**Paperwork Reduction Act Statement**

# An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 8.5 minutes per response.  Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: External Affairs Directorate, U.S. Citizenship and Immigration Services, 111 Massachusetts Ave NW, Washington, DC 20002. OMB No. 1615-0121.  *Do not return a completed form to this address.*

USCIS Mobile/Desktop Satisfaction Survey (Qualtrics)

|  |  |
| --- | --- |
| **Question Text** | **Answer Choices** |
| How often do you visit this site? | First time |
| Daily |
| Weekly |
| Monthly |
| Once every few months |
| Once every 6 months or less |
| What is your primary role in visiting the site today? | Applicant (you’re applying for a visa, Green Card, or naturalization) |
| Legal Representative (you represent or help represent applicants, petitioners, or requestors) |
| Community Advocate or Educator (you work in a non-profit/community organization)  |
| Petitioner (you’re submitting an application on behalf of someone else such as your spouse, fiancé(e), or employee) |
| Requestor (you’re requesting immigration records) |
| Elected Official/Government Representative  |
| Media Representative |
| Translator/Interpreter |
| Friend, Family Member or Community Member (you’re helping someone else in an unofficial capacity) |
| Other, please specify: |
| On whose behalf were you looking for information today? | Myself |
| Family member/relative |
| Friend |
| Client |
| Student |
| Fiancé |
| Employer/employee |
| Other |
| What was the main part of the website you visited today? | Forms |
| News |
| Citizenship |
| Green Card  |
| Tools |
| Legal resources |
| Online filing |
| Data and correspondence |
| About USCIS |
| Policy Manual |
| Other |
| Did you find what you were looking for?   | Yes |
| No |
| I found only some information |
| Specifically, what policy information were you looking for today? |  |
| What was your general reason for visiting the site today? | Citizenship |
| Working in the USA |
| Green Card |
| General policy information |
| General information regarding USCIS |
| General information regarding immigration laws |
| Other, please specify: |
| What specific Green Card information were you looking for? | How to get a Green Card through family |
| Remove conditions on my Green Card |
| Renew or replace my Green Card |
| Find out how to obtain Green Card through a job |
| Travel outside of U.S. |
| 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 |
| What specific citizenship information were you looking for? | General information regarding applying for citizenship |
| Citizenship through naturalization |
| Citizenship for spouses of U.S. citizens |
| Citizenship through parents |
| Exceptions and accommodations |
| Passports |
| Citizenship for military personnel and family members |
| General information on naturalization |
| Naturalization test |
| Naturalization test study materials |
| Naturalization ceremonies |
| Other |
| Did you look for or use any forms today? | Yes |
| No |
| What type of forms were you looking for? | Citizenship and Naturalization-Based Forms |
| Green Card-Based Forms |
| Family-Based Forms |
| Employment-Based Forms |
| Humanitarian Benefits-Based Forms |
| Adoptions-Based Forms |
| Department of State and Other Non-USCIS Forms |
| I-94 Arrival/Departure Forms |
| Other |
| Did you use the case status feature during your visit today? | Yes |
| No |
| What specifically under case status did you try to accomplish? | Create a new account |
| Check your case status online |
| Update information within your account (such as your address) |
| Set up automatic updates regarding your case |
| Ask questions about your case |
| See office case processing times |
| Other |
| Did you create an account during your visit today? | Yes |
| No |
| I already have an account |
| What method did you primarily use to find information on this site? | Site's search feature  |
| Navigation |
| Locator tools (find a doctor, office locator, etc.) |
| Chat feature (Emma) |
| External search engine (for example, Google) |
| Other |
|   |
| Please specify your other method of finding information. |  |
| Did you experience any issues using search today? | Yes |
| No |
| What issues did you experience today? | 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  |
| What other issues did you experience with the search feature today? |  |
| Did you experience any issues navigating the website today? | Yes |
| No |
| What issues did you experience today?     | Could not find the appropriate navigational links on most of your pages |
| Too many links or navigational choices |
| Links did not take me where I expected |
| Had difficulty finding detailed or related information on your pages |
| Links didn't work |
| Other, please specify: |
| What other navigational issues did you experience today? |  |
| Did you accomplish what you wanted to do today on this site? | Yes |
| No |
| Please tell us why you were unable to accomplish your task/find your information 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 |
| How do you prefer to access this site? | Computer/laptop |
| Mobile phone |
| Mobile tablet |
| No preference |
| Why is that your preferred method of accessing the site? |  |
| What else would you like to share with us to help improve your online experience with USCIS.gov? |   |
| Please rate your level of agreement with the following statements about your experience on the website today.I am satisfied with the service I received from USCIS. | 1=Strongly Disagree |
|   | 2 |
|   | 3 |
|   | 4 |
|   | 5=Strongly Agree |
| This visit increased my confidence in USCIS. | 1=Strongly Disagree |
|   | 2 |
|   | 3 |
|   | 4 |
|   | 5=Strongly Agree |

**Qualtrics Survey Revisions: Mobile**

|  |  |
| --- | --- |
| **Question Text** | **Answer Choices** |
| How often do you visit this site? | First time |
| Daily |
| Weekly |
| Monthly |
| Once every few months |
| Once every 6 months or less |
| What is your primary role in visiting the site today? | Applicant (you’re applying for a visa, Green Card, or naturalization) |
| Legal Representative (you represent or help represent applicants, petitioners, or requestors) |
| Community Advocate or Educator (you work in a non-profit/community organization)  |
| Petitioner (you’re submitting an application on behalf of someone else such as your spouse, fiancé(e), or employee) |
| Requestor (you’re requesting immigration records) |
| Elected Official/Government Representative  |
| Media Representative |
| Translator/Interpreter |
| Friend, Family Member, or Community Member (you’re helping someone else in an unofficial capacity) |
| Other, please specify: |
| On whose behalf were you looking for information today? | Myself |
| Family member/relative |
| Friend |
| Client |
| Student |
| Fiancé |
| Employer/employee |
| Other |
| What was your general reason for visiting the site today? | Citizenship |
| Working in the USA |
| Green Card |
| General policy information |
| General information regarding USCIS |
| General information regarding immigration laws |
| Other, please specify: |
| What specific Green Card information were you looking for? | How to obtain Green Card through family |
| Remove conditions on my Green Card |
| Renew or replace my Green Card |
| How to obtain Green Card through a job |
| Travel outside of U.S. |
| 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 |
| What specific citizenship information were you looking for? | General information regarding applying for citizenship |
| Citizenship through naturalization |
| Citizenship for spouses of U.S. citizens |
| Citizenship through parents |
| Exceptions and accommodations |
| Passports |
| Citizenship for Military personnel and family members |
| General information on naturalization |
| Naturalization test |
| Naturalization test study materials |
| Naturalization ceremonies |
| Other |
| Did you look for or use any forms today? | Yes |
| No |
| What type of forms were you looking for? | Citizenship and Naturalization-Based Forms |
| Green Card-Based Forms |
| Family-Based Forms |
| Employment-Based Forms |
| Humanitarian Benefits-Based Forms |
| Adoptions-Based Forms |
| Department of State and Other Non-USCIS Forms |
| I-94 Arrival/Departure Forms |
| Other |
| Did you use the case status feature during your visit today? | Yes |
| No |
| What specifically under case status did you try to accomplish? | Create a new account |
| Check your case status online |
| Update information within your account (such as your address) |
| Set up automatic updates regarding my case |
| Ask questions about your case |
| See office case processing times |
| Other |
| Did you create an account during your visit today? | Yes |
| No |
| I already have an account |
| What method do you primarily use to find information on this site? | Site's search feature |
| Navigation |
| Chat feature (Emma) |
| External search engine (for example, Google) |
| Other |
| Please specify your other method of finding information. |   |
| Did you experience any issues using search today? | Yes |
| No |
| What issues did you experience today? | 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 |
| What other issues did you experience with the search feature today? |   |
| Did you experience any issues navigating the website today? | Yes |
| No |
| What issues did you experience today? | Could not find the appropriate navigational links on most of your pages |
|   | Too many links or navigational choices |
|   | Links did not take me where I expected |
|   | Had difficulty finding detailed or related information on your pages |
|   | Links didn't work |
|   | Other, please specify: |
| What other navigational issues did you experience today? |   |
| Did you accomplish what you wanted to do today on this site? | Yes |
| No |
| Please tell us why you were unable to accomplish your task 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 |
| How do you prefer to access this site? | Computer/laptop |
| Mobile phone |
| Mobile tablet |
| No preference |
| Why is that your preferred method of accessing the site? |   |
| What else would you like to share with us to help improve your online experience with USCIS.gov? |   |
| Please rate your level of agreement with the following statements about your experience on the website today.I am satisfied with the service I received from USCIS. | 1=Strongly Disagree |
|   | 2 |
|   | 3 |
|   | 4 |
|   | 5=Strongly Agree |
| This interaction increased my confidence in USCIS. | 1=Strongly Disagree |
|   | 2 |
|   | 3 |
|   | 4 |
|   | 5=Strongly Agree |

**Privacy Disclaimer**

Please do not provide PII or personal information about your case. This is specifically about the service you encountered and will have no bearing on your immigration benefit.