

## NIV Customer Service Survey, Fall 2023

1. What type of non-immigrant visa are you applying for/did you apply for?

(radio buttons)

B1/B2

B1 – Domestic Employee

C1

C1/D

D

E2

E3

F1/F2

H1B/H1B1/H3/H4

I

J1/J2

L1/L2

M1/M2

O1/O2/O3

P1/P2/P3

R1/R2

Other (please specify):

2. Have you received your visa?

- ☐ Yes, my visa was approved.
- ☐ No, I am still in the application process.
- ☐ No, my application was denied.

3. If the visa was refused and you were asked for outstanding or additional documents at your interview, did you understand what we required from you to move forward with your application?

2. Was the Nonimmigrant visa information on the application process easy to find and understand on our website?

(<https://www.ustraveldocs.com/sg/en/nonimmigrant-visa/>)

- ☐ Yes
- ☐ No

3. If No- what was difficult about the website information?

4. How could the website be improved?

5. How long did you spend at the Embassy from the security check to the end of your interview?

- ☐ Less than 30 minutes
- ☐ 30-45 minutes
- ☐ 45-60 minutes
- ☐ 60+ minutes

6. How would you rate your interactions with our staff?

(1 star = They were not respectful, professional, or courteous at all; 5 stars = they were very respectful, professional, and courteous.)

Security Guards:

Greeters:

Intake window:

Fingerprinting window:

Interviewing Officer:

7. What can we do to improve the courteousness and professionalism of our staff?

8. What other feedback would you like to give?