



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.

**Welcome and Thank You Text**


**Welcome Text - Tablet / Phone**

Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

**Thank You Text - Tablet / Phone**

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

**Example Mobile**



Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.


Required questions are denoted by an \*

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

CancelSubmit

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[ForeSee Privacy Policy](#)

|               |                          |   |   |
|---------------|--------------------------|---|---|
| Model Name    | CRC Mobile Informational | Red & Strike-Through: Delete                  |  |
| Model ID      |                          | <u>Underlined &amp; Italicized</u> : Re-order |   |
| Partitioned   | Yes - 2MQ                | Pink: Addition                                |   |
| Date          |                          | Blue: Reword                                  |   |
| Model Version | 17.3.Y                   |   |   |

| Label                         | Satisfaction Questions  | Label                               | Element Questions   | Label                | Future Behaviors   |
|-------------------------------|---|-------------------------------------|---|----------------------|--|
| 1 Satisfaction - Overall      | <b>Satisfaction</b><br>What is your overall satisfaction with this site?<br><i>(1=Very Dissatisfied, 10=Very Satisfied)</i> | 4 Site Performance - Speed          | <b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b><br>Please rate the <b>speed</b> that pages and content loaded for you. | 16 Brand Confidence  | <b>Brand Confidence (1=Not At All Confident, 10=Very Confident)</b><br>Please rate your <b>level of confidence</b> in Citizenship Resource Center. |
| 2 Satisfaction - Expectations | How well does this site <b>meet your expectations</b> ?<br><i>(1= Falls Short, 10=Exceeds)</i>                              | 5 Site Performance - Completeness   | Please rate the consistency of <b>complete loading</b> of pages and content.  |                      | <b>Return (1=Very Unlikely, 10=Very Likely)</b>  |
| 3 Satisfaction - Ideal        | How does this site <b>compare to an ideal mobile website</b> ?<br><i>(1=Not Very Close, 10=Very Close)</i>                  | 6 Site Performance - Responsiveness | Please rate the <b>responsiveness</b> of the pages to your actions.   | 17 Return            | How likely are you to <b>return to www.uscis.gov/citizenship</b> using your mobile device?   |
|                               |   |                                     | <b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>   |                      | <b>Recommend Company (1=Very Unlikely, 10=Very Likely)</b>   |
|                               |   | 7 Look and Feel - Appeal            | Please rate the <b>visual appeal</b> of the pages that you visited.   | 18 Recommend Company | How likely are you to <b>recommend Citizenship Resource Center</b> to someone else?  |
|                               |   | 8 Look and Feel - Spacing           | Please rate the <b>spacing</b> between items on the pages that you visited.   |                      |  |
|                               |   | 9 Look and Feel - Readability       | Please rate the <b>legibility</b> of the pages that you visited.  |                      |  |
|                               |   |                                     | <b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>  |                      |  |
|                               |   | 10 Navigation - Ease                | Please rate the <b>ease of finding</b> what you were looking for.   |                      |  |
|                               |   | 11 Navigation - Layout              | Please rate the <b>page layout</b> on displaying content and links where you could find them.                                     |                      |  |
|                               |   | 12 Navigation - Links               | Please rate the <b>links</b> on taking you where you needed to go.  |                      |  |
|                               |   |                                     | <b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>  |                      |  |
|                               |   | 13 Site Information - Relevance     | Please rate the <b>relevance</b> to your interests of the information that you found.   |                      |  |
|                               |   | 14 Site Information - Thoroughness  | Please rate the <b>thoroughness</b> of the information that you found.  |                      |  |
|                               |   | 15 Site Information - Readability   | Please rate the <b>readability</b> of the information that you found.   |                      |  |

| QID | AP Question Tag  | Skip From | Question Text  | Answer Choices   | Skip To | AP Answer Tag  | Required Y/N | Type                          | Special Instructions | CQ Label         |
|-----|--|-----------|--|--|---------|--|--------------|-------------------------------|----------------------|------------------|
|     | Visit Frequency  |           | How <b>often</b> do you visit the Citizenship Resource Center website?   | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less   |         | first_time<br>more_than_once_a_day<br>daily<br>about_once_a_week<br>about_once_a_month<br>every_6_months_or_less   | Y            | Drop down, select one         |                      | Frequency        |
|     | Acquisition Source   |           | How did you <b>hear about us</b> ? (Select all that apply)   | USCIS website<br>Internet search (i.e. Google, Bing, etc.)<br>Online ad/media<br>Offline ad (print, radio, television)<br>Social media<br>Email<br>Brochure/publication<br>Public event<br>USCIS official<br>Word-of-mouth<br>Family/Friends<br>Community organization<br>Citizenship class<br>Other, please specify:  |         | uscis_website<br>internet_search<br>online_ad/media<br>offline_ad<br>social_media<br>email<br>brochure/publication<br>public_event<br>uscis_official<br>word_of_mouth<br>family/friends<br>community_organization<br>citizenship_class   | Y            | Checkbox, one-up vertical     | Skip Logic Group*    | Source           |
|     |  | A         | Other source   |  | A       |  | N            | Text field, <100 char         | Skip Logic Group*    | Other source     |
|     | Role   |           | What <b>best describes your role</b> when coming to the Citizenship Resource Center website?   | Naturalization applicant/permanent resident<br>Family or friend of a naturalization applicant/permanent resident<br>Adult educator/teacher<br>Student<br>Volunteer<br>Immigrant-serving organization staff<br>State or local government employee<br>Attorney<br>USCIS employee<br>Other, please specify:   |         | naturalization_applicant/permanent_resident<br>family_or_friend_of_naturalization_applicant/permanent_resident<br>adult_educator/teacher<br>student<br>volunteer<br>immigrant_serving_organization_staff<br>state_or_local_government_employee<br>attorney<br>uscis_employee   | Y            | Radio button, one-up vertical | Skip Logic Group*    | Role             |
|     |  | A         | Other role   |  | A       |  | N            | Text field, <100 char         | Skip Logic Group*    | Other role       |
|     |  |           | What <b>area</b> of the Citizenship Resource Center website did you visit today?   | Learners<br>Teachers<br>Organizations<br>Other Languages   |         | learners<br>teachers<br>organizations<br>other_languages   | Y            | Drop down, select one         |                      | Area             |
|     | Primary Reason: Federal Government or Informational Non-Profit |           | What is the <b>reason</b> for your visit today to the Citizenship Resource Center website?   | Just browsing<br>Learn about the Citizenship Resource Center<br>Learn about naturalization<br>Apply for citizenship<br>Study for the test<br>Check application/case status<br>Look for forms<br>Find free information events<br>Learn about citizenship rights and responsibilities<br>Find classroom tools (for professionals)<br>Learn about current USCIS grant opportunities<br>Find links to program administration, professional development, and training resources<br>Find a citizenship class<br>Other, please specify: |         | just_browsing<br>learn_about_the_citizenship_resource_center<br>learn_about_naturalization<br>apply_for_citizenship<br>study_for_the_test<br>check_application/case_status<br>look_for_forms<br>find_free_information_events<br>learn_about_citizenship_rights_and_responsibilities<br>find_classroom_tools<br>learn_about_current_uscis_grant_opportunities<br>find_links_to_program_administration_professional_development_and_training_resources<br>find_a_citizenship_class | Y            | Radio button, one-up          | Skip Logic Group*    | Reason           |
|     |  | A         | If you were <b>looking for specific information</b> , please tell us what you were trying to find.                                   |  |         |  | N            | Text area, no char limit      | Skip Logic Group*    | Other reason     |
|     |  | B         | <b>Did you use</b> the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today?               | Yes<br>No<br>Not sure  | C,D     | yes<br>no<br>not_sure  | Y            | Radio button, one-up          | Skip Logic Group*    | Use FAQ          |
|     |  | C         | Was the FAQ link <b>prominently placed/easy to find</b> on the page?   | Yes<br>No  |         | yes<br>no  | Y            | Radio button, one-up          | Skip Logic Group*    | FAQ prominent    |
|     |  | D         | Did the Questions and Answers about U.S. Citizenship link <b>help you find</b> what you were looking for?                            | Yes<br>No  | E       | yes<br>no  | Y            | Radio button, one-up          | Skip Logic Group*    | FAQ helpful      |
|     |  | E         | What information was <b>missing/not provided</b> ?   |  |         |  | Y            | Text area, no char limit      | Skip Logic Group*    | Missing info FAQ |
|     | Accomplish   |           | Were you <b>able to find</b> what you were looking for today?  | Yes<br>Partially<br>No   | A,B     | yes<br>partially<br>no   | Y            | Drop down, select one         | Skip Logic Group*    | Find info        |
|     | OE_Accomplish Do Next  | A         | What <b>prevented</b> you from finding the information?  |  |         |  | N            | Text area, no char limit      | Skip Logic Group*    | Info not found   |
|     |  | B         | What do you <b>plan to do next</b> ?   | Come back to the site later<br>Keep searching the Internet<br>Call the 1-800 numbers/contact customer service<br>Find legal assistance<br>Find a citizenship preparation class<br>Download Form N-400<br>Download test study materials<br>Other  |         | come_back_to_site_later<br>keep_searching_the_internet<br>call_the_1_800_numbers/contact_customer_service<br>find_legal_assistance<br>find_a_citizenship_preparation_class<br>download_form_N-400<br>download_test_study_materials   | Y            | Checkbox, one-up vertical     | Skip Logic Group*    | Do next          |
|     |  |           | What is your <b>preferred language</b> ?   |  |         |  | N            | Text field, <100 char         |                      | Language         |
|     | OE_Improve Experience  |           | If you could make <b>one improvement</b> to the Citizenship Resource Center website, what would it be?                               |  |         |  | N            | Text area, no char limit      |                      | Improvement      |
|     |  |           | <b>Do you use social media</b> to learn about citizenship-related matters or to share information about citizenship-related matters? | Yes<br>No  | A       | yes<br>no  | Y            | Drop down, select one         | Skip Logic Group*    | Use social media |
|     |  | A         | If so, <b>which platforms</b> do you use?  | Facebook<br>Twitter<br>Google+   |         | facebook<br>twitter<br>google+   | Y            | Checkbox, one-up vertical     | Skip Logic Group*    | Platforms        |

|  |  |          |  |          |           |   |                          |                   |                |
|--|--|----------|--|----------|-----------|---|--------------------------|-------------------|----------------|
|  |  |          | Instagram  |          | instagram |   |                          |                   |                |
|  |  |          | Pinterest  |          | pinterest |   |                          |                   |                |
|  |  |          | YouTube  |          | youtube   |   |                          |                   |                |
|  |  |          | Flickr   |          | flickr    |   |                          |                   |                |
|  |  |          | Tumblr   |          | tumblr    |   |                          |                   |                |
|  |  |          | Blog   |          | blog      |   |                          |                   |                |
|  |  |          | Other, please specify:   | <b>B</b> |           |   |                          |                   |                |
|  |  | <b>B</b> | Other platform used  |          |           | N | Text field, <100 char    | Skip Logic Group* | Other platform |
|  |  |          | If you plan to return to the Citizenship Resource Center website, <b>what resource</b> would you return to find? |          |           | N | Text area, no char limit |                   | Resource       |