



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 a visiting scholar  
\_\_\_\_\_ a visiting scholar

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**

1Capen, Buffalo, NY 14260-1604  
Tel: (716) 645-2355 Fax: (716) 645-6197 E-mail: immgsvc@acsu.buffalo.edu