

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.

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.

Welcome Text - Alternate

~~Thank you for visiting [Company/Site/Agency]. 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.~~

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.~~



Customer Satisfaction Survey

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

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

Thank you for taking our survey - and for helping us serve you better.
We appreciate your input!

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

Model Name: USCIS v2
 Model ID RZYMl0pQpJQsEFZFBB4hJA4C
 Partitioned: YES 2MQ
 Date: 11/5/2015

~~Red & Strike Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
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= <i>Very Dissatisfied</i> , 10= <i>Very Satisfied</i>)	19	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site?
2	Look and Feel - Balance Please rate the balance of graphics and text on this site.	17	Satisfaction - Expectations How well does this site meet your expectations ? (1= <i>Falls Short</i> , 10= <i>Exceeds</i>)	20	Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?
3	Look and Feel - Readability Please rate the readability of the pages on this site.	18	Satisfaction - Ideal How does this site compare to your idea of an ideal website ? (1= <i>Not Very Close</i> , 10= <i>Very Close</i>)	21	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for obtaining information about immigration and citizenship?
4	Site Performance - Loading Please rate how quickly pages load on this site.				
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 .				

Model Name: USCIS v2
 Model ID: RZYMI0pQpJQsEFZFBB4hJA4C
 Partitioned: YES 2MQ
 Date: 07/31/2018

Red & Strike-Through: Delete
 Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Drop down, select one	Skip Logic Group*
	Role		What is your primary role in visiting the site today?	Applicant (you're applying for a visa, Green Card, or naturalization) Legal Representative (you represent or help represent applicants, petitioners, or requestors) Community Advocate or Educator (you work in a non-profit/community organization) Petitioner (you're submitting an application on behalf of someone else such as your spouse, fiancé(e), or employee) Requestor (you're requesting immigration records) Elected Official/Government Representative Media Representative Translator/Interpreter Friend, Family Member or Community Member (you're helping someone else in an unofficial capacity) Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice
		A	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 Naturalized U.S.-citizen 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 fiancé Translator/support person Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role:		A	N	Text field, <100 char	Skip Logic Group*
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q004			What was the main part of the website you visited today?	Forms News Citizenship Green card Tools Legal resources Online filing Data and correspondence About USCIS Policy Manual Services Events Other Services Other		Y	Drop down, select one	
COU0326930		A	Did you find what you were looking for?	Yes No I found only some information		Y	Drop down, select one	Skip Logic Group*
COU0326931		B	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 Working in the USA Green card General policy information	C B	Y	Radio button, one-up vertical	Skip Logic Group* Randomize

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

			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 Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	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		B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference	B B	Y	Drop down, select one	
KMJ6515Q019		B	Why is that your preferred method of accessing the site?			N	Text area, no char limit	
			Which of the following sites/sections, if any, have you also visited?	myUSCIS Citizenship Resource Center E-Verify Self-Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program I-9 Central Welcome to USA.gov U.S. Department of State None of the above		Y	Checkbox, one-up vertical	
KMJ6515Q020	OE_Improve Experience		What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit	
	a11_satisfaction		Please rate your level of agreement with the following statements about your experience on the website today. I am satisfied with the service I received from USCIS.	1=Strongly Disagree 2 3 4 5=Strongly Agree		N	Radio button, scale, no don't know	
	a11_confidence		This interaction increased my confidence in USCIS.	1=Strongly Disagree 2 3 4 5=Strongly Agree		N	Radio button, scale, no don't know	



CQ Label

Visit Frequency

Role

Other role

Role

Other role

Behalf

Area Visited



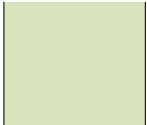
Info Found?

OE_Info Found

Primary Reason

Other reason
Green Card
Citizenship
Forms
Type of Form
Case Status
Case Status Task
Primary Reason
Other reason
Case Status
Green Card

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



Accomplish

Not accomplished

Do next

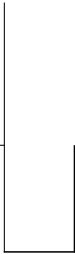
Access

OE Why No Desktop
Sites/sections

Improvement

A11 Satisfaction

A11 Confidence



Model Name: USCIS v2
 Model ID: RZYMI0pQpJQsEFZFB4hJA4C
 Partitioned: YES 2MQ
 Date: 07/31/2018

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Drop down, select one	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Policy Manual Other Services Other	A, B	Y	Drop down, select one	Skip Logic Group*
COU0326930		A	Did you find what you were looking for?	Yes No I found only some information		Y	Drop down, select one	Skip Logic Group*
COU0326931		B	Specifically, what policy information were you looking for today?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) 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:	B E C D D	Y	Radio button, one-up vertical	Skip Logic Group* Randomize
KMJ6515Q006		A	Other primary reason.		A	N	Text area, no char limit	Anchor Answer Choice Skip Logic Group*
KMJ6515Q007		B	What specifically under case status did you try to accomplish?	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*
KMJ6515Q008		C	What specific green card information were you looking for?	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 Help my relative become a permanent resident (by U.S. citizen) Other		Y	Radio button, one-up vertical	Skip Logic Group*

KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other		Y	Radio button, one-up vertical	Skip Logic Group*
HOP0252918			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical	
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A, C B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
COU0269868		C	Was this your first experience with the site's search feature?	Yes No Don't know/can't remember	D	Y	Drop down, select one	Skip Logic Group*
COU0269869		D	How did your experience with the search feature today compare with your previous experience(s)?	Better Worse Don't know/can't remember	E F	Y	Drop down, select one	Skip Logic Group*
COU0269871		E	Why was your experience with the search feature better today?			N	Text area, no char limit	Skip Logic Group*
COU0269870		F	Why was your experience with the search feature worse today?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q014		B	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	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		B	What do you plan to do next ?	Come back to the site later Keep searching the internet Call the 1-800 number/contact USCIS Contact Center		Y	Radio button, one-up vertical	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 Experience		What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit



CQ Label
Visit Frequency
Role
Other role
Area Visited
Info Found?
OE Info Found
Primary Reason
Other reason
Case Status
Green Card

Forms
Citizenship
Account
Behalf
Method
Search experience
Returning Search
Comparative Search
OE_Better Search
OE_Worse Search
Navigational
Accomplish
Not accomplished
Do next

Access
Sites/sections
Improvement

Model Name: USCIS v2
 Model ID: RZYMI0pQpJQsEFZFB4hJA4C
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KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Drop down, select one	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Policy Manual Other Services Other	A, B	Y	Drop down, select one	Skip Logic Group*
		A	Did you find what you were looking for?	Yes No I found only some information		Y	Drop down, select one	Skip Logic Group*
		B	Specifically, what policy information were you looking for today?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) 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:	B E C D D	Y	Radio button, one-up vertical	Randomize Anchor Answer Choice
KMJ6515Q006		A	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 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*
KMJ6515Q008		C	What specific green card information were you looking for?	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 Help my relative become a permanent resident (by U.S. citizen) Other		Y	Radio button, one-up vertical	Skip Logic Group*

KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other		Y	Radio button, one-up vertical	Skip Logic Group*
HOP0252918			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical	
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A, C B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
COU0269868		C	Was this your first experience with the site's search feature?	Yes No Don't know/can't remember	D	Y	Drop down, select one	Skip Logic Group*
COU0269869		D	How did your experience with the search feature today compare with your previous experience(s)?	Better Worse Don't know/can't remember	E F	Y	Drop down, select one	Skip Logic Group*
COU0269871		E	Why was your experience with the search feature better today?			N	Text area, no char limit	Skip Logic Group*
COU0269870		F	Why was your experience with the search feature worse today?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q014		B	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	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		B	What do you plan to do next ?	Come back to the site later Keep searching the internet Call the 1-800 number/contact USCIS Contact Center		Y	Radio button, one-up vertical	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 Experience		What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit



CQ Label
Visit Frequency
Role
Other role
Area Visited
Info Found?
OE Info Found
Primary Reason
Other reason
Case Status
Green Card

Forms
Citizenship
Account
Behalf
Method
Search experience
Returning Search
Comparative Search
OE_Better Search
OE_Worse Search
Navigational
Accomplish
Not accomplished
Do next

Access
Sites/sections
Improvement

Model Name: USCIS v2
 Model ID: RZYMI0pQpJQsEFZFBB4hJA4C
 Partitioned: YES 2MQ
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 Pink: Addition
 Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Drop down, select one	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) 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:	B E C D D A	Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice
KMJ6515Q006		A	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 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*
KMJ6515Q008		C	What specific green card information were you looking for?	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 Help my relative become a permanent resident (by U.S. citizen) Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*

			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 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		Y	Radio button, one-up vertical	Skip Logic Group*
HOP0252918			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical	
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A, C B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
COU0269868		C	Was this your first experience with the site's search feature?	Yes No Don't know/can't remember	D	Y	Drop down, select one	Skip Logic Group*
COU0269869		D	How did your experience with the search feature today compare with your previous experience(s)?	Better Worse Don't know/can't remember	E F	Y	Drop down, select one	Skip Logic Group*
COU0269871		E	Why was your experience with the search feature better today?			N	Text area, no char limit	Skip Logic Group*
COU0269870		F	Why was your experience with the search feature worse today?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q014		B	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A, B A, B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	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		B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone		Y	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			
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			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 Experience	What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit



CQ Label
Visit Frequency
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card
Forms

Citizenship
Account
Behalf
Method
Search experience
Returning Search
Comparative Search
OE_Better Search
OE_Worse Search
Navigational
Accomplish
Not accomplished
Do next
Access

Sites/sections
Improvement

Model Name: USCIS v2

Model ID

Partitioned: YES 2MQ

Date: 07/31/2018

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition

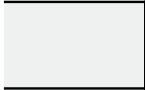
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KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) 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:	B E C D D A	Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice
KMJ6515Q006		A	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 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*
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KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*

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HOP0252918			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical	
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A, C B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
COU0269868		C	Was this your first experience with the site's search feature?	Yes No Don't know/can't remember	D	Y	Drop down, select one	Skip Logic Group*
COU0269869		D	How did your experience with the search feature today compare with your previous experience(s)?	Better Worse Don't know/can't remember	E F	Y	Drop down, select one	Skip Logic Group*
		E	Why was your experience with the search feature better today?			N	Text area, no char limit	Skip Logic Group*
		F	Why was your experience with the search feature worse today?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q014		B	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A, B A, B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	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		B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone		Y	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
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			E-Verify			
			Self Check/myE-Verify			
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			I-9 Central			
			WelcometoUSA.gov			
			U.S. Department of State			
			None of the above			
KMJ6515Q020	OE_Improve Experience	What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit



CQ Label
Visit Frequency
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card
Forms

Citizenship
Account
Behalf
Method
Search experience
Returning Search
Comparative Search
OE Better Search
OE Worse Search
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Accomplish
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Access

Sites/sections
Improvement

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Red & Strike-Through: Delete

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KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) 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:	B E C D D A	Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice
KMJ6515Q006		A	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 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*
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KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*

			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 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		Y	Radio button, one-up vertical	Skip Logic Group*
HOP0252918			Did you create an account during your visit today?	Yes No I already have an account		Y	Radio button, one-up vertical	
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
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KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	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		B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one	
KMJ6515Q019			Which of the following sites/sections, if any, have you also visited ?	myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program I-9 Central		Y	Checkbox, one-up vertical	

KMJ6515Q020	OE_ Improve Experience	What else would you like to share with us to help improve your online experience with USCIS.gov?	WelcometoUSA.gov U.S. Department of State None of the above		N	Text area, no char limit	
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CQ Label
Visit Frequency
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card
Forms

Citizenship
Account
Behalf
Method
Search experience
Navigational
Accomplish
Not accomplished
Do next
Access
Sites/sections

Improvement

Model Name: USCIS v2
 Model ID
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TAR0217904		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes No, I did not notice changes Don't know / Not sure	B	Y	Drop down, select one	Skip Logic Group*
TAR0217905		B	How would you describe the redesigned home page?	Better than the previous homepage Same as the previous homepage Worse than the previous homepage Don't know / Not sure		Y	Drop down, select one	Skip Logic Group*
TAR0217907		B	Would you share with us ANY opinions/thoughts you have about the redesigned home page?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
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KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) 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:	B E C D D A	Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice
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				Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other				
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			I-9 Central			
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			U.S. Department of State			
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CQ Label
Visit Frequency
Notice
Redesign
Redesign opinion
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card

Forms
Citizenship
Account
Behalf
Method
Search experience
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Sites/sections
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TAR0217904		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes No, I did not notice changes Don't know / Not sure	B	Y	Drop down, select one	Skip Logic Group*
TAR0217905		B	How would you describe the redesigned home page?	Better than the previous homepage Same as the previous homepage Worse than the previous homepage Don't know / Not sure		Y	Drop down, select one	Skip Logic Group*
TAR0217907		B	Would you share with us ANY opinions/thoughts you have about the redesigned home page?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:	B E C D D D A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q006		A	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 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*
KMJ6515Q008		C	What specific green card information were you looking for?	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*

				Help my relative become a permanent resident (by U.S. citizen) Other				
KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q014		B	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	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		B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one	
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 Experience	What else would you like to share with us to help improve your online experience with USCIS.gov?		N	Text area, no char limit	



CQ Label
Visit Frequency
Notice
Redesign
Redesign opinion
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card

Forms
Citizenship
Behalf
Method
Search experience
Navigational
Accomplish
Not accomplished
Do next
Access
Sites/sections

Improvement

Model Name: USCIS v2

Model ID

Partitioned: YES 2MQ

Date: 03/13/2018

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition

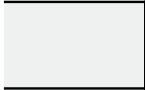
Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less	A A A A A	Y	Drop down, select one	Skip Logic Group*
TAR0217904		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes No, I did not notice changes Don't know / Not sure	B	Y	Drop down, select one	Skip Logic Group*
TAR0217905		B	How would you describe the redesigned home page?	Better than the previous homepage Same as the previous homepage Worse than the previous homepage Don't know / Not sure		Y	Drop down, select one	Skip Logic Group*
TAR0217907		B	Would you share with us ANY opinions/thoughts you have about the redesigned home page?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:	B E C D D A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q006		A	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 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*
KMJ6515Q008		C	What specific green card information were you looking for?	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*

			Help my relative become a permanent resident (by U.S. citizen) Other					
KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q014		B	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	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		B	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		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one	
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 Experience	What else would you like to share with us to help improve your online experience with USCIS.gov?		N	Text area, no char limit	



CQ Label
Visit Frequency
Notice
Redesign
Redesign opinion
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card

Forms
Citizenship
Behalf
Method
Search experience
Navigational
Accomplish
Not accomplished
Do next
Access
Sites/sections

Improvement

Model Name: USCIS v2

Model ID

Partitioned: YES 2MQ

Date: 11/5/2015

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition

Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Drop down, select one	
KMJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen Naturalized U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Fiancé K-1 Visitor/nonimmigrant Asylum seeker Visa seeker Spouse of US citizen Temporary Worker Student or Exchange Visitor Employer Attorney Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group*
KMJ6515Q004			What area of the site were you primarily visiting today?	Forms News Citizenship Green card Tools Laws Services Events Other Services Other		Y	Drop down, select one	
KMJ6515Q005	Primary Reason: Federal Government or Informational Non-Profit		What was your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify:	B E C D D	Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q006		A	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 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*
KMJ6515Q008		C	What specific green card information were you looking for?	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 Help my relative become a permanent resident (by U.S. citizen) Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms		Y	Radio button, one-up vertical	Skip Logic Group*

				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 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		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A B B A B B B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q014		B	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	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		B	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		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one	
KMJ6515Q019			Which of the following sites/sections, if any, have you also visited ?	myUSCIS 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		Y	Checkbox, one-up vertical	

KMJ6515Q020

OE_Improve
Experience

What else would you like to share with us to help **improve** your
online experience with USCIS.gov?

N

Text area, no char limit



CQ Label
Visit Frequency
Role
Other role
Area Visited
Primary Reason
Other reason
Case Status
Green Card
Forms

Citizenship
Behalf
Method
Search experience
Navigational
Accomplish
Not accomplished
Do next
Access
Sites/sections

Improvement