

Welcome and Thank You Text Welcome Text **Thank You Text** Thank you for visiting the USCIS.gov website. You've been randomly chosen Thank you for taking the USCIS.gov survey - and for helping us serve you to take part in a brief survey to let us know what we're doing well and where better. we can improve. Please note you will not receive a response from us based on your survey Please take a few minutes to share your opinions, which are essential in comments. If you would like us to contact you about your feedback, please helping us provide the best online experience possible. visit the Contact Us section of our web site. Welcome Text - Alternate **Thank You Text - Alternate** Thank you for visiting [Company/Site/Agency]. You have been randomly Thank you for taking our survey - and for helping us serve you better. 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 Please note you will not receive a response from us based on your survey your feedback. All results are strictly confidential. comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site. FORESTE Thank you for taking our survey - and for helping us serve you better. We appreciate your input! by Answers **Customer Satisfaction Survey** Submit Cancel 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 Copyright 2015 - all rights reserved we can improve. ForeSee ForeSee Privacy Policy Survey Support Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

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

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

FORE SEE

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)
1Look and Feel - Appeal	Please rate the visual appeal of this site.	16 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	How likely are you to return to this site?
2Look and Feel - Balance	Please rate the balance of graphics and text on this site.	17 Satisfaction - Expectations	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3Look and Feel - Readability	Please rate the readability of the pages on this site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	20 Recommend	How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4Site Performance - Loading	Please rate how quickly pages load on this site.			21 Primary Resource	How likely are you to use this site as your primary resource for obtaining information about immigration and citizenship?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
6 Site Performance - Completeness	Please rate how completely the page content loads on this site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
Navigation - Organized	Please rate how well the site is organized.				
7 Navigation - Options	Please rate the options available for navigating this site.				
8 Navigation - Layout	Please rate how well the site layout helps you find what you need.				
9	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
0 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.				
1Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
2Information Browsing - Features	Please rate how well the features on the site help you find the information you need.				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
3 Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.				
4Site Information - Understandable	Please rate how understandable this site's information is.				
5Site Information - Answers	Please rate how well the site's information provides answers to your questions.				

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

Red & Strike-Through: Delete <u>Underlined & Italicized</u>: Re-order

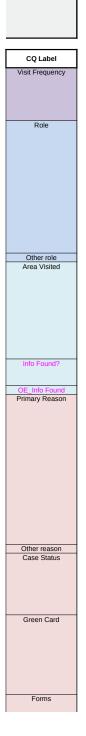
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				Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other				
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test study materials Naturalization ceremonies Other		Y	Radio button, one-up vertical	Skip Logic Group*
HOP0252918			Did you create an account during your visit today?	Yes No	-	Y	Radio button, one-up vertical	
KMJ6515Q011			On whose behalf were you looking for information today?	I already have an account Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google) Just browsing Other	A, C B B A B B B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q013		A	If you used the site's search feature or the forms search, please describe your search experience.	Search delivered the expected results Top recommendations were helpful Returned too many results Returned roo many results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Other	-	Y	Checkbox, one-up vertical	Skip Logic Group*
COU0269868		С	Was this your first experience with the site's search feature?	Yes No Don't know/can't remember	D	Y	Drop down, select one	Skip Logic Group*
COU0269869		D	How did your experience with the search feature today compare with your previous experience(s)?	Better Worse Don't know/can't remember	F	Y	Drop down, select one	Skip Logic Group*
COU0269871 COU0269870			Why was your experience with the search feature better today? Why was your experience with the search feature worse today?			N N	Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group*
KMJ6515Q014		B	If you used navigational methods to find your information, please describe your navigational experience on this site.	Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	А,В А,В	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find your information today.		.,,2	N	Text area, no char limit	Skip Logic Group*
KMJ6515Q017		В	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy	-	Y	Radio button, one-up vertical	Skip Logic Group*

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



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

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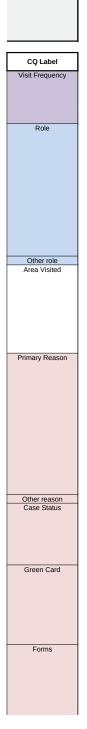
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				Weekly				
				Monthly				
				Once every few months				
				Once every 6 months or less				
AJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen		Y	Radio button, one-up vertical	Skip Logic Group
				Naturalized U.S. citizen				
				Permanent Resident (green card holder)				
				Conditional Resident				
				Citizen of a foreign country				
				Fiancé K-1				
				Visitor/nonimmigrant				
				Asylum seeker				
				Visa seeker				
				Spouse of US citizen				
				Temporary Worker				
				Student or Exchange Visitor				
				Employer				
				Attorney				
				Other, please specify:	A			
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				Citizenship	_			
				Green card				
				Tools				
				Laws				
				Services				
				Events				
				Other Services				
				Other				
4J6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing		Y	Radio button, one-up vertical	Skip Logic Grou
	Federal			Get general information before I file my case				
	Government or			Check my case status	В			
	Informational			Working in the USA				Randomize
	Non-Profit			Find citizenship information	E			rtandonii20
				Research green card information				
				Find form(s)	- ŭ			
				Download form(s)				
				Create an account				
				Find/check filing fees				
				Research immigration laws				
				Read latest news releases				
				Learn about USCIS				
				Find a USCIS office				
				Make an appointment				
				Other, please specify:	A			Anchor Answer Ch
1J6515Q006		A	Other primary reason.			N	Text area, no char limit	Skip Logic Grou
4J6515Q007			What specifically under case status did you try to accomplish?	Check my case status online		Y	Radio button, one-up vertical	Skip Logic Grou
				Sign in to my account				
				Change my address on file				
				Get automatic updates about my case				
				Ask questions about my case				
				See office case processing times	-			
				Other				
4165150000		-	Material and the second information ware very leading for			X	Dedie hutten ene un vertieel	Chin Logio Crow
NJ6515Q008			What specific green card information were you looking for?	Find out how to obtain green card through family	_	Y	Radio button, one-up vertical	Skip Logic Grou
				Remove conditions on my green card				
				Renew or replace my green card	_			
				Find out how to obtain green card through a job Travel outside of U.S.				
					_			
				Find other ways to get a green card				
				Find other ways to get a green card Research green card processes and procedures				
				Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen)				
				Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen)				
4J65150009		D	What type of forms were you looking for?	Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Grou
1J6515Q009		D	What type of forms were you looking for?	Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Grou
1J6515Q009		D	What type of forms were you looking for?	Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms Green Card-Based Forms		Y	Radio button, one-up vertical	Skip Logic Grou
J6515Q009		D	What type of forms were you looking for?	Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms Green Card-Based Forms Green Card-Based Forms		Y	Radio button, one-up vertical	Skip Logic Grou
4J6515Q009		D	What type of forms were you looking for?	Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms		Y	Radio button, one-up vertical	Skip Logic Grou
1J6515Q009		D	What type of forms were you looking for?	Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitaria Benefits-Based Forms		Y	Radio button, one-up vertical	Skip Logic Grou
IJ6515Q009		D	What type of forms were you looking for?	Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen) Other Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms		Y	Radio button, one-up vertical	Skip Logic Grou

	1			Other				
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship		Y	Radio button, one-up vertical	Skip Logic Group*
		-	in the state of th	Citizenship through naturalization			indio batton, one up veracai	Ship Logic Group
				Citizenship for spouses of U.S. citizens				
				Citizenship through parents				
				Exceptions and accommodations				
				Passports				
				Citizenship for Military personnel and family members				
				General information on naturalization				
				Naturalization test				
				Naturalization test study materials				
				Naturalization ceremonies				
				Other				
IOP0252918			Did you create an account during your visit today?	Yes		Y	Radio button, one-up vertical	
				No				
				I already have an account				
MJ6515Q011			On whose behalf were you looking for information today?	Myself	_	Y	Drop down, select one	
				Family member/relative	_			
				Friend	_			
				Client	_			
				Student	_			
				Fiancé	_			
				Employer/employee	_			
M16E1E0010			Milest method did you primarily up to find information of the information	Other Citals search facture		V	Drop down solast and	Skip Logia Crount
MJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	A, C	Y	Drop down, select one	Skip Logic Group*
				Top navigation bar	B			
				Links on the pages	B			
				Forms search				
				Homepage banners or icons	B			
				A-Z Index Chat feature (Emma)	В			
				Chat feature (Emma)	_			
				Used an external search engine (e.g., Google) Just browsing	в			
				Other				
MJ6515Q013		A	If you used the site's search feature or the forms search, please	Search delivered the expected results	_	Y	Checkbox, one-up vertical	Skip Logic Group*
100313Q013		~	describe your search experience.	Top recommendations were helpful			checkbox, one-up venical	Skip Logic Group"
				Returned too many results	-			
				Returned not enough or no results				
				Returned results that were too similar/redundant	-			
				Results were not relevant to my search terms or needs	_			
				I was not sure what words to use in my search	_			
				Search required too many refinements to get what I wanted	-			
				Other	_			
OU0269868		С	Was this your first experience with the site's search feature?	Yes		Y	Drop down, select one	Skip Logic Group*
				No	D			
				Don't know/can't remember				
OU0269869		D	How did your experience with the search feature today compare with		E	Y	Drop down, select one	Skip Logic Group*
			your previous experience(s)?	Worse	F			
				Don't know/can't remember				
OU0269871		E	Why was your experience with the search feature better today?			N	Text area, no char limit	Skip Logic Group*
OU0269870		F	Why was your experience with the search feature worse today?			N	Text area, no char limit	Skip Logic Group*
MJ6515Q014		В	If you used navigational methods to find your information, please	Navigation worked as expected		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your navigational experience on this site.	Navigation options and links were intuitive				
				Banners and icons were useful				
				Consistent page elements (header and footer) made navigation easy				
				Could not find the appropriate navigational links on most of your web pages				
				Too many links or navigational choices				
				Links did not take me where I expected				
				Had difficulty finding detailed information on your web pages				
				Had difficulty finding related information on your web pages				
				Navigation did not support what I was trying to accomplish				
				Would often feel lost, and did not know where I was on your site				
				Had various technical difficulties (links didn't work, received error messages, etc.)				
				Other				
MJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes		Y	Drop down, select one	Skip Logic Group*
				Still looking	A,B			
				No	A,B			
	OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find your			N	Text area, no char limit	Skip Logic Group*
MJ6515Q016		-	information today.					
		В	What do you plan to do next?	Come back to the site later	_	Y	Radio button, one-up vertical	Skip Logic Group*
MJ6515Q016 MJ6515Q017				Keep searching the Internet	_			
				Call the 1-800 number/contact USCIS Contact Center				
					_			
				Visit the USCIS office/make an appointment				
				Visit the USCIS office/make an appointment Call/talk to an immigration attorney	_			
				Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy				
MJ6515Q017				Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other				
MJ6515Q017			How do you prefer to access this site?	Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop		Y	Drop down, select one	
MJ6515Q017			How do you prefer to access this site?	Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone		Y	Drop down, select one	
			How do you prefer to access this site?	Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet		Y	Drop down, select one	
MJ6515Q017			How do you prefer to access this site? Which of the following sites/sections, if any, have you also visited?	Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference		Y	Drop down, select one Checkbox, one-up vertical	

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



Citizenship			
Chizenship			
Account			
Dahali			
Behalf			
Method			
Search experience			
Returning Search			
Comparative Search			
07.0.0.1			
OE_Better Search OE_Worse Search			
Navigational			
Accomplish			
Accomplian			
Not accomplished			
Do next			
Access			
ALLESS			
Sites/sections	1		



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

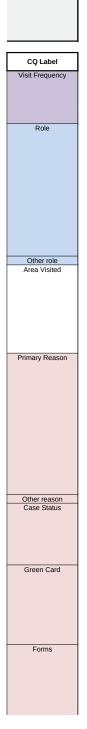
Blue: Reword

FORE SEE

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
KMJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	Skip Logic Group*
				Daily	_			
				Weekly				
				Monthly	_			
				Once every few months	-			
				Once every 6 months or less	_			
MJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen	-	Y	Radio button, one-up vertical	Skip Logic Group*
				Naturalized U.S. citizen	-			
				Permanent Resident (green card holder)	-			
				Conditional Resident	-			
				Citizen of a foreign country Fiancé K-1	-			
					-			
				Visitor/nonimmigrant	-			
				Asylum seeker	-			
				Visa seeker	-			
				Spouse of US citizen	-			
				Temporary Worker	-			
				Student or Exchange Visitor	-			
				Employer	-			
				Attorney				
1105450000			Othersente	Other, please specify:	A		Tota Galida 1000 1	
MJ6515Q003		A	Other role.	_		N	Text field, <100 char	Skip Logic Group*
MJ6515Q004			What area of the site were you primarily visiting today?	Forms	-	Y	Drop down, select one	
				News	4			
				Citizenship	-			
				Green card	_			
				Tools	_			
				Laws	-			
				Services	-			
				Events	_			
				Other Services	-			
				Other	_			
MJ6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing	_	Y	Radio button, one-up vertical	Skip Logic Group*
	Federal Government or			Get general information before I file my case	-			
	Informational			Check my case status	В			
	Non-Profit			Working in the USA	_			Randomize
	Non Fronc			Find citizenship information	E			
				Research green card information	c			
				Find form(s)	D			
				Download form(s)	D			
				Create an account	_			
				Find/check filing fees	_			
				Research immigration laws	_			
				Read latest news releases	_			
				Learn about USCIS	_			
				Find a USCIS office	_			
				Make an appointment	_			
				Other, please specify:	A			Anchor Answer Choic
MJ6515Q006			Other primary reason.			N	Text area, no char limit	Skip Logic Group*
MJ6515Q007		В	What specifically under case status did you try to accomplish?	Check my case status online	-	Y	Radio button, one-up vertical	Skip Logic Group*
				Sign in to my account	-			
				Change my address on file	_			
				Get automatic updates about my case	_			
				Ask questions about my case	_			
				See office case processing times	_			
				Other	_			
MJ6515Q008		C	What specific green card information were you looking for?	Find out how to obtain green card through family	_	Y	Radio button, one-up vertical	Skip Logic Group*
				Remove conditions on my green card	_			
				Renew or replace my green card	_			
				Find out how to obtain green card through a job				
				Travel outside of U.S.				
				Find other ways to get a green card				
				Research green card processes and procedures				
				Help my relative become a permanent resident (by U.S. citizen)				
				Other				
MJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
				Green Card-Based Forms				
				Family-Based Forms				
				Employment-Based Forms				
				Humanitarian Benefits-Based Forms				
				Adoptions-Based Forms				
				Department of State (DS) and Other Non-USCIS Forms				

				Other		1		
KMJ6515Q010		E	What specific citizenship information were you looking for?	Other General information regarding applying for citizenship Citizenship through naturalization	_	Y	Radio button, one-up vertical	Skip Logic Group*
				Citizenship for spouses of U.S. citizens	_			
				Citizenship through parents				
				Exceptions and accommodations	_			
				Passports	_			
				Citizenship for Military personnel and family members	_			
				General information on naturalization Naturalization test	-			
				Naturalization test study materials	-			
				Naturalization ceremonies	_			
				Other				
HOP0252918			Did you create an account during your visit today?	Yes		Y	Radio button, one-up vertical	
				No	_			
				I already have an account	_			
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative	_	Y	Drop down, select one	
				Family member/relative Friend	-			
1				Client	_			
				Student	_			
1				Fiancé				
				Employer/employee				
				Other				
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	A, C	Y	Drop down, select one	Skip Logic Group*
				Top navigation bar	В			
				Links on the pages	В			
				Forms search	A			
				Homepage banners or icons	B			
				A-Z Index	В			
				Chat feature (Emma) Used an external search engine (e.g., Google)	_			
				Just browsing	в			
				Other				
KMJ6515Q013		Α	If you used the site's search feature or the forms search, please	Search delivered the expected results		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your search experience.	Top recommendations were helpful				
				Returned too many results				
				Returned not enough or no results				
				Returned results that were too similar/redundant				
				Results were not relevant to my search terms or needs				
				I was not sure what words to use in my search	_			
				Search required too many refinements to get what I wanted	_			
0.0110.0000				Other				
COU0269868		С	Was this your first experience with the site's search feature?	Yes	D	Y	Drop down, select one	Skip Logic Group*
				NU Dept know/eept remember	- ^v			
COU0269869		D	How did your experience with the search feature today compare with	Bottor	E	Y	Drop down, select one	Skip Logic Group*
000203003			your previous experience(s)?	Worse	-12	1.1.1	Drop down, select one	Skip Logic Group
				Don't know/can't remember				
		Е	Why was your experience with the search feature better today?	Bon Chromodia Chomonison		N	Text area, no char limit	Skip Logic Group*
		F	Why was your experience with the search feature worse today?			N	Text area, no char limit	Skip Logic Group*
KMJ6515Q014		в	If you used navigational methods to find your information, please	Navigation worked as expected		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your navigational experience on this site.	Navigation options and links were intuitive				
				Banners and icons were useful				
				Consistent page elements (header and footer) made navigation easy				
				Could not find the appropriate navigational links on most of your web pages	_			
				Too many links or navigational choices	_			
				Links did not take me where I expected	_			
				Had difficulty finding detailed information on your web pages	_			
				Had difficulty finding related information on your web pages Navigation did not support what I was trying to accomplish	_			
				Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.)	-			
				Had various technical difficulties (links didn't work, received error messages, etc.)	=			
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?			Y	Drop down, select one	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Had various technical difficulties (links didn't work, received error messages, etc.) Other	А,В	Y	Drop down, select one	Skip Logic Group*
	Accomplish		Did you accomplish what you wanted to do today on this site?	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes	A,B	Y	Drop down, select one	Skip Logic Group*
	Accomplish OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find your	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking		Y	Drop down, select one Text area, no char limit	Skip Logic Group*
KMJ6515Q016			Please tell us why you were unable to accomplish your task/find your information today.	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q016			Please tell us why you were unable to accomplish your task/find your	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later				
KMJ6515Q016			Please tell us why you were unable to accomplish your task/find your information today.	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later Keep searching the Internet		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q016			Please tell us why you were unable to accomplish your task/find your information today.	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q016			Please tell us why you were unable to accomplish your task/find your information today.	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q016			Please tell us why you were unable to accomplish your task/find your information today.	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q016			Please tell us why you were unable to accomplish your task/find your information today.	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q016 KMJ6515Q017			Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ?	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q016 KMJ6515Q017			Please tell us why you were unable to accomplish your task/find your information today.	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call the United States embassy Other Computer/laptop		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q015 KMJ6515Q016 KMJ6515Q017 KMJ6515Q018			Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ?	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone		N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q016 KMJ6515Q017			Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ?	Had various technical difficulties (links didn't work, received error messages, etc.) Other Yes Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call the United States embassy Other Computer/laptop		N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group*

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







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

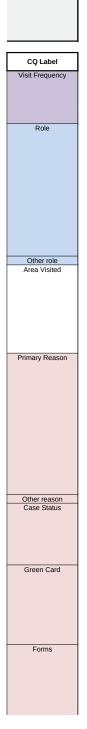
Blue: Reword

FORE SEE

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
<mj6515q001< td=""><td>Visit Frequency</td><td>FIOIN</td><td>How often do you visit this site?</td><td>First time</td><td>10</td><td>Y Y</td><td>Drop down, select one</td><td>Skip Logic Group*</td></mj6515q001<>	Visit Frequency	FIOIN	How often do you visit this site?	First time	10	Y Y	Drop down, select one	Skip Logic Group*
				Daily				
				Weekly				
				Monthly				
				Once every few months	_			
() 1) () () () () () () () () () () () () ()				Once every 6 months or less			Dedia huttara	
<mj6515q002< td=""><td>Role</td><td></td><td>What is your primary role in visiting the site today?</td><td>U.S. born citizen</td><td>_</td><td>Y</td><td>Radio button, one-up vertical</td><td>Skip Logic Group*</td></mj6515q002<>	Role		What is your primary role in visiting the site today?	U.S. born citizen	_	Y	Radio button, one-up vertical	Skip Logic Group*
				Naturalized U.S. citizen	-			
				Permanent Resident (green card holder) Conditional Resident	-			
				Citizen of a foreign country	-			
				Fiancé K-1	-			
				Visitor/nonimmigrant	-			
				Asylum seeker				
				Visa seeker				
				Spouse of US citizen	_			
				Temporary Worker	_			
				Student or Exchange Visitor	_			
				Employer	-			
				Attorney Other places specific	A			
<mj6515q003< td=""><td></td><td>A</td><td>Other role.</td><td>Other, please specify:</td><td>-</td><td>N</td><td>Text field, <100 char</td><td>Skip Logic Group*</td></mj6515q003<>		A	Other role.	Other, please specify:	-	N	Text field, <100 char	Skip Logic Group*
<mj6515q003< td=""><td></td><td></td><td>What area of the site were you primarily visiting today?</td><td>Forms</td><td></td><td>Y</td><td>Drop down, select one</td><td>Ship Logic Group</td></mj6515q003<>			What area of the site were you primarily visiting today?	Forms		Y	Drop down, select one	Ship Logic Group
				News	-	'	Drop domin, delete one	
				Citizenship	1			
				Green card				
				Tools				
				Laws				
				Services	_			
				Events	_			
				Other Services	-			
<mj6515q005< td=""><td>Primary Reason:</td><td></td><td>What was your primary reason for visiting the site today?</td><td>Other Just browsing</td><td></td><td>Y</td><td>Radio button, one-up vertical</td><td>Skip Logic Group*</td></mj6515q005<>	Primary Reason:		What was your primary reason for visiting the site today?	Other Just browsing		Y	Radio button, one-up vertical	Skip Logic Group*
(10100100000	Federal		what was your primary reason for visiting the site today?	Get general information before I file my case	-	I I	Radio button, one-up ventical	Skip Lugic Gloup
	Government or			Check my case status	в			
	Informational			Working in the USA	-			Randomize
	Non-Profit			Find citizenship information	E			
				Research green card information	C C			
				Find form(s)	D			
				Download form(s)	D			
				Create an account	_			
				Find/check filing fees	_			
				Research immigration laws	-			
				Read latest news releases	-			
				Find a USCIS office	-			
				Make an appointment	-			
				Other, please specify:	A			Anchor Answer Choice
<mj6515q006< td=""><td></td><td>A</td><td>Other primary reason.</td><td></td><td></td><td>N</td><td>Text area, no char limit</td><td>Skip Logic Group*</td></mj6515q006<>		A	Other primary reason.			N	Text area, no char limit	Skip Logic Group*
<mj6515q007< td=""><td></td><td></td><td>What specifically under case status did you try to accomplish?</td><td>Check my case status online</td><td></td><td>Y</td><td>Radio button, one-up vertical</td><td>Skip Logic Group*</td></mj6515q007<>			What specifically under case status did you try to accomplish?	Check my case status online		Y	Radio button, one-up vertical	Skip Logic Group*
				Sign in to my account				
				Change my address on file	_			
				Get automatic updates about my case	_			
				Ask questions about my case	_			
				See office case processing times Other	-			
<mj6515q008< td=""><td></td><td>с</td><td>What specific green card information were you looking for?</td><td>Find out how to obtain green card through family</td><td></td><td>Y</td><td>Radio button, one-up vertical</td><td>Skip Logic Group*</td></mj6515q008<>		с	What specific green card information were you looking for?	Find out how to obtain green card through family		Y	Radio button, one-up vertical	Skip Logic Group*
(111000100000			what specific green card information were you looking for?	Remove conditions on my green card	-		read button, one-up ventical	Skip Logic Group
				Renew or replace my green card				
				Find out how to obtain green card through a job				
				Travel outside of U.S.				
				Find other ways to get a green card				
				Research green card processes and procedures				
				Help my relative become a permanent resident (by U.S. citizen)				
				Other	_			
MJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms	_	Y	Radio button, one-up vertical	Skip Logic Group*
				Green Card-Based Forms	-			
				Family-Based Forms	-			
				Employment-Based Forms Humanitarian Benefits-Based Forms	-			
					-			
				Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms	-			

- L.				Other		1		
KMJ6515Q010		Е	What specific citizenship information were you looking for?	Other General information regarding applying for citizenship	_	Y	Radio button, one-up vertical	Skip Logic Group*
				Citizenship through naturalization	_			
				Citizenship for spouses of U.S. citizens	_			
				Citizenship through parents	_			
				Exceptions and accommodations	-			
				Passports Citizenship for Military personnel and family members	-			
				General information on naturalization	-			
				Naturalization test				
				Naturalization test study materials				
				Naturalization ceremonies				
				Other				
HOP0252918			Did you create an account during your visit today?	Yes	_	Y	Radio button, one-up vertical	
				No	_			
KMJ6515Q011			On where hehelf ware you leading for information today?	I already have an account		Y	Dran daum palaat ana	
(MJ0515QUII			On whose behalf were you looking for information today?	Myself Family member/relative	-	Ť	Drop down, select one	
				Friend	-			
				Client	_			
				Student				
				Fiancé				
				Employer/employee				
				Other	-			
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	A	Y	Drop down, select one	Skip Logic Group*
				Top navigation bar	B			
				Links on the pages Forms search	B A			
				Homepage banners or icons	B			
				A-Z Index	В			
				Chat feature (Emma)				
				Used an external search engine (e.g., Google)				
				Just browsing	В			
				Other				
KMJ6515Q013		Α	If you used the site's search feature or the forms search, please	Search delivered the expected results	_	Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your search experience.	Top recommendations were helpful Poturaed too many results	-			
				Returned too many results Returned not enough or no results	-			
				Returned not enough or no results Returned results that were too similar/redundant	-			
				Results were not relevant to my search terms or needs	-			
				I was not sure what words to use in my search				
				Search required too many refinements to get what I wanted				
				Other				
KMJ6515Q014		в	If you used navigational methods to find your information, please	Navigation worked as expected		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your navigational experience on this site.	Navigation options and links were intuitive	_			
				Banners and icons were useful	_			
				Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages	_			
				Too many links or navigational choices	-			
				Links did not take me where I expected	-			
				Had difficulty finding detailed information on your web pages				
				Had difficulty finding related information on your web pages				
				Navigation did not support what I was trying to accomplish				
				Would often feel lost, and did not know where I was on your site	_			
				Had various technical difficulties (links didn't work, received error messages, etc.)	_			
				Other				
KMJ6515Q015							Duran days	Older Land C
	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Ctill looking		Y	Drop down, select one	Skip Logic Group*
	Accomplish		Did you accomplish what you wanted to do today on this site?	Still looking	A,B	Y	Drop down, select one	Skip Logic Group*
(MJ65150016	·	A		Still looking No	А,В А,В			
KMJ6515Q016	Accomplish OE_Accomplish	A	Did you accomplish what you wanted to do today on this site? Please tell us why you were unable to accomplish your task/find your information today.	Still looking No		Y	Drop down, select one Text area, no char limit	Skip Logic Group*
KMJ6515Q016	·	A	Please tell us why you were unable to accomplish your task/find your	Still looking No				
-	·		Please tell us why you were unable to accomplish your task/find your information today.	Still looking No Come back to the site later Keep searching the Internet		N	Text area, no char limit	Skip Logic Group*
-	·		Please tell us why you were unable to accomplish your task/find your information today.	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center		N	Text area, no char limit	Skip Logic Group*
-	·		Please tell us why you were unable to accomplish your task/find your information today.	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment		N	Text area, no char limit	Skip Logic Group*
-	·		Please tell us why you were unable to accomplish your task/find your information today.	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney		N	Text area, no char limit	Skip Logic Group*
-	·		Please tell us why you were unable to accomplish your task/find your information today.	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q017	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/tak to an immigration attorney Call the United States embassy Other		Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group*
-	·		Please tell us why you were unable to accomplish your task/find your information today.	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop		N	Text area, no char limit	Skip Logic Group*
KMJ6515Q017	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/tak to an immigration attorney Call the United States embassy Other		Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q017	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone		Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q017	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Calltak to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS		Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q017	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ? How do you prefer to access this site?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile tablet No preference myUSCIS Citizenship Resource Center		N Y Y	Text area, no char limit Radio button, one-up vertical Drop down, select one	Skip Logic Group*
KMJ6515Q017	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ? How do you prefer to access this site?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call the Usit on immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS Citizenship Resource Center E-Venfy		N Y Y	Text area, no char limit Radio button, one-up vertical Drop down, select one	Skip Logic Group*
KMJ6515Q017	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ? How do you prefer to access this site?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify		N Y Y	Text area, no char limit Radio button, one-up vertical Drop down, select one	Skip Logic Group*
KMJ6515Q017 KMJ6515Q018	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ? How do you prefer to access this site?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call the USCIS office/make an appointment Call the United States embassy Other Computer/laptop Mobile tablet No preference myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program		N Y Y	Text area, no char limit Radio button, one-up vertical Drop down, select one	Skip Logic Group*
KMJ6515Q017	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ? How do you prefer to access this site?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call the United States embassy Other Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS Citizenship Resource Center E-Venfy Self Check/myE-Venfy SAVE (Systematic Alien Verification for Entitlements) Program I=9 Central		N Y Y	Text area, no char limit Radio button, one-up vertical Drop down, select one	Skip Logic Group*
KMJ6515Q017	·		Please tell us why you were unable to accomplish your task/find your information today. What do you plan to do next ? How do you prefer to access this site?	Still looking No Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call the USCIS office/make an appointment Call the United States embassy Other Computer/laptop Mobile tablet No preference myUSCIS Citizenship Resource Center E-Verify Self Check/myE-Verify Self Check/myE-Verify SAVE (Systematic Alien Verification for Entitlements) Program		N Y Y	Text area, no char limit Radio button, one-up vertical Drop down, select one	Skip Logic Group*

KMJ6515Q020	OE_Improve	What else would you like to share with us to help improve your	1	N	Text area, no char limit	
	Experience	online experience with USCIS.gov?				



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Not accomplished Do next Access		

Improvement

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

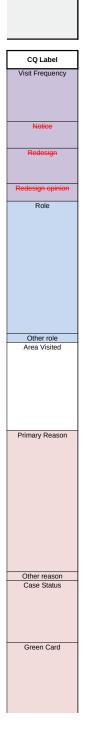
Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instruction
MJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	Skip Logic Group
				Daily	A			
				Weekly	A			
				Monthly	A			
				Once every few months	A			
				Once every 6 months or less	A			
R0217904		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes	B	¥	Drop down, select one	Skip Logic Group
				No, I did not notice changes				
				Don't know / Not sure				
R0217905		B	How would you describe the redesigned home page?	Better than the previous homepage		¥	Drop down, select one	Skip Logic Group
				Same as the previous homepage				
				Worse than the previous homepage				
				Don't know / Not sure				
R0217907		B	Would you share with us ANY opinions/thoughts you have about the redesigned home page?			N	Text area, no char limit	Skip Logic Group
J6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen		Y	Radio button, one-up vertical	Skip Logic Grou
				Naturalized U.S. citizen				
				Permanent Resident (green card holder)	1			
				Conditional Resident	1			
				Citizen of a foreign country				
				Fiancé K-1				
				Visitor/nonimmigrant	1			
				Asylum seeker	1			
				Visa seeker	1			
				Spouse of US citizen	1			
				Temporary Worker	-			
				Student or Exchange Visitor	-			
					-			
				Employer	-			
				Attorney				
				Other, please specify:	A		T	
J6515Q003			Other role.		-	N	Text field, <100 char	Skip Logic Grou
16515Q004			What area of the site were you primarily visiting today?	Forms	-	Y	Drop down, select one	
				News	-			
				Citizenship				
				Green card				
				Tools				
				Laws				
				Services	1			
				Events	1			
				Other Services	1			
				Other				
J6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing		Y	Radio button, one-up vertical	Skip Logic Grou
	Federal		, , , , , , ,	Get general information before I file my case	1			
	Government or			Check my case status	в			
	Informational			Working in the USA	1 -			Randomize
	Non-Profit			Find citizenship information	E			rtandorni20
				Research green card information	ī			
				Find form(s)	Ď			
				Download form(s)	D			
					-			
				Find/check filing fees	-			
				Research immigration laws	-			
				Read latest news releases	-			
				Learn about USCIS	-			
				Find a USCIS office				
				Make an appointment				
				Other, please specify:	A			Anchor Answer C
16515Q006			Other primary reason.			N	Text area, no char limit	Skip Logic Gro
J6515Q007		в	What specifically under case status did you try to accomplish?	Check my case status online		Y	Radio button, one-up vertical	Skip Logic Grou
				Sign in to my account				
				Change my address on file				
				Get automatic updates about my case				
				Ask questions about my case				
				See office case processing times				
				Other				
J6515Q008		с	What specific green card information were you looking for?	Find out how to obtain green card through family		V	Radio button, one-up vertical	Skin Logic Cro
000100008			what specific green care information were you looking for?	Pamovo conditione on my groon card	-	Y	radio button, one-up vertical	Skip Logic Gro
				Remove conditions on my green card	-			
				Renew or replace my green card	-			
				Find out how to obtain green card through a job	-			
				Travel outside of U.S.				
				Find other ways to get a green card				
				Research green card processes and procedures				
				Help my relative become a permanent resident (by U.S. citizen)	-			

	1			e	_		1	
KMJ6515Q009 KMJ6515Q010		D	What type of forms were you looking for? What specific citizenship information were you looking for?	Other Citizenship and Naturalization-Based Forms Green Card-Based Forms Family-Based Forms Employment-Based Forms Humanitarian Benefits-Based Forms Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms I-94 Arrival/Departure Forms Other General information regarding applying for citizenship Citizenship Hrough naturalization		Y	Radio button, one-up vertical Radio button, one-up vertical	Skip Logic Group*
				Citizenship function naturalization Citizenship for spouses of U.S. citizens Citizenship through parents Exceptions and accommodations Passports Citizenship for Military personnel and family members General information on naturalization Naturalization test Naturalization test Naturalization test study materials Naturalization ceremonies Other				
			Did you create an account during your visit today?	Yes	-	Y	Radio button, one-up vertical	
KMJ6515Q011			On whose behalf were you looking for information today?	Iaready have an account Myself Family member/relative Friend Client Student Fiancé Employer/employee Other		Y	Drop down, select one	
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	A	Y	Drop down, select one	Skip Logic Group*
			and individually use to indimolification on this site?	Sites search reactine Top navigation bar Links on the pages Forms search Homepage banners or icons A-Z Index Chat feature (Emma) Used an external search engine (e.g., Google)	B B A B B B		Drop dom, select one	Sky Logio Gloup
				Just browsing	в			
				Other				
КМЈ6515Q013		A	If you used the site's search feature or the forms search, please describe your search experience.	Search delivered the expected results Top recommendations were helpful Returned too many results Returned not enough or no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Other		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q014		В	If you used navigational methods to find your information, please describe your navigational experience on this site.	Navigation worked as expected Navigation options and links were intuitive Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages Too many links or navigational choices Links did not take me where I expected Had difficulty finding detailed information on your web pages Navigation did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Other		Y	Checkbox, one-up vertical	Skip Logic Group*
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
KMJ6515Q016	OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find your information today.		,_	N	Text area, no char limit	Skip Logic Group*
KMJ6515Q017		B	imormauon today. What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 number/contact USCIS Contact Center Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other		Y	Radio button, one-up vertical	Skip Logic Group*
KMJ6515Q018			How do you prefer to access this site?	Computer/laptop Mobile phone Mobile tablet		Y	Drop down, select one	
				No preference				

KMJ6515Q019		Which of the following sites/sections, if any, have you also visited?	myUSCIS		Y	Checkbox, one-up vertical	
			Citizenship Resource Center				
			E-Verify				
			Self Check/myE-Verify	1			
			SAVE (Systematic Alien Verification for Entitlements) Program				
			I-9 Central				
			WelcometoUSA.gov				
			U.S. Department of State				
			None of the above				
KMJ6515Q020	OE_Improve Experience	What else would you like to share with us to help improve your online experience with USCIS.gov?			N	Text area, no char limit	



Forms	
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Access	

Sites/sections
Improvement
Improvement



Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instruction
MJ6515Q001	Visit Frequency		How often do you visit this site?	First time	- ·	Y	Drop down, select one	Skip Logic Group*
				Daily	_ A			
				Weekly	_ A			
				Monthly	_ A			
				Once every few months	_ A			
D0047004				Once every 6 months or less	A	X	Dava davas palastana	Obia Lasia Oraya
R0217904		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes	В	Y	Drop down, select one	Skip Logic Group
				No, I did not notice changes	-			
				Don't know / Not sure				
AR0217905		в	How would you describe the redesigned home page?	Better than the previous homepage	-	Y	Drop down, select one	Skip Logic Group
				Same as the previous homepage	_			
				Worse than the previous homepage	_			
				Don't know / Not sure				
R0217907			Would you share with us ANY opinions/thoughts you have about the redesigned home page?			N	Text area, no char limit	Skip Logic Group
IJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen		Y	Radio button, one-up vertical	Skip Logic Group
				Naturalized U.S. citizen				
				Permanent Resident (green card holder)				
				Conditional Resident				
				Citizen of a foreign country				
				Fiancé K-1				
				Visitor/nonimmigrant				
				Asylum seeker	1			
				Visa seeker	1			
				Spouse of US citizen				
				Temporary Worker	-			
				Student or Exchange Visitor	-			
					-			
				Employer	-			
				Attorney				
105450000			Otherwards	Other, please specify:	A		Taut Calif. 100 altan	Olvia Lauria Oraco
IJ6515Q003		Α	Other role.			N	Text field, <100 char	Skip Logic Group
1J6515Q004			What area of the site were you primarily visiting today?	Forms	-	Y	Drop down, select one	
				News	_			
				Citizenship	_			
				Green card				
				Tools				
				Laws				
				Services				
				Events				
				Other Services				
				Other				
AJ6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing		Y	Radio button, one-up vertical	Skip Logic Group
-	Federal			Get general information before I file my case				
	Government or			Check my case status	в			
	Informational			Working in the USA				
	Non-Profit			Find citizenship information	E			
				Research green card information	- ī			
				Find form(s)	Ď			
					D			
				Download form(s)				
				Find/check filing fees	-			
				Research immigration laws	-			
				Read latest news releases	-			
				Learn about USCIS	-			
				Find a USCIS office				
				Make an appointment				
				Other, please specify:	A			
IJ6515Q006			Other primary reason.			N	Text area, no char limit	Skip Logic Grou
IJ6515Q007		В	What specifically under case status did you try to accomplish?	Check my case status online		Y	Radio button, one-up vertical	Skip Logic Grou
				Sign in to my account				
				Change my address on file				
				Get automatic updates about my case				
				Ask questions about my case				
				See office case processing times	1			
				Other	-			
4165150009		C	What specific green card information were you looking for?			V	Radio button, one-up vertical	Skin Logia Crew
AJ6515Q008			What specific green card information were you looking for?	Find out how to obtain green card through family	-	Y	Radio button, one-up vertical	Skip Logic Grou
				Remove conditions on my green card	-			
				Renew or replace my green card	_			
				Find out how to obtain green card through a job				
				Travel outside of U.S.				
				Find other ways to get a green card				
				Find other ways to get a green card Research green card processes and procedures	-			
				Find other ways to get a green card Research green card processes and procedures Help my relative become a permanent resident (by U.S. citizen)				

KMJ6515Q009		D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
10000100000				Green Card-Based Forms			reado batton, one up venteur	Ship Logic Oroup
				Family-Based Forms				
				Employment-Based Forms				
				Humanitarian Benefits-Based Forms				
				Adoptions-Based Forms Department of State (DS) and Other Non-USCIS Forms	_			
				I-94 Arrival/Departure Forms	_			
				Other				
KMJ6515Q010		E	What specific citizenship information were you looking for?	General information regarding applying for citizenship		Y	Radio button, one-up vertical	Skip Logic Group*
-				Citizenship through naturalization				
				Citizenship for spouses of U.S. citizens	_			
				Citizenship through parents	_			
				Exceptions and accommodations Passports	_			
				Citizenship for Military personnel and family members	_			
				General information on naturalization				
				Naturalization test				
				Naturalization test study materials				
				Naturalization ceremonies				
KA105450044			On whom had all wants and had in a family family family of the day O	Other		X	Data data a calacticat	
KMJ6515Q011			On whose behalf were you looking for information today?	Myself Family member/relative	_	Y	Drop down, select one	
				Friend	_			
				Client				
				Student				
				Fiancé				
				Employer/employee				
V11105150010			Adding a second state of state	Other	-		Duran davan dava	01
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	А В	Y	Drop down, select one	Skip Logic Group*
				Top navigation bar Links on the pages	B			
				Forms search	Ā			
				Homepage banners or icons	В			
				A-Z Index	В			
				Chat feature (Emma)				
				Used an external search engine (e.g., Google)	<u> </u>			
				Just browsing	В			
KMJ6515Q013		A	If you used the site's search feature or the forms search, please	Other Search delivered the expected results		Y	Checkbox, one-up vertical	Skip Logic Group*
1111000100010			describe your search experience.	Top recommendations were helpful	-		checkbox, one up venteur	Skip Logic Gloup
				Returned too many results				
				Returned not enough or no results				
				Returned results that were too similar/redundant				
				Results were not relevant to my search terms or needs				
				I was not sure what words to use in my search	_			
				Search required too many refinements to get what I wanted Other	_			
KMJ6515Q014		в	If you used navigational methods to find your information, please	Navigation worked as expected		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your navigational experience on this site.	Navigation options and links were intuitive			checkbox, one-up venical	Chap Logic Crodp
				Banners and icons were useful				
				Consistent page elements (header and footer) made navigation easy				
				Could not find the appropriate navigational links on most of your web pages				
				Too many links or navigational choices	_			
				Links did not take me where I expected	_			
				Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages	_			
				Navigation did not support what I was trying to accomplish				
				Would often feel lost, and did not know where I was on your site				
				Had various technical difficulties (links didn't work, received error messages, etc.)				
				Other				
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes		Y	Drop down, select one	Skip Logic Group*
				Still looking	A,B			
KMJ6515Q016	OE Accomplish	A	Please tell us why you were unable to accomplish your task/find you	No r	A,B	N	Text area, no char limit	Skip Logic Group*
1/10/0010		^	information today.			IN IN	Text area, no char innit	Skip Logic Group"
KMJ6515Q017		в	What do you plan to do next ?	Come back to the site later		Y	Radio button, one-up vertical	Skip Logic Group*
				Keep searching the Internet				, <u>3.</u>
				Call the 1-800 number/contact USCIS Contact Center				
				Visit the USCIS office/make an appointment				
				Call/talk to an immigration attorney				
				Call the United States embassy				
VM 105150010			How do you we fay to procee this site?	Call the United States embassy Other			Dran down, colort one	
KMJ6515Q018			How do you prefer to access this site?	Call the United States embassy Other Computer/laptop	_	Y	Drop down, select one	
KMJ6515Q018			How do you prefer to access this site?	Call the United States embassy Other Computer/laptop Mobile phone		Y	Drop down, select one	
KMJ6515Q018			How do you prefer to access this site?	Call the United States embassy Other Computer/laptop	_	Y	Drop down, select one	
KMJ6515Q018 KMJ6515Q019			How do you prefer to access this site? Which of the following sites/sections, if any, have you also visited ?	Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS		Y	Drop down, select one Checkbox, one-up vertical	
-				Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference				

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



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

Improvement



Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instruction
MJ6515Q001	Visit Frequency		How often do you visit this site?	First time	_	Y	Drop down, select one	Skip Logic Group*
				Daily	- <u>^</u>			
				Weekly	- <u>^</u>			
				Monthly	- <u>^</u>			
				Once every few months	A			
				Once every 6 months or less	A			
R0217904		A	Did you notice any changes to the USCIS.gov home page?	Yes, I noticed changes	_ В	Y	Drop down, select one	Skip Logic Group*
				No, I did not notice changes	-			
				Don't know / Not sure				
AR0217905		В	How would you describe the redesigned home page?	Better than the previous homepage	_	Y	Drop down, select one	Skip Logic Group*
				Same as the previous homepage				
				Worse than the previous homepage				
				Don't know / Not sure				
R0217907		В	Would you share with us ANY opinions/thoughts you have about the redesigned home page?			N	Text area, no char limit	Skip Logic Group*
4J6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen		Y	Radio button, one-up vertical	Skip Logic Group*
.000100002	11010		in a your printary role in violang the one today.	Naturalized U.S. citizen	1		ridale batton, one ap vertical	Chip Logio Croup
					-			
				Permanent Resident (green card holder) Conditional Resident	1			
					-			
				Citizen of a foreign country	-			
				Fiancé K-1	-			
				Visitor/nonimmigrant	-			
				Asylum seeker				
				Visa seeker				
				Spouse of US citizen				
				Temporary Worker				
				Student or Exchange Visitor	1			
				Employer	1			
				Attorney	1			
				Other, please specify:	A			
4J6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group
IJ6515Q004			What area of the site were you primarily visiting today?	Forms		Y	Drop down, select one	Chip Logio Croup
1003130004			what area of the site were you printing visiting today?	News	-		brop down, select one	
				Citizenship	-			
					-			
				Green card	-			
				Tools	-			
				Laws	-			
				Services	_			
				Events				
				Other Services				
				Other				
AJ6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing			Radio button, one-up vertical	Skip Logic Group
						Y		
	Federal				1	Y	radio baton, one up ventear	
	Federal Government or			Get general information before I file my case	в	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status	в	Y		
	Federal Government or			Get general information before I file my case Check my case status Working in the USA]	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information	E	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information	EC	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s)	E C D	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s)	EC	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees	E C D	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws	E C D	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases	E C D	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Reseal tatest news releases Learn about USCIS	E C D	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases	E C D	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment	E C D	Y		
	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find ACISC office	E C D	Ŷ		
1J6515Q006	Federal Government or Informational	A	Other primary reason.	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment	E C D D	Y	Text area, no char limit	Skip Logic Group
1J6515Q006 1J6515Q007	Federal Government or Informational	AB	Other primary reason. What specifically under case status did you try to accomplish?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment	E C D D			Skip Logic Group Skip Logic Group
136515Q006 136515Q007	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online	E C D D	N	Text area, no char limit	Skip Logic Group Skip Logic Group
1 <u>36515Q006</u> 1 <u>36515Q007</u>	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account	E C D D	N	Text area, no char limit	Skip Logic Group Skip Logic Group
1J6515Q006 1J6515Q007	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find/orm(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file	E C D D	N	Text area, no char limit	Skip Logic Group Skip Logic Group
<u>4J6515Q006</u> JJ6515Q007	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Findform(s) Download form(s) Find/check filing fees Research immigration laws Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case	E C D D	N	Text area, no char limit	Skip Logic Group Skip Logic Group
<u>4J6515Q006</u> JJ6515Q007	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case	E C D D	N	Text area, no char limit	Skip Logic Group Skip Logic Group
<u>436515Q006</u> 136515Q007	Federal Government or Informational			Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find/orn(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times	E C D D	N	Text area, no char limit	Skip Logic Group Skip Logic Group
4J6515Q007	Federal Government or Informational	В	What specifically under case status did you try to accomplish?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other	E C D D	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group
<u>1J6515Q006</u> 1J6515Q007	Federal Government or Informational	В		Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find/check filing fees Pownload form(s) Download form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family	E C D D	N	Text area, no char limit	Skip Logic Group
IJ6515Q007	Federal Government or Informational	В	What specifically under case status did you try to accomplish?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find/orm(s) Download form(s) Find/check filing fees Research immigration laws Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card	E C D D	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group
J6515Q007	Federal Government or Informational	В	What specifically under case status did you try to accomplish?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card Renew or replace my green card	E C D D	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group
IJ6515Q007	Federal Government or Informational	В	What specifically under case status did you try to accomplish?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card Renew or replace my green card	E C D D	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group
136515Q007	Federal Government or Informational	В	What specifically under case status did you try to accomplish?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card Renew or replace my green card Renew or collacement Find out how to obtain green card Renew or collacement Chook my case function Renew or collacement Chook on thow to obtain green card Renew or collacement Chook on thow to obtain green card Chook on thow to obtain green card Renew or replace my green card Renew or collacement See Office Case Processing times Chook on thow to obtain green card Renew or collacement See Office case Processing times See Office case process	E C D D	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group
IJ6515Q007	Federal Government or Informational	В	What specifically under case status did you try to accomplish?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card Renow conditions on stating card through a job Travel outside of U.S.	E C D D	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group Skip Logic Group Skip Logic Group
136515Q007	Federal Government or Informational	В	What specifically under case status did you try to accomplish?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Prind citizenship information Research green card information Download form(s) Dimit fine grees Research imingration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Chage my address on file Get automatic updates about my case Ask questions about my case Ask questions on my green card through family Renew or replace my green card Find out how to obtain green card through a job Travel outside of U.S. Find out how to statin green card Find work wys to get a green card	E C D D	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group
IJ6515Q007	Federal Government or Informational	В	What specifically under case status did you try to accomplish?	Get general information before I file my case Check my case status Working in the USA Find citizenship information Research green card information Find form(s) Download form(s) Find/check filing fees Research immigration laws Read latest news releases Learn about USCIS Find a USCIS office Make an appointment Other, please specify: Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case See office case processing times Other Find out how to obtain green card through family Remove conditions on my green card Renow conditions on stating card through a job Travel outside of U.S.	E C D D	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group

ForeSee Results - Confidential and Proprietary

KMJ6515Q009	1	D	What type of forms were you looking for?	Citizenship and Naturalization-Based Forms		Y	Radio button, one-up vertical	Skip Logic Group*
10000100000			while type of forms were you looking for a	Green Card-Based Forms			radio batton, one up venteur	Skip Logic Group
				Family-Based Forms				
				Employment-Based Forms				
				Humanitarian Benefits-Based Forms				
				Adoptions-Based Forms				
				Department of State (DS) and Other Non-USCIS Forms				
				I-94 Arrival/Departure Forms				
KMJ6515Q010		E	Minet enceifie altimenable information ware you looking for?	Other		Y	Radio button, one-up vertical	Skip Logic Group*
KM30212Q010		-	What specific citizenship information were you looking for?	General information regarding applying for citizenship Citizenship through naturalization		ř	Radio button, one-up vertical	Skip Logic Group"
				Citizenship for spouses of U.S. citizens				
				Citizenship through parents				
				Exceptions and accommodations				
				Passports				
				Citizenship for Military personnel and family members				
				General information on naturalization				
				Naturalization test				
				Naturalization test study materials				
				Naturalization ceremonies				
				Other				
KMJ6515Q011			On whose behalf were you looking for information today?	Myself		Y	Drop down, select one	
				Family member/relative				
				Friend				
				Client				
				Student Fiancé				
				Employer/employee				
				Other				
KMJ6515Q012			What method did you primarily use to find information on this site?	Site's search feature	A	Y	Drop down, select one	Skip Logic Group*
			that method and you primarily use to find information of this site?	Top navigation bar	B		Diop down, select one	onp Logic Group
				Links on the pages	В			
				Forms search	A			
				Homepage banners or icons	В			
				A-Z Index	В			
				Chat feature (Emma)				
				Used an external search engine (e.g., Google)				
				Just browsing	В			
				Other				
KMJ6515Q013		A	If you used the site's search feature or the forms search, please	Search delivered the expected results		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your search experience.	Top recommendations were helpful				
				Returned too many results				
				Returned not enough or no results				
				Returned results that were too similar/redundant				
				Results were not relevant to my search terms or needs I was not sure what words to use in my search				
				Search required too many refinements to get what I wanted				
				Other				
KMJ6515Q014		В	If you used navigational methods to find your information, please	Navigation worked as expected		Y	Checkbox, one-up vertical	Skip Logic Group*
			describe your navigational experience on this site.	Navigation options and links were intuitive			checkbox, one up verticul	onip zogio oroup
				Banners and icons were useful				
				Consistent page elements (header and footer) made navigation easy				
				Could not find the appropriate navigational links on most of your web pages				
				Too many links or navigational choices				
				Links did not take me where I expected				
				Had difficulty finding detailed information on your web pages				
				Had difficulty finding related information on your web pages				
				Navigation did not support what I was trying to accomplish				
				Would often feel lost, and did not know where I was on your site				
				Had various technical difficulties (links didn't work, received error messages, etc.)				
KM165150015	Accomplish		Did you accomplice what you wanted to do to dow on this site 0	Other		V	Drop down colect one	Skip Logie Croust
KMJ6515Q015	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes Still looking		Y	Drop down, select one	Skip Logic Group*
					A,B			
KM.165150016	OF Accomplich	Α	Please tell us why you were unable to accomplish your tack/find you	No r	A,B	N	Text area no char limit	Skin Logic Group*
KMJ6515Q016	OE_Accomplish	A	Please tell us why you were unable to accomplish your task/find you information today.		A,B	N	Text area, no char limit	Skip Logic Group*
	OE_Accomplish		information today.	r	A,B	N		
	OE_Accomplish			r Come back to the site later	A,B		Text area, no char limit Radio button, one-up vertical	Skip Logic Group*
	OE_Accomplish		information today.	r	A,B			
	OE_Accomplish		information today.	r Come back to the site later Keep searching the Internet	A,B			
	OE_Accomplish		information today.	r Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service	A,B			
	OE_Accomplish		information today.	r Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment	A,B			
KMJ6515Q017	OE_Accomplish		information today. What do you plan to do next ?	r Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/alk to an immigration attorney Call the United States embassy Other	A,B	Y	Radio button, one-up vertical	
KMJ6515Q017	OE_Accomplish		information today.	r Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop	A,B			
KMJ6515Q017	OE_Accomplish		information today. What do you plan to do next ?	r Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone	A,B	Y	Radio button, one-up vertical	
KMJ6515Q017	OE_Accomplish		information today. What do you plan to do next ?	r Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet	A,B	Y	Radio button, one-up vertical	
KMJ6515Q017	OE_Accomplish		information today. What do you plan to do next? How do you prefer to access this site?	r Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Yisit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference	A,B	Y	Radio button, one-up vertical Drop down, select one	
KMJ6515Q016 KMJ6515Q017 KMJ6515Q018 KMJ6515Q019	OE_Accomplish		information today. What do you plan to do next ?	r Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Visit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference myUSCIS	A,B	Y	Radio button, one-up vertical	
KMJ6515Q017	OE_Accomplish		information today. What do you plan to do next? How do you prefer to access this site?	r Come back to the site later Keep searching the Internet Call the 1-800 number/contact customer service Yisit the USCIS office/make an appointment Call/talk to an immigration attorney Call the United States embassy Other Computer/laptop Mobile phone Mobile tablet No preference	A,B	Y	Radio button, one-up vertical Drop down, select one	

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



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

Improvement

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

Blue: Reword

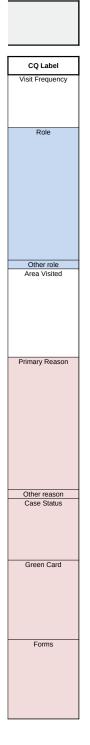
FOR



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instruction
MJ6515Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one	
				Daily				
				Weekly				
				Monthly				
				Once every few months	-			
				Once every 6 months or less				
MJ6515Q002	Role		What is your primary role in visiting the site today?	U.S. born citizen	-	Y	Radio button, one-up vertical	Skip Logic Group*
				Naturalized U.S. citizen	-			
				Permanent Resident (green card holder)	-			
				Conditional Resident	-			
				Citizen of a foreign country	-			
				Fiancé K-1	-			
				Visitor/nonimmigrant	-			
				Asyum seeker	-			
				VISA SEEKER Shouse of U.S. oitizon	-			
					-			
				Temporary Worker	-			
				Student or Exchange Visitor	-			
				Employer	-			
				Attorney				
105450000			Otherset	Other, please specify:	A		Taut Galid and 00 als	Olde Landa C
AJ6515Q003		A	Other role.			N	Text field, <100 char	Skip Logic Group
1J6515Q004			What area of the site were you primarily visiting today?	Forms	4	Y	Drop down, select one	
				News				
				Citizenship				
				Green card				
				Tools				
				Laws				
				Services				
				Events				i.
				Other Services				
				Other				
MJ6515Q005	Primary Reason:		What was your primary reason for visiting the site today?	Just browsing		Y	Radio button, one-up vertical	Skip Logic Group
	Federal			Get general information before I file my case				
	Government or			Check my case status	в			
	Informational Non-Profit			Working in the USA				
	NOI-FIOIL			Find citizenship information	E			
				Research green card information	С			
				Find form(s)	D			
				Download form(s)	D			
				Find/check filing fees				
				Research immigration laws				
				Read latest news releases				
				Learn about USCIS	1			
				Find a USCIS office	1			
				Make an appointment	1			
AJ6515Q006				Other, please specify:	A			
		A	Other primary reason.	Other, please specify.	A	N	Text area, no char limit	Skip Logic Group
				Check my case status online	A	N Y	Text area, no char limit Radio button, one-up vertical	
			Other primary reason. What specifically under case status did you try to accomplish?	Check my case status online	A			
				Check my case status online Sign in to my account	A			
				Check my case status online Sign in to my account Change my address on file	A			
				Check my case status online Sign in to my account Change my address on file Get automatic updates about my case	A			
				Check my case status online Sign in to my account Change my address on file Get automatic updates about my case Ask questions about my case	A			
MJ6515Q007				Check my case status online Sign in to my account Change my address on file Get automatic updates about my case	A			Skip Logic Group Skip Logic Group
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ForeSee Results - Confidential and Proprietary

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KMJ6515Q012 What method did you primarily use to find information on this site? Site's search feature A Y D Top navigation bar B	Drop down, select one	
Top navigation bar B Links on the pages B		Skip Logic Group*
Forms search A		
Homepage banners or icons B		
A-Z Index B		
Chat feature (Emma) Used an external search engine (e.g., Google)		
Just browsing B		
Other Other KMJ6515Q013 A If you used the site's search feature or the forms search, please Search delivered the expected results Y Che	eckbox, one-up vertical	Skip Logic Group*
describe your search experience. Top recommendations were helpful	conson, one up ventour	omp Logio Group
Returned too many results		
Returned not enough or no results Returned results that were too similar/redundant		
Results were not relevant to my search terms or needs		
l was not sure what words to use in my search Search required too many refinements to get what I wanted Other		
	eckbox, one-up vertical	Skip Logic Group*
Banners and icons were useful Consistent page elements (header and footer) made navigation easy Could not find the appropriate navigational links on most of your web pages		
Too many links or navigational choices		
Links did not take me where I expected Had difficulty finding detailed information on your web pages		
Had difficulty finding related information on your web pages		
Navigation did not support what I was trying to accomplish Navid from fool locit and did not large up your other		
Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.)		
University of the second s		
KMJ6515Q015 Accomplish Did you accomplish what you wanted to do today on this site? Yes Yes Still looking A,B	Drop down, select one	Skip Logic Group*
No A,B		
KMJ6515Q016 OE_Accomplish A Please tell us why you were unable to accomplish your task/find your information today. N Tele	ext area, no char limit	Skip Logic Group*
	lio button, one-up vertical	Skip Logic Group*
Keep searching the Internet Call the 1-800 number/contact customer service		
Visit the USCIS office/make an appointment		
Call/talk to an immigration attorney Call the United States embassy		
Other		
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Mobile phone Mobile tablet		
No preference		
KMJ6515Q019 Which of the following sites/sections, if any, have you also visited? myUSCIS Y Che Citizenship Resource Center Che	eckbox, one-up vertical	
E-Verify		
Self Check/myE-Verify		
SAVE (Systematic Alien Verification for Entitlements) Program		
WelcometoUSA.gov		
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Citizenship
Behalf
Method
Search experience
Navigational
Accomplish
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Not accomplished
Do next
Access
Sites/sections
Sites/sections