



University at Buffalo
The State University of New York

Office of International Education
Immigration Services

The Office of the Vice Provost for International Education is committed to ensuring that all units of the Office of International Education provide courteous, responsive, and timely service. Please take a few moments to complete this survey assessing your experience with Immigration Services. Thank you.

Date(s) of Service: \_\_\_\_\_

You are: \_\_\_\_\_ a department sponsoring an individual for employment
\_\_\_\_\_ an individual seeking an employment-based visa

Transaction: \_\_\_\_\_ H-1B \_\_\_\_\_ Outstanding Professor/Researcher
\_\_\_\_\_ TN \_\_\_\_\_ Special Handling Labor Certification
\_\_\_\_\_ PERM Labor Certification

Please rate each of the services you have used:

Communications

Were your phone calls answered or returned in a timely fashion? Yes No
Were e-mails answered in a timely fashion? Yes No
Were verbal communications clear and informative? Yes No
Were written communications clear and informative? Yes No
Was the process clearly explained? Yes No
Were you kept informed at each stage of the process? Yes No

Website

Is our website easy to navigate? Yes No
Did you find the information you needed? Yes No
Was the information clear and easy to understand? Yes No

General

Were you treated courteously and with respect? Yes No
Were you able to meet with a professional when necessary? Yes No
Do you feel you received good service? Yes No

We welcome any comments or suggestions (please use the back of the form).

Please include your name and contact information if you would like a reply.

Please return this form to:
Office of the Vice Provost for International Education
411 Capen Hall, North Campus