

From: U.S. Citizenship and Immigration Services [mailto:uscis@public.govdelivery.com]

Sent: Thursday, December 20, 2012 11:14 AM

To:

Subject: Asylum Customer Satisfaction Survey Results

Nearly 1,000 customers from eight of our asylum offices completed a satisfaction survey about their asylum interviews and office visits during the past fiscal year. The survey was conducted by the USCIS Refugee, Asylum and International Operations Directorate and the Office of Policy and Strategy's Research and Evaluation Division.

Key survey findings include:

- Front desk staff received an overall satisfaction rating of 94 out of 100.
- The satisfaction rating for asylum officers was 89 out of 100 which impacted overall customer satisfaction more than any other survey component.
- The overall Customer Satisfaction Index for USCIS Asylum Offices was 87 out of 100—about 20 points higher than the latest federal government average for customer satisfaction.

The [summary](#) and [full survey report](#) are available as well.

Please do not reply to this message. See our [Contact Us](#) page for phone numbers and e-mail addresses.



**U.S. Citizenship
and Immigration
Services**

STAY CONNECTED:



SUBSCRIBER SERVICES:

[Manage Preferences](#) | [Delete profile](#) | [Help](#)



U.S. Citizenship and Immigration Services sending to
20 Massachusetts Ave NW, Washington DC 20529 · 1-800-375-5283