

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	How to get a Green Card through family
	Remove conditions on my Green Card

for?	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	Create a new account

status did you try to accomplish?	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?	

<p>What else would you like to share with us to help improve your online experience with USCIS.gov?</p>	
<p>Please rate your level of agreement with the following statements about your experience on the website today.</p> <p>I am satisfied with the service I received from USCIS.</p>	<p>1=Strongly Disagree</p>
	2
	3
	4
	5=Strongly Agree
<p>This visit increased my confidence in USCIS.</p>	<p>1=Strongly Disagree</p>
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Qualtrics Survey Revisions: Mobile

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	4
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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.