U.S. Department of State Immigrant 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 obta	in information to prepare	of or your appointment?	Check all that apply.
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		This source was helpful	This source was not helpful
	Family member or friend	0	0
	Attorney/notary	0	0
	Immigration consultant	0	0
	U.S. Department of State's National Visa Center website (travel.state.gov or nvc.state.gov)	0	0
	Embassy London website	0	0
	Embassy London by phone or email	0	0
	National Visa Center by phone	0	0
	National Visa Center by email	0	0
	Department of Homeland Security, U.S. Citizenship and Immigration Services website	0.	
	Social media (e.g., Facebook, Twitter)	0	0
	Other .	0	0
	If other: Please specify		
22	 Did you need help in completing the forms? No Yes, by a family member or friend Yes, by an attorney/notary Yes, by contacting Embassy London by phone or e Yes, by other If other, please specify 	mail	
23	If you used the Embassy London website were appointment, items allowed inside the Embass O Yes O No O I did not use a website.		vell-defined (i.e., documents needed for
24	Prior to your appointment, which of the followin What to expect at the appointment (i.e., the security Prohibited items that are not allowed in the Embass Supporting documentation required. Information on how to change appointment time. Document delivery service Other If other, please specify	process, waiting room experience, pa	
ppoi	ntment Scheduling		
	Did you receive an appointment for a time and	10 173 V IV HIME	

◯ Yes

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