

# **Department of Homeland Security U.S. Citizenship and Immigration Services**

## International Field Office Customer Satisfaction Survey

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FINAL Report  
September 2013



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## Table of Contents

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<b>Executive Summary</b>	<b>3</b>
Introduction and Methodology	4
<i>Table 1a: Languages Used</i>	4
<i>Table 1b: Confidence Intervals</i>	5
<i>Table 1c: Inquiry Volume and Weights</i>	6
Overall Findings	7
<b>Detailed Report</b>	<b>9</b>
Customer Satisfaction Index	10
<i>Table 2: Aggregate Field Office Satisfaction</i>	10
<i>Table 3: Field Office Satisfaction by Office</i>	11
<i>Table 4: Field Office Satisfaction and Attributes by Office</i>	12
<i>Table 5: Customer Satisfaction Benchmarks</i>	12
Customer Satisfaction Model	13
<i>Table 6: 2013 U.S. Citizenship and Immigration Service International Field Office Customer Satisfaction Model</i>	13
Drivers of Satisfaction	14
<i>Table 7: Aggregate USCIS Staff</i>	14
<i>Table 8: USCIS Staff by Office</i>	15
<i>Table 9: Aggregate Website</i>	15
<i>Table 10: Visited Website by Office</i>	16
<i>Table 11: Aggregate Website</i>	16
<i>Table 12: Aggregate Satisfaction with Response Time and with Response Received</i>	17
<i>Table 13: Satisfaction with Response Time and with Response Received by Office</i>	17
<b>Recommendations</b>	<b>18</b>
<b>Appendices</b>	
Appendix A: Survey Questionnaire	19
Appendix B: Non-Modeled Responses	24
<i>Table 14: Aggregate Non-Modeled Responses</i>	25
<i>Table 15: Non-Modeled Responses by Office</i>	28
Appendix C: Results Tables	30
<i>Table 16: Aggregate Scores and Impacts</i>	31
<i>Table 17: Scores by Office</i>	32
<i>Table 18: Scores by How Long it Took for Answer</i>	33
<i>Table 19: Scores by Inquiry on Behalf of</i>	34
<i>Table 20: Scores by Method of Contact</i>	35
<i>Table 21: Scores by Number of Contacts</i>	36
<i>Table 22: Scores by Question Was Answered</i>	37
<i>Table 23: Scores by Reason for Contact</i>	38

## **EXECUTIVE SUMMARY**

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## Introduction and Methodology

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This study was conducted using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI is the national indicator of customer evaluations of the quality of goods and services available in the U.S. It is the only uniform, cross-industry/government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private-sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service.

The ACSI is widely used to measure customer satisfaction among government programs. This methodology has measured hundreds of programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

This report was produced by CFI Group. If you have any questions regarding this report, please contact CFI Group at 734-930-9090.

### Segment Choice

This study is about individuals who made an inquiry to a USCIS International Field office between 4/22/2013 and 6/14/2013.

### Customer Samples and Data Collection

A total of 25 office locations participated in the survey. Surveys were made available in 18 languages for the respondents to be able to use their native language to respond. The most frequently used language was English with Spanish a close second.

**Table 1a: Languages Used**

	Frequency	Percent
English	852	39.8%
Spanish	778	36.8%
Chinese	179	8.4%
Tagalog	65	3.0%
Thai	59	2.8%
Korean	36	1.7%
Russian	35	1.6%
Arabic	33	1.5%
French	31	1.4%
Greek	22	1.0%
Haitian Creole	16	0.7%
Punjabi	10	0.5%
Hindi	8	0.4%
Swahili	4	0.2%
Japanese	3	0.1%
Somali	1	0.0%
Tibetan	0	0.0%
Portuguese	0	0.0%
<b>Total</b>	<b>2,132</b>	<b>100.0%</b>

Data were collected in two ways: on paper and online. Customers who made in-person inquiries at the international offices were given a paper survey. Customers who made inquiries via email or by phone were given a URL to the online survey that contained the same questions. The paper survey administered at each office was the primary means of data collection. Of the 2,132 total responses, 1,820 (85%) questionnaires were completed via paper and entered into a database by CFI Group. Another 312 were completed by the respondent online and of those 58 responses were collected using a mobile device.

Of the 2,132 responses that were collected, 2,111 were valid and used for data analysis. A response was considered valid when the respondent answered at least one of the customer satisfaction questions (questions 17-19). The 21 responses that were not valid for data analysis may have included open-ended comments that were captured. Responses were collected from April 22, 2013 to June 14, 2013. Each office had a quota of 100 completed surveys; 14 offices fell short of that quota and 11 offices exceeded it.

The target of 100 responses was selected so that reported scores would be an accurate representation of performance without putting too much burden on staff to collect data. Collecting 100 responses would produce scores with an accuracy of approximately +/- 3 points. This is with a 90% level of confidence. A *90% confidence interval means that there is a 90% chance that the “true” score is within the +/- interval.* However, even for those offices where fewer responses were collected, the scores are still valid. Scores are just slightly less precise. For example, offices that collected 50 responses would still have scores with accuracy of just over +/- 4 points.

**Table 1b: Confidence Intervals**

<b>Number of responses (N)</b>	<b>90% Confidence Interval (Points on a “0” to “100” scale)</b>
<b>30</b>	+/- 5.4 points
<b>50</b>	+/- 4.2 points
<b>75</b>	+/- 3.4 points
<b>100</b>	+/- 3.0 points
<b>500</b>	+/- 1.3 points
<b>1000</b>	+/- 0.9 points
<b>2000</b>	+/- 0.7 points

In order to report results in aggregate that are representative of case volumes handled in each office, scores from individual offices were weighted by the percentage of total inquiry volume they represented. This ensures that offices which may have had a better response but do not necessarily handle more cases are not overrepresented. The table below shows the number of inquiries that were handled at each office for the 12 month period of July 22, 2012 through July 21, 2013 and the percentage of total inquiries handled at that office.<sup>1</sup>

<sup>1</sup> Inquiry data are based on the number of public inquiries recorded in Case and Activity Management for International Operations (CAMINO) for each office. These numbers do not include congressional inquiries.

**Table 1c: Inquiry Volume and Weights**

Office	Inquiries	Percentage of total inquiries/ Weight Applied
Accra	2,242	1.2%
Amman	6,126	3.4%
Athens	5,393	3.0%
Bangkok (Field and District Office)	6,208	3.5%
Beijing	4,558	2.5%
Ciudad Juarez	811	0.5%
Frankfurt	21,373	11.9%
Guangzhou	12,605	7.0%
Guatemala City	7,741	4.3%
Havana	3,580	2.0%
Johannesburg	4,142	2.3%
Lima	7,690	4.3%
London	9,091	5.1%
Manila	14,936	8.3%
Mexico City (Field and District Office)	19,471	10.9%
Monterrey	2,348	1.3%
Moscow	1,210	0.7%
Nairobi	2,867	1.6%
New Delhi	4,398	2.5%
Port-Au-Prince	6,800	3.8%
Rome (Field Office)	8,319	4.6%
San Salvador	2,375	1.3%
Santo Domingo	1,795	1.0%
Seoul	20,800	11.6%
Vienna	2,495	1.4%
<b>Total</b>	<b>179,374</b>	<b>100.0%</b>

### Questionnaire and Reporting

The questionnaire used is shown in Appendix A. It was designed to be agency-specific in terms of activities, outcomes, and introductions to the survey and specific question areas. However, it follows a format common to all the federal agency questionnaires that allow cause-and-effect modeling using the ACSI model. CFI Group collaborated with USCIS to develop the questionnaire.

Most of the questions in the survey asked the respondent to rate items on a 1 to 10 scale, where “1” is “poor” and “10” is “excellent.” Scores are converted to a 0 to 100 scale for reporting purposes. These questions are used in building the Customer Satisfaction Model. Appendix B contains tables of responses to non-modeled questions. These are categorical and “Yes/No” type questions where a response is not on a 1 to 10 scale. Instead of scores on a “0” to “100” scale, results for these questions are shown as percentages. Appendix C contains score tables for questions that were rated on a 1 to 10 scale at an aggregate level and segmented by groups.

Where reported, sample sizes are shown under graphics with the label “respondents.”

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## Overall Findings

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### ***Satisfaction with USCIS***

Overall, customers are highly satisfied with the service they receive at USCIS International Field Offices. With an overall score of 89, satisfaction is well above other federal government and peer agency benchmarks. Customer satisfaction was consistently high across the 25 offices that were measured. Just over half (13) of the offices had satisfaction of 90 or above and only three offices had satisfaction below 85. Staff are the primary driver of satisfaction and are highly rated for their demeanor, communication and comprehension of issues. This was nearly uniform across all offices as 21 offices rated Staff at 90 or above and the lowest rating for Staff, in New Delhi, was still relatively high at 86.

Satisfaction was slightly higher among those who contacted USCIS in-person compared to those using other modes of contact. For those contacting USCIS in-person, satisfaction was 92. Those contacting by phone still were highly satisfied with the field office with a score just slightly lower at 89. By comparison, those contacting by e-mail only had satisfaction of 85. A small proportion of respondents used multiple modes of contact. However, for those who used e-mail to contact USCIS either in concert with other modes or by itself, satisfaction was slightly lower.

While nearly all respondents reported having their question answered, those 4% who did not receive an answer were highly dissatisfied. Satisfaction for those with their question answered was 92, but for those who did not receive an answer it is only 48 – a difference of 44 points.

Having to make more than one contact to receive an answer also impacted satisfaction. Those only needing one contact had satisfaction of 92. For those needing two or three contacts, satisfaction slips to the mid-80s. Those needing four or more contacts have satisfaction in the low-80s.

### ***Website***

Information on the USCIS website appears to be meeting the needs of its users with an aggregate rating of 80. At most office locations users felt the information from the website was useful; 17 offices had website scores of 80 or above. However, based on the survey comments, many customers still felt that the website could be more user friendly.

However, usage of the USCIS website varied a great deal among locations. London, Frankfurt and Athens had some of the highest website visitation rates with at least 85% of respondents using the website for those offices. Conversely, only 7% of those using the Havana office visited the USCIS website.

### ***Contacting USCIS***

Customers used a variety of methods to contact USCIS and many used multiple methods of contact. However, in-person was the most frequently used method with 62% doing so. E-mail was used by nearly one-third (31%) and nearly one-quarter (24%) used the phone to contact USCIS. Bangkok (82%) along with the Mexican offices of Ciudad Juarez (93%), Mexico City (80%) and Monterrey (81%) had the highest usage of in-person contacts. Accra (56%), Amman (69%), Frankfurt (55%), Johannesburg (75%), London (76%) and Nairobi (50%) all had a significant number of respondents using e-mail to contact USCIS. Only Johannesburg (54%) and Nairobi (63%) had a majority of respondents using phone to contact USCIS.

Over two-thirds (69%) were making the inquiry on their own behalf, while nearly one-third (32%) made the inquiry on the behalf of a family member or relative. Respondents may have made the inquiry on the behalf of multiple individuals. In Beijing (85%), Guangzhou (86%), Havana (84%), Lima (82%) and Moscow (88%) respondents were most likely to make the inquiry on their own behalf.

Just over half (53%) contacted USCIS to ask about an application, while 36% had a question about something else. Other reasons respondents contacted USCIS included making or changing appointments

(16%) and asking about fingerprinting (7%). In over half (55%) of the cases, the application information sought in the inquiry was on how to file. As to which application respondents were contacting USCIS about, nearly half (49%) of those contacting about an application are doing so for Form I-130, Petition for Alien Relative.

Frankfurt (80%) and Ciudad Juarez (84%) had the highest percentage of respondents contacting about an I-130. Contacts regarding giving up legal permanent residence were most frequently made in Lima (26%), Manila (22%) and Seoul (23%).

Only 16% were calling to make or change an appointment. However, in Athens (36%), Beijing (32%), Havana (32%), and Seoul (35%) respondents were more likely to contact USCIS about scheduling or changing an appointment.

### ***Response from USCIS***

In aggregate, 71% of respondents had their inquiries answered after only one submission. However, 12% needed two submissions for an answer and another 12% required three or more submissions before getting a response. In Havana, only 44% reported needing just one inquiry for a response. Conversely, Amman (51%), Manila (58%), Nairobi (56%), New Delhi (59%) and Port-au-Prince (59%) all had fewer than 60% reporting one inquiry for a response.

Nearly all respondents (94%) reported that their questions were eventually answered. Accra (85%), Amman (82%), London (85%), and Port-au-Prince (82%) had some of the lowest rates of answering questions.

A response took just one day for 63% of respondents overall. However, there was quite a range across offices in the percentage that reported a response within one day. At Port-au-Prince just 23% had a response within a day, while Athens had 85% reporting a response within a day. For Havana nearly one-quarter (23%) of respondents replied that it took greater than 15 days for a response.



## **DETAILED REPORT**

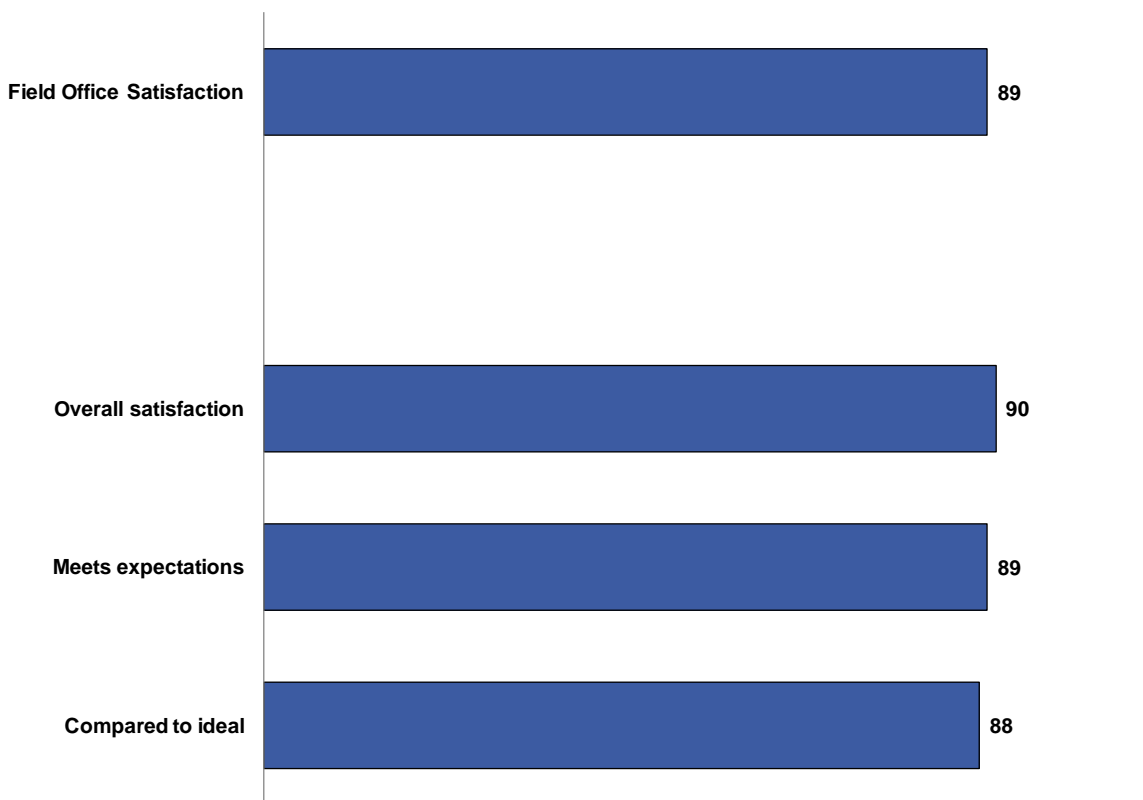
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## Customer Satisfaction Index (Field Office Satisfaction)

The **Customer Satisfaction Index (CSI)** is a weighted average of three questions: overall satisfaction, satisfaction compared to expectations and satisfaction compared to the ideal. The questions are answered on 1 to 10 scale and converted to a 0 to 100 scale for reporting purposes. The model assigns the weights to each question in a way that maximizes the ability of the index to predict changes in international field office satisfaction.

**The 2013 Customer Satisfaction Index with USCIS International Field Offices (Field Office Satisfaction) is 89 on a scale of 0 to 100.** This is 21 points higher than the current Federal Government average (68) and is among the higher scores of peer agencies. A CSI of 89 indicates a high level of satisfaction with the services provided by USCIS International Field Offices.

**Table 2: Field Office Satisfaction**

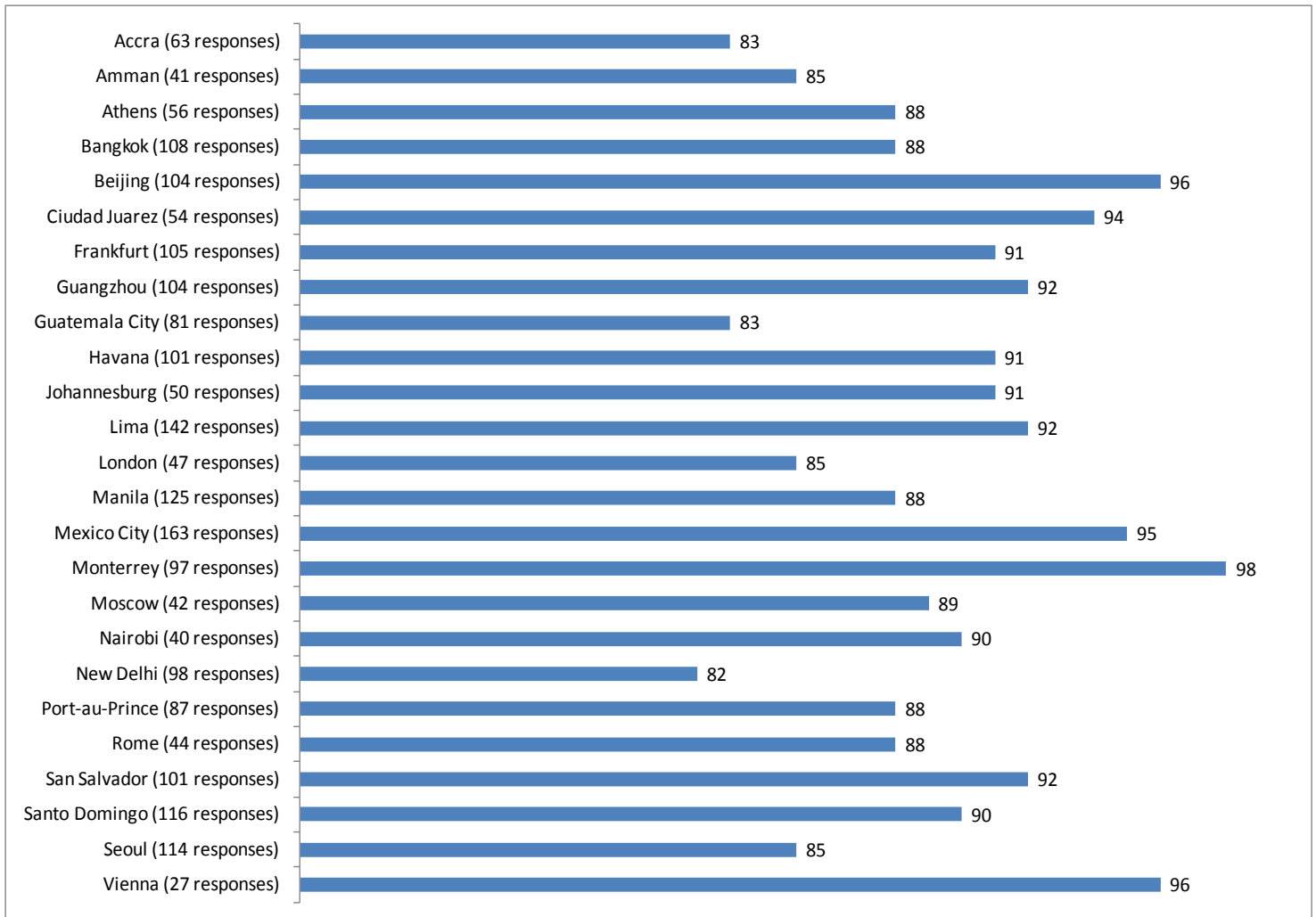


Responses=2,111

*The 90% confidence interval around the USCIS International Field Office customer satisfaction index (Field Office Satisfaction) is +/- 0.7 points. The confidence interval (often referred to colloquially as the “margin of error”) provides information about how precisely the CSI score in our survey sample reflects the “true” CSI score for the total population of your customers. The table below shows approximate confidence intervals for different sample sizes.*

The figure below shows Field Office Satisfaction by office. Most offices have high or very high satisfaction. The distribution of scores show that all offices have satisfaction in the 80s or above. Thirteen of the 25 offices have scores of 90 or above. Note, however, that satisfaction scores may be influenced by the demographic, social, cultural, and workload differences among office locations. In contrast to domestic federal offices, each international office handles a different homogeneous population accustomed to varying viewpoints on providing opinions on government services. Additionally, the workload in one office may be based on adoptions influenced by complex factors not experienced by other offices. As such, one should exercise caution when comparing office results. The main focus in using the data from this report should be on understanding and tracking improvements over time within each office rather than making cross-office comparisons.

**Table 3: Field Office Satisfaction by Office**



The table below shows the attribute scores in addition to Field Office Satisfaction for each office.

**Table 4: Field Office Satisfaction and Attributes by Office**

	Accra	Amman	Athens	Bangkok	Beijing	Ciudad Juarez	Frankfurt	Guangzhou	Guatemala City	Havana	Johannesburg	Lima	London	Manila	Mexico City	Monterrey	Moscow	Nairobi	New Delhi	Port-au-Prince	Rome	San Salvador	Santo Domingo	Seoul	Vienna
<b>Sample Size</b>	63	41	56	108	104	54	105	104	81	101	50	142	47	125	163	97	42	40	98	87	44	101	116	114	27
<b>Field Office Satisfaction</b>	83	85	88	88	96	94	91	92	83	91	91	92	85	88	95	98	89	90	82	88	88	92	90	85	96
Overall satisfaction	84	85	88	90	96	96	92	93	84	95	91	93	87	89	95	98	90	92	82	90	89	91	90	85	96
Meets expectations	81	86	88	87	96	93	90	90	83	93	92	92	84	88	95	99	88	91	79	87	89	93	92	86	95
Compared to ideal	83	88	88	87	95	92	89	93	83	81	91	91	85	87	94	96	88	86	83	84	87	91	86	84	96

USCIS International Field Offices outscore other recent USCIS segments and other agencies and departments. The score of 89 is higher than any recent USCIS measure and the most recent Consular Affairs satisfaction score for the passport applicants segment. Scores for federal government agencies, which are benefits providers, Veterans Affairs and Social Security are provided as well as the overall score for federal government. Note, however, the customers of these other offices are all U.S. based, and there are no other overseas survey results to which USCIS International Field Offices can be compared.

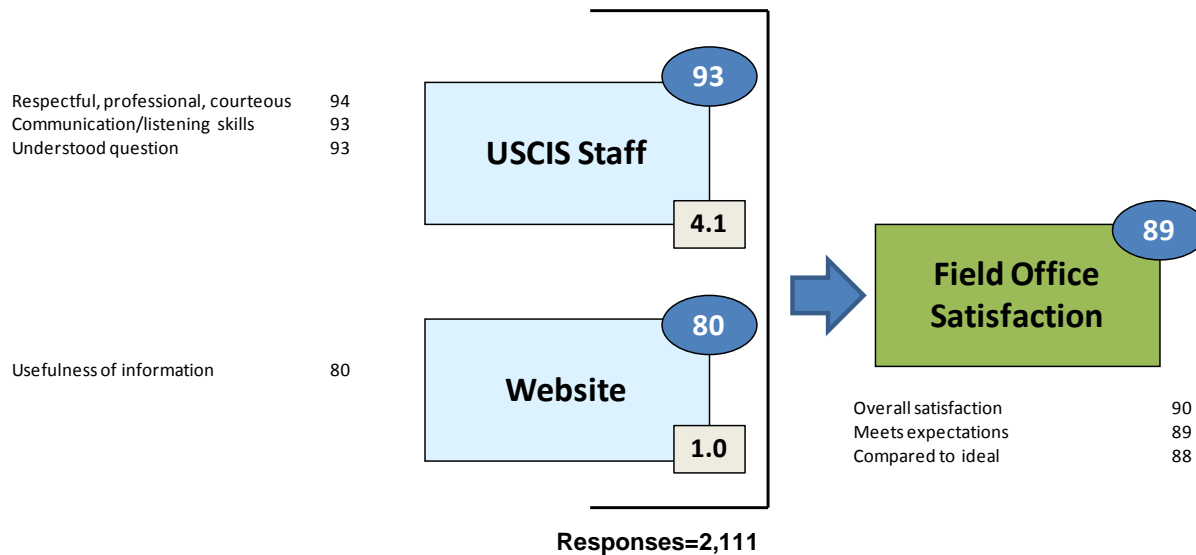
**Table 5: Customer Satisfaction Benchmarks**

<60	60-69	70-79	80-85	>85
Approximately 5% of ACSI organizations	Approximately 10% of ACSI organizations	Approximately half of ACSI organizations	Approximately one-fourth of ACSI organizations	Fewer than 10% of ACSI organizations
Poor to Very Poor	Below Average	Average	Good	Very Good to Exceptional
Federal Government regulatory agencies	Federal Government average Cellular Telephone Cable TV	Federal Government grantee/benefit providers Finance and Insurance Transportation Hotels	Manufacturers (Autos, pet food, food, beverages) E-Commerce vendors	Highly branded food manufacturers High end auto manufacturers
Federal Aviation Administration (mechanics) 58 IRS Tax Filers 54	Federal Government 68	Veterans Affairs 74 Social Security Admin. 73	Consular Affairs, Passport renewals 81	USCIS, DHS Asylum Offices 87 E-Verify, Employers 86

## USCIS International Field Office Customer Satisfaction Model

The Customer Satisfaction Model for satisfaction with USCIS International Field Offices is composed of drivers of satisfaction, which are shown on the left-hand side of the model picture below and Field Office Satisfaction (shown on the right).

**Table 6: 2013 U.S. Citizenship and Immigration Service – International Field Office Customer Satisfaction Model**



The 90% confidence interval around the USCIS International Field Office customer satisfaction index is +/- 0.7 points. The confidence interval (often referred to colloquially as the “margin of error”) provides information about how precisely the CSI score in our survey sample reflects the “true” CSI score for the total population of your customers. A confidence interval of +/- 0.7 points is quite precise in the context of ACSI surveys at the sample size of 2,111 and essentially means that there is a 90% probability that the “true” CSI is between 88.3 and 89.7

USCIS can use the scores (in circles) and impacts (in rectangles) from the model shown above to target areas for improvement that will have the greatest leverage on Customer Satisfaction.

Attribute scores are the mean (average) respondent scores to each individual question asked in the survey, such as “How respectful, professional, and courteous was the USCIS staff member who helped you?” Respondents are asked to rate each item on a 1-10 scale with “1” being “poor” and “10” being “excellent.” CFI Group converts the mean responses to these items to a 0-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”

A component score is the weighted average of the individual attributes comprising the component. A score is a relative measure of performance for a component, as given for a particular set of respondents. In the model illustrated above, scores for attributes “Respectful, professional, courteous”, “Communication/listening skills” and “Understood question.”

Impacts should be read as the effect of the subsequent component if the initial component (driver) were to be improved or decreased by five points. Impacts are derived by a statistical regression model from customer responses. Impacts are not something survey respondents provide directly. They are an output of the CFI Group satisfaction modeling analysis.

For example, if the score for USCIS staff increased by 5 points (93 to 98), Field Office Satisfaction would increase by the amount of its impact, 4.1 points, (from 89 to 93.1). If the driver increases by less than or

more than five points, the resulting change in the subsequent component would be the corresponding fraction of the original impact. Impacts are also additive. Thus, if multiple areas were to each improve by 5 points the related improvement in satisfaction will be the sum of the impacts. As with scores, impacts are also relative to one another. A low impact does not mean a component is unimportant. Rather, it means that a five-point change in that one component is unlikely to result in much improvement in Satisfaction at this time. Therefore, components with higher impacts are generally recommended for improvement first, especially if scores are lower for those components.

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## Drivers of Satisfaction

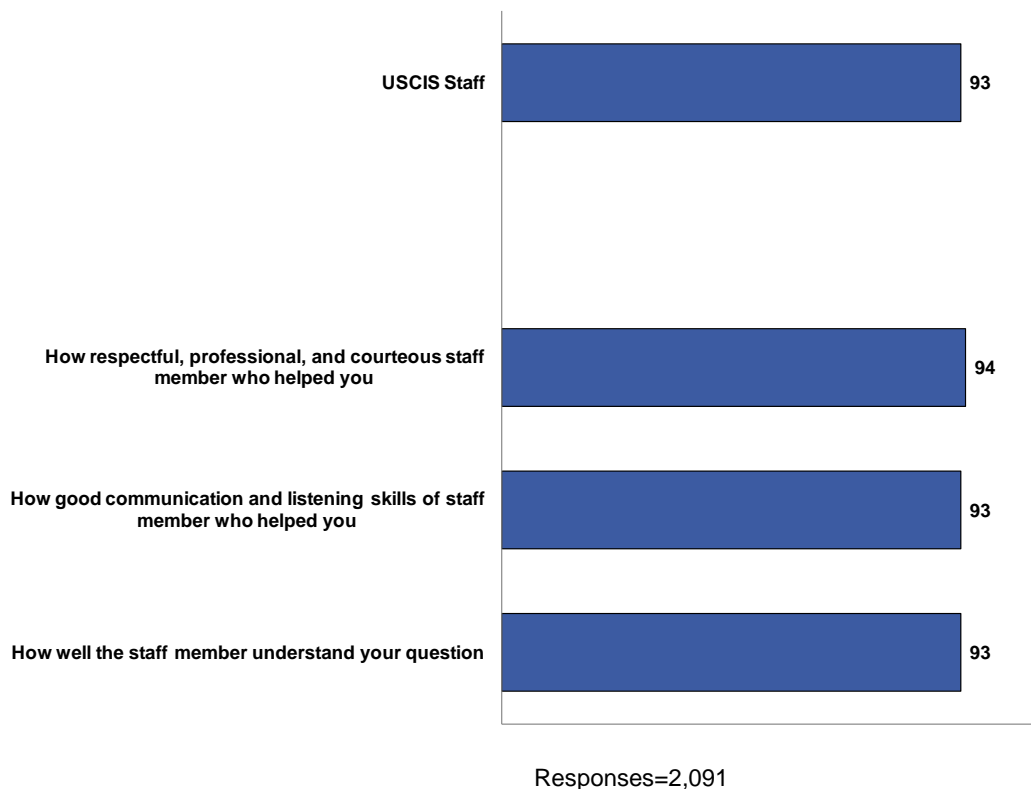
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Two areas were identified as drivers of satisfaction, the USCIS staff and the website. The following section provides the scores for the overall driver area and the scores for each individual attribute (or question) that comprise the driver. Scores are provided as averages on a scale from “0” to “100”, where “0” is “poor” and “100” is “excellent.”

### USCIS Staff Impact 4.1

USCIS staff were rated quite highly in aggregate with a score of 93. They were rated nearly the same for all attributes. Ratings indicate that staff are highly respectful, professional and courteous. Staff also were excellent communicators who understood questions from customers.

**Table 7: Aggregate USCIS Staff**



Staff at most office locations were rated well into the 90s. Fourteen offices had Staff ratings of 95 or above, which is a very high level of performance. Even the lower rated offices still had ratings in the mid-to-high-80s. These levels would still indicate that there is not an issue with staff performance.

**Table 8: USCIS Staff by Office**

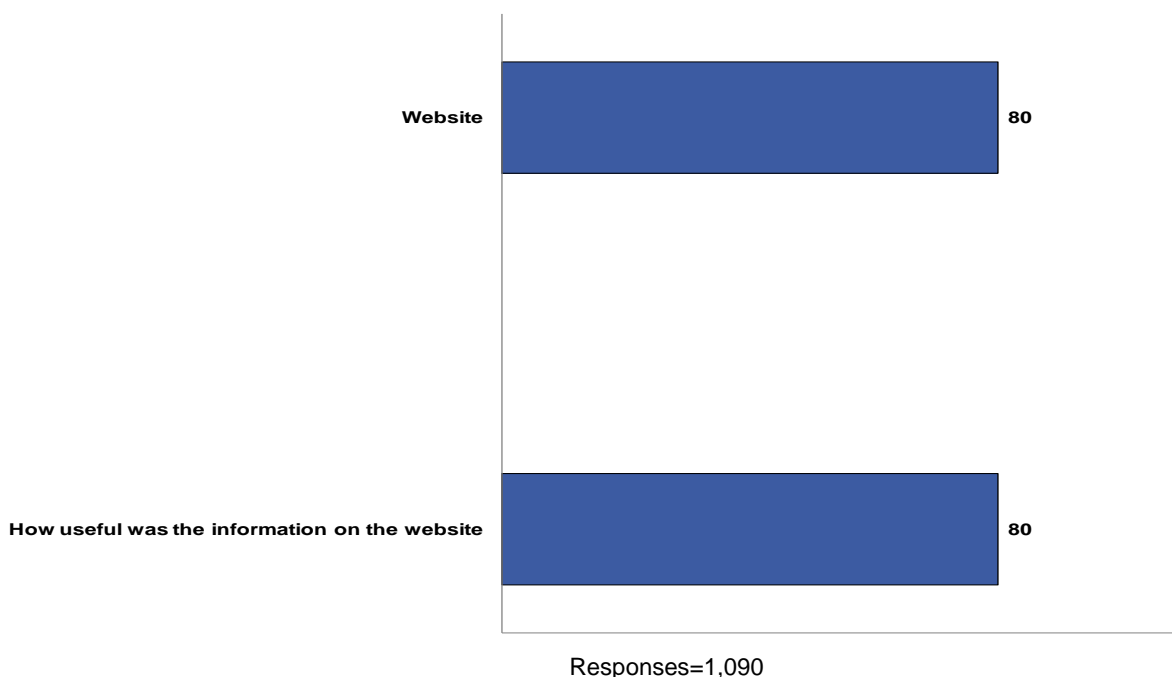
	Accra	Amman	Athens	Bangkok	Beijing	Ciudad Juarez	Frankfurt	Guangzhou	Guatemala City	Havana	Johannesburg	Lima	London	Manila	Mexico City	Monterrey	Moscow	Nairobi	New Delhi	Port-au-Prince	Rome	San Salvador	Santo Domingo	Seoul	Vienna
<b>Sample Size</b>	63	41	56	108	104	54	105	104	81	101	50	142	47	125	163	97	42	40	98	87	44	101	116	114	27
<b>USCIS Staff</b>	90	88	92	92	98	98	95	95	89	96	95	95	90	91	98	99	93	95	86	92	95	95	95	89	98
How respectful, professional, and courteous staff member who helped you	91	90	94	93	99	99	96	96	91	97	95	96	92	92	98	99	93	96	83	93	95	95	96	88	99
How good communication and listening skills of staff member who helped you	90	89	91	92	97	97	94	95	88	94	94	95	90	91	98	99	94	94	87	92	96	95	95	91	98
How well the staff member understand your question	90	84	91	92	99	98	96	95	88	98	95	95	89	91	98	99	92	93	88	90	94	96	94	91	98

Note: Sample Size indicates total responses for a given location.

### Website Impact 1.0

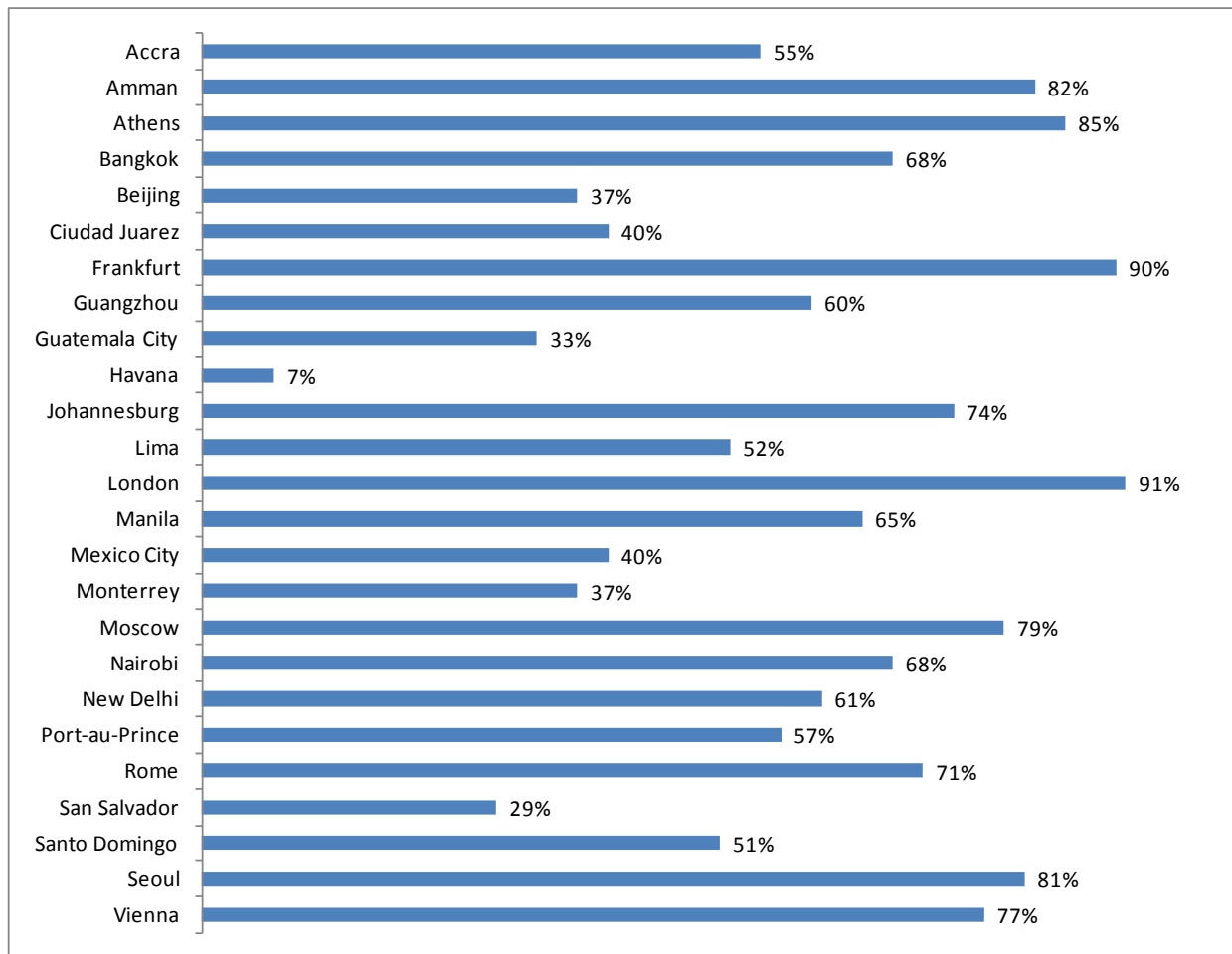
The aggregate rating of the Website was 80, a score which signifies that the usefulness of the information on the website is generally meeting the needs of its users. While the website has a modest impact compared to the USCIS staff, a sizable improvement in the usefulness of information on the website will impact customer satisfaction. (E.g., a five-point improvement in the website score would result in a one-point improvement in Field Office Satisfaction.) Commentary from the surveys provides additional insight as to the types of improvements users would like to see on the website.

**Table 9: Aggregate Website**



London, Frankfurt and Athens had some of the highest website visitation rates with 85% to 91% of respondents reporting visiting the USCIS website in these locations. Conversely, only 7% of those in Havana visited the USCIS website. Other locations with lower visitation rates include San Salvador, Guatemala City, Beijing and Monterrey with visitation rates between 29% and 37%.

**Table 10: Visited Website by Office**



**Table 11: Website by Office**

Ratings for Website range from 70 to 91 with 18 offices having ratings from 75 to 85. For the most part, users are finding the website information useful at most offices as the table below indicates.

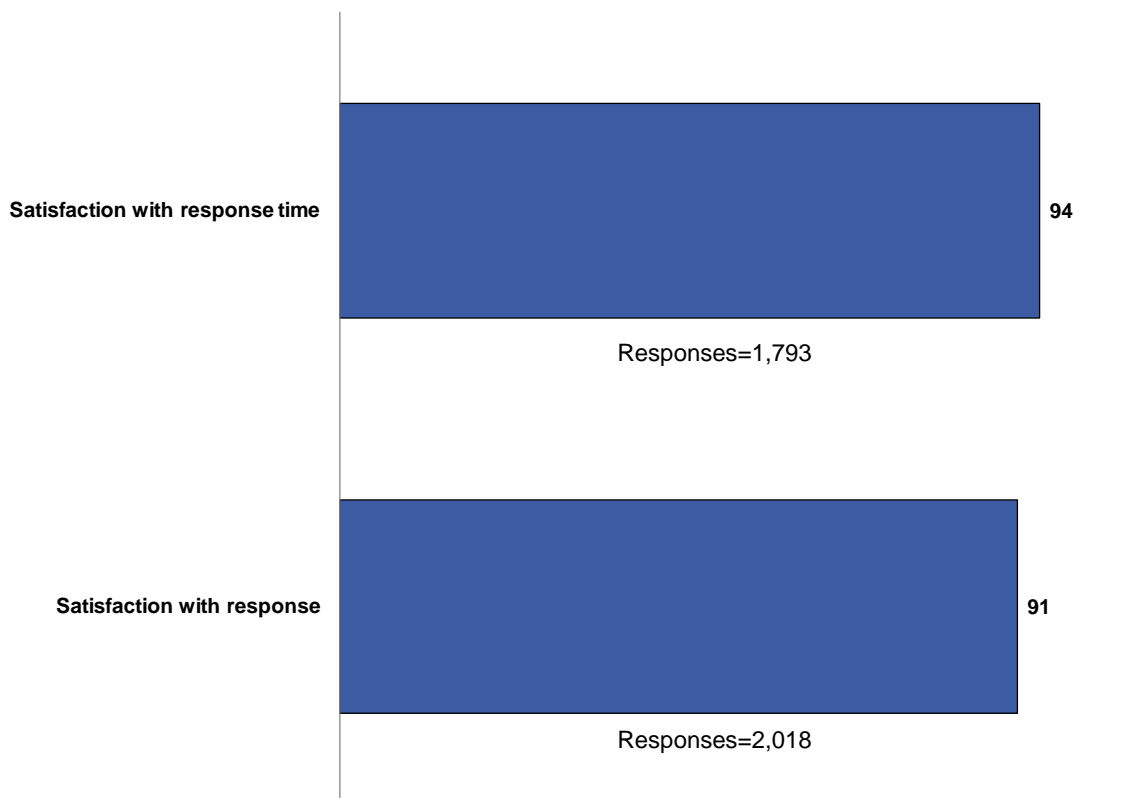
	Accra	Amman	Athens	Bangkok	Beijing	Ciudad Juarez	Frankfurt	Guangzhou	Guatemala City	Havana	Johannesburg	Lima	London	Manila	Mexico City	Monterrey	Moscow	Nairobi	New Delhi	Port-au-Prince	Rome	San Salvador	Santo Domingo	Seoul	Vienna
<b>Sample Size</b>	63	41	56	108	104	54	105	104	81	101	50	142	47	125	163	97	42	40	98	87	44	101	116	114	27
<b>Website</b>	84	83	85	78	87	88	76	89	74	80	77	81	80	86	81	91	82	86	79	83	70	74	86	74	83
How useful was the information on the website	84	83	85	78	87	88	76	89	74	80	77	81	80	86	81	91	82	86	79	83	70	74	86	74	83

Note: Sample Size indicates total responses for a given location.



In addition to rating the staff and website, respondents evaluated their satisfaction with the timeliness of the response and their satisfaction with the actual response. Both received very high ratings with scores of 94 and 91, respectively.

**Table 12: Aggregate Satisfaction with Response Time and with Response Received**



This high level of satisfaction with the response time and the response itself was rather uniform across offices as the table below indicates. Most offices scored in the high 80s or 90s for these two attributes.

**Table 13: Satisfaction with Response Time and with Response Received by Office**

	Accra	Amman	Athens	Bangkok	Beijing	Ciudad Juarez	Frankfurt	Guangzhou	Guatemala City	Havana	Johannesburg	Lima	London	Manila	Mexico City	Monterrey	Moscow	Nairobi	New Delhi	Port-au-Prince	Rome	San Salvador	Santo Domingo	Seoul	Vienna
<b>Sample Size</b>	63	41	56	108	104	54	105	104	81	101	50	142	47	125	163	97	42	40	98	87	44	101	116	114	27
How satisfied were you with the response you received	88	84	88	91	98	93	90	94	87	95	94	94	88	90	94	100	91	93	86	91	92	94	91	89	94
How satisfied with time it took to receive an answer to your question	90	93	97	90	98	93	97	96	86	95	97	95	97	88	96	99	93	90	87	84	96	93	92	93	98

*Note: Sample size indicates total responses for a given location.*

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## Recommendations

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Customers making an inquiry to an International Field Office are highly satisfied with the service they receive from USCIS. With an aggregate score of 89, further improvements in Field Office Satisfaction may be difficult to achieve. Among the 25 offices surveyed, scores indicated that most offices were delivering excellent service. Individual offices had satisfaction indices ranging from 82 to 98. However, these indices do not take into account the varying cultural norms and expectations in each office. These factors make it difficult to have a fair comparison of international offices of the customers seeking information at each office. Therefore, as noted above, the main focus in using the data from this report should be on understanding and tracking improvements over time within each field office rather than making field office comparisons. Given the high baseline scores at each office, for the most part, offices should focus on maintaining the current practices that have produced these high scores.

- Satisfaction is primarily driven by staff performance. Nearly all offices excelled in treating the customer in a respectful, professional and courteous manner. Only two offices (New Delhi and Seoul) had ratings below 90 for this attribute and could likely improve their performance. Communication and listening skills were also strong with just three offices (Amman, Guatemala City and New Delhi) scoring below 90 – and those scores were still in the high-80s at those locations. Maintaining the training and practices that promote strong cross-cultural communication with customers will remain vital to keeping customer satisfaction high.
- The most critical thing that staff can do to ensure the customer is satisfied is to provide an answer to their inquiry – preferably within one day, and without the customer having to make multiple contacts to get resolution.
- Slightly more than half (56%) of respondents visited the USCIS website within the past 6 months and it mostly appears to be meeting the information needs of its users. Its score of 80 may appear to be low relative to the score for Staff (93). However, ratings for information and website attributes generally are lower than those for staff or Customer Service. Additionally, the website's impact on satisfaction is modest compared to the impact of the staff. USCIS should work to ensure that the information remains updated and useful to its visitors and review commentary from the survey, which may provide further insight into those areas customers would like to see improved.

## **APPENDIX A: SURVEY QUESTIONNAIRE**

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## U.S. Citizenship and Immigration Services Overseas Field Office Customer Satisfaction Survey

### Survey information

The purpose of this research is to help USCIS improve its services to you. Your answers are voluntary, but your opinions are very important for this research. Your responses will be held completely confidential, and you will never be identified by name. This survey is authorized by Office of Management and Budget Control No. 1090-0007 and will take approximately 6-8 minutes.

### Background

1. Which USCIS office did you contact for this inquiry?

- |  |   |                                      |   |
|--|---|--------------------------------------|---|
| <input type="checkbox"/> Accra         | <input type="checkbox"/> Guangzhou      | <input type="checkbox"/> Manila      | <input type="checkbox"/> Port-au-Prince |
| <input type="checkbox"/> Amman         | <input type="checkbox"/> Guatemala City | <input type="checkbox"/> Mexico City | <input type="checkbox"/> Rome           |
| <input type="checkbox"/> Athens        | <input type="checkbox"/> Havana         | <input type="checkbox"/> Monterrey   | <input type="checkbox"/> San Salvador   |
| <input type="checkbox"/> Bangkok       | <input type="checkbox"/> Johannesburg   | <input type="checkbox"/> Moscow      | <input type="checkbox"/> Santo Domingo  |
| <input type="checkbox"/> Beijing       | <input type="checkbox"/> Lima           | <input type="checkbox"/> Nairobi     | <input type="checkbox"/> Seoul          |
| <input type="checkbox"/> Ciudad Juarez | <input type="checkbox"/> London         | <input type="checkbox"/> New Delhi   | <input type="checkbox"/> Vienna         |
| <input type="checkbox"/> Frankfurt     |   |                                      |   |

2. How did you contact USCIS for this inquiry? Select all that apply.

By email



In-person



By phone



3. On whose behalf was this inquiry made? Select all that apply.

Yourself

Friend

Someone else

Client

Family member/relative

4. Why did you contact USCIS? Select all that apply.

To make, change, or cancel an appointment

To ask about an application

To ask about biometrics/fingerprinting

5. If you contacted USCIS to ask about an application, please specify which type.

- Waiver of inadmissibility [Forms I-601, I-602]
- Help a family member immigrate to the U.S. [Form I-130]
- Give up my green card (permanent resident status) [I-407]
- Immigration benefits for family members of asylees or refugees [Form I-730]
- U.S. citizenship or naturalization [Form N-400]
- Renew or replace my green card (permanent residence) [Form I-90]
- Permission to travel to the U.S. after deportation [Form I-212]
- Humanitarian parole [Form I-131]
- Adoption [Forms I-600, I-600A]
- Travel documents/re-entry permits [Form I-131]
- Appeal or Motion [Form I-290B]
- Special immigrant petition [Forms I-360]
- Refugee status [Form I-590]
- Other
- Not applicable

6. If you were asking about an application, what specific information were you trying to find about the application? Select all that apply.

- Case status
- Processing times
- How to file
- How to renew
- Other
- Not applicable

## Background

Considering your most recent inquiry with USCIS, please answer the following:

7. How many inquiries did you submit before you received a response from USCIS?

- 1
- 2
- 3
- 4
- 5
- More than 5
- I never received a response from USCIS

8. How respectful, professional, and courteous was the USCIS staff member who helped you? Please use a scale from 1 to 10, where “1” is “not at all respectful” and “10” is “very respectful.”

***(please circle a number from 1-10)***

(not respectful at all)  1 2 3 4 5 6 7 8 9 10 (very respectful)  **Not applicable**

9. How good were the communication and listening skills of the USCIS staff member who helped you? Please use a scale from 1 to 10, where “1” is “poor” and “10” is “excellent.”

***(please circle a number from 1-10)***

(poor) (excellent)

☹ 1 2 3 4 5 6 7 8 9 10 ☺ **Not applicable**

10. How well did the USCIS staff member understand your question? Please use a scale from 1 to 10, where “1” is “did not understand well” and “10” is “understood very well.”

***(please circle a number from 1-10)***

(did not understand well) (understood very well)

☹ 1 2 3 4 5 6 7 8 9 10 ☺ **Not applicable**

11. How satisfied were you with the response you received? Please use a scale from 1 to 10, where “1” is “very dissatisfied” and “10” is “very satisfied.”

***(please circle a number from 1-10)***

(very dissatisfied) (very satisfied)

☹ 1 2 3 4 5 6 7 8 9 10 ☺ **Not applicable**

12. Was your question answered?

Yes  No  Don't know

13. If you answered “Yes” to Question 12, how long did it take to receive an answer to your question?

1 day  6 to 10 days  Greater than 15 days  
 2 to 5 days  11 to 15 days  Not applicable

14. If you answered “Yes” to Question 12, how satisfied were you with the time it took to receive an answer to your question? Please use a scale from 1 to 10, where “1” is “very dissatisfied” and “10” is “very satisfied.”

***(please circle a number from 1-10)***

(very dissatisfied) (very satisfied)




☹ 1 2 3 4 5 6 7 8 9 10 ☺ **Not applicable**

15. Have you visited the USCIS website (www.uscis.gov) for information about USCIS international offices within the last 6 months?

Yes  No




16. If you answered “Yes” to Question 15, how useful was the information on the website? Please use a scale from 1 to 10, where “1” is “not very useful” and “10” is “very useful.”

***(please circle a number from 1-10)***

(not very useful)  1 2 3  4 5 6 7  8 9 10 (very useful) **Not applicable**


17. How satisfied are you with the overall service provided by this USCIS Field Office? Please use a scale from 1 to 10, where “1” is “very dissatisfied” and “10” is “very satisfied.”

***(please circle a number from 1-10)***

(very dissatisfied)  1 2 3  4 5 6 7  8 9 10 (very satisfied)


18. To what extent has this USCIS Field Office met your expectations in responding to your inquiry? Please use a scale from 1 to 10, where “1” is “falls short of expectations” and “10” is “exceeds expectations.”

***(please circle a number from 1-10)***

(falls short of expectations)  1 2 3  4 5 6 7  8 9 10 (exceeds expectations)

19. How well does this USCIS Field Office compare with the ideal government office? Please use a scale from 1 to 10, where “1” is “not very close to the ideal” and “10” is “very close to the ideal.”

***(please circle a number from 1-10)***

(not very close to the ideal)  1 2 3  4 5 6 7  8 9 10 (very close to the ideal)

20. What can this USCIS Field Office do to improve its service to you?

## **APPENDIX B: NON-MODELED RESPONSES**

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**Table 14: Aggregate Non-Modeled Responses**

	Response Count	
	Percent	Frequency
<b>USCIS office contacted</b>		
Accra	3%	63
Amman	2%	41
Athens	3%	56
Bangkok	5%	108
Beijing	5%	104
Ciudad Juarez	3%	54
Frankfurt	5%	105
Guangzhou	5%	104
Guatemala City	4%	81
Havana	5%	101
Johannesburg	2%	50
Lima	7%	142
London	2%	47
Manila	6%	125
Mexico City	8%	163
Monterrey	5%	97
Moscow	2%	42
Nairobi	2%	40
New Delhi	5%	98
Port-au-Prince	4%	87
Rome	2%	44
San Salvador	5%	101
Santo Domingo	5%	116
Seoul	5%	114
Vienna	1%	27
<b>Number of Respondents</b>		<b>2,110</b>
<b>How contacted USCIS~</b>		
In-Person	62%	1,282
By email	31%	635
By phone	24%	492
<b>Number of Respondents</b>		<b>2,075</b>
<b>Inquiry on behalf of~</b>		
Yourself	69%	1,440
Family member or relative	32%	666
Client	3%	57
Someone Else	2%	48
Friend	2%	40
<b>Number of Respondents</b>		<b>2,083</b>

*~Multiple responses allowed.*

**Table 14 (cont.): Aggregate Non-Modeled Responses**

	Response Count	
	Percent	Frequency
<b>Why contacted USCIS~</b>		
To ask about an application	53%	1,082
To ask about something else	36%	727
To make-change appointment	16%	318
To ask about fingerprinting	7%	150
<b>Number of Respondents</b>	<b>2,041</b>	
<b>Application type~</b>		
Help a family member immigrate to the U.S. [Form I-130]	49%	482
Give up my green card (permanent resident status) [Form I-407]	9%	90
Immigration benefits for family members of asylees or refugees [Form I-730]	9%	93
U.S. citizenship or naturalization [Form N-400]	8%	75
Travel documents/re-entry permits [Form I-131]	6%	56
Waiver of inadmissibility [Forms I-601, I-602]	4%	40
Renew or replace my green card (permanent residence) [Form I-90]	4%	39
Humanitarian parole [Form I-131]	3%	25
Adoption [Forms I-600, I-600A]	3%	31
Special immigrant petition [Forms I-360]	3%	31
Refugee status [Form I-590]	3%	34
Permission to travel to the U.S. after deportation [Form I-212]	2%	15
Appeal or Motion [Form I-290B]	0%	3
Other	9%	88
<b>Number of Respondents</b>	<b>993</b>	
<b>Application information wanted~</b>		
How to file	55%	545
Case status	27%	263
Processing times	25%	249
How to renew	6%	58
Other	17%	167
<b>Number of Respondents</b>	<b>987</b>	
<b>Number of inquiries submitted before received response</b>		
1	71%	1,375
2	12%	238
3	6%	122
4	2%	35
5	1%	24
More than 5	3%	63
I never received a response	5%	90
<b>Number of Respondents</b>	<b>1,947</b>	
<b>Was your question answered</b>		
Question answered	94%	1,860
Question not answered	4%	72
Don't know	3%	55
<b>Number of Respondents</b>	<b>1,987</b>	

~Multiple responses allowed.

**Table 14 (cont.): Aggregate Non-Modeled Responses**

	Response Count	
	Percent	Frequency
<b>How long did it take to receive an answer to your question</b>		
1 day	63%	1,106
2 to 5 days	13%	230
6 to 10 days	3%	55
11 to 15 days	2%	31
Greater than 15 days	3%	52
Don't Know/Not applicable	16%	279
<b>Number of Respondents</b>		<b>1,753</b>
<b>Visited USCIS website for information within last 6 months</b>		
Visited USCIS website	56%	1,126
Have not visited	44%	876
<b>Number of Respondents</b>		<b>2,002</b>
<b>How survey was completed *</b>		
Paper (Entered by CFI Group)	85%	1,820
Online (Excludes mobile devices)	12%	254
Mobile device	3%	58
<b>Number of Respondents</b>		<b>2,132</b>

*\* Includes all responses, not just those valid for data analysis.*

**Table 15: Non-Modeled Responses by Office**

	Accra	Amman	Athens	Bangkok	Beijing	Ciudad Juarez	Frankfurt	Guangzhou	Guatemala City	Havana	Johannesburg	Lima	London	Manila	Mexico City	Monterrey	Moscow	Nairobi	New Delhi	Port-au-Prince	Rome	San Salvador	Santo Domingo	Seoul	Vienna
<b>How contacted USCIS-</b>																									
By phone	32%	21%	48%	21%	25%	11%	17%	29%	14%	37%	54%	20%	13%	10%	19%	19%	7%	63%	16%	35%	14%	26%	23%	27%	26%
By email	56%	69%	46%	22%	42%	7%	55%	17%	23%	6%	75%	16%	76%	30%	12%	8%	45%	50%	24%	48%	44%	6%	28%	46%	41%
In-Person	39%	36%	36%	82%	57%	93%	52%	73%	75%	61%	33%	74%	18%	72%	80%	81%	62%	25%	69%	33%	53%	73%	59%	43%	52%
By mail	0%	3%	0%	0%	0%	0%	0%	3%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%
By fax	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Number of Respondents</b>	<b>62</b>	<b>39</b>	<b>56</b>	<b>104</b>	<b>101</b>	<b>54</b>	<b>105</b>	<b>102</b>	<b>81</b>	<b>98</b>	<b>48</b>	<b>141</b>	<b>45</b>	<b>125</b>	<b>161</b>	<b>97</b>	<b>42</b>	<b>40</b>	<b>97</b>	<b>82</b>	<b>43</b>	<b>97</b>	<b>115</b>	<b>112</b>	<b>27</b>
<b>Inquiry on behalf of-</b>																									
Yourself	66%	64%	59%	71%	85%	67%	54%	86%	63%	84%	58%	82%	79%	68%	73%	78%	88%	38%	73%	53%	70%	64%	47%	63%	78%
Family member or relative	44%	36%	41%	39%	17%	31%	63%	13%	36%	17%	32%	20%	28%	33%	27%	17%	17%	59%	24%	46%	51%	36%	37%	41%	30%
Friend	0%	0%	0%	3%	1%	4%	2%	1%	1%	0%	2%	1%	0%	6%	1%	0%	2%	0%	7%	2%	0%	2%	6%	0%	0%
Client	2%	3%	2%	0%	2%	0%	2%	1%	7%	1%	20%	0%	4%	4%	1%	4%	0%	3%	1%	5%	2%	0%	8%	2%	4%
Someone Else	2%	0%	4%	1%	0%	2%	4%	0%	1%	1%	6%	3%	0%	3%	1%	4%	2%	0%	0%	6%	0%	2%	9%	2%	0%
<b>Number of Respondents</b>	<b>61</b>	<b>39</b>	<b>56</b>	<b>105</b>	<b>103</b>	<b>54</b>	<b>105</b>	<b>104</b>	<b>81</b>	<b>101</b>	<b>50</b>	<b>142</b>	<b>47</b>	<b>125</b>	<b>160</b>	<b>95</b>	<b>41</b>	<b>39</b>	<b>95</b>	<b>83</b>	<b>43</b>	<b>97</b>	<b>116</b>	<b>113</b>	<b>27</b>
<b>Why contacted USCIS-</b>																									
To make-change appointment	18%	23%	36%	11%	32%	8%	22%	12%	16%	32%	8%	5%	24%	12%	3%	2%	26%	32%	8%	22%	10%	5%	5%	35%	22%
To ask about an application	33%	65%	57%	62%	48%	60%	64%	57%	36%	47%	56%	48%	39%	65%	61%	72%	19%	58%	43%	38%	57%	44%	60%	56%	33%
To ask about fingerprinting	0%	0%	4%	1%	20%	4%	4%	13%	4%	3%	16%	1%	9%	3%	14%	2%	0%	16%	9%	14%	2%	17%	3%	10%	15%
To ask about something else	54%	30%	23%	44%	19%	36%	38%	24%	49%	28%	48%	49%	39%	31%	26%	27%	62%	29%	51%	34%	45%	38%	36%	17%	59%
<b>Number of Respondents</b>	<b>61</b>	<b>40</b>	<b>56</b>	<b>106</b>	<b>102</b>	<b>53</b>	<b>103</b>	<b>93</b>	<b>80</b>	<b>95</b>	<b>50</b>	<b>132</b>	<b>46</b>	<b>118</b>	<b>161</b>	<b>97</b>	<b>42</b>	<b>38</b>	<b>96</b>	<b>86</b>	<b>42</b>	<b>95</b>	<b>111</b>	<b>110</b>	<b>27</b>
<b>Application type-</b>																									
Waiver of inadmissibility [Forms I-601, I-602]	0%	0%	3%	0%	2%	10%	3%	2%	19%	5%	0%	0%	0%	3%	6%	6%	0%	0%	3%	0%	0%	3%	18%	2%	0%
Help a family member immigrate to the U.S. [Form I-130]	40%	65%	71%	58%	26%	84%	80%	13%	48%	0%	54%	34%	56%	37%	62%	68%	50%	11%	59%	16%	67%	24%	66%	47%	44%
Give up my green card (permanent resident status) [Form I-407]	5%	0%	6%	11%	6%	0%	5%	6%	4%	0%	18%	26%	11%	22%	4%	3%	13%	0%	5%	3%	13%	16%	3%	23%	0%
Immigration benefits for family members of asylees or refugees [Form I-730]	15%	22%	0%	2%	57%	0%	5%	48%	11%	8%	7%	0%	0%	1%	1%	0%	0%	53%	11%	9%	0%	5%	2%	2%	0%
U.S. citizenship or naturalization [Form N-400]	0%	4%	16%	2%	2%	3%	8%	21%	4%	0%	21%	10%	11%	3%	18%	10%	0%	11%	0%	9%	0%	5%	2%	10%	11%
Renew or replace my green card (permanent residence) [Form I-90]	5%	0%	3%	5%	2%	0%	6%	2%	0%	0%	14%	8%	0%	3%	0%	2%	13%	0%	5%	9%	0%	14%	2%	5%	22%
Permission to travel to the U.S. after deportation [Form I-212]	5%	0%	0%	0%	0%	0%	3%	0%	7%	0%	4%	0%	0%	0%	4%	2%	0%	0%	0%	0%	0%	3%	7%	0%	0%
Humanitarian parole [Form I-131]	0%	0%	0%	5%	0%	3%	5%	0%	11%	3%	4%	8%	0%	0%	1%	0%	13%	0%	0%	0%	0%	16%	2%	0%	0%
Travel documents/re-entry permits [Form I-131]	20%	0%	3%	11%	2%	0%	6%	2%	0%	0%	18%	4%	17%	15%	3%	0%	13%	5%	11%	3%	4%	3%	2%	6%	11%
Adoption [Forms I-600, I-600A]	10%	0%	0%	2%	0%	0%	5%	0%	0%	5%	7%	0%	0%	3%	1%	2%	0%	0%	3%	50%	0%	0%	0%	0%	0%
Appeal or Motion [Form I-290B]	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%
Special immigrant petition [Forms I-360]	0%	9%	3%	0%	0%	0%	3%	0%	4%	3%	4%	10%	0%	7%	5%	3%	0%	0%	3%	0%	0%	5%	5%	0%	11%
Refugee status [Form I-590]	0%	0%	0%	0%	2%	0%	3%	2%	0%	73%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	0%	4%	3%	15%	2%	0%	17%	6%	4%	8%	21%	4%	11%	16%	5%	13%	13%	21%	5%	0%	17%	5%	3%	11%	22%
<b>Number of Respondents</b>	<b>20</b>	<b>23</b>	<b>31</b>	<b>62</b>	<b>47</b>	<b>31</b>	<b>66</b>	<b>48</b>	<b>27</b>	<b>40</b>	<b>28</b>	<b>50</b>	<b>18</b>	<b>73</b>	<b>77</b>	<b>63</b>	<b>8</b>	<b>19</b>	<b>37</b>	<b>32</b>	<b>24</b>	<b>37</b>	<b>61</b>	<b>62</b>	<b>9</b>

~Multiple responses allowed.

**Table 15: Non-Modeled Responses by Office (cont.)**

	Accra	Amman	Athens	Bangkok	Beijing	Ciudad Juarez	Frankfurt	Guangzhou	Guatemala City	Havana	Johannesburg	Lima	London	Manila	Mexico City	Monterrey	Moscow	Nairobi	New Delhi	Port-au-Prince	Rome	San Salvador	Santo Domingo	Seoul	Vienna
<b>Application information</b>																									
Case status	33%	33%	23%	32%	28%	30%	15%	27%	24%	58%	25%	10%	35%	33%	13%	22%	43%	65%	35%	50%	9%	16%	28%	24%	0%
Processing times	22%	29%	20%	29%	20%	33%	37%	43%	12%	29%	39%	16%	24%	31%	23%	19%	43%	20%	21%	17%	18%	11%	26%	24%	14%
How to file	39%	46%	67%	60%	43%	70%	82%	20%	72%	16%	61%	57%	35%	54%	81%	62%	43%	10%	41%	7%	50%	45%	72%	64%	86%
How to renew	11%	4%	10%	10%	2%	3%	6%	2%	0%	3%	7%	12%	0%	12%	4%	3%	0%	0%	6%	10%	0%	16%	3%	5%	0%
Other	11%	17%	10%	14%	13%	0%	23%	39%	8%	5%	39%	18%	35%	13%	7%	13%	29%	25%	21%	23%	36%	16%	3%	29%	29%
<b>Number of Respondents</b>	<b>18</b>	<b>24</b>	<b>30</b>	<b>63</b>	<b>46</b>	<b>30</b>	<b>65</b>	<b>49</b>	<b>25</b>	<b>38</b>	<b>28</b>	<b>51</b>	<b>17</b>	<b>67</b>	<b>91</b>	<b>63</b>	<b>7</b>	<b>20</b>	<b>34</b>	<b>30</b>	<b>22</b>	<b>38</b>	<b>65</b>	<b>59</b>	<b>7</b>
<b>Number of inquiries submitted before received response</b>																									
1	77%	51%	85%	71%	68%	74%	85%	74%	68%	44%	88%	73%	89%	58%	77%	77%	76%	56%	59%	58%	90%	72%	65%	73%	78%
2	13%	24%	7%	15%	16%	12%	4%	22%	15%	26%	2%	15%	0%	17%	7%	13%	10%	13%	10%	13%	5%	6%	15%	7%	4%
3	2%	5%	2%	3%	7%	10%	4%	3%	4%	11%	0%	5%	4%	9%	5%	7%	7%	23%	8%	10%	0%	9%	7%	6%	7%
4	0%	8%	2%	3%	2%	0%	0%	1%	3%	3%	4%	1%	0%	3%	1%	0%	0%	5%	5%	3%	0%	0%	2%	2%	0%
5	0%	0%	0%	1%	0%	0%	1%	0%	6%	0%	0%	2%	0%	1%	1%	0%	2%	0%	2%	1%	0%	2%	3%	3%	0%
More than 5	3%	5%	0%	2%	7%	0%	1%	0%	1%	12%	2%	0%	2%	9%	1%	1%	5%	3%	9%	10%	3%	0%	1%	2%	0%
I never received a response	5%	5%	4%	4%	0%	4%	5%	0%	3%	3%	4%	4%	4%	4%	9%	2%	0%	0%	7%	6%	3%	10%	7%	7%	11%
<b>Number of Respondents</b>	<b>60</b>	<b>37</b>	<b>54</b>	<b>94</b>	<b>99</b>	<b>50</b>	<b>100</b>	<b>92</b>	<b>68</b>	<b>91</b>	<b>49</b>	<b>137</b>	<b>46</b>	<b>113</b>	<b>150</b>	<b>90</b>	<b>41</b>	<b>39</b>	<b>91</b>	<b>71</b>	<b>39</b>	<b>86</b>	<b>112</b>	<b>110</b>	<b>27</b>
<b>Was your question</b>																									
Question answered	85%	82%	89%	97%	97%	96%	93%	95%	90%	99%	88%	97%	85%	97%	99%	98%	93%	97%	89%	82%	91%	99%	93%	90%	93%
Question not answered	11%	13%	5%	3%	0%	4%	4%	3%	7%	1%	10%	1%	11%	3%	1%	0%	2%	0%	1%	4%	9%	1%	6%	5%	4%
Don't know	3%	5%	5%	0%	3%	0%	3%	2%	3%	0%	2%	2%	4%	0%	0%	2%	5%	3%	10%	14%	0%	0%	1%	5%	4%
<b>Number of Respondents</b>	<b>61</b>	<b>38</b>	<b>56</b>	<b>101</b>	<b>93</b>	<b>53</b>	<b>105</b>	<b>95</b>	<b>71</b>	<b>91</b>	<b>50</b>	<b>135</b>	<b>47</b>	<b>119</b>	<b>159</b>	<b>86</b>	<b>41</b>	<b>38</b>	<b>93</b>	<b>77</b>	<b>44</b>	<b>87</b>	<b>109</b>	<b>110</b>	<b>27</b>
<b>How long did it take to receive an answer to your question</b>																									
1 day	56%	52%	85%	79%	59%	57%	63%	59%	63%	52%	80%	66%	70%	61%	74%	70%	66%	50%	47%	23%	70%	74%	59%	68%	44%
2 to 5 days	18%	17%	4%	9%	30%	4%	13%	25%	19%	6%	14%	10%	13%	7%	5%	2%	11%	25%	10%	34%	14%	5%	27%	13%	16%
6 to 10 days	6%	10%	0%	2%	1%	0%	1%	5%	2%	5%	2%	6%	0%	5%	1%	1%	3%	6%	3%	20%	0%	2%	2%	0%	0%
11 to 15 days	4%	0%	2%	1%	1%	0%	1%	0%	0%	5%	0%	1%	0%	1%	1%	0%	0%	11%	1%	13%	0%	4%	0%	3%	0%
Greater than 15 days	4%	0%	0%	1%	3%	2%	0%	0%	2%	23%	0%	1%	0%	1%	1%	2%	6%	8%	8%	5%	3%	2%	1%	1%	0%
Don't Know/Not applicable	12%	21%	9%	9%	6%	36%	22%	11%	15%	9%	5%	18%	18%	26%	19%	23%	14%	0%	31%	5%	14%	12%	11%	16%	40%
<b>Number of Respondents</b>	<b>50</b>	<b>29</b>	<b>47</b>	<b>94</b>	<b>87</b>	<b>47</b>	<b>95</b>	<b>80</b>	<b>54</b>	<b>81</b>	<b>44</b>	<b>125</b>	<b>40</b>	<b>105</b>	<b>151</b>	<b>81</b>	<b>35</b>	<b>36</b>	<b>78</b>	<b>56</b>	<b>37</b>	<b>82</b>	<b>97</b>	<b>96</b>	<b>25</b>
<b>Visited USCIS website for information within last 6 months</b>																									
Visited USCIS website	55%	82%	85%	68%	37%	40%	90%	60%	33%	7%	74%	52%	91%	65%	40%	37%	79%	68%	61%	57%	71%	29%	51%	81%	77%
Have not visited	45%	18%	15%	32%	63%	60%	10%	40%	67%	93%	26%	48%	9%	35%	60%	63%	21%	32%	39%	43%	29%	71%	49%	19%	23%
<b>Number of Respondents</b>	<b>60</b>	<b>38</b>	<b>54</b>	<b>100</b>	<b>99</b>	<b>53</b>	<b>105</b>	<b>101</b>	<b>70</b>	<b>92</b>	<b>50</b>	<b>138</b>	<b>47</b>	<b>118</b>	<b>160</b>	<b>92</b>	<b>42</b>	<b>34</b>	<b>90</b>	<b>82</b>	<b>41</b>	<b>87</b>	<b>112</b>	<b>110</b>	<b>26</b>

~Multiple responses allowed.

## **APPENDIX C: RESULTS TABLES**

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**Table 16: Aggregate Scores and Impacts\***

	<b>Scores</b>	<b>Aggregate Impact</b>
<b>Sample Size</b>	<b>2,111</b>	
<b>USCIS Staff</b>	<b>93</b>	<b>4.1</b>
How respectful, professional, and courteous staff member who helped you	94	--
How good communication and listening skills of staff member who helped you	93	--
How well the staff member understand your question	93	--
<b>Website</b>	<b>80</b>	<b>1.0</b>
How useful was the information on the website	80	--
<b>Field Office Satisfaction</b>	<b>89</b>	<b>N/A</b>
Overall satisfaction	90	--
Meets expectations	89	--
Compared to ideal	88	--
<b>Satisfaction with response</b>	<b>91</b>	<b>N/A</b>
How satisfied were you with the response you received	91	--
<b>Satisfaction with response time</b>	<b>94</b>	<b>N/A</b>
How satisfied with time it took to receive an answer to your question	94	--

*\*Data are weighted by volume of applications per location. For listing of weights see page 6.*

**Table 17: Scores by Office**

	Accra	Amman	Athens	Bangkok	Beijing	Ciudad Juarez	Frankfurt	Guangzhou	Guatemala City	Havana	Johannesburg	Lima	London	Manila	Mexico City	Monterrey	Moscow	Nairobi	New Delhi	Port-au-Prince	Rome	San Salvador	Santo Domingo	Seoul	Vienna
<b>Sample Size</b>	63	41	56	108	104	54	105	104	81	101	50	142	47	125	163	97	42	40	98	87	44	101	116	114	27
<b>USCIS Staff</b>	90	88	92	92	98	98	95	95	89	96	95	95	90	91	98	99	93	95	86	92	95	95	95	89	98
How respectful, professional, and courteous staff member who helped you	91	90	94	93	99	99	96	96	91	97	95	96	92	92	98	99	93	96	83	93	95	95	96	88	99
How good communication and listening skills of staff member who helped you	90	89	91	92	97	97	94	95	88	94	94	95	90	91	98	99	94	94	87	92	96	95	95	91	98
How well the staff member understand your question	90	84	91	92	99	98	96	95	88	98	95	95	89	91	98	99	92	93	88	90	94	96	94	91	98
<b>Website</b>	84	83	85	78	87	88	76	89	74	80	77	81	80	86	81	91	82	86	79	83	70	74	86	74	83
How useful was the information on the website	84	83	85	78	87	88	76	89	74	80	77	81	80	86	81	91	82	86	79	83	70	74	86	74	83
<b>Field Office Satisfaction</b>	83	85	88	88	96	94	91	92	83	91	91	92	85	88	95	98	89	90	82	88	88	92	90	85	96
Overall satisfaction	84	85	88	90	96	96	92	93	84	95	91	93	87	89	95	98	90	92	82	90	89	91	90	85	96
Meets expectations	81	86	88	87	96	93	90	90	83	93	92	92	84	88	95	99	88	91	79	87	89	93	92	86	95
Compared to ideal	83	88	88	87	95	92	89	93	83	81	91	91	85	87	94	96	88	86	83	84	87	91	86	84	96
<b>Satisfaction with response</b>	88	84	88	91	98	93	90	94	87	95	94	94	88	90	94	100	91	93	86	91	92	94	91	89	94
How satisfied were you with the response you received	88	84	88	91	98	93	90	94	87	95	94	94	88	90	94	100	91	93	86	91	92	94	91	89	94
<b>Satisfaction with response time</b>	90	93	97	90	98	93	97	96	86	95	97	95	97	88	96	99	93	90	87	84	96	93	92	93	98
How satisfied with time it took to receive an answer to your question	90	93	97	90	98	93	97	96	86	95	97	95	97	88	96	99	93	90	87	84	96	93	92	93	98



**Table 18: Scores by How Long it Took for Answer**

	1 day	2 to 5 days	6 to 10 days	11 to 15 days	Greater than 15 days	Don't Know/Not applicable
<b>Sample Size</b>	<b>1,106</b>	<b>230</b>	<b>55</b>	<b>31</b>	<b>52</b>	<b>279</b>
<b>USCIS Staff</b>	<b>96</b>	<b>94</b>	<b>90</b>	<b>93</b>	<b>90</b>	<b>96</b>
How respectful, professional, and courteous staff member who helped you	96	95	89	92	89	96
How good communication and listening skills of staff member who helped you	96	93	89	95	91	95
How well the staff member understand your question	96	94	92	94	91	97
<b>Website</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>84</b>
How useful was the information on the website	82	82	83	83	82	84
<b>Field Office Satisfaction</b>	<b>93</b>	<b>89</b>	<b>86</b>	<b>91</b>	<b>85</b>	<b>93</b>
Overall satisfaction	94	90	87	92	87	94
Meets expectations	93	89	87	91	85	93
Compared to ideal	92	87	85	89	82	93
<b>Satisfaction with response</b>	<b>95</b>	<b>92</b>	<b>93</b>	<b>95</b>	<b>90</b>	<b>95</b>
How satisfied were you with the response you received	95	92	93	95	90	95
<b>Satisfaction with response time</b>	<b>96</b>	<b>87</b>	<b>79</b>	<b>87</b>	<b>76</b>	<b>94</b>
How satisfied with time it took to receive an answer to your question	96	87	79	87	76	94

**Table 19: Scores by Inquiry on Behalf of**

	<b>Yourself</b>	<b>Family member or relative</b>	<b>Friend</b>	<b>Client</b>	<b>Someone Else</b>
<b>Sample Size</b>	<b>1,440</b>	<b>666</b>	<b>40</b>	<b>57</b>	<b>48</b>
<b>USCIS Staff</b>	<b>94</b>	<b>93</b>	<b>91</b>	<b>91</b>	<b>94</b>
How respectful, professional, and courteous staff member who helped you	95	94	91	90	95
How good communication and listening skills of staff member who helped you	94	93	92	91	93
How well the staff member understand your question	94	93	89	92	94
<b>Website</b>	<b>81</b>	<b>79</b>	<b>83</b>	<b>80</b>	<b>84</b>
How useful was the information on the website	81	79	83	80	84
<b>Field Office Satisfaction</b>	<b>90</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>90</b>
Overall satisfaction	91	90	88	88	92
Meets expectations	90	89	90	88	90
Compared to ideal	89	87	87	85	88
<b>Satisfaction with response</b>	<b>92</b>	<b>91</b>	<b>89</b>	<b>92</b>	<b>94</b>
How satisfied were you with the response you received	92	91	89	92	94
<b>Satisfaction with response time</b>	<b>93</b>	<b>93</b>	<b>90</b>	<b>89</b>	<b>93</b>
How satisfied with time it took to receive an answer to your question	93	93	90	89	93

**Table 20: Scores by Method of Contact**

	<b>By phone</b>	<b>By email</b>	<b>In-Person</b>
<b>Sample Size</b>	<b>492</b>	<b>635</b>	<b>1,282</b>
<b>USCIS Staff</b>	<b>93</b>	<b>91</b>	<b>95</b>
How respectful, professional, and courteous staff member who helped you	93	92	96
How good communication and listening skills of staff member who helped you	93	91	95
How well the staff member understand your question	93	90	95
<b>Website</b>	<b>80</b>	<b>78</b>	<b>82</b>
How useful was the information on the website	80	78	82
<b>Field Office Satisfaction</b>	<b>89</b>	<b>85</b>	<b>92</b>
Overall satisfaction	90	86	92
Meets expectations	89	85	92
Compared to ideal	87	84	90
<b>Satisfaction with response</b>	<b>91</b>	<b>88</b>	<b>94</b>
How satisfied were you with the response you received	91	88	94
<b>Satisfaction with response time</b>	<b>93</b>	<b>92</b>	<b>94</b>
How satisfied with time it took to receive an answer to your question	93	92	94

**Table 21: Scores by Number of Contacts before Response Received**

	1	2	3	4	5	More than 5	I never received a response
<b>Sample Size</b>	<b>1,375</b>	<b>238</b>	<b>122</b>	<b>35</b>	<b>24</b>	<b>63</b>	<b>90</b>
<b>USCIS Staff</b>	<b>95</b>	<b>91</b>	<b>91</b>	<b>84</b>	<b>87</b>	<b>90</b>	<b>90</b>
How respectful, professional, and courteous staff member who helped you	96	91	91	87	89	87	89
How good communication and listening skills of staff member who helped you	95	90	91	88	82	91	92
How well the staff member understand your question	95	91	92	81	89	93	89
<b>Website</b>	<b>83</b>	<b>79</b>	<b>74</b>	<b>73</b>	<b>67</b>	<b>73</b>	<b>72</b>
How useful was the information on the website	83	79	74	73	67	73	72
<b>Field Office Satisfaction</b>	<b>92</b>	<b>86</b>	<b>85</b>	<b>79</b>	<b>80</b>	<b>83</b>	<b>85</b>
Overall satisfaction	93	87	85	78	81	84	86
Meets expectations	92	87	84	77	81	83	83
Compared to ideal	91	82	85	80	74	82	85
<b>Satisfaction with response</b>	<b>94</b>	<b>89</b>	<b>89</b>	<b>73</b>	<b>78</b>	<b>89</b>	<b>87</b>
How satisfied were you with the response you received	94	89	89	73	78	89	87
<b>Satisfaction with response time</b>	<b>95</b>	<b>88</b>	<b>85</b>	<b>86</b>	<b>86</b>	<b>89</b>	<b>94</b>
How satisfied with time it took to receive an answer to your question	95	88	85	86	86	89	94

**Table 22: Scores by Question Was Answered**

	<b>Question answered</b>	<b>Question not answered</b>	<b>Don't know</b>
<b>Sample Size</b>	<b>1,860</b>	<b>72</b>	<b>55</b>
<b>USCIS Staff</b>	<b>96</b>	<b>56</b>	<b>85</b>
How respectful, professional, and courteous staff member who helped you	96	62	87
How good communication and listening skills of staff member who helped you	95	56	84
How well the staff member understand your question	96	51	83
<b>Website</b>	<b>83</b>	<b>57</b>	<b>69</b>
How useful was the information on the website	83	57	69
<b>Field Office Satisfaction</b>	<b>92</b>	<b>48</b>	<b>74</b>
Overall satisfaction	93	48	75
Meets expectations	92	45	69
Compared to ideal	91	51	71
<b>Satisfaction with response</b>	<b>94</b>	<b>36</b>	<b>74</b>
How satisfied were you with the response you received	94	36	74
<b>Satisfaction with response time</b>	<b>93</b>	<b>--</b>	<b>--</b>
How satisfied with time it took to receive an answer to your question	93	--	--

**Table 23: Scores by Reason for Contact**

	To make-change appointment	To ask about an application	To ask about fingerprinting	To ask about something else
<b>Sample Size</b>	<b>318</b>	<b>1,082</b>	<b>150</b>	<b>727</b>
<b>USCIS Staff</b>	<b>93</b>	<b>94</b>	<b>94</b>	<b>93</b>
How respectful, professional, and courteous staff member who helped you	94	94	94	94
How good communication and listening skills of staff member who helped you	93	94	93	93
How well the staff member understand your question	94	94	93	93
<b>Website</b>	<b>81</b>	<b>80</b>	<b>81</b>	<b>80</b>
How useful was the information on the website	81	80	81	80
<b>Field Office Satisfaction</b>	<b>89</b>	<b>90</b>	<b>92</b>	<b>89</b>
Overall satisfaction	90	91	92	90
Meets expectations	90	90	91	89
Compared to ideal	87	89	91	88
<b>Satisfaction with response</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>91</b>
How satisfied were you with the response you received	92	92	92	91
<b>Satisfaction with response time</b>	<b>92</b>	<b>94</b>	<b>95</b>	<b>93</b>
How satisfied with time it took to receive an answer to your question	92	94	95	93