

Welcome and Thank You Text

Welcome Text

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

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

Welcome Text - Alternate

Thank you for visiting [Company/Site/Ageney]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.

FORE SEE

Customer Satisfaction Survey

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

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

Thank You Text

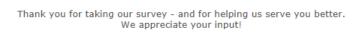
Thank you for taking the USCIS.gov survey - and for helping us serve you better.

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

Thank You Text - Alternate

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

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



Cancel



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ForeSee ForeSee Privacy Policy Survey Support

Red & Strike Through: Delete Underlined & Italicized: Re-order

Pink: Addition

Blue: Reword



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

Red & Strike Through: Delete Underlined & Italicized: Re-order

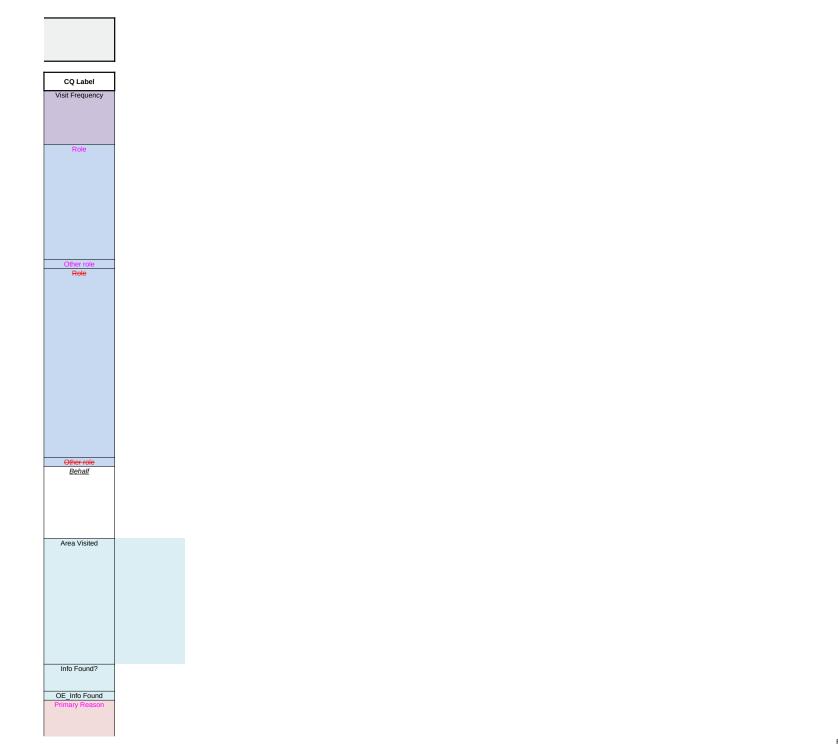


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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	Skip Logic Group*
				Daily				
				Weekly				
				Monthly				
				Once every few months				
				Once every 6 months or less				
	Role		What is your primary role in visiting the site today?	Applicant (you're applying for a visa, Green Card, or naturalization)		Y	Radio button, one-up vertical	Skip Logic Group*
				Legal Representative (you represent or help represent applicants, petitioners, or				
				Community Advances or Educator (you work in a non-profit/community organization)	-			
				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)				
				Permestor (volutre requesting immigration records)	-			
				Elected Official/Government Representative				
				Media Representative				
				Translator/Interpreter				
				Friend, Family Member or Community Member (you're helping someone else in an				Randomize
				unofficial capacity)				
				Other, please specify:				Anchor Answer Choice
		Α	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen		¥	Radio button, one-up vertical	Skip Logic Group*
				Naturalized U.S. citizen				, .J
				Permanent Resident (green card holder)				
				Conditional Resident				
				Citizen of a foreign country				
				Fiancé K-1				
				Visitor/nonimmigrant				
				Prospective U.S. citizen				
				Green card seeker				
				Green card-holder				
				Asylum seeker				
				Visa seeker				
				Visa holder				
				Spouse of US citizen				
				Temporary Worker				
				Student or Exchange Visitor				
				Employer				
				Attorney				
				Spouse or fiance				
				Translator/support person				
				Other, please specify:	A			
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q011			On whose behalf were you looking for information today?	Myself		Y	Drop down, select one	
				Eamily member/relative				
				<u>Friend</u>				
				Client				
				Student				
				<u>Fiancé</u>				
		1		Employer/employee				
		<u></u>		<u>Other</u>	1		<u> </u>	
KMJ6515Q004			What was the main part of the website you visited today?	Forms		Y	Drop down, select one	
				News				
				Citizenship				
				Green card				
				Tools				
				Legal resources				
				Online filing				
				Data and correspondence				
				About USCIS				
				Policy Manual	A			
				Services				
				Events				
				Other Services				
				Other				
COU0326930		Α	Did you find what you were looking for?	Yes		Y	Drop down, select one	Skip Logic Group*
				No				
				I found only some information				
COU0326931		В	Specifically, what policy information were you looking for today?			N	Text area, no char limit	Skip Logic Group*
			What was your general reason for visiting the site today?	Citizenship	С	Y	Radio button, one-up vertical	Skip Logic Group*
				Working in the USA				
				Green card	В			
				General policy information				Randomize

	1			le ura a a uses	1		1	
				General information regarding USCIS General information regarding immigration laws	\dashv			
				Other please specify:	Α .			Anchor Answer Choice
		Α	Other general reason.	Otter, picture specify.		N	Text area, no char limit	Skip Logic Group*
		В	What specific green card information were you looking for?	Find out how to get a Green Card through family		Y	Radio button, one-up vertical	Skip Logic Group*
				Remove conditions on my Green Card				, , ,
				Renew or replace my Green Card				
				Find out how to obtain Green Card through a job				
				Travel outside of U.S.	_			
				Find other ways to get a Green Card	_			
				Research green card processes and procedures	-			
				Help my relative become a permanent resident (by U.S. citizen)	-			
		С	What specific citizenship information were you looking for?	General information regarding applying for citizenship		Υ	Radio button, one-up vertical	Skip Logic Group*
		~	what specific chizership information were you looking for:	Citizenship through naturalization	-		reado battori, one up vertical	Okip Logic Group
				Citizenship for spouses of U.S. citizens	_			
				Citizenship through parents				
				Exceptions and accommodations				
				Passports				
				Citizenship formilitary personnel and family members	_			
				General information on naturalization	_			
				Naturalization test	-			
				Naturalization test study materials Naturalization ceremonies	+			
				Naturalization ceremonies Other				
			Did you look for or use any forms today?	Yes	Α	Υ	Drop down, select one	Skip Logic Group*
				No			1	Anchor Answer Choice
		Α	What type of forms were you looking for?	Citizenship and naturalization-based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
				Green Card-based Forms				
				Family-based Forms				
				Employment-based Forms	_			
				Humanitarian benefits-based Forms	-			
				Adoptions-based forms Department of State and other non-USCIS forms	-			
				I-94 Arrival/Departure Forms	-			
				Other	_			
			Did you use the case status feature during your visit today?	Yes	Α	Υ	Drop down, select one	Skip Logic Group*
				No No				
		Α	What specifically under case status did you try to accomplish?	Create a new account	_	Y	Radio button, one-up vertical	Skip Logic Group*
				Check your case status online	_			
				Update information within my account (such as your address) Set up automatic updates regarding your case	-			
				Ask questions about your case	-			
				See office case processing times	_			
				Other				
KMJ6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing		¥	Radio button, one-up vertical	Skip Logic Group*
	Federal Government or			Get general information before I file my case				
	Informational			Check my case status Working in the USA	В			Dandamina
	Non-Profit			Find citizenship information	E			Randomize
				Research green card information	⊢ ē			
				Find form(s)	⊢ ĕ			
				Download form(s)	Ð			
				Create a USCIS online account (for online filing or to manage a case online)				
				Find/check filing fees	_			
				Research immigration laws Read latest news releases				
				Learn about USCIS	+			
				Find a USCIS office				
				Read about USCIS policy	1			
				Make an appointment				
				Other, please specify:	A			Anchor Answer Choice
KMJ6515Q006			Other primary reason.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		B	What specifically under case status did you try to accomplish?	Check my case status enline		¥	Radio button, one-up vertical	Skip Logic Group*
				Sign in to my account Change my address on file				
				Get automatic updates about my case	+			
				Ask questions about my case				
				See office case processing times				
				Other				
KMJ6515Q008		e	What specific green card information were you looking for?	Find out how to obtain green card through family		¥	Radio button, one-up vertical	Skip Logic Group*
				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				
				Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen)	-			

KMJ6515Q009	Đ	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms		¥	Radio-button, one-up vertical	Skip Logic Group*
			Green Card-Based Forms				
			Family-Based Forms				
			Employment-Based Forms				
			Humanitarian Benefits-Based Forms				
			Adoptions-Based Forms				
			Department of State (DS) and Other Non-USCIS Forms				
			I-94 Arrival/Departure Forms				
			Other				
KMJ6515Q010	E	What specific citizenship information were you looking for?	General information regarding applying for citizenship		¥	Radio button, one-up vertical	Skip Logic Group*
14W00313Q010	-	what specific chazenship information were you looking for:	Citizenship through naturalization	_		radio button, one up venteur	Skip Logic Group
				-			
			Citizenship for spouses of U.S. citizens	_			
			Citizenship through parents	_			
			Exceptions and accommodations	_			
			Passports				
			Citizenship for Military personnel and family members				
			General information on naturalization				
			Naturalization test				
			Naturalization test study materials				
			Naturalization ceremonies				
			Other				
HOP0252918		Did you create an account during your visit today?	Yes		Y	Radio button, one-up vertical	
	1	,	No	_	1	, 5115 5, 151000	
	1		I already have an account	\dashv			
KMJ6515Q012		What method did you primarily use to find information on this site?	Site's search feature	V	Y	Radio button, one-up vertical	Skip Logic Group*
111100110Q012		what method and you primarily use to find information off this site?	Navigation	- ÷	'	radio button, one-up vertical	Skip Logic Group
			Top pavigation has				
			Top navigation bar	_			
			Links				
			Locator tools (find a doctor, office locator, etc.)				
			Forms search				
			Homepage banners or icons	B			
			A-Z Index	B			
			Chat feature (Emma)				
			External search engine (e.g., Google)				
			Just browsing	В			Randomize
			Other	T W			randomize
	10/	Please specify your other method of finding information.	Out-out-out-out-out-out-out-out-out-out-o	1, 10	NI	Text area, no char limit	Skip Logic Group*
	V		Voc	7	Y		Skip Logic Group
	1	Did you experience any issues using search today?	No.		- '	Checkbox, one-up vertical	Skip Logic Group
	_	Milest inquire did you conscioned today C	Detumed to many south			Charlibay arrayment	Chin Logic Commi
	Z	What issues did you experience today?	Returned too many results		Y	Checkbox, one-up vertical	Skip Logic Group*
			Returned not enough or no results				
			Returned results that were too similar/redundant				
			Results were not relevant to my search terms or needs				
			I was not sure what words to use in my search				
			I needed to search too many terms/words to get what I wanted				
			Other	Х			
	Х	What other issues did you experience with the search feature today?			N	Text area, no char limit	Skip Logic Group*
	Т	Did you experience any issues navigating the website today?	Yes	U	Y	Checkbox, one-up vertical	Skip Logic Group
		The same and the same and the same are	No		1		
	U	What issues did you experience today?	Could not find the appropriate navigational links on most of your pages		Y	Radio button, one-up vertical	Skin Logic Group
		That located that you experience today:	Too many links or navigational choices		1 '	radio batton, one-up vertical	Skip Logic Group
			Links did not take me where Leynested		1		
			Had difficulty finding detailed or related information on your pages		+		
			Links didn't work		1		
			Links didn't work	-	-		
			Other, please specify:	V			
	V	What other navigational issues did you experience today?			N	Text area, no char limit	Skip Logic Group
KMJ6515Q013	A	If you used the site's search feature or the forms search, please	Search delivered the expected results		¥	Checkbox, one-up vertical	Skip Logic Group*
		describe your search experience.	Top recommendations were helpful				
			Returned too many results				
			Returned not enough or no results				
			Returned results that were too similar/redundant				
			Results were not relevant to my search terms or needs				
			I was not sure what words to use in my search				
			Search required too many refinements to get what I wanted Other	_			
00110363333		Mee this year first arraying a with the sixty and first array for	Other		V	Dron down l t	Chin Lagis Commit
COU0269868	e	Was this your first experience with the site's search feature?			¥	Drop down, select one	Skip Logic Group*
COU0269868	e	Was this your first experience with the site's search feature?	Other Yes Ne	Đ	¥	Drop down, select one	Skip Logic Group*
			Other Yes Ne Don't know/can't remember				
		How did your experience with the search feature today compare with your	Other Yes No Den't know/can't remember Better	E	¥	Drop down, select one Drop down, select one	Skip Logic Group*
COU0269868 COU0269869			Other Yes No Don't-know/can't-remember Better Worse				
	Đ	How did your experience with the search feature today compare with your previous experience(s)?	Other Yes No Den't know/can't remember Better	E			
	Đ	How did your experience with the search feature today compare with your previous experience(s)?	Other Yes No Don't-know/can't-remember Better Worse	E			
COU0269869	Đ	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today?	Other Yes No Don't-know/can't-remember Better Worse	E	¥	Drop down, select one	Skip Logic Group*
COU0269869 COU0269871 COU0269870	Đ	How did your experience with the search-feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature werse today?	Other Yes No Den't know/can't remember Better Worse Don't know/can't remember	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871	Đ	How did your experience with the search feature today compare with your previous experience(e)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Other Yes Ne Don't know/ean't remember Better Werse Don't know/ean't remember Navigation worked as expected	E	¥	Drop down, select one Text area, no char limit	Skip Logic Group*
COU0269869 COU0269871 COU0269870	Đ	How did your experience with the search-feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature werse today?	Other Yes Ne Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870	Đ	How did your experience with the search feature today compare with your previous experience(e)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Other Yes No Den't-know/can't-remember Better Worse Den't-know/can't-remember Navigation worked-as-expected Navigation options and links were intuitive Banners and icons were useful	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870	Đ	How did your experience with the search feature today compare with your previous experience(e)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Other Yes Ne Don't know/ean't remember Better Werse Don't know/ean't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870	Đ	How did your experience with the search feature today compare with your previous experience(e)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Other Yes No Den't-know/can't-remember Better Worse Den't-know/can't-remember Navigation worked-as-expected Navigation options and links were intuitive Banners and icons were useful	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*

				Links did not take me where I expected				
				Had difficulty finding detailed information on your web pages				
				Had difficulty finding related information on your web pages				
				Navigation did not support what I was trying to accomplish				
				Would often feel lost, and did not know where I was on your site	-			
				Had various technical difficulties (links didn't work, received error messages, etc.)	-			
				Other	+			
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes		Y	Drop down, select one	Skip Logic Group*
00100010	710001111111111111111111111111111111111		bid you accomplish what you wanted to do today on this site:	Still looking	A,B		Brop down, coloct one	Omp Logic Group
				No	A,B			
KMJ6515Q016	OE Accomplish	^	Please tell us why you were unable to accomplish your task/find your		7,5	N	Text area, no char limit	Skip Logic Group*
KW30313Q010	OL_Accomplish	_ ^	information today.			"	Text area, no char illinic	Skip Logic Gloup
KMJ6515Q017		В	What do you plan to do next?	Come back to the site later	_	Y	Radio button, one-up vertical	Skip Logic Group*
VMD02T2Q0T1		Ь	What do you plan to do next?	Keep searching the Internet	+	'	Radio button, one-up vertical	Skip Logic Group
				Call the 1-800 number/contact USCIS Contact Center	-			
					-			
				Visit the USCIS office/make an appointment	4			
				Call/talk to an immigration attorney	4			
				Call the United States embassy				
				Other				
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop		Y	Drop down, select one	
				Mobile phone	В			
				Mobile tablet	В			
				No preference				
		В	Why is that your preferred method of accessing the site?			N	Text area, no char limit	
KMJ6515Q019			Which of the following sites/sections, if any, have you also visited?	myUSCIS		¥	Checkbox, one-up vertical	
				Citizenship Resource Center	1			
				E-Verify	7			
				Self Check/myE-Verify	1			
				SAVE (Systematic Alien Verification for Entitlements) Program	+			
				I-9 Central	+			
				WelcometoUSA.gov	+			
				U.S. Department of State	+			
				None of the above	-			
VM16F1F0020	OF Improve		What else would you like to share with us to help improve your online	None of the above		N	Text area, no char limit	
KMJ6515Q020	OE_Improve Experience		experience with USCIS.gov?			N	Text area, no char limit	
	a11_satisfaction		Please rate your level of agreement with the following statements about your experience on the website today.	1=Strongly Disagree		N	Radio button, scale, no don't know	
							MIOW	
			I am satisfied with the service I received from USCIS.			_		
					2			
					3	1		
					4	1		
				5=Strongly Agree		7		
	a11_confidence		This interaction increased my confidence in USCIS.	1=Strongly Disagree		N	Radio button, scale, no don't	
						1	know	
					2	_		
					3			
					4			
		1		5=Strongly Agree		1		



	Other reason
	Green Card
	Citizenship
	Forms
	Type of Form
	Type of Fulli
	0
	Case Status
C	ase Status Task
1	Primary Reason
	Other reason
	Case Status
	Green Card

Forms]
. 50	
Citizenship	
Account	
Method	
OE_Method	
Search Issues	
Search experience	
OE_Search Experience	
Experience Navigation Issues	
Specific Nav Issues	
Other Nav Issues	
Search experience	
Returning Search	
Comparative Search	
OE_Better Search OE_Worse Search	
Navigational	

Accomplish		
Accomplish		
Not accomplished		
Do next		
Access		
OE_Why No Desktop Sites/sections		
Improvement		
A11 Satisfaction		
A11 Confidence		
	1	

Red & Strike Through: Delete Underlined & Italicized: Re-order



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	Skip Logic Group*
				Daily	_			
				Weekly	_			
				Monthly Once every few months				
				Once every few months Once every 6 months or less				
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen		Y	Radio button, one-up vertical	Skip Logic Group*
11W00010Q002	TOIC		Trick is your primary role in visiting the site today:	Naturalized U.S. citizen			readio battori, one up vertical	OKIP LOGIC GIOUP
				Permanent Resident (green card holder)				
				Conditional Resident				
				Citizen of a foreign country				
				Fiancé K-1				
				Visitor/nonimmigrant				
				Asylum seeker				
				Visa seeker				
				Spouse of US citizen				
				Temporary Worker				
				Student or Exchange Visitor				
				Employer				
				Attorney				
VA 430F4 = 0.000			Otherwish	Other, please specify:	A		Total 100 1	Object and Co.
KMJ6515Q003		Α	Other role.	Forms		N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms	_	Y	Drop down, select one	Skip Logic Group*
				News	_			
				Citizenship	_			
				Green card Tools	_			
					_			
				Laws Services				
				Events				
				Policy Manual	А, В			
				Other Services				
				Other				
COU0326930		Α	Did you find what you were looking for?	Yes		Y	Drop down, select one	Skip Logic Group*
				No				
				I found only some information				
COU0326931		В	Specifically, what policy information were you looking for today?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing		Y	Radio button, one-up vertical	Skip Logic Group*
	Federal			Get general information before I file my case				
	Government or Informational			Check my case status	В			
	Non-Profit			Working in the USA	_			Randomize
				Find citizenship information	E			
				Research green card information	c			
				Find form(s)	P			
				Download form(s)	P			
				Create an account	_			
				Find/check filing fees	_			
				Research immigration laws	_			
				Read latest news releases				
				Learn about USCIS	_			
				Find a USCIS office	_			
				Read about USCIS policy				
				Make an appointment Other, please specify:	— A			Anchor Answer Choice
KMJ6515Q006		Α	Other primary reason.	Surer, product operaty.		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Check my case status online		Y	Radio button, one-up vertical	Skip Logic Group*
				Sign in to my account			, , , , , , , , , , , , , , , , , , , ,	, .J
				Change my address on file				
				Get automatic updates about my case				
				Ask questions about my case				
				Ask questions about my case See office case processing times				
				Ask questions about my case See office case processing times Other				
KMJ6515Q008		С	What specific green card information were you looking for?	See office case processing times Other Find out how to obtain green card through family		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		С	What specific green card information were you looking for?	See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		С	What specific green card information were you looking for?	See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		С	What specific green card information were you looking for?	See office case processing times Other Find out how to obtain 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		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		С	What specific green card information were you looking for?	See office case processing times Other Find out how to obtain 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.		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		С	What specific green card information were you looking for?	See office case processing times Other Find out how to obtain 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		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		С	What specific green card information were you looking for?	See office case processing times Other Find out how to obtain 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		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q008		С	What specific green card information were you looking for?	See office case processing times Other Find out how to obtain 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		Y	Radio button, one-up vertical	Skip Logic Group*

KMJ6515Q009								
		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms	_	Y	Radio button, one-up vertical	Skip Logic Group*
				Green Card-Based Forms				
				Family-Based Forms				
				Employment-Based Forms				
				Humanitarian Benefits-Based Forms				
				Adoptions-Based Forms				
				Department of State (DS) and Other Non-USCIS Forms	1			
				I-94 Arrival/Departure Forms	1			
				Other	1			
KMJ6515Q010		F	What specific citizenship information were you looking for?	General information regarding applying for citizenship		Y	Radio button, one-up vertical	Skip Logic Group*
KW30313Q010		_	What specific chizenship information were you looking for:	Citizenship through naturalization	+	' '	radio buttori, orie-up vertical	Skip Logic Group
					-			
				Citizenship for spouses of U.S. citizens	4			
				Citizenship through parents	_			
				Exceptions and accommodations	_			
				Passports				
				Citizenship for Military personnel and family members				
				General information on naturalization	1			
				Naturalization test	7			
				Naturalization test study materials	1			
				Naturalization ceremonies	1			
					+			
HOD0252010			Did you greate an account during your viols to do: 2	Other		V	Padio button and un vertical	
HOP0252918			Did you create an account during your visit today?	Yes	4	Y	Radio button, one-up vertical	
				No	4			
				I already have an account				
KMJ6515Q011			On whose behalf were you looking for information today?	Myself	_	Y	Drop down, select one	
				Family member/relative				
				Friend	1			
				Client	1			
				Student	1			
				Fiancé	1			
					1			
				Employer/employee Othor	+			
1/1.130E45				Other	l			
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	A, C	Y	Drop down, select one	Skip Logic Group*
				Top navigation bar	В			
				Links on the pages	В			
				Forms search	A			
				Homepage banners or icons	В			
				A-Z Index	В			
				Chat feature (Emma)	վ Շ			
					4			
				Used an external search engine (e.g., Google)				
				Just browsing	В			
				Other				
KMJ6515Q013		Α	If you used the site's search feature or the forms search, please	Search delivered the expected results		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your search experience.	Top recommendations were helpful				
				Returned too many results	1			
				Returned not enough or no results	1			
				Returned results that were too similar/redundant	1			
				Results were not relevant to my search terms or needs	+	1		
					+			
				I was not sure what words to use in my search	1			
				Search required too many refinements to get what I wanted				
				Search required too many refinements to get what I wanted Other				
COU0269868		С	Was this your first experience with the site's search feature?	Search required too many refinements to get what I wanted Other Yes		Y	Drop down, select one	Skip Logic Group*
COU0269868		С	Was this your first experience with the site's search feature?	Search required too many refinements to get what I wanted Other	D	Y	Drop down, select one	Skip Logic Group*
COU0269868		С	Was this your first experience with the site's search feature?	Search required too many refinements to get what I wanted Other Yes	D	Y	Drop down, select one	Skip Logic Group*
COU0269868 COU0269869				Search required too many refinements to get what I wanted Other Yes No	D	Y	Drop down, select one Drop down, select one	
		D	Was this your first experience with the site's search feature? How did your experience with the search feature today compare with your previous experience(s)?	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better				Skip Logic Group*
		D	How did your experience with the search feature today compare with your	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse	E			
COU0269869		D	How did your experience with the search feature today compare with your previous experience(s)?	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better	E	Y	Drop down, select one	Skip Logic Group*
COU0269869 COU0269871		D E	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today?	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse	E	Y	Drop down, select one Text area, no char limit	Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today?	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected	E	Y	Drop down, select one Text area, no char limit	Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today?	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Mavigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.)	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870 KMJ6515Q014		E F B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please describe your navigational experience on this site.	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit Checkbox, one-up vertical	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870	Accomplish	E F B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.)	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870 KMJ6515Q014	Accomplish	E F B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please describe your navigational experience on this site.	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other	E F	N N Y	Drop down, select one Text area, no char limit Text area, no char limit Checkbox, one-up vertical	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870 KMJ6515Q014	Accomplish	E F B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please describe your navigational experience on this site.	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking	E F	N N Y	Drop down, select one Text area, no char limit Text area, no char limit Checkbox, one-up vertical	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870 KMJ6515Q014	·	D E F B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please describe your navigational experience on this site.	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other	E F	Y N N Y	Drop down, select one Text area, no char limit Text area, no char limit Checkbox, one-up vertical Drop down, select one	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870 KMJ6515Q014	Accomplish OE_Accomplish	D E F B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please describe your navigational experience on this site. Did you accomplish what you wanted to do today on this site?	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking	E F	N N Y	Drop down, select one Text area, no char limit Text area, no char limit Checkbox, one-up vertical	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870 KMJ6515Q014 KMJ6515Q015 KMJ6515Q016	·	D E F F B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please describe your navigational experience on this site. Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task/find your information today.	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No	E F	N N N Y	Drop down, select one Text area, no char limit Text area, no char limit Checkbox, one-up vertical Drop down, select one Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*
COU0269869 COU0269871 COU0269870 KMJ6515Q014	·	D E F F B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please describe your navigational experience on this site. Did you accomplish what you wanted to do today on this site?	Search required too many refinements to get what I wanted Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking	E F	Y N N Y	Drop down, select one Text area, no char limit Text area, no char limit Checkbox, one-up vertical Drop down, select one	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*

			Visit the USCIS office/make an appointment			
			Call/talk to an immigration attorney			
			Call the United States embassy			
			Other			
KMJ6515Q018		How do you prefer to access this site?	Computer/laptop	Y	Drop down, select one	
			Mobile phone			
			Mobile tablet			
			No preference			
KMJ6515Q019		Which of the following sites/sections, if any, have you also visited?	myUSCIS	Y	Checkbox, one-up vertical	
			Citizenship Resource Center			
			E-Verify			
			Self Check/myE-Verify			
			SAVE (Systematic Alien Verification for Entitlements) Program			
			I-9 Central			
			WelcometoUSA.gov			
			U.S. Department of State			
			None of the above			
KMJ6515Q020	OE_Improve	What else would you like to share with us to help improve your online		N	Text area, no char limit	
-	Experience	experience with USCIS.gov?				



Forms		
Citizenship		
Account		
Behalf		
Method		
Search experience	ce	
· ·		
Returning Search	ch	
Comparative Search	ren	
OF Dotter County		
OE_Better Search OE_Worse Search	Cn .	
OE_Worse Search	cn	
Navigational		
Accomplish		
Not accomplished	ed	
Down		
Do next		

Access

Sites/sections

Red & Strike Through: Delete Underlined & Italicized: Re-order



	QUESTION	Skip		1	Skip	Required	1	
QID	META TAG	From	Question Text	Answer Choices	To	Y/N	Туре	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	Skip Logic Group*
				Daily Weekly				
				Monthly				
				Once every few months				
				Once every 6 months or less				
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen		Υ	Radio button, one-up vertical	Skip Logic Group*
	1			Naturalized U.S. citizen			Тапана запан, ана ар запана	
	1			Permanent Resident (green card holder)				
				Conditional Resident				
	1			Citizen of a foreign country				
				Fiancé K-1				
				Visitor/nonimmigrant				
				Asylum seeker				
				Visa seeker				
				Spouse of US citizen				
				Temporary Worker				
				Student or Exchange Visitor				
				Employer				
				Attorney Other place checity:	,			
KMJ6515Q003		Δ	Other role.	Other, please specify:	Α	N	Text field, <100 char	Skip Logic Group*
KMJ6515Q003 KMJ6515Q004		A .	What area of the site were you primarily visiting today?	Forms		Y	Drop down, select one	Skip Logic Group*
00210Q004			That area of the site were you printerly visiting today:	News			5.5p down, scient one	S.up Logic Group
				Citizenship				
				Green card				
				Tools				
				Laws				
				Services				
				Events				
				Policy Manual	A, B			
				Other Services				
				Other				
		Α	Did you find what you were looking for?	Yes		Y	Drop down, select one	Skip Logic Group*
				No No				
				I found only some information				
KAA305450005	Daiman Danasa	В	Specifically, what policy information were you looking for today?	North horses in a		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q005	Primary Reason: Federal		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case		Y	Radio button, one-up vertical	Skip Logic Group*
	Government or			Check my case status	В			
	Informational			Working in the USA	ь			Randomize
	Non-Profit			Find citizenship information	Е			Randonize
				Research green card information	c			
				Find form(s)	Ď			
				Download form(s)	D			
				Create an account	_			
				Create an account Find/check filing fees	J			
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				Find/check filing fees Research immigration laws Read latest news releases	J			
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				Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment				
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KMJ6515Q006			Other primary reason.	Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify:		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q006 KMJ6515Q007			Other primary reason. What specifically under case status did you try to accomplish?	Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online		N Y	Text area, no char limit Radio button, one-up vertical	
				Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account				Skip Logic Group*
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				Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case				Skip Logic Group*
				Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case				Skip Logic Group*
				Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times				Skip Logic Group*
KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other		Y	Radio button, one-up vertical	Skip Logic Group* Skip Logic Group*
		В		Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family				Skip Logic Group*
KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card		Y	Radio button, one-up vertical	Skip Logic Group* Skip Logic Group*
KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card		Y	Radio button, one-up vertical	Skip Logic Group* Skip Logic Group*
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KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain 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		Y	Radio button, one-up vertical	Skip Logic Group* Skip Logic Group*
KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Read about USCIS policy Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case Ask questions about my case See office case processing times Other Find out how to obtain 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.		Y	Radio button, one-up vertical	Skip Logic Group* Skip Logic Group*

KMJ6515Q009								
		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms	_	Y	Radio button, one-up vertical	Skip Logic Group*
				Green Card-Based Forms				
				Family-Based Forms				
				Employment-Based Forms				
				Humanitarian Benefits-Based Forms				
				Adoptions-Based Forms				
				Department of State (DS) and Other Non-USCIS Forms	1			
				I-94 Arrival/Departure Forms	1			
				Other	1			
KMJ6515Q010		F	What specific citizenship information were you looking for?	General information regarding applying for citizenship		Y	Radio button, one-up vertical	Skip Logic Group*
KW30313Q010		_	what specific citizenship information were you looking for:	Citizenship through naturalization	+	'	radio buttori, orie-up vertical	Skip Logic Gloup
					-			
				Citizenship for spouses of U.S. citizens	4			
				Citizenship through parents	_			
				Exceptions and accommodations	_			
				Passports				
				Citizenship for Military personnel and family members				
				General information on naturalization	1			
				Naturalization test	7			
				Naturalization test study materials	1			
				Naturalization ceremonies	1			
					+			
LIODOSESOS			Did you areata an asserunt during your right today 2	Other		V	Dadia huttan ana un un sindiad	
HOP0252918			Did you create an account during your visit today?	Yes	4	Y	Radio button, one-up vertical	
				No	4			
				I already have an account				
KMJ6515Q011			On whose behalf were you looking for information today?	Myself	_	Y	Drop down, select one	
				Family member/relative				
				Friend	1			
				Client	1			
				Student	1			
				Fiancé	1			
					1			
				Employer/employee Othor	+			
1/1 1 2 0 E 4 E				Other				
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	A, C	Y	Drop down, select one	Skip Logic Group*
				Top navigation bar	В			
				Links on the pages	В			
				Forms search	A			
				Homepage banners or icons	В			
				A-Z Index	В			
				Chat feature (Emma)	վ Շ			
					4			
				Used an external search engine (e.g., Google)				
				Just browsing	В			
				Other				
KMJ6515Q013		Α	If you used the site's search feature or the forms search, please	Search delivered the expected results		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your search experience.	Top recommendations were helpful				
				Returned too many results	1			
				Returned not enough or no results	1			
				Returned results that were too similar/redundant	1			
				Results were not relevant to my search terms or needs	1			
				I was not sure what words to use in my search	+			
					+			
				Search required too many refinements to get what I wanted	1			
				Other				
COU0269868		С	Was this your first experience with the site's search feature?	Other Yes		Y	Drop down, select one	Skip Logic Group*
COU0269868		С	Was this your first experience with the site's search feature?	Other Yes No	D	Y	Drop down, select one	Skip Logic Group*
COU0269868		С	Was this your first experience with the site's search feature?	Other Yes	D	Y	Drop down, select one	Skip Logic Group*
COU0269868				Other Yes No	D	Y	Drop down, select one	
		D		Other Yes No Don't know/can't remember Better				Skip Logic Group* Skip Logic Group*
		D	How did your experience with the search feature today compare with your	Other Yes No Don't know/can't remember Better Worse	E			
COU0269869		D	How did your experience with the search feature today compare with your previous experience(s)?	Other Yes No Don't know/can't remember Better	E	Y	Drop down, select one	Skip Logic Group*
COU0269869 COU0269871		D E	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today?	Other Yes No Don't know/can't remember Better Worse	E	Y	Drop down, select one Text area, no char limit	Skip Logic Group* Skip Logic Group*
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COU0269869 COU0269871 COU0269870		D E F	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today?	Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive	E	Y N N	Drop down, select one Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
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COU0269869 COU0269871 COU0269870 KMJ6515Q014		D E F B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please describe your navigational experience on this site.	Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Better Worse Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other	E	N N Y	Drop down, select one Text area, no char limit Text area, no char limit Checkbox, one-up vertical	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*
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COU0269869 COU0269871 COU0269870 KMJ6515Q014	·	D E F B B	How did your experience with the search feature today compare with your previous experience(s)? Why was your experience with the search feature better today? Why was your experience with the search feature worse today? If you used navigational methods to find your information, please describe your navigational experience on this site. Did you accomplish what you wanted to do today on this site?	Other Yes No Don't know/can't remember Better Worse Don't know/can't remember Bouter Don't know/can't remember Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking	E F	Y N N Y	Drop down, select one Text area, no char limit Text area, no char limit Checkbox, one-up vertical Drop down, select one	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*

			Visit the USCIS office/make an appointment			
			Call/talk to an immigration attorney			
			Call the United States embassy			
			Other			
KMJ6515Q018		How do you prefer to access this site?	Computer/laptop	Y	Drop down, select one	
			Mobile phone			
			Mobile tablet			
			No preference			
KMJ6515Q019		Which of the following sites/sections, if any, have you also visited?	myUSCIS	Y	Checkbox, one-up vertical	
			Citizenship Resource Center			
			E-Verify			
			Self Check/myE-Verify			
			SAVE (Systematic Alien Verification for Entitlements) Program			
			I-9 Central			
			WelcometoUSA.gov			
			U.S. Department of State			
			None of the above			
KMJ6515Q020	OE_Improve	What else would you like to share with us to help improve your online		N	Text area, no char limit	
-	Experience	experience with USCIS.gov?				



Forms		
Citizenship		
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· ·		
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Comparative Search	ren	
OF Dotter County		
OE_Better Search OE_Worse Search	Cn .	
OE_Worse Search	cn	
Navigational		
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Not accomplished	ed	
Down		
Do next		

Access

Sites/sections

Red & Strike-Through: Delete Underlined & Italicized: Re-order



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	Skip Logic Group*
				Daily				
				Weekly	_			
				Monthly	_			
				Once every few months	_			
				Once every 6 months or less				01: 1 : 0 :
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen	-	Υ	Radio button, one-up vertical	Skip Logic Group*
				Naturalized U.S. citizen	-			
				Permanent Resident (green card holder)	-			
				Conditional Resident	-			
				Citizen of a foreign country	-			
				Fiancé K-1	-			
				Visitor/nonimmigrant	-			
				Asylum seeker	-			
				Visa seeker	-			
				Spouse of US citizen	-			
				Temporary Worker	-			
				Student or Exchange Visitor	-			
				Employer	-			
				Attorney	٠.			
KN436E1E0002			Othervale	Other, please specify:	Α	NI.	Tout field <100 abov	Chin Logio Crount
KMJ6515Q003 KMJ6515Q004		Α	Other role.	Forms		N Y	Text field, <100 char	Skip Logic Group*
KWJ0515QUU4			What area of the site were you primarily visiting today?	Forms	-	T	Drop down, select one	
				News	-			
				Citizenship	-			
				Green card	4			
				Tools	4			
				Laws	4			
				Services	-			
				Events	4			
				Other Services	-			
				Other				01:1::0::0
KMJ6515Q005	Primary Reason: Federal		What was your primary reason for visiting the site today?	Just browsing	-	Y	Radio button, one-up vertical	Skip Logic Group*
	Government or			Get general information before I file my case				
	Informational			Check my case status	В			
	Non-Profit			Working in the USA				Randomize
				Find citizenship information	E			
				Research green card information	С			
				Find form(s)	D			
				Download form(s)	D			
				Create an account	-			
				Find/check filing fees	-			
				Research immigration laws	-			
				Read latest news releases	-			
				Learn about USCIS	-			
				Find a USCIS office	-			
				Make an appointment				
				Other, please specify:	Α			Anchor Answer Choice
KMJ6515Q006			Other primary reason.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Check my case status online	-	Υ	Radio button, one-up vertical	Skip Logic Group*
				Sign in to my account	-			
				Change my address on file				
				Get automatic updates about my case				
				Ask questions about my case				
				See office case processing times				
				Other				
KMJ6515Q008		С	What specific green card information were you looking for?	Find out how to obtain green card through family		Y	Radio button, one-up vertical	Skip Logic Group*
				Remove conditions on my green card				
				Renew or replace my green card				
				Find out how to obtain green card through a job				
				Travel outside of U.S.				
				Find other ways to get a green card				
				Research green card processes and procedures				
				Help my relative become a permanent resident (by U.S. citizen)				
				Other				
		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009			-	Green Card-Based Forms				
KMJ6515Q009								
KMJ6515Q009				Family-Based Forms				
KMJ6515Q009				Family-Based Forms				
KMJ6515Q009								

				Department of State (DS) and Other Non-USCIS Forms				
				I-94 Arrival/Departure Forms Other	_			
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization		Y	Radio button, one-up vertical	Skip Logic Group*
				Citizenship for spouses of U.S. citizens Citizenship through parents				
				Exceptions and accommodations Passports				
				Citizenship for Military personnel and family members General information on naturalization				
				Naturalization test Naturalization test study materials				
				Naturalization ceremonies				
IOP0252918			Did you create an account during your visit today?	Other Yes		Y	Radio button, one-up vertical	
				No I already have an account				
MJ6515Q011			On whose behalf were you looking for information today?	Myself		Y	Drop down, select one	
				Family member/relative Friend				
				Client				
				Student Fiancé				
				Employer/employee				
(MJ6515Q012			What method did you primarily use to find information on this site?	Other Site's search feature	A, C	Y	Drop down, select one	Skip Logic Group*
			and you primary doe to find mornidators on this site:	Top navigation bar	В		Stop dottil, delections	Sup Edgle Gloup
				Links on the pages Forms search	В А			
				Homepage banners or icons	В			
				A-Z Index Chat feature (Emma)	В			
				Used an external search engine (e.g., Google)				
				Just browsing Other	В			
MJ6515Q013		Α	If you used the site's search feature or the forms search, please	Search delivered the expected results		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your search experience.	Top recommendations were helpful Returned too many results				
				Returned not enough or no results				
				Returned results that were too similar/redundant Results were not relevant to my search terms or needs				
				I was not sure what words to use in my search				
				Search required too many refinements to get what I wanted Other				
COU0269868		С	Was this your first experience with the site's search feature?	Yes		Y	Drop down, select one	Skip Logic Group*
				No Don't know/can't remember	_ D			
COU0269869		D	How did your experience with the search feature today compare with	Better	E	Y	Drop down, select one	Skip Logic Group*
			your previous experience(s)?	Worse Don't know/can't remember	F			
OU0269871			Why was your experience with the search feature better today?			N	Text area, no char limit	Skip Logic Group*
COU0269870 CMJ6515Q014		F B	Why was your experience with the search feature worse today? If you used navigational methods to find your information, please	Navigation worked as expected		N Y	Text area, no char limit Checkbox, one-up vertical	Skip Logic Group* Skip Logic Group*
			describe your navigational experience on this site.	Navigation options and links were intuitive			,	
				Banners and icons were useful Consistent page elements (header and footer) made navigation easy				
				Could not find the appropriate navigational links on most of your web pages				
				Too many links or navigational choices Links did not take me where I expected				
				Had difficulty finding detailed information on your web pages				
				Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish				
				Would often feel lost, and did not know where I was on your site				
				Had various technical difficulties (links didn't work, received error messages, etc.) Other				
MJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes		Y	Drop down, select one	Skip Logic Group*
				Still looking No	A,B A,B			
KMJ6515Q016	OE_Accomplish	Α	Please tell us why you were unable to accomplish your task/find your information today.			N	Text area, no char limit	Skip Logic Group*
(MJ6515Q017		В	What do you plan to do next ?	Come back to the site later		Y	Radio button, one-up vertical	Skip Logic Group*
				Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center				
				Visit the USCIS office/make an appointment				
				Call/talk to an immigration attorney Call the United States embassy				
				Other				
MJ6515Q018	1		How do you prefer to access this site?	Computer/laptop		Υ	Drop down, select one	

			Mobile tablet			
			No preference			
KMJ6515Q019		Which of the following sites/sections, if any, have you also visited?	myUSCIS	Y	Checkbox, one-up vertical	
			Citizenship Resource Center			
			E-Verify			
			Self Check/myE-Verify			
			SAVE (Systematic Alien Verification for Entitlements) Program			
			I-9 Central			
			WelcometoUSA.gov			
			U.S. Department of State			
			None of the above			
KMJ6515Q020		What else would you like to share with us to help improve your		N	Text area, no char limit	
	Experience	online experience with USCIS.gov?				



Citizenship			
Account			
Behalf	_		
Method			
Search experience	е		
Returning Search			
Comparative Search	ch		
OE Better Search	n l		
OE_Better Search OE_Worse Search Navigational	h		
Accomplish			
Accomplish			
Not accomplished	1		
Do next			
Access			
1			ForeSee Results - Confidential and Proprietary

Sites/sections

Model Name: USCIS v2 Model ID

Partitioned: YES 2MQ Date: 07/31/2018 Red & Strike-Through: Delete
Underlined & Italicized: Re-order



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	Skip Logic Group*
				Daily				
				Weekly	_			
				Monthly	_			
				Once every few months	_			
				Once every 6 months or less				01: 1 : 0 :
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen	-	Υ	Radio button, one-up vertical	Skip Logic Group*
				Naturalized U.S. citizen	-			
				Permanent Resident (green card holder)	-			
				Conditional Resident	-			
				Citizen of a foreign country	-			
				Fiancé K-1	-			
				Visitor/nonimmigrant	-			
				Asylum seeker	-			
				Visa seeker	-			
				Spouse of US citizen	-			
				Temporary Worker	-			
				Student or Exchange Visitor	-			
				Employer	-			
				Attorney	٠.			
KN436E1E0002			Othervale	Other, please specify:	Α	NI.	Tout field <100 abov	Chin Logio Crount
KMJ6515Q003 KMJ6515Q004		Α	Other role.	Forms		N Y	Text field, <100 char	Skip Logic Group*
KWJ0515QUU4			What area of the site were you primarily visiting today?	Forms	-	T	Drop down, select one	
				News	-			
				Citizenship	-			
				Green card	4			
				Tools	4			
				Laws	4			
				Services	-			
				Events	4			
				Other Services	4			
				Other				01:1::0::0
KMJ6515Q005	Primary Reason: Federal		What was your primary reason for visiting the site today?	Just browsing	-	Y	Radio button, one-up vertical	Skip Logic Group*
	Government or			Get general information before I file my case				
	Informational			Check my case status	В			
	Non-Profit			Working in the USA				Randomize
				Find citizenship information	E			
				Research green card information	С			
				Find form(s)	D			
				Download form(s)	D			
				Create an account	-			
				Find/check filing fees	-			
				Research immigration laws	-			
				Read latest news releases	-			
				Learn about USCIS	-			
				Find a USCIS office	-			
				Make an appointment				
				Other, please specify:	Α			Anchor Answer Choice
KMJ6515Q006			Other primary reason.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Check my case status online	-	Υ	Radio button, one-up vertical	Skip Logic Group*
				Sign in to my account	-			
				Change my address on file				
				Get automatic updates about my case				
				Ask questions about my case				
				See office case processing times				
				Other				
KMJ6515Q008		С	What specific green card information were you looking for?	Find out how to obtain green card through family		Y	Radio button, one-up vertical	Skip Logic Group*
				Remove conditions on my green card				
				Renew or replace my green card				
				Find out how to obtain green card through a job				
				Travel outside of U.S.				
				Find other ways to get a green card				
				Research green card processes and procedures				
				Help my relative become a permanent resident (by U.S. citizen)				
				Other				
		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009			-	Green Card-Based Forms				
KMJ6515Q009								
KMJ6515Q009				Family-Based Forms				
KMJ6515Q009				Family-Based Forms				
KMJ6515Q009								

				Department of State (DS) and Other Non-USCIS Forms				
				I-94 Arrival/Departure Forms Other				
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization		Y	Radio button, one-up vertical	Skip Logic Group*
				Citizenship for spouses of U.S. citizens Citizenship through parents	_			
				Exceptions and accommodations Passports				
				Citizenship for Military personnel and family members General information on naturalization	\pm			
				Naturalization test Naturalization test study materials Naturalization ceremonies				
				Other				
HOP0252918			Did you create an account during your visit today?	Yes No		Y	Radio button, one-up vertical	
14105450044				I already have an account			Barrier and a second	
MJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative		Y	Drop down, select one	
				Friend Client				
				Student				
				Fiancé Employer/employee				
				Other				
MJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar	A, C B	Y	Drop down, select one	Skip Logic Group*
				Links on the pages	В			
				Forms search	A			
				Homepage banners or icons A-Z Index	В В			
				Chat feature (Emma)				
				Used an external search engine (e.g., Google) Just browsing	В			
				Other				
MJ6515Q013		Α	If you used the site's search feature or the forms search , please describe your search experience.	Search delivered the expected results Top recommendations were helpful	+	Y	Checkbox, one-up vertical	Skip Logic Group*
				Returned too many results				
				Returned not enough or no results Returned results that were too similar/redundant	_			
				Results were not relevant to my search terms or needs				
				I was not sure what words to use in my search Search required too many refinements to get what I wanted	_			
0110000000			Marking Colored Colore	Other			Dan dave salastana	Chia Lagia Casuat
COU0269868		С	Was this your first experience with the site's search feature?	No No	D	Y	Drop down, select one	Skip Logic Group*
20110360060		_	How did your own singer with the course feature to day appropri	Don't know/can't remember		Y	Drop down, select one	Chin Logio Crount
COU0269869		D	How did your experience with the search feature today compare with your previous experience(s)?	Worse	E F	,	Drop down, selectione	Skip Logic Group*
			When the second	Don't know/can't remember			Wasternamen and about Book	Olia Lavia Ossurat
		E	Why was your experience with the search feature better today? Why was your experience with the search feature worse today?			N N	Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group*
MJ6515Q014		В	If you used navigational methods to find your information, please describe your navigational experience on this site.	Navigation worked as expected		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your navigational experience on this site.	Navigation options and links were intuitive Banners and icons were useful	-			
				Consistent page elements (header and footer) made navigation easy				
				Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices				
				Links did not take me where I expected				
				Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages	-			
				Navigation did not support what I was trying to accomplish				
				Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.)	-			
				Other				
MJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking	_ A B	Y	Drop down, select one	Skip Logic Group*
				No	A,B A,B			
(MJ6515Q016	OE_Accomplish	Α	Please tell us why you were unable to accomplish your task/find your information today.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q017		В	What do you plan to do next?	Come back to the site later		Y	Radio button, one-up vertical	Skip Logic Group*
				Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center				
				Visit the USCIS office/make an appointment				
				Call/talk to an immigration attorney Call the United States embassy				
				Other				
MJ6515Q018			How do you prefer to access this site?	Computer/laptop		Υ	Drop down, select one	

			Mobile tablet			
			No preference			
KMJ6515Q019		Which of the following sites/sections, if any, have you also visited?	myUSCIS	Y	Checkbox, one-up vertical	
			Citizenship Resource Center			
			E-Verify			
			Self Check/myE-Verify			
			SAVE (Systematic Alien Verification for Entitlements) Program			
			I-9 Central			
			WelcometoUSA.gov			
			U.S. Department of State			
			None of the above			
KMJ6515Q020		What else would you like to share with us to help improve your		N	Text area, no char limit	
	Experience	online experience with USCIS.gov?				





Sites/sections

Model Name: USCIS v2 Model ID

Partitioned: YES 2MQ Date: 07/31/2018 Red & Strike-Through: Delete
Underlined & Italicized: Re-order



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	Skip Logic Group*
				Daily				
				Weekly	_			
				Monthly	_			
				Once every few months	_			
				Once every 6 months or less				01: 1 : 0 :
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen	-	Υ	Radio button, one-up vertical	Skip Logic Group*
				Naturalized U.S. citizen	-			
				Permanent Resident (green card holder)	-			
				Conditional Resident	-			
				Citizen of a foreign country	-			
				Fiancé K-1	-			
				Visitor/nonimmigrant	-			
				Asylum seeker	-			
				Visa seeker	-			
				Spouse of US citizen	-			
				Temporary Worker	-			
				Student or Exchange Visitor	-			
				Employer	-			
				Attorney	٠.			
KN436E1E0002			Othervale	Other, please specify:	Α	NI.	Tout field <100 abov	Chin Logio Crount
KMJ6515Q003 KMJ6515Q004		Α	Other role.	Forms		N Y	Text field, <100 char	Skip Logic Group*
KWJ0515QUU4			What area of the site were you primarily visiting today?	Forms	-	T	Drop down, select one	
				News	-			
				Citizenship	-			
				Green card	4			
				Tools	4			
				Laws	4			
				Services	-			
				Events	4			
				Other Services	-			
				Other				01:1::0::0
KMJ6515Q005	Primary Reason: Federal		What was your primary reason for visiting the site today?	Just browsing	-	Y	Radio button, one-up vertical	Skip Logic Group*
	Government or			Get general information before I file my case				
	Informational			Check my case status	В			
	Non-Profit			Working in the USA				Randomize
				Find citizenship information	E			
				Research green card information	С			
				Find form(s)	D			
				Download form(s)	D			
				Create an account	-			
				Find/check filing fees	-			
				Research immigration laws	-			
				Read latest news releases	-			
				Learn about USCIS	-			
				Find a USCIS office	-			
				Make an appointment				
				Other, please specify:	Α			Anchor Answer Choice
KMJ6515Q006			Other primary reason.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Check my case status online	-	Υ	Radio button, one-up vertical	Skip Logic Group*
				Sign in to my account	-			
				Change my address on file				
				Get automatic updates about my case				
				Ask questions about my case				
				See office case processing times				
				Other				
KMJ6515Q008		С	What specific green card information were you looking for?	Find out how to obtain green card through family		Y	Radio button, one-up vertical	Skip Logic Group*
				Remove conditions on my green card				
				Renew or replace my green card				
				Find out how to obtain green card through a job				
				Travel outside of U.S.				
				Find other ways to get a green card				
				Research green card processes and procedures				
				Help my relative become a permanent resident (by U.S. citizen)				
				Other				
		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009			-	Green Card-Based Forms				
KMJ6515Q009								
KMJ6515Q009				Family-Based Forms				
KMJ6515Q009				Family-Based Forms				
KMJ6515Q009								

				Department of State (DS) and Other Non-USCIS Forms				
				I-94 Arrival/Departure Forms				
(MJ6515Q010		E	What specific citizenship information were you looking for?	Other General information regarding applying for citizenship		Y	Radio button, one-up vertical	Skip Logic Group*
100010Q010		_	what specific citizenship information were you looking for:	Citizenship through naturalization			readio buttori, orie-up vertical	Skip Logic Gloup
				Citizenship for spouses of U.S. citizens				
				Citizenship through parents				
				Exceptions and accommodations				
				Passports Citizenship for Military personnel and family members				
				General information on naturalization				
				Naturalization test				
				Naturalization test study materials				
				Naturalization ceremonies				
1000000000				Other				
HOP0252918			Did you create an account during your visit today?	Yes No		Y	Radio button, one-up vertical	
				I already have an account				
(MJ6515Q011			On whose behalf were you looking for information today?	Myself		Y	Drop down, select one	
				Family member/relative				
				Friend				
				Client				
ļ				Student Fiancé				
ļ				Employer/employee				
				Other				
MJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	Α	Υ	Drop down, select one	Skip Logic Group*
				Top navigation bar	В			
				Links on the pages	B			
				Forms search Homepage banners or icons	— А			
				A-Z Index	— В			
				Chat feature (Emma)				
				Used an external search engine (e.g., Google)				
				Just browsing	В			
				Other				
(MJ6515Q013		A	If you used the site's search feature or the forms search , please describe your search experience.	Search delivered the expected results Top recommendations were helpful		Υ	Checkbox, one-up vertical	Skip Logic Group*
				Returned too many results				
				Returned not enough or no results				
				Returned results that were too similar/redundant				
				Results were not relevant to my search terms or needs				
				I was not sure what words to use in my search				
				Search required too many refinements to get what I wanted				
(MJ6515Q014		В	If you used navigational methods to find your information, please	Other Navigation worked as expected		Y	Checkbox, one-up vertical	Skip Logic Group*
W00010Q014			describe your navigational experience on this site.	Navigation options and links were intuitive		,	Checkbox, one up ventear	Skip Logic Gloup
				Banners and icons were useful				
				Consistent page elements (header and footer) made navigation easy				
				Could not find the appropriate navigational links on most of your web pages				
				Too many links or navigational choices				
				Links did not take me where I expected Had difficulty finding detailed information on your web pages				
				Had difficulty finding related information on your web pages				
				Navigation did not support what I was trying to accomplish				
				Would often feel lost, and did not know where I was on your site				
				Had various technical difficulties (links didn't work, received error messages, etc.)				
(MJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Other		Y	Dron down coloct one	Skin Logio Crount
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(14105450045			information today.	Owner hands at the rite later			Dadia human	Older Levil C
KMJ6515Q017		В	What do you plan to do next ?	Come back to the site later Keep searching the Internet		Y	Radio button, one-up vertical	Skip Logic Group*
				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				
(14105450010			Harris de la compansa	Other Other			Door down	
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone		Y	Drop down, select one	
				Mobile phone Mobile tablet				
1	1			No preference				
			P. Control of the Con				Observations	
(MJ6515Q019			Which of the following sites/sections, if any, have you also visited?	myUSCIS		Y	Checkbox, one-up vertical	
:MJ6515Q019			Which of the following sites/sections, if any, have you also visited?	Citizenship Resource Center		Y	Cneckbox, one-up vertical	
:MJ6515Q019			Which of the following sites/sections, if any, have you also visited?	Citizenship Resource Center E-Verify		Y	Cneckbox, one-up vertical	
:MJ6515Q019			Which of the following sites/sections, if any, have you also visited ?	Citizenship Resource Center		Y	Cneckbox, one-up vertical	

			WelcometoUSA.gov				
			U.S. Department of State				
			None of the above				
KMJ6515Q020	OE_Improve	What else would you like to share with us to help improve your		N	Text area, no char limit		
	Experience	online experience with USCIS gov?				i l	



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Model Name: USCIS v2 Model ID

Partitioned: YES 2MQ Date: 07/31/2018

KMJ6515Q008

Red & Strike-Through: Delete Underlined & Italicized: Re-order

FORESEE Pink: Addition

by Answers Blue: Reword OUESTION Skip Skip To Required **Question Text Answer Choices Special Instructions** META TAG Type From Y/N KMJ6515Q001 Visit Frequency How often do you visit this site? First time Drop down, select one Skip Logic Group* Daily Weekly Monthly Once every few months Once every 6 months or less TAR0217904 Did you notice any changes to the USCIS.gov home page? Skip Logic Group* TAR0217905 would you describe the redesigned home page? Skip Logic Group* ould you share with us ANY opinions/thoughts you have about TAR0217907 Text area, no char limit Skip Logic Group* Radio button, one-up vertical KMJ6515O002 Role What is your primary role in visiting the site today? U.S. born citizen Skip Logic Group* Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify: KMJ6515Q003 A Other role. Text field, <100 char Skip Logic Group* KMJ6515Q004 Drop down, select one What area of the site were you primarily visiting today? Forms News Citizenship Green card Tools Laws Services Events Other Services Other KMJ6515Q005 Primary Reason: What was your **primary reason** for visiting the site today? Just browsing Radio button, one-up vertical Skip Logic Group* Federal Get general information before I file my case Government or Check my case status В Informational Working in the USA Randomize Non-Profit Find citizenship information Е Research green card information С Find form(s) D Download form(s) D Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: KMJ6515O006 A Other primary reason. Text area, no char limit Skip Logic Group* N KMJ6515Q007 What specifically under case status did you try to accomplish? Check my case status online Radio button, one-up vertical Skip Logic Group* Sign in to my account Change my address on file

Get automatic updates about my case Ask questions about my case See office case processing times

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

Find out how to obtain green card through family

Other

What specific green card information were you looking for?

Skip Logic Group*

Radio button, one-up vertical

AND CONTROL OF THE PARTY OF THE					Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen)				
Communication of the communi	MJ6515O009		D	What type of forms were you looking for?	Other Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group
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Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney									
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									

			Mobile phone			
			Mobile tablet			
			No preference			
KMJ6515Q019		Which of the following sites/sections, if any, have you also visited?	myUSCIS	Y	Checkbox, one-up vertical	
			Citizenship Resource Center			
			E-Verify			
			Self Check/myE-Verify			
			SAVE (Systematic Alien Verification for Entitlements) Program			
			I-9 Central			
			WelcometoUSA.gov			
			U.S. Department of State			
			None of the above			
KMJ6515Q020	OE Improve	What else would you like to share with us to help improve your		N	Text area, no char limit	



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Citizen	enship
Accor	ount
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Search exp	xperience
Navigat	ational
Accom	mplish
Not accom	
Do no	next

Sites/sections

Model Name: USCIS v2 Model ID

Red & Strike-Through: Delete Underlined & Italicized: Re-order



Partitioned: YES 2MQ Date: 05/16/2018 Pink: Addition Blue: Reword

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instruction
MJ6515Q001	Visit Frequency		How often do you visit this site?	First time	١.	Y	Drop down, select one	Skip Logic Group*
				Daily	A			
				Weekly	A			
				Monthly Once a very few months	A			
				Once every few months	A			
R0217904		Α	Did you nation any changes to the LICCIC gay home nage?	Once every 6 months or less Yes, I noticed changes	B	V	Drop down, select one	Skip Logic Group*
RU2179U4		Α	Did you notice any changes to the USCIS.gov home page?	No, I did not notice changes		Y	Drop down, selectione	Skip Logic Group
				Don't know / Not sure	-			
R0217905		_	House and you deposite the redesigned home need?			Y	Drop down, select one	Skip Logic Group*
RU21/905		В	How would you describe the redesigned home page?	Better than the previous homepage Same as the previous homepage	-	1	Drop down, select one	Skip Logic Gloup
				Worse than the previous homepage	-			
				Don't know / Not sure	-			
R0217907			Would you share with us ANY opinions/thoughts you have about	DOTT KIOW / NOT SUITE		N	Text area, no char limit	Skip Logic Group*
J6515Q002	Role		the redesigned home page? What is your primary role in visiting the site today?	U.S. born citizen		Y	Dadia button and un vertical	Chin Logia Craunt
J0515Q002	Role		what is your primary role in visiting the site today?	Naturalized U.S. citizen	-	1	Radio button, one-up vertical	Skip Logic Group
				Permanent Resident (green card holder)	-			
				Conditional Resident	-			
				Citizen of a foreign country	-			
				Fiancé K-1	-			
					-			
				Visitor/nonimmigrant	-			
				Asylum seeker Visa seeker	-			
				Visa seeker	-			
				Spouse of US citizen	-			
				Temporary Worker	-			
				Student or Exchange Visitor				
				Employer				
				Attorney				
				Other, please specify:	Α			
16515Q003			Other role.			N	Text field, <100 char	Skip Logic Group
J6515Q004			What area of the site were you primarily visiting today?	Forms		Y	Drop down, select one	
				News				
				Citizenship				
				Green card				
				Tools				
				Laws				
				Services				
				Events				
				Other Services				
				Other				
J6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing		Y	Radio button, one-up vertical	Skip Logic Group
	Federal			Get general information before I file my case				
	Government or			Check my case status	В			
	Informational Non-Profit			Working in the USA				
	I Non I Tom			Find citizenship information	E			
				Research green card information	С			
				Find form(s)	D			
				Download form(s)	D			
				Find/check filing fees				
				Research immigration laws				
				Read latest news releases				
				Learn about USCIS				
				Find a USCIS office				
				Make an appointment				
				IMAKE ALI APPOINTIMENT				
				Other, please specify:	Α			
J6515Q006		A	Other primary reason.		Α	N	Text area, no char limit	Skip Logic Group
			Other primary reason. What specifically under case status did you try to accomplish?		A	N Y	Text area, no char limit Radio button, one-up vertical	
				Other, please specify:	A			Skip Logic Group Skip Logic Group
				Other, please specify: Check my case status online Sign in to my account	A			
				Other, please specify: Check my case status online Sign in to my account Change my address on file	A			
				Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case	A			
J6515Q006 J6515Q007				Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case	A			
				Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times	A			
J6515Q007		В	What specifically under case status did you try to accomplish?	Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other	A	Y	Radio button, one-up vertical	Skip Logic Group
		В		Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family	A			
J6515Q007		В	What specifically under case status did you try to accomplish?	Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card	A	Y	Radio button, one-up vertical	Skip Logic Group
06515Q007		В	What specifically under case status did you try to accomplish?	Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card	A	Y	Radio button, one-up vertical	Skip Logic Group
06515Q007		В	What specifically under case status did you try to accomplish?	Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card Find out how to obtain green card	A	Y	Radio button, one-up vertical	Skip Logic Group
6515Q007		В	What specifically under case status did you try to accomplish?	Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card Renew or replace my green card	A	Y	Radio button, one-up vertical	Skip Logic Group

				Help my relative become a permanent resident (by U.S. citizen) Other				
MJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
				Green Card-Based Forms				
				Family-Based Forms				
				Employment-Based Forms Humanitarian Benefits-Based Forms				
				Adoptions-Based Forms				
				Department of State (DS) and Other Non-USCIS Forms				
				I-94 Arrival/Departure Forms				
				Other				
MJ6515Q010		Е	What specific citizenship information were you looking for?	General information regarding applying for citizenship		Υ	Radio button, one-up vertical	Skip Logic Group*
				Citizenship through naturalization				
				Citizenship for spouses of U.S. citizens				
				Citizenship through parents Exceptions and accommodations				
				Passports				
				Citizenship for Military personnel and family members				
				General information on naturalization				
				Naturalization test				
				Naturalization test study materials				
				Naturalization ceremonies				
AJ6515Q011			On whose hehalf were you looking for information today?	Other		Y	Drop down, coloct one	
NOOTOQUIL			On whose behalf were you looking for information today?	Myself Family member/relative		, T	Drop down, select one	
				Friend				
				Client				
				Student				
				Fiancé				
				Employer/employee				
11105150010				Other Citate and factors			Dona davis a clast con	Older I and a Constant
MJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	A	Y	Drop down, select one	Skip Logic Group*
				Top navigation bar Links on the pages	В В			
				Forms search	A			
				Homepage banners or icons	— п			
				A-Z Index	В			
				Chat feature (Emma)				
				Used an external search engine (e.g., Google)				
				Just browsing	В			
14305450040			If you are debt as the state of	Other			Observation and a servation of	Olde Leede Occupt
MJ6515Q013		Α	If you used the site's search feature or the forms search , please describe your search experience.	Search delivered the expected results Top recommendations were helpful		Y	Checkbox, one-up vertical	Skip Logic Group*
			account your source expensions.	Returned too many results				
				Returned not enough or no results				
				Returned results that were too similar/redundant				
				Results were not relevant to my search terms or needs				
				I was not sure what words to use in my search				
				Search required too many refinements to get what I wanted				
4365150014		_	If you you designational mathemate to find your information, places	Other No instance and an appeared		V	Charlebay and un vertical	Chin Logio Crount
MJ6515Q014		В	If you used navigational methods to find your information, please describe your navigational experience on this site.	Navigation worked as expected Navigation options and links were intuitive		Y	Checkbox, one-up vertical	Skip Logic Group*
			accombe your navigational experience on this cite.	Banners and icons were useful				
				Consistent page elements (header and footer) made navigation easy				
				Could not find the appropriate navigational links on most of your web pages				
				Too many links or navigational choices				
				Links did not take me where I expected				
				Had difficulty finding detailed information on your web pages				
				Had difficulty finding related information on your web pages				
				Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site				
				Had various technical difficulties (links didn't work, received error messages, etc.)				
				Other				
MJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes		Y	Drop down, select one	Skip Logic Group*
•				Still looking	A,B			
				No	A,B			
иJ6515Q016	OE_Accomplish	Α	Please tell us why you were unable to accomplish your task/find your			N	Text area, no char limit	Skip Logic Group*
MJ6515Q017		В	information today. What do you plan to do next?	Come back to the site later		Y	Padia button, one un vertical	Skin Logio Craunt
4100512QU17		В	what do you plan to do next?	Keep searching the Internet		Т	Radio button, one-up vertical	Skip Logic Group*
				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				
MJ6515Q018			How do you prefer to access this site?	Computer/laptop		Y	Drop down, select one	
				Mobile phone				
				Mobile tablet No preference				
						1	1	

			Citizenship Resource Center	1			1	
			E-Verify				ı	
			Self Check/myE-Verify				ı	
			SAVE (Systematic Alien Verification for Entitlements) Program				ı	
			I-9 Central				ı	
			WelcometoUSA.gov				ı	
			U.S. Department of State				ı	
			None of the above					
KMJ6515Q020	OE_Improve	What else would you like to share with us to help improve your			N	Text area, no char limit		
	Experience	online experience with USCIS.gov?					ı I	



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ForeSee Results - Confidential and Proprietary

Model Name: USCIS v2 Model ID

Partitioned: YES 2MQ Date: 03/13/2018 Red & Strike-Through: Delete
Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	Skip Logic Group*
				Daily	A			
				Weekly	Α			
				Monthly	A			
				Once every few months	_ A			
				Once every 6 months or less	A			
AR0217904		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes	- в	Y	Drop down, select one	Skip Logic Group*
				No, I did not notice changes	-			
AD021700E			How would you describe the redesigned home pege?	Don't know / Not Sure		V	Dran dayın galaştana	Chin Logio Crount
AR0217905		В	How would you describe the redesigned home page?	Better than the previous homepage	-	Y	Drop down, select one	Skip Logic Group*
				Marsa than the previous nomepage	-			
				Don't know / Not sure	-			
AR0217907		В	Would you share with us ANY opinions/thoughts you have about	BOTT MIOW / NOT Suite		N	Text area, no char limit	Skip Logic Group*
MJ6515Q002	Role		the redesigned home page? What is your primary role in visiting the site today?	U.S. born citizen		Y	Radio button, one-up vertical	Skip Logic Group*
000100010	1.0.0		Triacio your primary rote in visiting the site today.	Naturalized U.S. citizen	1	· ·	radio battori, orio ap vortical	Only Logic Group
				Permanent Resident (green card holder)	1			
				Conditional Resident				
				Citizen of a foreign country				
				Fiancé K-1				
				Visitor/nonimmigrant				
				Asylum seeker				
				Visa seeker				
				Spouse of US citizen				
				Temporary Worker				
				Student or Exchange Visitor				
				Employer				
				Attorney				
				Other, please specify:	Α			
MJ6515Q003		Α	Other role.			N	Text field, <100 char	Skip Logic Group*
MJ6515Q004			What area of the site were you primarily visiting today?	Forms		Y	Drop down, select one	
				News				
				Citizenship				
				Green card				
				Tools				
				Laws				
				Services				
				Events				
				Other Services				
				Other				
MJ6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing		Y	Radio button, one-up vertical	Skip Logic Group*
	Federal Government or			Get general information before I file my case				
	Informational			Check my case status	В			
	Non-Profit			Working in the USA				
				Find citizenship information	E			
				Research green card information	C			
				Find form(s)	D			
				Download form(s)	D			
				Find/check filing fees	-			
				Research immigration laws	-			
				Read latest news releases	-			
				Learn about USCIS	-			
				Find a USCIS office	-			
				Make an appointment				
M16F1F000C			Othor primary races	Other, please specify:	Α	N	Tout organ pa short limit	Chin Logio Cro
MJ6515Q006			Other primary reason.	Chaele my ease status ealine		N	Text area, no char limit	Skip Logic Group*
MJ6515Q007		В	What specifically under case status did you try to accomplish?	Check my case status online	-	Y	Radio button, one-up vertical	Skip Logic Group*
				Sign in to my account	-			
				Change my address on file	-			
				Get automatic updates about my case	-			
				Ask questions about my case	-			
				See office case processing times	-			
M16E1E0000			Mhat angeific aveau acad information	Other		.,	Dadie hutten	Chin Lagis Commit
MJ6515Q008		С	What specific green card information were you looking for?	Find out how to obtain green card through family	-	Y	Radio button, one-up vertical	Skip Logic Group*
				Remove conditions on my green card	-			
				Renew or replace my green card	-			
				Find out how to obtain green card through a job	-			
				Travel outside of U.S.				
				Find other ways to get a green card Research green card processes and procedures				

				Help my relative become a permanent resident (by U.S. citizen) Other				
MJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
				Green Card-Based Forms				
				Family-Based Forms	_			
				Employment-Based Forms Humanitarian Benefits-Based Forms				
				Adoptions-Based Forms				
				Department of State (DS) and Other Non-USCIS Forms				
				I-94 Arrival/Departure Forms				
				Other				
MJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship		Υ	Radio button, one-up vertical	Skip Logic Group*
				Citizenship through naturalization	_			
				Citizenship for spouses of U.S. citizens Citizenship through parents				
				Exceptions and accommodations				
				Passports				
				Citizenship for Military personnel and family members				
				General information on naturalization				
				Naturalization test	_			
				Naturalization test study materials Naturalization ceremonies				
				Other				
/J6515Q011			On whose behalf were you looking for information today?	Myself		Y	Drop down, select one	
•				Family member/relative				
				Friend				
				Client				
				Student				
				Fiancé Employer/employee				
				Other				
MJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	Α	Υ	Drop down, select one	Skip Logic Group*
				Top navigation bar	В			
				Links on the pages	В			
				Forms search	A			
				Homepage banners or icons	В			
				A-Z Index Chat feature (Emma)	В			
				Used an external search engine (e.g., Google)				
				Just browsing	В			
				Other				
MJ6515Q013		Α	If you used the site's search feature or the forms search, please	Search delivered the expected results		Υ	Checkbox, one-up vertical	Skip Logic Group*
			describe your search experience.	Top recommendations were helpful				
				Returned too many results Returned not enough or no results				
				Returned results that were too similar/redundant				
				Results were not relevant to my search terms or needs				
				I was not sure what words to use in my search				
				Search required too many refinements to get what I wanted				
				Other		.,		
MJ6515Q014		В	If you used navigational methods to find your information, please describe your navigational experience on this site.	Navigation worked as expected Navigation options and links were intuitive		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your navigational experience on this site.	Banners and icons were useful				
				Consistent page elements (header and footer) made navigation easy				
				Could not find the appropriate navigational links on most of your web pages				
				Too many links or navigational choices				
				Links did not take me where I expected				
				Had difficulty finding detailed information on your web pages				
				Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish	_			
				Would often feel lost, and did not know where I was on your site				
				Had various technical difficulties (links didn't work, received error messages, etc.)				
				Other				
MJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes		Υ	Drop down, select one	Skip Logic Group*
				Still looking	A,B			
4165150016	OF Assemblish		Disease tell us why you was unable to accomplish your teel/find you	No	A,B	N	Tout area no shor limit	Chin Logio Crount
MJ6515Q016	OE_Accomplish	Α	Please tell us why you were unable to accomplish your task/find you information today.			N	Text area, no char limit	Skip Logic Group*
MJ6515Q017		В	What do you plan to do next?	Come back to the site later		Υ	Radio button, one-up vertical	Skip Logic Group*
·				Keep searching the Internet				
				Call the 1-800 number/contact customer service				
				Visit the USCIS office/make an appointment				
				Call/talk to an immigration attorney				
				Call the United States embassy Other				
MJ6515Q018			How do you prefer to access this site?	Computer/laptop		Y	Drop down, select one	
	1		non do you profet to docess this site:	Mobile phone		· '	2.3p down, sciectione	
				Mobile tablet				

			Citizenship Resource Center	1			1	
			E-Verify				ı	
			Self Check/myE-Verify				ı	
			SAVE (Systematic Alien Verification for Entitlements) Program				ı	
			I-9 Central				ı	
			WelcometoUSA.gov				ı	
			U.S. Department of State				ı	
			None of the above					
KMJ6515Q020	OE_Improve	What else would you like to share with us to help improve your			N	Text area, no char limit		
	Experience	online experience with USCIS.gov?					ı I	



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Model Name: USCIS v2 Model ID Partitioned: YES 2MQ Date: 11/5/2015

Red & Strike-Through: Delete Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From		Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	
				Daily				
				Weekly				
				Monthly				
				Once every few months				
				Once every 6 months or less				
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen		Y	Radio button, one-up vertical	Skip Logic Group*
				Naturalized U.S. citizen				
				Permanent Resident (green card holder)	_			
				Conditional Resident	_			
				Citizen of a foreign country	_			
				Fiancé K-1	_			
				Visitor/nonimmigrant	_			
				Asylum seeker	_			
				VISA SEEKEI	_			
				Spouse of US citizen	_			
				Temporary Worker	_			
				Student or Exchange Visitor	_			
				Employer	_			
				Attorney				
(1410545000			Otherwood	Other, please specify:	Α		Total 100 I	Object of the
KMJ6515Q003		Α	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004		1	What area of the site were you primarily visiting today?	Forms	4	Y	Drop down, select one	
		1		News	4			
		1		Citizenship	4			
				Green card				
				Tools				
				Laws				
				Services				
				Events				
				Other Services				
				Other				
KMJ6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing		Y	Radio button, one-up vertical	Skip Logic Group*
	Federal			Get general information before I file my case				
	Government or Informational			Check my case status	В			
	Non-Profit			Working in the USA				
	Non-Front			Find citizenship information	E			
				Research green card information	С			
				Find form(s)	D			
				Download form(s)	D			
				Find/check filing fees				
				Research immigration laws				
				Read latest news releases				
				Learn about USCIS				
				Find a USCIS office				
				Make an appointment				
				Other, please specify:	Α			
KMJ6515Q006		Α	Other primary reason.			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q007		В	What specifically under case status did you try to accomplish?	Check my case status online		Y	Radio button, one-up vertical	Skip Logic Group*
				Sign in to my account				
				Change my address on file				
				Get automatic updates about my case				
				Ask questions about my case				
				See office case processing times				
				Other				
KMJ6515Q008		С	What specific green card information were you looking for?	Find out how to obtain green card through family		Y	Radio button, one-up vertical	Skip Logic Group*
				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				
						1		
				Research green card processes and procedures				
				Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen)				
				Help my relative become a permanent resident (by U.S. citizen)				
(MJ65150009		D	What type of forms were you looking for?	Help my relative become a permanent resident (by U.S. citizen) Other		Y	Radio button, one-un vertical	Skip Logic Group*
KMJ6515Q009		D	What type of forms were you looking for?	Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009		D	What type of forms were you looking for?	Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms Green Card-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009		D	What type of forms were you looking for?	Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
(MJ6515Q009		D	What type of forms were you looking for?	Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009		D	What type of forms were you looking for?	Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms	-	Y	Radio button, one-up vertical	Skip Logic Group*

				I-94 Arrival/Departure Forms Other				
MJ6515Q010		Е	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization		Y	Radio button, one-up vertical	Skip Logic Group*
				Citizenship for spouses of U.S. citizens				
				Citizenship through parents				
				Exceptions and accommodations				
				Passports Citizenship for Military personnel and family members	_			
				General information on naturalization				
				Naturalization test				
				Naturalization test study materials		Y		
				Naturalization ceremonies				
105450044			On whose behalf were you looking for information today?	Other			Drop down, select one	
J6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative			Drop down, Selectione	
				Friend				
				Client				
				Student				
				Fiancé				
				Employer/employee Other				
J6515Q012			What method did you primarily use to find information on this site?	Site's search feature	А	Y	Drop down, select one	Skip Logic Group
000104015			machine and you primarily use to find information on this site?	Top navigation bar	⊢ â		Drop down, Scient one	OKIP LOGIC GIOU
				Links on the pages	В			
				Forms search	Α			
				Homepage banners or icons	В			
				A-Z Index	В			
				Chat feature (Emma) Used an external search engine (e.g., Google)				
				Just browsing	В			
				Other				
IJ6515Q013		Α	If you used the site's search feature or the forms search, please	Search delivered the expected results		Y	Checkbox, one-up vertical	Skip Logic Grou
			describe your search experience.	Top recommendations were helpful				
				Returned too many results				
				Returned not enough or no results Returned results that were too similar/redundant				
				Results were not relevant to my search terms or needs				
				I was not sure what words to use in my search				
				Search required too many refinements to get what I wanted				
				Other				
/J6515Q014		В	If you used navigational methods to find your information, please	Navigation worked as expected		Υ	Checkbox, one-up vertical	Skip Logic Group
			describe your navigational experience on this site.	Navigation options and links were intuitive				
				Banners and icons were useful				
				Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages				
				Too many links or navigational choices				
				Links did not take me where I expected				
				Had difficulty finding detailed information on your web pages				
				Had difficulty finding related information on your web pages				
				Navigation did not support what I was trying to accomplish				
				Would often feel lost, and did not know where I was on your site				
				Had various technical difficulties (links didn't work, received error messages, etc.) Other				
IJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes		Υ	Drop down, select one	Skip Logic Grou
			, , , , , , , , , , , , , , , , , , , ,	Still looking	A,B			1 .3
				No	A,B			
416E1E0016	OE Accomplish	Α	Please tell us why you were unable to accomplish your task/find your			N	Text area, no char limit	Skip Logic Group
	OL_Accomplish		information today.					Skip Logic Group
	OL_Accomplish	В	What do you plan to do next ?	Come back to the site later		Y	Radio button, one-up vertical	Skip Logic Grou
	OL_Accomplish	В		Come back to the site later Keep searching the Internet		Y	Radio button, one-up vertical	Skip Logic Grou
	OL_Accomplish	В		Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service		Y	Radio button, one-up vertical	Skip Logic Grou
	OL_Accompism	В		Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment		Y	Radio button, one-up vertical	Skip Logic Grou
	OL_ACCOMPISM	В		Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Calltralk to an immigration attorney		Y	Radio button, one-up vertical	Skip Logic Grou
	OL_Accomplish	В		Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment		Y	Radio button, one-up vertical	Skip Logic Grou
J6515Q017	OL_ACCOMPISM	В		Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call talk to an immigration attorney Call the United States embassy Other Computer/laptop		Y	Radio button, one-up vertical Drop down, select one	Skip Logic Grou
J6515Q017	ot_accomplish	В	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone				Skip Logic Grou
J6515Q017	occompilar	В	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet				Skip Logic Grou
U6515Q017	ot_accomplish	В	What do you plan to do next ? How do you prefer to access this site?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one	Skip Logic Grou
J6515Q017	occompilsi	В	What do you plan to do next ? How do you prefer to access this site?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Callt/alk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS				Skip Logic Grou
U6515Q017	oaccomplish	В	What do you plan to do next ? How do you prefer to access this site?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile phone Mobile tablet No preference myUSCIS Citizenship Resource Center		Y	Drop down, select one	Skip Logic Grou
U6515Q017	oaccomplish	В	What do you plan to do next ? How do you prefer to access this site?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call the Uscit of an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS Citizenship Resource Center E-Verify		Y	Drop down, select one	Skip Logic Grou
J6515Q017	Gaccomplish	В	What do you plan to do next ? How do you prefer to access this site?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile phone Mobile tablet No preference myUSCIS Citizenship Resource Center		Y	Drop down, select one	Skip Logic Grou
U6515Q017	Gaccomplish	В	What do you plan to do next ? How do you prefer to access this site?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Calltalk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program -9 Central		Y	Drop down, select one	Skip Logic Grou
MJ6515Q017	Gaccomplish	В	What do you plan to do next ? How do you prefer to access this site?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program I-9 Central WelcometoUSA.gov		Y	Drop down, select one	Skip Logic Grou
MJ6515Q016 MJ6515Q017 MJ6515Q018 MJ6515Q019	oaccomplish	В	What do you plan to do next ? How do you prefer to access this site?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Calltalk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program -9 Central		Y	Drop down, select one	Skip Logic Grou

KMJ6515Q020	OF Improve	What else would you like to share with us to help improve your		N I	Text area, no char limit	1
KINIJUSTSQUZU		what else would you like to shale with us to help improve your		IN	Text area, 110 Chai illilli	1
	Experience	online experience with USCIS.gov?				1



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Accomplish
Not accomplished
Do next
Access
Sites/sections