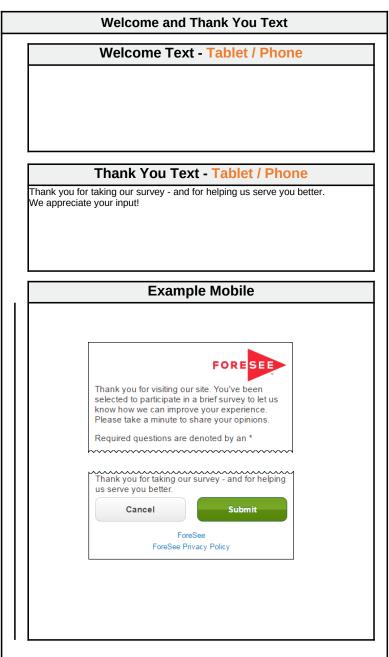


The text you see here will appear at the top and bottom of your survey, examples below. Default text is included and you may modify this text as needed.



Model Name CRC Mobile Informational
Model ID 8MpldwgQ9McE4EhgEIMI0Q4C

Partitioned Yes - 2MQ Date Model Version 17.3.Y Red & Strike Through: Delete <u>Underlined & Italicized</u>: Re-order Pink: Addition

Blue: Reword



Label Satisfaction Questions Label **Element Questions** Label **Future Behaviors** te Performance (1=Poor, 10=Excellent, Don't Know) 1 Satisfaction - Overall What is your overall satisfaction with this site? 4 Site Performance -16 Brand Confidence Please rate your level of confidence in Citizenship Resource Center. Please rate the **speed** that pages and content loaded for you. (1=Very Dissatisfied, 10=Very Satisfied) Speed 2 Satisfaction -How well does this site meet your expectations? 5 Site Performance -Please rate the consistency of complete loading of pages and content. Expectations (1=Falls Short, 10=Exceeds) Completeness (1=Very Unlikely, 10=Very Likely) Satisfaction - Ideal How does this site compare to an ideal mobile website? 6 Site Performance -Please rate the responsiveness of the pages to your actions. How likely are you to return to www.uscis.gov/citizenship using your 17 Return (1=Not Very Close, 10=Very Close) Responsiveness Look and Feel (1=Poor, 10=Excellent, Don't Know) (1=Very Unlikely, 10=Very Likely) 7 Look and Feel -Please rate the visual appeal of the pages that you visited. How likely are you to recommend Citizenship Resource Center to Appeal Company someone else? 8 Look and Feel -Please rate the spacing between items on the pages that you visited. Spacing 9 Look and Feel -Readability Please rate the **legibility** of the pages that you visited. Navigation (1=Poor, 10=Excellent, Don't Know) 10 Navigation - Ease Please rate the ease of finding what you were looking for. 11 Navigation - Layout Please rate the page layout on displaying content and links where you could find them. 12 Navigation - Links Please rate the links on taking you where you needed to go. ite Information (1=Poor, 10=Excellent, Don't Know) 13 Site Information -Please rate the relevance to your interests of the information that you Relevance 14 Site Information -Please rate the thoroughness of the information that you found. Thoroughness 15 Site Information - Readability Please rate the readability of the information that you found.

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



	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
CH8287Q001	visit_frequency		How often do you visit the Citizenship Resource Center	First time	t	first_time	Y	Drop down, select one		Frequency
-			website?							
				More than once a day Daily	A	more_than_once_a_day daily				
				About once a week	H Â	about_once_a_week				
				About once a month	Α	about_once_a_month				
			Did	Every 6 months or less	A	every_6_months_or_less	D-di-	Chia Lania Carres		
new		A	Did you notice any changes to the Citizenship Resource Center?	res	В,С,D, Е		button, one-	Skip Logic Group*		
							up vertical			Change
				No Not cure	4					
new		В	Do you find it easier to locate information about citizenship with this new site design?	Yes			Radio	Skip Logic Group*		
			this new site design?				button, one- up vertical			L
				Somewhat	+		up verucai			Easier to find
				About the same						
				No						
new			Did you find the information you were looking for with a	Not sure Ves			V	Radio button one-un	Skip Logic Group*	
			Did you find the information you were looking for with a reasonable number of clicks?	165				Radio button, one-up vertical	Citip Logic Group	Clicks
				No						
new		D	Did the content structure on the site help you find what you	Not sure			V	Radio button, one-up	Skip Logic Group*	
new		"	Did the content structure on the site help you find what you were looking for?	163			'	vertical	Skip Logic Group	Content fl
				Somewhat	1					
				About the same	+					
				Not sure						
new		E	Did you use any search filters today?	Yes	EE		Y	Radio button, one-up vertical	Skip Logic Group*	
				N-	-			vertical		Search fil
				Not sure	+					
new		EE	Did you find the search filters helpful?	Yes			Y	Radio button, one-up vertical	Skip Logic Group*	Search file
								vertical		Search fil helpfu
				No Not sure	-					
CH8287Q002	acquisition_source		How did you hear about us? (Select all that apply)	Another USCIS page		other_government_site	Y	Checkbox, one-up	Skip Logic Group*	Source
	_government		(2000)					vertical		
				Internet search (i.e. Google, Bing, etc.)	-	search_enginer			Randomize	
				Online ad/media Offline ad (print, radio, television)	+	online_ad_media offline_ad_print_radio_televisio				
				Social media	1	social_media				
				Email		email				
				Brochure/publication Public event	_	brochure_publication public_event				
				USCIS official	+	uscis_official				
				Word-of-mouth		word_of_mouth				
				Family/Friends]	personal_recommendation				
				Community organization	_	community_organization				
				Citizenship class Other, please specify:	- A	citizenship_class other_please_specify			Anchor Answer Choice	
RCH8287Q003		Α	Other source				N	Text field, <100 char	Skip Logic Group*	Other sour
CH8287Q004	role_govt		What best describes your role when coming to the Citizenship Resource Center website?	Naturalization applicant/permanent resident		naturalization_applicant_perma nent_resident	Y	Radio button, one-up	Skip Logic Group*	Role
	1				-					1
			resource center website.	Family or friend of a naturalization applicant/permanent resident		family or friend of a naturaliz		vertical		
			resource center measure.	Family or friend of a naturalization applicant/permanent resident		family_or_friend_of_a_naturaliz ation_applicant_permanent_resi		vertical		
			neconic cond neconic.			family_or_friend_of_a_naturaliz ation_applicant_permanent_resi dent		vertical		
				Adult educator/teacher		family_or_friend_of_a_naturaliz ation_applicant_permanent_resi dent adult_educator_teacher		vertical		
						family_or_friend_of_a_naturaliz ation_applicant_permanent_resi dent		vertical		
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				Adult educator/teacher Student Volunteer		family_or_friend_of_a_naturaliz ation_applicant_permanent_resi dent adult_educator_teacher student volunteer immigrant_serving_organization state_or_local_government_em		vertical		
				Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee		family or friend of a naturaliz ation_applicant_permanent_resi dent adult_educator_teacher student volunteer immigrant_serving_organization		vertical		
				Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee		family_or_friend_of_a_naturalization_applicant_permanent_resident adult_educator_teacher student volunteer immigrant_serving_organization state_or_local_government_em_ployee attorney usois_employee		vertical		
H9307000F				Adult educator/leacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney	A	family_or_friend_of_a_naturaliz ation_applicant_permanent_resi dent adult_educator_teacher student volunteer immigrant_serving_organization state_or_local_government_em ployee attorney	N.		Skip Logic Street	Other
CH8287Q005		A		Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	family_or_friend_of_a_naturalization_applicant_permanent_resident adult_educator_teacher student volunteer immigrant_serving_organization state_or_local_government_em_ployee attorney usois_employee	N	vertical Text field, <100 char Drop-down-select-one	Skip Logic Group*	Other ro
::H8287Q005 :H8287Q006		A	Other role	Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee	A	family or friend of a naturaliz ation, applicant, permanent, resident dent dent dent dent dent dent dent dent			Skip Logic Group*	Other ro
::H8287Q005 ::H8287Q006		A	Other role What area of the Citizenship Resource Center website did you	Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Educators Graganizations	A	family, or, friend, of a_naturaliz ation_applicant_resident adult_educator_teacher student volunteer immigrant_serving_organization state_or_local_government_em_ ployee attorney uscis_employee other_please_specify			Skip Logic Group*	Other ro Area
H8287Q006		A	Other role What area of the Citizenship-Resource-Center-website-did-you visit-today?	Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Educators Organizations Greet Languages	A	family or friend of a naturaliz ation applicant, permanent, resi dent adult educator_teacher student volunteer immigrant. Serving organization state, or local_government_em_ployee attorney usoss_employee other_please_specify learners teachers		Text field, <100 char brop-down, select-one	Skip Logic Group*	Other ro
CH8287Q005 SH8287Q006		A	Other role What area of the Citizenship-Resource-Center-website-did-you visit-today?	Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Educators Graganizations	A	family, or, friend, of a_naturaliz ation_applicant_resident adult_educator_teacher student volunteer immigrant_serving_organization state_or_local_government_em_ ployee attorney uscis_employee other_please_specify			Skip Logic Group*	Other rol Area
CH8287Q006		A	Other role What area of the Citizenship Resource Center website did you	Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Educators Organizations Greet Languages	A	family, or, friend, of a_naturaliz ation_applicant_resident adult_educator_teacher student volunteer immigrant_serving_organization state_or_local_government_em_ ployee attorney uscis_employee other_please_specify		Text field, <100 char brop-down, select-one	Skip Logic Group*	Area
CH8287Q006		A	Other role What area of the Citizenship-Resource-Center-website-did-you visit-today?	Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Educators Organizations Greet Languages	A	family, or, friend, of a_naturaliz ation_applicant_resident adult_educator_teacher student volunteer immigrant_serving_organization state_or_local_government_em_ ployee attorney uscis_employee other_please_specify		Text field, <100 char brop-down, select-one	Skip Logic Group*	Area
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new	primary_reason_g	A	Other role Whet area of the Citizenship-Resource-Center website-did you visit today? What area of the Citizenship Resource Center did you visit today? (Select all that apply) What is the reason for your visit today to the Citizenship Resource Center website?	Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Educators Organizations Outreach Tools Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about clearship rights and responsibilities		family or friend of a naturaliz ation, applicant, permanent, resident adult educator, teacher student volunteer immigrant, serving, organization state_of_local_normant_em_ployee attorney uscis_employee other_please_specify learners teachers organizations of the please_specify learners teachers organizations officer_languages	Y	Text field, <100 char brop-down, select one Checkbox, one-up vertical	Skip Logic Group*	Area_New
	primary_reason_g	A	Other role What area of the Citizenship Resource Center website did you visit today? What area of the Citizenship Resource Center did you visit today? (Select all that apply) What is the reason for your visit today to the Citizenship Resource Center website?	Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learnes Educations Güber Languages Learn About Otizership Apply for Citizenship Find Study Test Materials and Resources Resources for Educational Programs Civic Assimilation Sudy for the test Learn about the Citizenship Resource Center Learn about the Citizenship Study for the test Check application/case status Look for forms Find find rein fortomation events Learn about citizenship rights and responsibilities Find classroom tools (for professionals)	В	family or friend of a naturaliz ation, applicant, permanent, resident adult educator, teacher student volunteer immigrant, serving, organization state_of_local_normant_em_ployee attorney uscis_employee other_please_specify learners teachers organizations of the please_specify learners teachers organizations officer_languages	Y	Text field, <100 char brop-down, select one Checkbox, one-up vertical	Skip Logic Group*	Area
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Part				1	Find a citizenship class		find_a_citizenship_class				
First Septiment First Sept					Other, please specify:	A				Anchor Answer Choice	
Description B Section of the content of the c	RCH8287Q008		Α					N	Text area, no char limit		Other reason
Company Comp	RCH8287Q009		В	Did you use the Ouestions and Answers about U.S.	Yes	C,D	yes	¥	Radio button, one-up	Skip Logic Group*	Use FAQ
Control Cont				Citizenship link on the Learn about Naturalization page today?	No No	1	no				-
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Context Cont	RCH8287Q014	why_not_accompli sh	Α	What prevented you from finding the information?				N	Text area, no char limit	Skip Logic Group*	Info not found
Page Secretary per Printer	RCH8287Q015		В	What do you plan to do next?	Come back to the site later		come_back_to_the_site_later	Y		Skip Logic Group*	Do next
Call the 1-500 numberorizoned courserve services First larger access to the course of					Plan to visit the desktop site	1	plan_to_visit_the_desktop_site				
Price de parceitere de la processe d					Keep searching the Internet	1	keep_searching_the_internet			Randomize	
For legal assistance					Call the 1-800 numbers/contact customer service	1	call_the_1_800_numbers_conta				
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RUSCOSSIGNATION C. C.C. RUSCOSSIGNATION C.C.		,		Resource Center website, what would it be?							·
Michie phone C Tablet Tablet C Tablet		fs_us_homeland_		On which device type do you prefer to access the Citizenship	Desktop	В	desktop	Υ	Radio button, one-up	Skip Logic Group*	Device Preference
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RUS0289970 ft, us, homeland, security, corp. Corp. and Joe, why mobile devices to access the CRC sections of the preference of the prefere		securitycrc_crc_		device?							
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mobile_informational_where are you using the Citizenship Resource Center website? RUS0286972 Is_us_homeland, securitycrc_or, mobile_information all_cover_ells are used and interest years. RCH8287Q018	RUS0286971			Where are you using the Citizenship Resource Center website?	At home		at_home			Skip Logic Group*	Where
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RUS0286972 Fs. us. homeland A work A school During my commute Other A Other A Other A A Other		nal where									
A School During my commute Other Anchor Answer Choice RUS0286972 St. us. homeland, security crc. crc, mobile, information hal oe_where_el se RCH8287Q018 Do you use social media to learn about clitzenship-related matters or to share information about clitzenship-related matters or to share information about clitzenship-related matters or to share information about clitzenship-related matters. No RCH8287Q019 A If so, which platforms do you use? Facebook Ficker Fic		indi _wiicic			At	-	-Ad.				
RUS0286972 S. us. homeland security. crc. crc mobile information all _oe_where_ell _se RCH8287Q018 RCH8287Q019 A RCH8287Q010 B RCH8287Q010 B RCH8287Q020 B RCH8287Q021 B RCH828						+					
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RCH8287Q018 Do you use social media to learn about citizenship-related matters or to share information about citizenship-related matters? RCH8287Q019 A If so, which platforms do you use? A If so, which platforms do you use? Facebook Turner Google+ Fickor Turnbir Fickor Turnbir RCH8287Q020 B Other platform used RCH8287Q021	RUS0286972	fs_us_homeland	Α	Where are you using the Citizenship Resource Center website?				N	Text area, no char limit		OE_Where Else
RCH8287Q018 Do you use social media to learn about citizenship-related matters or to share information about citizenship-related No		securitycrc_crc_									_
RCH8287Q019 A If so, which platforms do you use social media to learn about clitzenship-related matters or to share information abou											
RCH8287Q018 Do you use social media to learn about citizenship-related matters or to share information about citizenship related mat		nai _oe_wnere_ei									
matters or to share information about clitizenship-related matters or to share information about clitizenship-related matters? RCH8287Q019 A If so, which platforms do you use? Facebook Fiviter Google+ Instagram Pinterest YouTube Flickr Tumblr Blog Other, please specify: RCH8287Q020 B Other platform used Flow please specify: If you plan to return to the Citizenship Resource Center N Text area, no char limit Resource Fesource Fes	DOLLOSS 20040	50			V					01:1:0	
RCH8287Q019 A If so, which platforms do you use? Facebook If so, which platforms do you use? Facebook Facebook Facebook Facebook If so, which platforms do you use? Facebook Facebook Facebook Facebook If so, which platforms do you use? Facebook Facebook Facebook If so, which platforms do you use? Facebook Y Checkbox, one-up vertical Skip Logic Group* Platforms Platforms Platforms Platforms Google+ instagram pinterest youtube Filckr Tumblr Blog Other, please specify: B Other platform used Fileds Fileds Tumblr Blog Other, please specify: RCH8287Q020 Fileds specify Fileds specify N Text field, <100 char Skip Logic Group* Other platform Resource	RCH828/Q018			matters or to share information about citizenship-related	res	A	yes	r	Drop down, select one	Skip Logic Group	Ose social media
RCH8287Q019 A If so, which platforms do you use? Facebook Forms Forms Forms Forms Facebook Forms Facebook Forms Forms Forms Facebook Forms Forms Facebook Forms Forms Facebook Forms Forms Facebook Forms Forms Facebook Forms Forms Facebook Forms Facebook Forms Forms				matters?	No	1	no				
Twitter	RCH8287O019		Α	If so, which platforms do you use?				Y	Checkbox, one-un	Skip Logic Group*	Platforms
Google+				, , , , , , , , , , , , , , , , , , , ,					vertical	-h 0 h	
Instagram											
Pinterest YouTube YouTube Flickr Tumblr Blog Other, please specify: RCH8287Q020 B Other platform used RCH8287Q021 If you plan to return to the Citizenship Resource Center Pinterest youtube flickr tumblr blog other please specify B Other please specify N Text field, <100 char Skip Logic Group* Other platform Resource N Text area, no char limit Resource											
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	RCH8287Q021									2p == 5.0 Oroup	
				website, what resource would you return to find?		1					

Red & Strike Through: Delete <u>Underlined & Italicized</u>: Re-order Pink: Addition Blue: Reword



QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
RCH8287Q001	visit_frequency		How often do you visit the Citizenship Resource Center website?	First time		first_time	Υ	Drop down, select one		Frequency
				More than once a day	1	more_than_once_a_day				
				Daily		daily				
				About once a week	4	about_once_a_week				
				About once a month Every 6 months or less	+	about_once_a_month every_6_months_or_less				
RCH8287Q002	acquisition_source		How did you hear about us? (Select all that apply)	USCIS website		other_government_site	Y	Checkbox, one-up	Skip Logic Group*	Source
	_government							vertical		
				Internet search (i.e. Google, Bing, etc.)	4	search_enginer			Randomize	
				Online ad/media Offline ad (print, radio, television)	1	online_ad_media				
				Social media	+	offline_ad_print_radio_televisio social_media				
				Email	1	email				
				Brochure/publication		brochure_publication				
				Public event	1	public_event				
				USCIS official	1	uscis_official				
				Word-of-mouth Family/Friends	+	word_of_mouth personal_recommendation				
				Community organization	1	community_organization				
				Citizenship class		citizenship_class				
				Other, please specify:	Α	other_please_specify			Anchor Answer Choice	
RCH8287Q003	rolo est	Α	Other source What best describes your role when coming to the Citizenship	Naturalization applicant/permanent resident		noturalization configuration	N Y	Text field, <100 char	Skip Logic Group*	Other source Role
RCH8287Q004	role_govt		Resource Center website?			naturalization_applicant_perma nent_resident	Ť	Radio button, one-up vertical	Skip Logic Group*	Role
				Family or friend of a naturalization applicant/permanent resident		family_or_friend_of_a_naturaliz ation_applicant_permanent_resi dent				
				Adult educator/teacher		adult_educator_teacher				
				Student	1	student				
				Volunteer Immigrant-serving organization staff	1	volunteer immigrant serving organization				
				State or local government employee	1	state_or_local_government_em				
				Attorney	+	ployee				
				USCIS employee	1	uscis_employee				
				Other, please specify:	Α	other_please_specify				
RCH8287Q005		Α	Other role				N	Text field, <100 char	Skip Logic Group*	Other role
RCH8287Q006				Learners Educators	-	learners teachers	Υ	Drop down, select one		Area
			1 -	Organizations	1	organizations				
				Other Languages		other_languages				
RCH8287Q007	primary_reason_g ovt		What is the reason for your visit today to the Citizenship Resource Center website?	Just browsing		just_browsing	Υ	Radio button, one-up vertical	Skip Logic Group*	Reason
				Learn about the Citizenship Resource Center		learn_about_the_citizenship_re			Randomize	
				Learn about naturalization						
					В	learn_about_naturalization				
				Apply for citizenship	B	apply_for_citizenship				
				Apply for citizenship Study for the test	- B	apply_for_citizenship study_for_the_test				
				Apply for citizenship	- B	apply_for_citizenship				
				Apply for citizenship Study for the test Check application/case status Look for forms Find free information events	В	apply_for_citizenship study_for_the_test check_application_case_status look_for_forms find_free_information_events				
				Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities	В	apply_for_citizenship study_for_the_test check_application_case_status look_for_forms find_free_information_events learn_about_citizenship_rights				
				Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals)	- - - - - -	apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe				
				Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities		apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe learn about current uscis gra				
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				Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources	8	apply for citizenship study for the test check application case status look for forms find free_information_events learn about citizenship rights find classroom tools for profe learn about current uscis gra find_links_to_program_administ ration_professional_developme nt_and_training_resources				
				Apply for citizenship Study for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class		apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe learn about current uscis grafind links to program administ ration professional developme nt_and_training_resources find a_citizenship_class			Anchor Answer Choice	
RCH8287Q008		A	If you were looking for specific information, please tell us	Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources	A	apply for citizenship study for the test check application case status look for forms find free_information_events learn about citizenship rights find classroom tools for profe learn about current uscis gra find_links_to_program_administ ration_professional_developme nt_and_training_resources	N	Text area, no char limit	Anchor Answer Choice Skip Logic Group*	Other reason
			If you were looking for specific information , please tell us what you were trying to find.	Apply for citizenship Study for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe learn about current uscis grafind links to program administ ration professional developme nt_and_training_resources find a_citizenship_class other_please_specify		·	Skip Logic Group*	
RCH8287Q008 RCH8287Q009		A B	If you were looking for specific information, please tell us what you were trying to find. Did you use the Ouestions and Answers about U.S.	Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes		apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe learn about current uscis gra find links to program administ ration professional developme nt_and_training_resources find a_citizenship_class other_please_specify	N Y	Text area, no char limit Radio button, one-up		Other reason Use FAQ
			If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S.	Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No	A	apply for citizenship study for the test check application case status look for forms find free_information_events learn about citizenship rights find classroom tools for profe learn about current uscis gra find_links to_program_administ ration_professional_developme nt_and_training_resources find a_citizenship_class other_please_specify yes no		·	Skip Logic Group*	
RCH8287Q009		В	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today?	Apply for citizenship Study for het test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure	A	apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe learn about current uscis gra find links to program administ ration professional developme nt_and_training_resources find a_citizenship_class other_please_specify		Radio button, one-up	Skip Logic Group* Skip Logic Group*	Use FAQ
RCH8287Q009 RCH8287Q010			If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citzenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page?	Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No	A	apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe learn about current uscis grafind links to program administ ration professional developme nt_and_training_resources find a_citizenship_class other_please_specify yes no not sure	Y	Radio button, one-up	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Use FAQ FAQ prominent
RCH8287Q009		В	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Clitzenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help	Apply for citizenship Study for het test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No No Not sure Yes No Ves	A C,D	apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe learn about current uscis grafind links to program administ ration professional developme nt_and_training_resources find a_citizenship_class other_please_specify yes no not sure yes no yes	Y	Radio button, one-up	Skip Logic Group* Skip Logic Group*	Use FAQ
RCH8287Q009 RCH8287Q010		В	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Clitzenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help	Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No	A	apply for citizenship study for the test check application case status look for forms find free_information_events learn about citizenship rights find classroom tools for profe learn about current uscis gra find_links to program administ ration_professional_developme nt_and_training_resources find_a_citizenship_class other_please_specify yes no not sure yes no	Y	Radio button, one-up	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Use FAQ FAQ prominent
RCH8287Q009 RCH8287Q010 RCH8287Q011	accomplish	B C D	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for?	Apply for citizenship Study for het test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No No Not sure Yes No Ves	A C,D	apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe learn about current uscis grafind links to program administ ration professional developme nt_and_training_resources find a_citizenship_class other_please_specify yes no not sure yes no yes	Y	Radio button, one-up Radio button, one-up Radio button, one-up	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful
RCH8287Q009 RCH8287Q010 RCH8287Q011 RCH8287Q012	accomplish	B C D	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for? What information was missing/not provided?	Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No Yes No	A C,D	apply for citizenship study for the test check application case status look for forms find free_information_events learn about citizenship rights find classroom tools for profe learn about current uscis gra find_links_to_program_administ ration_professional_developme nt_and_training_resources find_a_citizenship_class other_please_specify yes no not sure yes no yes no yes no yes no yes partially	Y	Radio button, one-up Radio button, one-up Radio button, one-up Text area, no char limit	Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful Missing info FAQ
RCH8287Q009 RCH8287Q010 RCH8287Q011 RCH8287Q012 RCH8287Q013		B C D	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for? What information was missing/not provided? Were you able to find what you were looking for today?	Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No No tsure Yes No Yes	A C,D	apply for citizenship study for the test check application case status look for forms find free information events learn about citizenship rights find classroom tools for profe learn about current uscis gra find links to program administ ration professional developme nt_and_training_resources find_a_citizenship_class other_please_specify yes no not sure yes no yes no	Y Y Y Y Y	Radio button, one-up Radio button, one-up Radio button, one-up Text area, no char limit Drop down, select one	Skip Logic Group* Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful Missing info FAQ Find Info
RCH8287Q009 RCH8287Q010 RCH8287Q011 RCH8287Q012 RCH8287Q013	accomplish why_not_accompli	B C D	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for? What information was missing/not provided?	Apply for citizenship Study for the test Check application/case status Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No Yes No	A C,D	apply for citizenship study for the test check application case status look for forms find free_information_events learn about citizenship rights find classroom tools for profe learn about current uscis gra find_links_to_program_administ ration_professional_developme nt_and_training_resources find_a_citizenship_class other_please_specify yes no not sure yes no yes no yes no yes no yes partially	Y	Radio button, one-up Radio button, one-up Radio button, one-up Text area, no char limit	Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful Missing info FAQ

Past Section 2 Past Pa											
Part					Plan to visit the desktop site		plan_to_visit_the_desktop_site				
Part					Keep searching the Internet	1	keep searching the internet			Randomize	
Part					Call the 1-800 numbers/contact customer service	1	call the 1 800 numbers conta				
Part							ct customer service				
Part					Find legal assistance	1	find legal assistance				
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Sculing_coc_coc_ Resource Center verbale?	•	improve						N	Text area, no char limit		Improvement
Mobile prince Mobile princ					Desktop	В	desktop	Υ		Skip Logic Group*	Device Preference
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RUS028970 St. us. Promised, controlled, co	RUS0286969		В					N	Text area, no char limit	Skip Logic Group*	OE_Why Mobile
RUS0288070 [s. us. homeland, and supplied using mobile devices to access the CRC velocities of the preference of all perference of all per		securitycrc_crc_		device?							
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RUS0286971 St. us homeland mobile information and uniter and processing and proce	11030200370	security crc crc	·	waheita?					Text area, no char innic	Skip Logic Group	Preference
RUS0286971 St. us. homeland, security — cc. combine, information and — cell vertex or using the Citizenship Resource Center website? RUS0286972 St. us. homeland, security — cc. combine, information and — cell vertex or using the Citizenship Resource Center website? RUS0286972 St. us. homeland, security — cc. cc. mobile, information and — cell vertex or using the Citizenship Resource Center website? RCH8287Q018 A Where are you using the Citizenship Resource Center website? RCH8287Q019 A If so, which platforms do you use? RCH8287Q019 A If so, which platforms do you use? RCH8287Q019 B Other platform used RCH8287Q021 B Other platform u				Website:							1 TOTOTOTOC
RUS0288971 Se us homeland scuring, rec. cre. mobile information all _where are you using the Citizenship Resource Center website? At work											
RUS0286971 South Foreign Common Com		le preference									
RUS0286972 Is us homeland security are public information and under combile information and under combine information and security are public information and security and											
Mobile information all where Mat work	RUS0286971			Where are you using the Citizenship Resource Center website?	At home		at_home			Skip Logic Group*	Where
RUS0286972 S. us. homeland. A work At script, crc. crc. mobile information about citizenship-related matters? RCH8287Q019 A If so, which platforms do you use? RCH8287Q019 A Other platform used RCH8287Q020 B Other platform used RCH8287Q021 B ROTHER SAND A Resource Center website? A A work at work at submit at lawyork at lawyork at such or date, work at lawyork at la		securitycrc_crc_							vertical		
RUS0286972 St. us. Incelland Skept Doyou use social media to learn about citizenship related matters or to share information a											
A School During mycommute Other Anchor Answer Choice Other O		nal_where									
A School During mycommute Other Anchor Answer Choice Other O					At work	1	at work				
RUS0286972 St. us. homeland security cr. cr. mobile information aloue vibre e.l. see Security cr. cr. mobile information aloue vibre e.l. see Security cr. cr. mobile information aloue vibre e.l. see Security cr. cr. mobile information aloue vibre e.l. see Security cr. cr. mobile information aloue vibre e.l. see Security cr. cr. mobile information aloue vibre e.l. see Security cr. cr. mobile information aloue vibre e.l. see Skip Logic Group* Use social media to learn about citizenship-related matters or to share information about citizenship-related						1					
RUS0286972 Is, us, homeland, security crc, crc, mobile information al_oe_where_els Checkbox, one-up vertical matters?						+					
RUS0286972 St. is. homeland, security or c. c. mobile, information aloughered security or c. c. mobile, information about citizenship-related matters or to share information about citizenship-related matters? A						١.					
RCH8287Q018 RCH8287Q019 RCH828					Other	Α	other				
RCH8287Q018 RCH8287Q019 RCH8287Q010 RCH8287Q019 RCH8287Q010 RCH8287Q010 RCH8287Q010 RCH8287Q010 RCH8287Q020 RCH8287Q021 RCH8287Q020 RCH828	RUS0286972		Α	Where are you using the Citizenship Resource Center website?				N	Text area, no char limit	Skip Logic Group*	OE_Where Else
RCH8287Q018 RCH8287Q019 RCH8287Q020 RCH8287Q020 RCH8287Q020 RCH8287Q020 RCH8287Q021 RCH8287Q020 RCH8287Q020 RCH8287Q021 RCH8287Q020 RCH8287Q021 RCH8287Q020 RCH8287Q021 RCH828		securitycrc_crc_									
RCH8287Q019 RCH8287Q019 RCH8287Q019 RCH8287Q019 RCH8287Q019 RCH8287Q019 RCH8287Q019 RCH8287Q019 RCH8287Q020 RCH8287Q021 RCH8287Q021 RCH8287Q020 RCH8287Q021 RCH828											
RCH8287Q018 Do you use social media to learn about citizenship-related matters or to share information about citizenship-related matters? Yes		nal _oe_where_el									
matters or to share information about citizenship-related matters? A If so, which platforms do you use? Facebook Facebook Twitter Google+ Instagram Pinterest YouTube Flickr Tumblr Blog Other, please specify: RCH8287Q020 B Other platform used If you plan to return to the Citizenship Resource Center Pacebook Twitter Google+ google- google+ google- google+ google- google+ google- google+ google-		se									
matters or to share information about citizenship-related matters? A If so, which platforms do you use? Facebook Facebook Twitter Google+ Instagram Pinterest YouTube Flickr Tumblr Blog Other, please specify: RCH8287Q020 B Other platform used If you plan to return to the Citizenship Resource Center Pacebook Twitter Google+ google- google+ google- google+ google- google+ google- google+ google-	RCH8287O018			Do you use social media to learn about citizenship-related	Yes	Δ	Ves	Y	Dron down select one	Skin Logic Group*	Use social media
RCH8287Q019 RCH8287Q019 RCH8287Q019 RCH8287Q019 RCH8287Q020 RCH828	110110201 Q010				163	^	yes	•	Drop down, select one	Skip Logic Group	OSC SOCIAI IIICUIA
RCH8287Q019 A If so, which platforms do you use? Facebook Twitter Google+ Instagram Pinterest YouTube Flickr Tumblr Blog Other, please specify RCH8287Q020 B Other platform used If you plan to return to the Citizenship Resource Center N Text area, no char limit					Nie	+					
Twitter	DOLLOCSTORY								Observations	Olde Level Co.	Dist
Twitter Google+ Goog	RCH8287Q019		Α	if so, wnich platforms do you use?	Fасероок		tacebook	Υ		Skip Logic Group*	Platforms
Google+						1			verticai		
Instagram											
Instagram					Google+		google+				
Pinterest											
YouTube						1					
Flickr						1					
Tumblr tu						+					
Blog Dlog Other, please specify: B Other please_specify B Other please_specify N Text field, <100 char Skip Logic Group* Other platform						-	1.1.4.1.1				
Other, please specify: B Other please specify: B Other please specify B Other please specify N Text field, <100 char Skip Logic Group* Other platform RCH8287Q021 If you plan to return to the Citizenship Resource Center N Text area, no char limit Resource						1					
RCH8287Q020 B Other platform used N Text field, <100 char Skip Logic Group* Other platform RCH8287Q021 If you plan to return to the Citizenship Resource Center N Text area, no char limit Resource					Blog		blog				
RCH8287Q020 B Other platform used N Text field, <100 char Skip Logic Group* Other platform RCH8287Q021 If you plan to return to the Citizenship Resource Center N Text area, no char limit Resource					Other, please specify:	В	other_please_specify				
RCH8287Q021 If you plan to return to the Citizenship Resource Center N Text area, no char limit Resource	RCH8287Q020		В	Other platform used				N	Text field, <100 char	Skip Logic Group*	Other platform
				If you plan to return to the Citizenship Resource Center				N	Text area, no char limit	· · · ·	Resource

Red & Strike Through: Delete <u>Underlined & Italicized</u>: Re-order Pink: Addition Blue: Reword



QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
RCH8287Q001	visit_frequency		How often do you visit the Citizenship Resource Center website?	First time		first_time	Y	Drop down, select one		Frequency
				More than once a day	1	more than once a day				
				Daily		daily				
				About once a week		about_once_a_week				
				About once a month	4	about_once_a_month				
RCH8287Q002	acquisition source		How did you hear about us? (Select all that apply)	Every 6 months or less USCIS website		every_6_months_or_less other_government_site	Y	Checkbox, one-up	Skip Logic Group*	Source
RCH8287Q002	_government		How did you near about us ? (Select all trial apply)	OSCIS Website		other_government_site	Y	vertical	Skip Logic Group	Source
				Internet search (i.e. Google, Bing, etc.)]	search_enginer			Randomize	
				Online ad/media		online_ad_media				
				Offline ad (print, radio, television)	4	offline_ad_print_radio_televisio				
				Social media Email	1	social_media email				
				Brochure/publication	1	brochure_publication				
				Public event	1	public_event				
				USCIS official	1	uscis_official				
				Word-of-mouth	4	word_of_mouth				
				Family/Friends Community organization	+	personal_recommendation community_organization				
				Citizenship class	1	citizenship_class				
				Other, please specify:	A	other_please_specify			Anchor Answer Choice	
RCH8287Q003		Α	Other source				N	Text field, <100 char	Skip Logic Group*	Other source
RCH8287Q004	role_govt		What best describes your role when coming to the Citizenship Resource Center website?	Naturalization applicant/permanent resident		naturalization_applicant_perma nent_resident	Y	Radio button, one-up vertical	Skip Logic Group*	Role
			resource Center website?	Family or friend of a naturalization applicant/permanent resident	-	family or friend of a naturaliz		verdcai		
				т анту от плени от а нацигализацион аррисантуренналени resident		ation_applicant_permanent_resi				
						dent				
				Adult educator/teacher		adult_educator_teacher				
				Student	1	student				
				Volunteer Immigrant-serving organization staff	-	volunteer immigrant_serving_organization				
				State or local government employee	1	state_or_local_government_em				
				State of local government employee		ployee				
				Attorney]	attorney				
				USCIS employee	١.	uscis_employee				
RCH8287Q005	+	A	Other role	Other, please specify:	A	other_please_specify	N	Text field, <100 char	Skip Logic Group*	Other role
RCH8287Q006			What area of the Citizenship Resource Center website did you	Learners		learners	Y	Drop down, select one	Skip Logic Group	Area
-			visit today?	Educators]	teachers				
				Organizations	1	organizations				
RCH8287Q007	primany rancon a		What is the reason for your visit today to the Citizenship	Other Languages Just browsing		other_languages just browsing	Y	Radio button, one-up	Skip Logic Group*	Reason
KCH6287Q007	primary_reason_g ovt		Resource Center website?					vertical		Reason
				Learn about the Citizenship Resource Center		learn_about_the_citizenship_re			Randomize	
				Learn about naturalization Apply for citizenship	В	learn_about_naturalization apply_for_citizenship				
				Study for the test	1	study for the test				
				Check application/case status	1	check_application_case_status				
				Look for forms		look_for_forms				
				Find free information events		find_free_information_events				
				Learn about citizenship rights and responsibilities		learn_about_citizenship_rights_				
				Learn about citizenship rights and responsibilities Find classroom tools (for professionals)		learn_about_citizenship_rights find_classroom_tools_for_profe				
				Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities		learn_about_citizenship_rights find_classroom_tools_for_profe learn_about_current_uscis_gra				
				Learn about citizenship rights and responsibilities Find classroom tools (for professionals)		learn about citizenship rights find classroom tools for profe learn about current uscis gra find_links_to_program_administ ration professional developme				
				Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources	-	learn about citizenship rights find classroom tools for profe learn about current uscis gra find_links_to_program_administ ration_professional_developme nt_and_training_resources				
				Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class		leam about citizenship rights find classroom tools for profe leam about current uscis gra find links to program administ ration_professional_developme nt_and_training_resources find_a_citizenship_class			Anchor Anguer Chair	
RCH8287O008		A		Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources	A	learn about citizenship rights find classroom tools for profe learn about current uscis gra find_links_to_program_administ ration_professional_developme nt_and_training_resources	N	Text area, no char limit	Anchor Answer Choice Skip Logic Group*	Other reason
RCH8287Q008		A	If you were looking for specific information, please tell us what you were trying to find.	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class		leam about citizenship rights find classroom tools for profe leam about current uscis gra find links to program administ ration_professional_developme nt_and_training_resources find_a_citizenship_class		Text area, no char limit	Anchor Answer Choice Skip Logic Group*	Other reason
RCH8287Q008 RCH8287Q009		A B	If you were looking for specific information , please tell us what you were trying to find. Did you use the Questions and Answers about U.S.	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A C,D	leam about citizenship rights find classroom tools for profe leam about current usels gra find links to program administ ration, professional developme nt_and_training_resources find a citizenship class other_please_specify yes		Text area, no char limit Radio button, one-up		Other reason Use FAQ
			If you were looking for specific information , please tell us what you were trying to find. Did you use the Questions and Answers about U.S.	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No		leam about citizenship rights find classroom tools for profe leam about current uscls gra find links to program administ ration professional developme mt_and_training_resources find_a_citizenship_class other_please_specify yes no	N		Skip Logic Group*	
RCH8287Q009		В	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today?	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure		leam about citizenship rights find classroom tools for profe leam about current uscis, gra find links to program administ ration professional developme nt and training resources find a citizenship class other please specify yes no not sure	N Y	Radio button, one-up	Skip Logic Group* Skip Logic Group*	Use FAQ
			If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No		leam about citizenship rights find classroom tools for profe leam about current uscls gra find links to program administ ration professional developme mt_and_training_resources find_a_citizenship_class other_please_specify yes no	N		Skip Logic Group*	
RCH8287Q009		В	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Clitzenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No		learn about citizenship rights find classroom tools for profe learn about current usels gra find links to program administ ration professional developme nt and training resources find a citizenship class other please specify yes no not sure yes	N Y	Radio button, one-up	Skip Logic Group* Skip Logic Group*	Use FAQ
RCH8287Q009 RCH8287Q010 RCH8287Q011		B C D	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for?	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No		leam about citizenship rights find classroom tools for profe leam about current uscis gra find links to program administ ration professional developme mt_and_training_resources find_a_citizenship_class other_please_specify yes no not sure yes no	N Y Y	Radio button, one-up Radio button, one-up Radio button, one-up	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful
RCH8287Q009 RCH8287Q010 RCH8287Q011 RCH8287Q012		В	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for? What information was missing/not provided?	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No Yes No No Yes	C,D	leam about citizenship rights find classroom tools for profe leam about current uscis gra find links to program administ ration professional developme nt_and training_resources find_a_citizenship_class other_please_specify yes no not sure yes no yes no yes no	N Y Y Y	Radio button, one-up Radio button, one-up Radio button, one-up Text area, no char limit	Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful Missing info FAQ
RCH8287Q009 RCH8287Q010 RCH8287Q011	accomplish	B C D	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for?	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No Yes	C,D	leam about citizenship rights find classroom tools for profe leam about current usels gra find links to program administ ration professional developme nt_and_training_resources find_a citizenship_class other_please_specify yes no not sure yes no yes no yes yes	N Y Y	Radio button, one-up Radio button, one-up Radio button, one-up	Skip Logic Group* Skip Logic Group* Skip Logic Group* Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful
RCH8287Q009 RCH8287Q010 RCH8287Q011 RCH8287Q012	accomplish	B C D	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for? What information was missing/not provided?	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No Yes No Yes Partially	C,D E	leam about citizenship rights find classroom tools for profe leam about current uscis gra find links to program administ ration professional developme nt and training resources find a citizenship class other please specify yes no not sure yes no yes no yes partially	N Y Y Y	Radio button, one-up Radio button, one-up Radio button, one-up Text area, no char limit	Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful Missing info FAQ
RCH8287Q009 RCH8287Q010 RCH8287Q011 RCH8287Q012		B C D	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for? What information was missing/not provided?	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No Yes	C,D	leam about citizenship rights find classroom tools for profe leam about current usels gra find links to program administ ration professional developme nt_and_training_resources find_a citizenship_class other_please_specify yes no not sure yes no yes no yes yes	N Y Y Y	Radio button, one-up Radio button, one-up Radio button, one-up Text area, no char limit	Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful Missing info FAQ
RCH8287Q009 RCH8287Q010 RCH8287Q011 RCH8287Q012 RCH8287Q013 RCH8287Q014	accomplish why_not_accomplish sh	B C D E	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today? Was the FAQ link prominently placed/easy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for? What information was missing/not provided? Were you able to find what you were looking for today? What prevented you from finding the information?	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No Yes No Yes Partially No	C,D E	leam about citizenship rights find classroom tools for profe leam about current uscis gra find links to program administ ration professional developme nt and training resources find a citizenship class other please specify yes no not sure yes no yes no yes no yes no no yes no no not sure	N Y Y Y Y N N	Radio button, one-up Radio button, one-up Radio button, one-up Text area, no char limit Drop down, select one Text area, no char limit	Skip Logic Group* Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful Missing into FAQ Find info Info not found
RCH8287Q009 RCH8287Q010 RCH8287Q011 RCH8287Q012 RCH8287Q013	why_not_accompli	B C D E	If you were looking for specific information, please tell us what you were trying to find. Did you use the Questions and Answers about U.S. Citzenship link on the Learn about Naturalization page today? Was the FAQ link prominently placedleasy to find on the page? Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for? What information was missing/not provided? Were you able to find what you were looking for today?	Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify: Yes No Not sure Yes No Yes No Yes Partially	C,D E	leam about citizenship rights find classroom tools for profe leam about current uscis gra find links to program administ ration professional developme nt and training resources find a citizenship class other please specify yes no not sure yes no yes no yes partially	N Y Y Y Y	Radio button, one-up Radio button, one-up Radio button, one-up Text area, no char limit Drop down, select one	Skip Logic Group*	Use FAQ FAQ prominent FAQ helpful Missing info FAQ Find info

	1	1	1	Inc. of the second second				1		
				Plan to visit the desktop site	_					
				Keep searching the Internet		keep_searching_the_internet			Randomize	
				Call the 1-800 numbers/contact customer service		call_the_1_800_numbers_conta				
					_	ct_customer_service				
				Find legal assistance		find_legal_assistance				
				Find a citizenship preparation class		find_a_citizenship_preparation_				
						class				
				Download Form N-400		download_form_n_400				
				Download test study materials		download_test_study_materials				
				Other		other			Anchor Answer Choice	
RCH8287Q016			What is your preferred language?				N	Text field, <100 char		Language
RCH8287Q017	improve		If you could make one improvement to the Citizenship				N	Text area, no char limit		Improvement
			Resource Center website, what would it be?							
			On which device type do you prefer to access the Citizenship	Desktop	В		Y	Radio button, one-up	Skip Logic Group*	Device Preference
			Resource Center website?					vertical		
				Mobile phone	C					
				Tablet	С					
				Other	Α				Anchor Answer Choice	
		Α	Which other device do you prefer to use to access the CRC				N	Text area, no char limit	Skip Logic Group*	OE Device
			website?							Preference
		В	Why did you access the CRC website today using a mobile device?				N	Text area, no char limit	Skip Logic Group*	OE_Why Mobile
		С	Why do you prefer using mobile devices to access the CRC website?				N	Text area, no char limit	Skip Logic Group*	OE_Why Mobile Preference
			Where are you using the Citizenship Resource Center website?	At home				Radio button, one-up vertical	Skip Logic Group*	Where
				At work						
				At school	_					
				During my commute						
				Other	Α .				Anchor Answer Choice	
		Α	Where are you using the Citizenship Resource Center website?				N	Text area, no char limit	Skip Logic Group*	OE_Where Else
RCH8287Q018			Do you use social media to learn about citizenship-related matters or to share information about citizenship-related	Yes	А	yes	Υ	Drop down, select one	Skip Logic Group*	Use social media
			matters?	No	_	no				
RCH8287Q019		Α	If so, which platforms do you use?	Facebook		facebook	Υ	Checkbox, one-up vertical	Skip Logic Group*	Platforms
				Twitter	_	twitter				
				Google+	_	google+				
				Instagram		instagram				
				Pinterest	_	pinterest				
				YouTube	-	youtube				
				Flickr	-	flickr				
				Tumbir	-	tumblr				
					-					
				Blog		blog				
BOURSS 20022			Othersday	Other, please specify:	В	other_please_specify		T	Olde Leede Occur	Other state
RCH8287Q020		В	Other platform used				N	Text field, <100 char	Skip Logic Group*	Other platform
RCH8287Q021			If you plan to return to the Citizenship Resource Center website, what resource would you return to find?				N	Text area, no char limit		Resource

Attribute	Value
Channel	Mobile
Touchpoint Name	Informational
Hierarchy	No
Model Type	PredCSAT Mobile Info
Journey Phase	Awareness
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	17.3.Y

Survey Type	PREDCSAT
Look and Feel	Single Page
Theme Color	#009fea