OE_Accomplish |
| E01/000007 | | | today. | Ottola a serve fa atom | | | | | |
| ESK6263Q008 | | | What method do you primarily use to find information on this | Site's search feature | | Y | Radio button, one-up vertical | | Method |
| | | | site? | Top navigation bar | | 1 | | | |
| | | | | Links on the pages | | 1 | | | |
| | | | | Forms search | | | | | |
| | | | | Homepage banners or icons | | 1 | | | |
| | | | | A-Z index | | 1 | | | |
| | | | | Chat feature (Emma) | | 1 | | | |
| | | | | Used an external search engine (e.g., Google) | | 1 | | | |
| | | | | | | 4 | | 1 | |
| | | | | Tweet by our piper | | | | | |
| E01/0000000 | | | | Just browsing | | | Testere | | 05 10000 5 |
| ESK6263Q009 | OE_Improve Experience | | What else would you like to share with us to help improve your online experience with USCIS.gov? | Just browsing | | N | Text area, no char limit | | OE_Improve Experience |

| Model Name | USCIS Mobile Satisfaction Survey | Red & Strike Through: Delete | |
|-------------|----------------------------------|-----------------------------------|------------|
| Model ID | 9IZgBgUlcNc99BZtcMVEBw4C | Underlined & Italicized: Re-order | FORESEE |
| Partitioned | Yes 2MQ | Pink: Addition | |
| Date | 7/13/2017 | Blue: Reword | by Answers |

| QID | QUESTION META TAG | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Туре | Special Instructions | CQ Label |
|-------------|----------------------|-----------|-------------------------------------------------------------------|-----------------------------------------------|---------|-----------------|----------------------------------|-------------------------|-----------------------|
| ESK6263Q001 | Visit Frequency | | How often do you visit this site? | First time | | Y | Radio button, one-up vertical | | Visit Frequency |
| | | | | Daily | | | | | |
| | | | | Weekly | | 1 | | | |
| | | | | Monthly | | 1 | | | |
| | | | | Once every few months | | 1 | | | |
| | | | | Once every 6 months or less | | 1 | | | |
| ESK6263Q002 | Role | | What is your primary role in visiting the site today? | U.S. born citizen | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| | | | | Naturalized U.S. citizen | | 1 | | | |
| | | | | Permanent Resident (green card holder) | | 1 | | | |
| | | | | Conditional Resident | | 1 | | | |
| | | | | Citizen of a foreign country | | | | | |
| | | | | Fiancé K-1 | | | | | |
| | | | | Visitor/nonimmigrant | | 1 | | | |
| | | | | Andum cooker | | 1 | | | |
| | | | | Vice cooker | | 1 | | | |
| | | | | | | - | | | |
| | | | | Spouse of US cluzen | | - | | | |
| | | | | Temporary Worker | | - | | | |
| | | | | Student or Exchange Visitor | | | | | |
| | | | | Employer | | | | | |
| | | | | Attorney | | | | | |
| | | | | Other, please specify: | A | | | | |
| ESK6263Q003 | | | Other role | | | N | Text field, <100 char | Skip Logic Group* | Other role |
| ESK6263Q004 | Primary Reason - | | What is your primary reason for visiting the site today? | Just browsing | | Y | Radio button, one-up vertical | Skip Logic Group* | Primary Reason |
| | Federal | | | Get general information before I file my case | | | | | |
| | Government | | | Case status information | | | | | |
| | | | | Working in the USA | | | | | |
| | | | | Find citizenship requirements | | | | | |
| | | | | Research green card information | | | | | |
| | | | | Find form(s) | | 1 | | | |
| | | | | Download form(s) | | 1 | | | |
| | | | | Check filing fees | | 1 | | | |
| | | | | Find/research immigration laws | | 1 | | | |
| | | | | Find naturalization text/study materials | | 1 | | | |
| | | | | Read the latest news releases | | 1 | | | |
| | | | | Learn about USCIS | | 1 | | | |
| | | | | Find a USCIS office | | 1 | | | |
| | | | | Make an appointment | | 1 | | | |
| | | | | Other, please specify: | A | | | | |
| ESK6263Q005 | | A | Other primary reason | the proof | | 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 | | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| 20.02000000 | , locomplian | | sid you doosniphon what you wanted to do today on this site? | Still looking | A | | radio batton, one up vertical | Chap Logic Croup | Accomplian |
| | | | | No | A | | | | |
| ESK6263Q007 | OE_Accomplish | | 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's search feature | | Y | Radio button, one-up vertical | | Method |
| | | | site? | Top navigation bar | | · · | interest ballon, one up vertical | | mounou |
| | | | | Links on the pages | | 1 | | | |
| | | | | Forms search | | 1 | | | |
| | | | | Homepage banners or icons | | 1 | | | |
| | | | | A-Z index | | 1 | | | |
| | | | | | _ | | | | |
| | | | | Chat feature (Emma) | | 1 | | | |
| | I | | | Site map | | 1 | | | |
| | | | | | | | | | |
| | | | | Used an external search engine (e.g., Google) | | - | | | |
| ESK6263Q009 | OE Improve | | What else would you like to share with us to help improve | Just browsing | | N | Text area, no char limit | | OE Improve Experience |

| Model Name | USCIS Mobile Satisfaction Survey | Red & Strike Through: Delete | |
|-------------|----------------------------------|-----------------------------------------------|------------|
| Model ID | 9IZgBgUlcNc99BZtcMVEBw4C | <u>Underlined & Italicized</u> : Re-order | FORESEE |
| Partitioned | Yes 2MQ | Pink: Addition | |
| Date | 2/16/2016 | Blue: Reword | by Answers |

| QID | QUESTION META TAG | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Туре | Special Instructions | CQ Label |
|--------------|----------------------|-----------|-------------------------------------------------------------------|-----------------------------------------------|---------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------|
| ESK6263Q001 | Visit Frequency | | How often do you visit this site? | First time | | Y | Radio button, one-up vertical | | Visit Frequency |
| | | | | Daily | | 1 | | | |
| | | | | Weekly | | 1 | | | |
| | | | | Monthly | | 1 | | | |
| | | | | Once every few months | | 1 | | | |
| | | | | Once every 6 months or less | | 1 | | | |
| ESK6263Q002 | Role | | What is your primary role in visiting the site today? | U.S. born citizen | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| 201102000002 | | | that is your primary role in violang the one today. | Naturalized U.S. citizen | | 1 . | riddio ballon, one ap verdea | Chip Logio Croup | 11010 |
| | | | | Permanent Resident (green card holder) | | 1 | | | |
| | | | | Conditional Resident | | 1 | | | |
| | | | | Citizen of a foreign country | | 1 | | | |
| | | | | Fiancé K-1 | | - | | | |
| | | | | Visitor/nonimmigrant | | - | | | |
| | | | | | | - | | | |
| | | | | Temporary Worker | | 4 | | | |
| | | | | Student or Exchange Visitor | | 4 | | | 1 |
| | | | | Employer | | 4 | | | |
| | | | | Attorney | | 1 | | | |
| | | | | Other, please specify: | A | | | | |
| SK6263Q003 | | A | Other role | | | N | Text field, <100 char | Skip Logic Group* | Other role |
| SK6263Q004 | Primary Reason - | | What is your primary reason for visiting the site today? | Just browsing | | Y | Radio button, one-up vertical | Skip Logic Group* | Primary Reason |
| | Federal | | | Get general information before I file my case | | 1 | | | |
| Goverr | Government | | | Case status information | | 1 | | | |
| | | | | Working in the USA | | 1 | | | |
| | | | | Find citizenship requirements | | 1 | | | |
| | | | | Research green card information | | 1 | | | |
| | | | | Find form(s) | | 1 | | | |
| | | | | Download form(s) | | - | | | |
| | | | | Check filing fees | | - | | | |
| | | | | | | - | | | |
| | | | | Find/research immigration laws | | 4 | | | |
| | | | | Find naturalization text/study materials | | 4 | | | |
| | | | | Read the latest news releases | | 4 | | | |
| | | | | Learn about USCIS | | 1 | | | |
| | | | | Find a USCIS office | | | | | |
| | | | | Make an appointment | | | | | |
| | | | | Other, please specify: | A | | | | |
| SK6263Q005 | | A | Other primary reason | | | N | Text field, <100 char | Skip Logic Group* | Other reason |
| SK6263Q006 | Accomplish | | Did you accomplish what you wanted to do today on this site? | Yes | | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| | | | | Still looking | A | | | | |
| | | | | No | A | 1 | | | |
| ESK6263Q007 | OE_Accomplish | Α | Please tell us why you were unable to accomplish your task today. | | | N | Text area, no char limit | Skip Logic Group* | OE_Accomplish |
| SK6263Q008 | | | What method do you primarily use to find information on this | Site's search feature | | Y | Radio button, one-up vertical | | Method |
| | | | site? | Top navigation bar | | 1 . | , the second sec | | |
| | | | | Links on the pages | | 1 | | | |
| | | | | Forms search | | 1 | | | |
| | | | | Homepage banners or icons | | 1 | | | |
| | | | | | | - | | | |
| | | | | A-Z index | | - | | | |
| | | | | Chat feature (Emma) | | - | | | |
| | | | | Site map | | 4 | | | |
| | | | | Used an external search engine (e.g., Google) | | 4 | | | |
| | | | | Just browsing | | L | | | |
| ESK6263Q009 | | | What else would you like to share with us to help improve | | | N | Text area, no char limit | | OE_Improve Experier |
| | Experience | | your online experience with USCIS.gov? | | | 1 | | 1 | |

| Model Name | USCIS Mobile Satisfaction Survey | Red & Strike Through: Delete | |
|-------------|----------------------------------|-----------------------------------------------|------------|
| Model ID | 9IZgBgUlcNc99BZtcMVEBw4C | <u>Underlined & Italicized</u> : Re-order | FORESEE |
| Partitioned | Yes 2MQ | Pink: Addition | |
| Date | 11/18/2015 | Blue: Reword | by Answers |

| QID | QUESTION META TAG | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Туре | Special Instructions | CQ Label |
|-------------|----------------------|-----------|-------------------------------------------------------------------|-----------------------------------------------|----------|-----------------|-------------------------------|-------------------------|----------------------|
| ESK6263Q001 | Visit Frequency | | How often do you visit this site? | First time | | Y | Radio button, one-up vertical | | Visit Frequency |
| - | | | | Daily | | 1 | | | |
| | | | | Weekly | | 1 | | | |
| | | | | Monthly | | 1 | | | |
| | | | | Once every few months | | 1 | | | |
| | | | | Once every 6 months or less | | 1 | | | |
| ESK6263Q002 | Role | | What is your primary role in visiting the site today? | U.S. born citizen | | Y | Radio button, one-up vertical | Skip Logic Group* | Role |
| | | | | Naturalized U.S. citizen | | 1 | · · | | |
| | | | | Permanent Resident (green card holder) | | 1 | | | |
| | | | | Conditional Resident | | 1 | | | |
| | | | | Citizen of a foreign country | | 1 | | | |
| | | | | Fiancé K-1 | | 1 | | | |
| | | | | Visitor/nonimmigrant | | 1 | | | |
| | | | | Temporary Worker | | | | | |
| | | | | Student or Exchange Visitor | | 1 | | | |
| | | | | Employer | - | 1 | | | |
| | | | | Attorney | | 1 | | | |
| | | | | Other, please specify: | A | - | | | |
| SK6263Q003 | | A | Other role | Other, please specify. | <u> </u> | N | Text field, <100 char | Skip Logic Group* | Other role |
| | Primary Reason - | A | | Just browsing | | Y | Radio button, one-up vertical | Skip Logic Group* | Primary Reason |
| 5K0203Q004 | Federal | | | Get general information before I file my case | | , T | Radio bullon, one-up vertical | Skip Logic Group" | Primary Reason |
| | Government | | | | | - | | | |
| | Coronnent | | | Case status information | | - | | | |
| | | | | Working in the USA | | - | | | |
| | | | | Find citizenship requirements | | | | | |
| | | | | Research green card information | | | | | |
| | | | | Find form(s) | | | | | |
| | | | | Download form(s) | | 1 | | | |
| | | | | 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: | A | | | | |
| ESK6263Q005 | | Α | 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? | | | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| | | | | Still looking | A | | | | |
| | | | | No | A | | | | |
| 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 |
| SK6263Q008 | | | What method do you primarily use to find information on this | Site's search feature | | Y | Radio button, one-up vertical | | Method |
| - | | | site? | Top navigation bar | | 1 | - | | |
| | | | | Links on the pages | | 1 | | | |
| | | | | Forms search | | 1 | | | |
| | | | | Homepage banners or icons | | 1 | | | |
| | | | | A-Z index | 1 | 1 | | | |
| | | | | Site map | + | 1 | | | |
| | | | | Used an external search engine (e.g., Google) | + | 1 | | | |
| | | | | Just browsing | + | 1 | | | |
| SK6263Q009 | OE Improve | | What else would you like to share with us to help improve | ausi browsing | + | N | Text area, no char limit | | OE Improve Experien |
| | | | your online experience with USCIS.gov? | 1 | 1 | IN | iektaiea, nu unai illill | 1 | OF TUIDIONE EXPENSIO |