



Please take a few minutes to fill out this survey concerning your visit/interaction with the U.S. Consular Section. Your responses will help us to improve the quality of our services.

You can send us your survey by fax 7(727) 250-48-84 or by e-mail to usakz@state.gov

SERVICES RECEIVED

Please indicate which services you received/are going to receive (you can check more than one box):

- | | |
|---|--|
| <input type="checkbox"/> Non-Immigrant Visa | <input type="checkbox"/> Citizenship (Passport/CRBA) |
| <input type="checkbox"/> Immigration to the USA | <input type="checkbox"/> SSN |
| <input type="checkbox"/> Adoption | <input type="checkbox"/> Other (Please, specify) |
| <input type="checkbox"/> Notary | |

INFORMATION

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
The website is easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The info on the website was complete and accurate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Information board is up-to-date/informative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone answers are polite and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPOINTMENT SYSTEM

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
The online system is easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There were slots available for the date I preferred.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To provide more efficient service and save you time spent in the Consular Section, we are planning to introduce an appointment system for Notary and Citizenship services. Do you think this is a good idea?

- Yes No

SECURITY

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
The security guards were courteous and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WAITING ROOM/TIME

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
The waiting room was comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waiting period was not excessive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DOCUMENT INTAKE/PAYMENT

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
The employees who accepted my application were polite and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The payment method was efficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CONSULAR OFFICER

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
The consular officer treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The consular officer was attentive to my personal circumstances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide additional comments/suggestions regarding your experience with the Consular Section:
