

Welcome and Thank You Text

Welcome Text

Thanks for visiting the Citizenship Resource Center 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

Welcome Text - Alternate

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

FORE SEE

Customer Satisfaction Survey

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

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

Thank You Text

Thank you for taking 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.

Thank You Text - Alternate

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

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



Cancel



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ForeSee ForeSee Privacy Policy Survey Support

Model Name	CRC v2	Red & Strike Through: Delete	
Model ID	dJQZkZ9Fo9cUANBVdhFEAg4C	<u>Underlined & Italicized</u> : Re-order	FORESEE
Partitioned	Yes 2MQ	Pink: Addition	10112044
Date	9/1/2015	Blue: Reword	by Answers

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

Model Name CRC v2
Model ID dJQZkZ9Fo9cUANBVdhFEAg4C
Partitioned Yes 2MQ
Date 4/17/2017

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

Pink: Addition Blue: Reword



	QUESTION META TAG	Skip Fron		Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
MHM6177Q001	Visit Frequency		How often do you visit the Citizenship Resource	First time		Y	Drop down, select one	Skip Logic Group*
			Center website?	More than once a day	Α			
				Daily	A			
				About once a week	A			
				About once a month	A			
			Did anting any sharp and the Oiting arbit	Every 6 months or less	A		Dedie butter and or continue	Olde Levie Occurs
new		A	Did you notice any changes to the Citizenship Resource Center?	Yes	B,C,D, E	Y	Y Radio button, one-up vertical	Skip Logic Group*
			Resource Center?	NO Not our	-			
now			Do you find it occior to locate information about	Voc		V	Radio button, one un vertical	Ckin Logio Crount
new		В	Do you find it easier to locate information about citizenship with this new site design?	Compulat	+	Υ	Radio button, one-up vertical	Skip Logic Group*
			Citizenship with this new site design:	About the same	-			
				No.	-			
				Not sure	-			
new		С	Did you find the information you were looking for	Vac		Y	Radio button, one-up vertical	Skip Logic Group*
new			with a reasonable number of clicks?	No.	-		readio batton, one up vertical	Okip Logic Group
				Not sure	-			
new		D	Did the content structure on the site help you find	Vac		Υ	Radio button, one-up vertical	Skip Logic Group*
Hew		_	what you were looking for?	Somewhat	-		Radio button, one-up vertical	Skip Logic Group
			, , , , , , , , , , , , , , , , , , , ,	About the same				
				No.				
				Not sure				
new		Е	Did you use any search filters today?	Voc	EE	V	Radio button, one-up vertical	Skin Logio Crount
new		_	Did you use any search liners today?	No.		· ·	Radio buttori, orie-up vertical	Skip Logic Group*
				Not sure				
new		EE	Did you find the search filters helpful?	Voc		V	Radio button, one-un vertical	Ckin Logio Crouss
new			Did you find the search filters helpful?	Yes		,	Radio button, one-up vertical	Skip Logic Group
				No.	-			
				Not cure	-			
MHM6177Q002	Acquisition Source		How did you hear about us? (Select all that apply)	Another USCIS page		Y	Checkbox, one-up vertical	Skip Logic Group*
WITIVIOT77Q002	Acquisition Source		How did you near about us? (Select all that apply)	Internet search (i.e. Google, Bing, etc.)	-	, i	Checkbox, one-up vertical	Skip Logic Group
					-			
				Online ad/media	-			
				Offline ad (print, radio, television)	-			
				Social media	-			
				Email	-			
				Brochure/publication	_			
				Public event	_			
				USCIS official	_			
				Word-of-mouth	_			
				Family/Friends				
					_			
				Community organization				
				Community organization Citizenship class				
				Community organization	A			
MHM6177Q003	_	A	Other source	Community organization Citizenship class Other, please specify:	A	N	Text field, <100 char	Skip Logic Group*
MHM6177Q003 MHM6177Q004	Role	А	What best describes your role when coming to the	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident	A	N Y	Text field, <100 char Radio button, one-up vertical	Skip Logic Group*
	Role	A	Other source What best describes your role when coming to the Citizenship Resource Center website ?	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident	A			
	Role	A	What best describes your role when coming to the	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher	A			
	Role	A	What best describes your role when coming to the	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student	A			
	Role	A	What best describes your role when coming to the	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer	A			
	Role	A	What best describes your role when coming to the	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff	A			
	Role	A	What best describes your role when coming to the	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee	A			
	Role	A	What best describes your role when coming to the	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney	A			
	Role	A	What best describes your role when coming to the	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee				
MHM6177Q004	Role		What best describes your role when coming to the Citizenship Resource Center website ?	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney	A	Y	Radio button, one-up vertical	Skip Logic Group*
	Role	A	What best describes your role when coming to the Citizenship Resource Center website ? Other role	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:		Y	Radio button, one-up vertical Text field, <100 char	
MHM6177Q004	Role		What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners		Y	Radio button, one-up vertical	Skip Logic Group*
MHM6177Q004	Role		What best describes your role when coming to the Citizenship Resource Center website ? Other role	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Leamers Feachers		Y	Radio button, one-up vertical Text field, <100 char	Skip Logic Group*
MHM6177Q004	Role		What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Feachers Organizations		Y	Radio button, one-up vertical Text field, <100 char	Skip Logic Group*
MHM6177Q004	Role		What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center website did you visit today?	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Teachers Organizations Other Languages		N ¥	Radio button, one-up vertical Text field, <100 char Drop down, select one	Skip Logic Group*
MHM6177Q004	Role		What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center website did you visit today? What area of the Citizenship Resource Center did	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Teachers Organizations Other Languages Learn About Citizenship		Y	Radio button, one-up vertical Text field, <100 char	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Role		What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center website did you visit today?	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Feachers Organizations Other Languages Cher Languages Learn About Citizenship Apply for Citizenship		N ¥	Radio button, one-up vertical Text field, <100 char Drop down, select one	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Role		What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center website did you visit today? What area of the Citizenship Resource Center did	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Teachers Organizations Other Languages Learn About Citizenship		N ¥	Radio button, one-up vertical Text field, <100 char Drop down, select one	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Role		What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center website did you visit today? What area of the Citizenship Resource Center did	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Feachers Organizations Other Languages Cher Languages Learn About Citizenship Apply for Citizenship		N ¥	Radio button, one-up vertical Text field, <100 char Drop down, select one	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Role		What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center website did you visit today? What area of the Citizenship Resource Center did	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Teachers Organizations Other Languages Learn About Citizenship Apply for Citizenship Find Study Test Materials and Resources		N ¥	Radio button, one-up vertical Text field, <100 char Drop down, select one	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Role		What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center website did you visit today? What area of the Citizenship Resource Center did	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Teachers Organizations Other Languages Learn About Citizenship Apply for Citizenship Find Study Test Materials and Resources Resources for Educational Programs		N ¥	Radio button, one-up vertical Text field, <100 char Drop down, select one	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Primary Reason: Federal	A	What best describes your role when coming to the Citizenship Resource Center website? 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)	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Teachers Organizations Other Languages Learn About Citizenship Apply for Citizenship Find Study Test Materials and Resources Resources for Educational Programs Civic Assimilation		N ¥	Radio button, one-up vertical Text field, <100 char Drop down, select one	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Primary Reason: Federal Government or	A	What best describes your role when coming to the Citizenship Resource Center website? Other role What area of the Citizenship Resource Center website did you visit today? What area of the Citizenship Resource Center did	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Teachers Organizations Other Languages Learn About Citizenship Apply for Citizenship Find Study Test Materials and Resources Resources for Educational Programs Civic Assimilation Outreach Tools Just browsing		N ¥	Text field, <100 char Drop down, select one Checkbox, one-up vertical	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Primary Reason: Federal	A	What best describes your role when coming to the Citizenship Resource Center website? 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)	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Teachers Organizations Other Languages Learn About Citizenship Apply for Citizenship Find Study Test Materials and Resources Resources for Educational Programs Civic Assimilation Outreach Tools Just browsing Learn about the Citizenship Resource Center	A	N ¥	Text field, <100 char Drop down, select one Checkbox, one-up vertical	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Primary Reason: Federal Government or	A	What best describes your role when coming to the Citizenship Resource Center website? 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)	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Feachers Organizations Other Languages Learn About Citizenship Apply for Citizenship Find Study Test Materials and Resources Resources for Educational Programs Civic Assimilation Outreach Tools Just browsing Learn about the Citizenship Resource Center Learn about the Citizenship Resource Center Learn about the Citizenship Resource Center Learn about naturalization		N ¥	Text field, <100 char Drop down, select one Checkbox, one-up vertical	Skip Logic Group*
MHM6177Q004 MHM6177Q005	Primary Reason: Federal Government or	A	What best describes your role when coming to the Citizenship Resource Center website? 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)	Community organization Citizenship class Other, please specify: Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify: Learners Teachers Organizations Other Languages Learn About Citizenship Apply for Citizenship Find Study Test Materials and Resources Resources for Educational Programs Civic Assimilation Outreach Tools Just browsing Learn about the Citizenship Resource Center	A	N ¥	Text field, <100 char Drop down, select one Checkbox, one-up vertical	Skip Logic Group*

				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:	Α			
MHM6177Q007		Α	If you were looking for specific information , please tell us what you were trying to find.			N	Text area, no char limit	Skip Logic Group*
		В	Did you use the Questions and Answers about U.S.	Yes	C,D	¥	Radio button, one-up vertical	Skip Logic Group*
			Citizenship link on the Learn about Naturalization	No.			,	
			page today?	Not sure				
		e	Was the FAO link prominently placed/easy to find	Yes		¥	Radio button, one-up vertical	Skip Logic Group*
			on the page?	No.	_		radio battori, one ap vertical	Cimp Logic Croup
		Đ	Did the Ouestions and Answers about U.S.	Yes		¥	Radio button, one-up vertical	Skip Logic Group*
			Citizenship link help you find what you were	100		-	radio button, one-up vertical	On Progre Ordup
			looking for?	No	E			
		E	What information was missing/not provided?			¥	Text area, no char limit	Skip Logic Group*
MHM6177Q008	Accomplish		Were you able to find what you were looking for	Yes		Y	Drop down, select one	Skip Logic Group*
•	· ·		today?	Partially	A.B			' ' '
				No	A,B			
MHM6177Q009	OE Accomplish	Α	What prevented you from finding the information?		,-	N	Text area, no char limit	Skip Logic Group*
MHM6177Q010	Do Next	В	What do you plan to do next?	Come back to the site later		Y	Checkbox, one-up vertical	Skip Logic Group*
	Jo Hem		That do you plan to do noxe.	Keep searching the Internet	_	·	Checkbox, one up vertical	Citip Edgio Citap
				Call the 1-800 numbers/contact customer service	_			
				Find legal assistance	_			
				Find a citizenship preparation class	_			
				Download Form N-400	_			
					_			
				Download test study materials Other	_			
NULL 404 770044			Miles Adams and Income	Other			Total Fold at 00 altra	
MHM6177Q011	05		What is your preferred language?			N	Text field, <100 char	
MHM6177Q012	OE_Improve Experience		If you could make one improvement to the Citizenship Resource Center website, what would it			N	Text area, no char limit	
			be?					
MHM6177Q013			Do you use social media to learn about	Yes	Α	Y	Drop down, select one	Skip Logic Group*
			citizenship-related matters or to share information about citizenship-related matters?	No				
MHM6177Q014		Α	If so, which platforms do you use?	Facebook		Y	Checkbox, one-up vertical	Skip Logic Group*
INITIVIOT / /QU14		Α	ii so, willon plationiis do you use?	Twitter	_	,	Checkbox, one-up vertical	Skip Logic Group"
				Google+				
				Instagram				
				Pinterest	_			
				YouTube	_			
				Flickr	_			
				Tumblr				
				Blog				
				Other, please specify:	В			
MHM6177Q015		В	Other platform used			N	Text field, <100 char	Skip Logic Group*
MHM6177Q016			If you plan to return to the Citizenship Resource			N	Text area, no char limit	
			Center website, what resource would you return to					
			find?		1	1	1	1



CQ Label

Frequency

Changes

Easier to find info

Clicks

Content flow

Search filters

Search filters helpful

Source

Other source Role

Other role

Area_New

Reason

Other reason Use FAQ FAQ-prominent FAQ helpful Missing info FAQ Find info Info not found Do next Language Improvement Use social media Platforms Other platform Resource

Model Name CRC v2
Model ID dJQZkZ9Fo9cUANBVdhFEAg4C
Partitioned Yes 2MQ
Date 9/1/2015

Underlined & Italicized: Re-order

Red & Strike-Through: Delete

Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip Fron		Answer Choices	Skip To	Required Y/N	Туре	Special Instructions										
MHM6177Q001	Visit Frequency		How often do you visit the Citizenship Resource Center website?	First time		Y	Y Drop down, select one											
				More than once a day														
				Daily														
				About once a week	_													
				About once a month Every 6 months or less														
MHM6177Q002	Acquisition Source		How did you hear about us? (Select all that apply)			Y	Checkbox, one-up vertical	Skin Logic Group										
IVII IIVIOI 7 7 QOOZ	Acquisition source		l low did you near about us: (Select all that apply)	Internet search (i.e. Google Ring etc.)		' '	Checkbox, one-up vertical	Skip Logic Group*										
				Online ad/media														
				Offline ad (print, radio, television)														
				Social media	_													
				Email														
				Brochure/publication														
				Public event														
				USCIS official														
				Word-of-mouth														
				Family/Friends														
				Community organization														
				Citizenship class														
				Other, please specify:	Α													
MHM6177Q003		Α	Other source			N	Text field, <100 char	Skip Logic Group										
MHM6177Q004	Role		What best describes your role when coming to the			Y	Radio button, one-up vertical	Skip Logic Group										
			Citizenship Resource Center website?	Family or friend of a naturalization applicant/permanent resident														
				Adult educator/teacher														
				Student														
				Volunteer	_													
				Immigrant-serving organization staff														
				State or local government employee														
						Attorney												
				USCIS employee	⊢ .													
NAU IN 404 77 000 F			Other role	Other, please specify:	A	N	Text field, <100 char	Object and Committee										
MHM6177Q005	Primary Reason: Federal	Α	What is the reason for your visit today to the	Treat by a region		Y	Radio button, one-up vertical	Skip Logic Group										
MHMOT//QUUG		overnment or Citizenship Resource Center website?	Just browsing Learn about the Citizenship Resource Center	_	, T	Radio button, one-up vertical	Skip Logic Group*											
	Informational Non-Profit		Citizenship Resource Center W	Citizenship resource Center Website:	Learn about naturalization	_												
	THIOTHAGONAT TON			Apply for citizenship	_													
				Study for the test	_													
				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:	Α													
MHM6177Q007		Α	If you were looking for specific information , please tell us what you were trying to find.			N	Text area, no char limit	Skip Logic Group										
MHM6177Q008	Accomplish		Were you able to find what you were looking for	Yes		Y	Drop down, select one	Skip Logic Group										
17.1 11VIO±7 7 Q008	Accomplish			Partially		'	Drop down, Select one	Skip Logic Group										
				No Pariany	А,В													
MHM6177Q009	OE Accomplish	Α	What prevented you from finding the information?		Α,υ	N	Text area, no char limit	Skip Logic Grou										
MHM6177Q009	Do Next	B	What do you plan to do next?	Come back to the site later		Y	Checkbox, one-up vertical	Skip Logic Group										
	DOTACAL	B	В	В	В	В	В	В	-	-	В	B W	Think do you plain to do note:	Keep searching the Internet			Choshbox, one up ventical	July Edgic Group
				Call the 1-800 numbers/contact customer service														
				Find legal assistance														
				Find a citizenship preparation class														
				Download Form N-400														
													Download test study materials					
				Other														
			What is your preferred language?			N	Text field, <100 char											
MHM6177Q011			If you could make one improvement to the Citizenship Resource Center website, what would it			N	Text area, no char limit											
	OE_Improve Experience		be?															
MHM6177Q012			be?	Yes	Δ	V	Dron down select one	Skin Logic Group										
MHM6177Q012			be? Do you use social media to learn about citizenshin-related matters or to share information.	Yes	A	Y	Drop down, select one	Skip Logic Grou										
MHM6177Q012			be? Do you use social media to learn about citizenshin-related matters or to share information.	Yes No	A	Y	Drop down, select one	Skip Logic Grou										
MHM6177Q012 MHM6177Q013		Δ	be? Do you use social media to learn about citizenship-related matters or to share information about citizenship-related matters?	No	A													
MHM6177Q012 MHM6177Q013		A	be? Do you use social media to learn about citizenship-related matters or to share information about citizenship-related matters?	No Facebook	A	Y	Drop down, select one Checkbox, one-up vertical											
MHM6177Q011 MHM6177Q012 MHM6177Q013 MHM6177Q014		A	be? Do you use social media to learn about citizenship-related matters or to share information about citizenship-related matters?	No Facebook Twitter	A													
MHM6177Q012 MHM6177Q013		A	be? Do you use social media to learn about citizenship-related matters or to share information about citizenship-related matters? If so, which platforms do you use?	No Facebook	A			Skip Logic Group										

MHM6177Q015 MHM6177Q016			YouTube Flickr Tumblr Blog Other, please specify:	В	N N	Text field, <100 char Text area, no char limit	Skip Logic Group*
		Center website, what resource would you return to find?					



CQ Label

Frequency

Source

Other source Role

> Other role Reason

Other reason

Find info

Info not found Do next

Language Improvement

Use social media

Platforms

Other platform Resource