

**U.S. DEPARTMENT OF STATE  
 NONIMMIGRANT VISA APPLICANT  
 SATISFACTION SURVEY**

**(美国政府非移民签证满意度调查问卷)**

We ask that you take a brief survey to assess your experience with the United States consular section at the U.S. [Embassy/Consulate General name]. Your responses will be kept private and not associated with you or your case. We are only conducting this survey to improve our service.

(我们邀请您参与完成这份有关到访[美国驻\_\_\_\_\_大使馆/总领事馆]领事处申请签证的简短调查问卷。此问卷为匿名调查，不会对您的申请产生影响，您的回答也将完全保密。本调查的目的只是为了提升对申请人所提供的服务。)

1. U.S. Embassy/Consulate General [Dropdown choices for electronic survey or write-in option for paper]

(美国驻\_\_\_\_\_大使馆/总领事馆 电子问卷请点击选项，纸制问卷请标注选项)

If used,  
was source helpful?

(若此项符合条件，请标出该资源是否对您有所帮助)

**PREPARING FOR YOUR APPOINTMENT (准备面谈)**

2. How did you obtain information to prepare for your appointment? Check all that apply.

(您是如何获得申请签证预约流程等相关信息的？请选出所有符合条件的选项)

	Yes (有帮助)	No (没帮助)
<input type="checkbox"/> Family member or friend (家人或朋友)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Attorney/notary (律师/公证员)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Travel agent (旅行社)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> U.S. Department of State website (travel.state.gov) (美国政府官方网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> [Embassy/Consulate General name] website in English ([insert post website URL]) ([美国驻_____大使馆/总领事馆] 英文网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> [Embassy/Consulate General name] website in [country's official language] ([美国驻_____大使馆/总领事馆] 中文网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> [Embassy/Consulate General name] by phone or email in English ([美国驻_____大使馆/总领事馆] 的邮件或电话英文服务)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> [Embassy/Consulate General name] by phone or email in [country's official language] ([美国驻_____大使馆/总领事馆] 的邮件或电话中文服务)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ustraveldocs.com (ustraveldocs.com 网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> usvisa-info.com (usvisa-info.com 网站)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Social media (e.g., Facebook, Twitter) (社交媒体 (例如: 微博, 微信))	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other _____ (其它 _____)	<input type="checkbox"/>	<input type="checkbox"/>

3. Did you need help in completing the forms? (您填表时需要他人的帮助吗?)
- No (不需要)
  - Yes, by a family member or friend (需要, 通过家人或朋友的帮助)
  - Yes, by an attorney/notary (需要, 通过律师或公证人员的帮助)
  - Yes, by a travel agent (需要, 通过旅行社的帮助)
  - Yes, by contacting the [Embassy/Consulate General name] by phone or email in English (需要, 通过[美国驻\_\_\_\_\_大使馆/总领事馆]的邮件或电话英文服务的帮助)
  - Yes, by contacting the [Embassy/Consulate General name] by phone or email in [country's official language] (需要, 通过[美国驻\_\_\_\_\_大使馆/总领事馆]的邮件或电话中文服务的帮助)
  - Yes, by contactingustraveldocs.com (需要, 通过ustraveldocs.com网站寻求的帮助)
  - Yes, by contacting usvisa-info.com (需要, 通过usvisa-info.com 网站寻求的帮助)
  - Yes, other \_\_\_\_\_ (需要, 通过其它方式  
\_\_\_\_\_)
4. If you used the [Embassy/Consulate General name], ustraveldocs.com, or usvisa-info.com website, were instructions and requirements well-defined?
5. (如果您是通过登录[美国驻\_\_\_\_\_大使馆/总领事馆]的官方网站, 或查询ustraveldocs.com, usvisa-info.com 网站获得的帮助, 那您觉得它们提供的信息是否清楚明确?)
- Yes (很明确)
  - No (不明确)
  - I did not use a website (我没有利用这些渠道查询)
6. Prior to your appointment, which of the following would you have liked to receive additional information about? (在预约之前, 您更希望详细了解下列哪些信息?)
- What to expect at the appointment (i.e., the security process, waiting room experience, parking, appointment time and duration) (面谈程序的相关信息(例如: 安检程序; 等候大厅排队方式; 停车方式; 面谈进行所需的时间))
  - Prohibited items that are not allowed in the [Embassy/Consulate General name] (禁止带入使领馆的物品)
  - Supporting documentation required (面谈时需要的辅助性材料)
  - Information on how to change appointment time (如何更改面谈时间的相关信息)
  - Document delivery service (面谈后护照的递取方式)
  - Other \_\_\_\_\_ (其它  
\_\_\_\_\_)

### FEE PAYMENT (支付费用)

7. Were you satisfied with the fee payment instructions? (您对付费操作指南满意吗?)
- Yes, they were sufficient (满意, 解释很详细)
  - No, I needed more information (不满意, 我需要更多的信息)
  - No, they were confusing (不满意, 它让我很费解)
  - Other \_\_\_\_\_ (其它  
\_\_\_\_\_)
8. Were you satisfied with the fee payment options? (您对付费方式满意吗?)
- Yes, they were sufficient (满意, 方式很多)
  - No, they were inconvenient (不满意, 很不方便)
  - Other \_\_\_\_\_ (其它  
\_\_\_\_\_)

**APPOINTMENT SCHEDULING (上网预约)**

9. Did you receive an appointment for a time and date within three weeks? (预约时, 是否有三周之内的面谈时间供您选择?)
- Yes (是的)
  - No, I needed an earlier appointment date, and one was not available. (没有, 我需要一个早一点的预约时间, 但没有可选时间。)
  - No, other \_\_\_\_\_ (没有, 其它原因 \_\_\_\_\_)
10. Was it difficult for you to schedule or reschedule your appointment? Please indicate why and check all that apply. (当您预约或重新预约一个面谈的时候, 您是否感到有困难? 请说明为什么有困难并选择相关选项。)
- The scheduling or rescheduling process was confusing. (安排或重新安排一个预约的流程很让人费解。)
  - I do not have access to or use the internet. (我没有权限进入或使用预约网站。)
  - Other \_\_\_\_\_ (其它 \_\_\_\_\_)

**DURING THE APPOINTMENT (面谈过程)**

10. Please rate your visit to [Embassy/Consulate General name].

请您对到访使领馆的经历作出评估。

	Excellent (非常好)	Satisfactory (一般)	Needs Improvement (有待提高)
Courtesy of the security guards (安保人员的言行举止)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of the consular staff (领事处工作人员的言行举止)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answers to your questions (对您疑问的解答)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation regarding your case (对您签证结果的解释)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness and comfort of the waiting area (等候大厅的卫生状况和舒适度)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration of wait time for the interview (面谈的等候时间)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**DOCUMENT DELIVERY (文件运送)**

11. If you were provided the option of document delivery, were you satisfied with the options for document delivery?
12. (您对我们所提供的文件运送方式满意吗?)
- Yes, they were sufficient (满意, 所提供的选择很充足)
  - No, they were inconvenient (不满意, 所提供的选择不方便)
  - No, I needed more options (不满意, 我需要更多的选择)
  - Not applicable, I did not use document delivery or it was not an option (不符合我的情况, 我没有使用该服务或我没有被提供选择)
  - Other \_\_\_\_\_ (其它 \_\_\_\_\_)

13. Please use the space below for any additional suggestions on what we could improve. (请在下方方框里填写其他评价或给我们提出宝贵建议。)

Public reporting burden for this collection of information is estimated to average 3 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: Department of State, Bureau of Consular Affairs, ATTN: Catherine Barry, 600 19<sup>th</sup> Street, N.W., Washington, DC 20036.

**完成每份**该调查报告的预计花费时间是**3分钟**，其中包括查阅现有资料，收集必要文件，提供所需信息和/或**文件并回顾**最终所采集的信息所需的时间总和。该调查报告需显示当前有效的**OMB控制**编号，否则您将无需向其提供所需信息。如果您对该报告的预计完成时间和/或**减少**该花费时间有任何意见或建议，请发送至：**Department of State, Bureau of Consular Affairs, ATTN: Catherine Barry, 600 19<sup>th</sup> Street, N.W., Washington, DC 20036.**