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PDF Family Unification Forms Customer Satisfaction Survey

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to gather customer feedback in order to continuously improve our services. Public reporting burden for this collection of information is estimated to average 7 minutes per respondent, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. Agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The OMB # is 0970-0401 and the expiration date is 06/30/2024. If you have any comments on this collection of information, please contact ucpolicy@acf.hhs.gov.

When answering this survey, please consider the standard process for working with sponsors to fill out the Family Reunification Packet. This includes sending and receiving PDFs and supporting documentation via text messages, WhatsApp, email, or via mail, and adding that content to Portal.

1. How satisfied are you with the PDF Family Unification process?

Not satisfied at all (1)

Not very satisfied (2)

Somewhat satisfied (3)

Satisfied (4)

Very satisfied (5)

2. How satisfied are you with the training information you have received on the PDF Family Unification process?

Not satisfied at all (1)

Not very satisfied (2)

Somewhat satisfied (3) Satisfied (4) Very satisfied (5)

3. How satisfied are you with the PDF Family Unification onboarding and training process?

 Not satisfied at all (1) Not very satisfied (2) Somewhat satisfied (3) Satisfied (4) Very satisfied (5)

4. How satisfied are you with the support you have received using the PDF Family Unification process?

 Not satisfied at all (1) Not very satisfied (2) Somewhat satisfied (3) Satisfied (4)


Very satisfied (5)

5. How could we continue to improve the PDF Family Unification process?

Please provide any additional comments you'd like to share.

1000 characters allowed

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