

## U.S. Department of State Nonimmigrant Visa Applicant Satisfaction Survey

We ask that you take a brief survey to assess your experience with the United States consular section at the U.S. Embassy in London. Your responses will be kept private and not associated with you or your case. We are only conducting this survey to improve our service. (OMB No: 1405-0193, Expiration Date: 7/31/2017, Estimated Burden: 3 minutes, SV-2015-0009)

### Preparing for your Appointment

Q1 How did you obtain information to prepare for your appointment? Check all that apply.

	This source was helpful	This source was not helpful
Family member or friend	<input type="radio"/>	<input type="radio"/>
Attorney/notary	<input type="radio"/>	<input type="radio"/>
Travel agent	<input type="radio"/>	<input type="radio"/>
U.S. Department of State website, travel.state.gov	<input type="radio"/>	<input type="radio"/>
Embassy London website	<input type="radio"/>	<input type="radio"/>
Embassy London by phone or email	<input type="radio"/>	<input type="radio"/>
ustraveldocs.com	<input type="radio"/>	<input type="radio"/>
usvisa-info.com	<input type="radio"/>	<input type="radio"/>
Social media (e.g., Facebook, Twitter)	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>
If other: Please specify		

Q2 Did you need help in completing the forms?

- No
  - Yes, by a family member or friend
  - Yes, by an attorney/notary
  - Yes, by a travel agent
  - Yes, by contacting Embassy London by phone or email
  - Yes, by contacting ustraveldocs.com
  - Yes, by contacting usvisa-info.com
  - Yes, by other
- If other, please specify

Q3 If you used the Embassy London, ustraveldocs.com, or usvisa-info.com website, were instructions and requirements well-defined?

- Yes
- No
- I did not use a website.

Q4 Prior to your appointment, which of the following would you have liked to receive additional information about?

- What to expect at the appointment (i.e., the security process, waiting room experience, parking, appointment time and duration)
- Prohibited items that are not allowed in the Embassy.
- Supporting documentation required.
- Information on how to change appointment time.
- Other

If other, please specify

### Fee Payment

Q5 Were you satisfied with the fee payment instructions?

- Yes, they were sufficient.
- No, I needed more information.

- No, they were confusing.
- Other

If other, please specify

Q6 Were you satisfied with the fee payment options?

- Yes, they were sufficient.
- No, they were inconvenient.
- Other

If other, please specify

### Appointment Scheduling

Q7 Did you receive an appointment for a time and date within three weeks?

- Yes
- No, I needed an earlier appointment date, and one was not available.
- No, other

If other, please specify

Q8 Was it difficult for you to schedule or reschedule your appointment? Please indicate why and check all that apply.

- The scheduling or rescheduling process was confusing.
- I do not have access to, or use the internet.
- Other

If other, please specify

### During the Appointment

Q9 Please rate your visit to Embassy London.

	Excellent	Satisfactory	Needs Improvement
Courtesy of the security guards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of the consular staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answers to your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explanation regarding your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness and comfort of the waiting area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duration of wait time for the interview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Document Delivery

Q10 If you were provided the option of document delivery, were you satisfied with the options for document delivery?

- Yes, they were sufficient.
- No, they were inconvenient.
- No, I needed more options.
- Not applicable, I did not use document delivery or it was not an option.
- Other

If other, please specify

Q11 Please use the space below for any additional suggestions on what we could improve.

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: CA/EX/PAS, 600 19th Street, N.W., Washington, DC 20036.