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

***You can send us your survey by email to*** ***usakz@state.gov*** ***or by fax 7(7172)702280 (Astana), 7(727)250-4884 (Almaty)***

**Services Received**

Please, check for which services you referred to the Consular Section (you can check more than one box):

* Non-Immigrant Visa
* Immigration to the USA
* Adoption
* Notary
* Citizenship (Passport/CRBA)
* SSN
* Other (Please, specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Information**  | StronglyAgree | Agree | Neutral | Disagree | StronglyDisagree | Do not know |
| Web-site is easy to use | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |
| The info on the website was complete and accurate | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |
| Information board is up-to-day and informative | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |
| Telephone answers are polite and complete | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **APPOINTMENT SYSTEM** | StronglyAgree | Agree | Neutral | Disagree | StronglyDisagree | Do not know |
| The system is easy to use | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |
| There were slots available for the date I needed | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **security**  | StronglyAgree | Agree | Neutral | Disagree | StronglyDisagree | Do not know |
| The security guards were courteous and helpful | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **WAITING ROOM/TIME**  | StronglyAgree | Agree | Neutral | Disagree | StronglyDisagree | Do not know |
| The waiting room was comfortable | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |
| The waiting period was not excessive | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |

How long did you wait today? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Document intake/payment**  | StronglyAgree | Agree | Neutral | Disagree | StronglyDisagree | Do not know |
| The employees who accepted my application were polite and professional | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |
| The payment method was efficient | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **consular officer**  | StronglyAgree | Agree | Neutral | Disagree | StronglyDisagree | Do not know |
| The consular officer treated me with respect | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |
| The consular officer was attentive to my personal circumstances. | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ | ⬜ |

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

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