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## Survey on Travel.state.gov

### Core questions (for use across all CA directorates)

1. What is your overall satisfaction with the site?

Very satisfied

Somewhat satisfied

Neither satisfied nor dissatisfied

Somewhat dissatisfied

Very dissatisfied

2. How well does this site meet your expectations?

Far exceeds expectations

Exceeds expectations

Equals Expectations

Short of expectations

Far short of expectations

3. Please rate the visual appeal of the site.

Excellent

Good

Average

Poor

Terrible

4. Please rate how well the site is organized.

Excellent

Good

Average

Poor

Terrible

5. How likely are you to use this site as your primary resource for the information you were looking for?

Very likely

Somewhat likely

Neither likely nor unlikely

Somewhat unlikely  
Very unlikely

6. Please rate the search tool provided by this site.

Excellent  
Good  
Average  
Poor  
Terrible

7. Please rate the options available for navigating this site.

Excellent  
Good  
Average  
Poor  
Terrible

8. How likely are you to return to this site?

Very likely  
Somewhat likely  
Neither likely nor unlikely  
Somewhat unlikely  
Very unlikely

9. Which category best describes the area of the site you are visiting today?

Passports  
International Travel Information  
Visas  
Intercountry Adoption  
Child Abductions  
Careers  
Other (e.g., legal issues, records and authentications, etc)

10. Were you able to find the information that you were seeking?

Yes  
No

11. How easy or difficult was it to understand the content on this site?

Very easy to understand  
Somewhat easy to understand  
Neither easy nor difficult to understand  
Somewhat difficult to understand  
Very difficult to understand

12. How can we improve travel.state.gov?

Fill in the blank

13. How could we make the navigation tabs or menus more useful to you?

Fill in the blank

14. How could we make the search feature more useful to you?

Fill in the blank

15. Please tell us more about what you had trouble doing or finding today.

Fill in the blank

16. If you could make one recommendation to improve the site, what would it be?

Fill in the blank

### **Overseas Citizen Services Questions**

17. What international travel information were you looking for? (Select all that apply)

Learn about a country I will be traveling to or residing in as a U.S. citizen

Learn about Travel Advisories

Get services for Americans abroad

Enroll travel plans with a U.S. Embassy or STEP (Smart Traveler Enrollment Program)

Locate/contact U.S. Embassy or Consulate abroad

Contact the Department of State

Find general information about international travel

Obtain statistics or reports

Other, please specify:

18. Are you aware of the Smart Traveler Enrollment Program (STEP)?

Yes, I plan to enroll in STEP

Yes, I am currently enrolled in STEP

Yes, but I do not plan to enroll in STEP

No, I am not aware of STEP

### **Children's Issues Questions**

19. What is your reason for visiting today? (Select all that apply)

Learn how to respond to a child abduction from the U.S. to another country

Get information about preventing international child abductions

Get information about other countries' (non-U.S.) laws

Locate/contact U.S. Embassy or Consulate abroad

Obtain statistics or reports

Find general information about international child abduction

Other, please specify:

20. What is your reason for visiting today? (Select all that apply)

Obtain information about country's adoption laws and policies

Access Adoption Tracking Service

Submit complaint

Browse general intercountry adoption information

Learn about the eligibility requirements to become an adoptive parent

Learn about a specific country's adoption process

Find adoption notices

Find specific adoption forms

Find adoptions statistics or reports

Learn about how to get a U.S. visa for your adopted child

Contact the Department of State, Office of Children's Issues, Adoption Division

Other, please specify:

### Visa Questions

21. Did you accomplish the goal of your visit?

No

Yes

Other, please specify:

22. Were you able to understand the visa process with the information provided on this site?

No

Yes

Other, please specify:

23. Is the Visa Content organized in a logical manner?

No

Yes

Other, please specify:

24. Did you find the Visa information easy to understand?

No

Yes

Other, please specify:

25. Was there any missing visa information?

No

Yes

Other, please specify:

26. Did you use our interactive features such as the "Visa Wizard" or the interview "Appointment Wait Time"?

No

Yes

Other, please specify:

27. If you could make one improvement to the visa pages on this site, what would it be and why? Fill in the blank

### **Passport Questions**

28. Was this page helpful?

Yes

No (skip logic)

29. The page was not helpful because it... (select all that apply)

Has too little information

Has too much information

Is confusing

Is out-of-date

30. Would you like to tell us more about how we can improve the page?

Yes (skip logic)

No

31. Thank you! How can we make this page more helpful?

Fill in the blank

### **PRA statement**

Public reporting burden for this collection of information is estimated to average 2 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: U.S. Department of State, Bureau of Consular Affairs, Office of Public and Congressional Affairs, 600 19th Street, NW, Washington, DC 20036.