

Client Name:	U.S. Department of Homeland Security
Measure Name:	DHS CIS SAVE

Version of Code:	<i>newest</i>
Custom Qualifier Page	<i>No</i>
Custom Invitation Text?	<i>Yes</i>
Custom Tracker Text?	<i>No</i>
Custom Welcome/ Thank You Text?	<i>Yes</i>

Language(s)	If other language not listed, please specify.	Website URL	MID(s) (DOT FILL THIS IN)	Measure Name(s) (DOT WILL FILL THIS IN)
English - EN		http://www.uscis.gov/portal/site/uscis/menu		

Model Instance Name:

DHS CIS SAVE

MID: 0

Date: 3/7/2013



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

Welcome Text

Thank you for visiting the **SAVE Program** site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

DEFAULT Thank You Text

~~"Thank you for taking our survey - and for helping us serve you better. - We appreciate your input!"~~

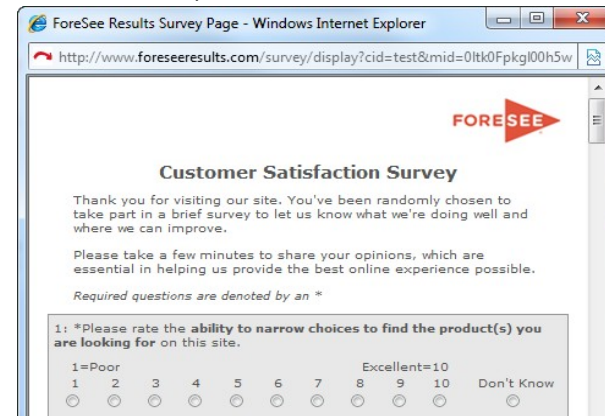
ALTERNATE WEB Thank You Text

Thank you for taking our survey - and for helping us serve you better.

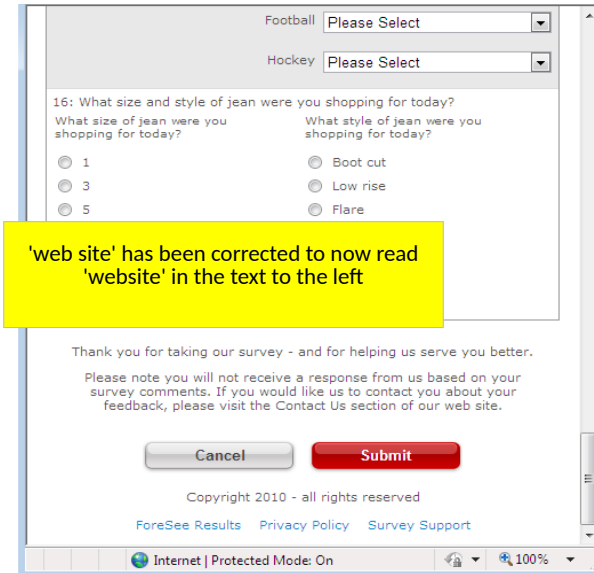
Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Examples

Welcome Text Example



Thank You Text Example



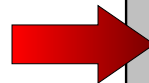
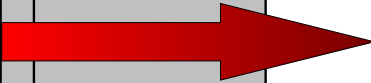
Model Instance Name:
 DHS CIS SAVE
 MID:
 Partitioned (Y/N)? Y
 Date: 3/7/2013



DHS CIS SAVE

Model questions utilize the ACSI methodology to determine scores and impacts

MQ Label		ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
1	Content - Accuracy	Content (1=Poor, 10=Excellent, Don't Know) Please rate the accuracy of information on the SAVE site.	18	Satisfaction What is your overall satisfaction with the SAVE site? (1=Very Dissatisfied, 10=Very Satisfied)	21	Likelihood to Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to the SAVE site?
2	Content - Quality	Please rate the quality of information on the SAVE site.	19	How well does the SAVE site meet your expectations ? (1=Falls Short, 10=Exceeds)	22	Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend the SAVE site to someone else?
3	Content - Freshness	Please rate the relevance of content on the SAVE site.	20	How does the SAVE site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	23	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use the USCIS site as your primary resource to gather information regarding the SAVE Program?
4	Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the SAVE site.				
5	Look and Feel - Balance	Please rate the balance of graphics and text on the SAVE site.				
6	Look and Feel - Readability	Please rate the readability of the pages on the SAVE site.				
7	Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the SAVE site is organized .				
8	Navigation - Options	Please rate the options available for navigating the SAVE site.				
9	Navigation - Layout	Please rate how well the SAVE site layout helps you find what you are looking for .				
10	Navigation - Clicks	Please rate the number of clicks to get where you want on the SAVE site.				
11	Search - Results Relevance	Search (1=Poor, 10=Excellent, Don't Know) Please rate the relevance of search results on the SAVE site.				
12	Search - Results Organization	Please rate the organization of search results on the SAVE site.				
13	Search - Results Help	Please rate how well the search results help you decide what to select .				
14	Search - Feature Narrow	Please rate how well the search feature helps you to narrow the results to find what you want.				
15	Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on the SAVE site.				
16	Site Performance - Consistency	Please rate the consistency of speed from page to page on the SAVE site.				
17	Site Performance - Errors	Please rate the ability to load pages without getting error messages on the SAVE site.				



Model instance name:

DHS CIS SAVE

MID:

Date: 3/7/2013

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

DHS CIS SAVE CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to
		How frequently do you visit the SAVE Program section on the USCIS site?		First time Almost every day Once or twice a week Once or twice a month Less than Once a month	
		Which of the following best describes your role ?		SAVE user Benefit applicant/noncitizen Benefit granting agency Licensing bureau Other federal government entity State government entity Local government entity Financial institution Educational institution Other	
		How did you learn about the SAVE Program?		Program information USCIS Site Benefit granting agency Licensing bureau Other government entity Internet Customer support Social networks (i.e. Facebook, Twitter, YouTube) Other	
		Which area of the SAVE Program did you visit today? (Check all that apply)		What is SAVE About the SAVE Program Getting Started For Benefit Applicants Publications Webinars SAVE Case Check Contact SAVE SAVE Agency Search Tool	
		For what reason did you visit the SAVE Program today? (Check all that apply.)		Learn about the SAVE Program Research the SAVE governing rules Review the privacy policies Read about how to get started Learn about who can use the SAVE Program Review the SAVE verification process Find the forms needed for the SAVE Program Learn about the access methods and transaction charges Sign up/register for the SAVE Program Research the Noncitizens information/benefits Find out how to correct my records Find multilingual resources	

Model instance name:

DHS CIS SAVE

MID:

Date: 3/7/2013

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

DHS CIS SAVE CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to
				Read the publications	
				Check my case	
				Use the SAVE Agency search tool	
				Take a free webinar	
				Research requirements for attending the webinar	
				Download the SAVE logo and guidelines	
				Contact the SAVE Program customer support	
				Other, please specify:	A
	A	Other reasons for visiting the SAVE Program today.			
		Were you able to find what you were looking for?		Yes	
				For the most part	A
				Only partially	A
				No	
	A	If you were unable to find what you needed, what specifically did you look for?			
		How useful was the information and materials provided on the SAVE Program section?		Very useful	
				Somewhat useful	
				Not very useful	A
				Not at all useful	A
	A	Why do you feel that the information and materials provided were not useful to you?			
		What other information/resource would you like to see added to the SAVE Program section?			
		What improvement would you like to see made to the SAVE Program section on the USCIS site to make it more helpful for you in the future?			



Type (select from list) Drop down, select one	Single or Multi	Required Y/N	Special Instructions	CQ Label Frequency
Radio button, one-up vertical	S	Y		Role
Drop down, select one	S	Y		How learned about the program
Checkbox, one-up vertical	M	Y		Area visited
Checkbox, one-up vertical	M	Y	Skip Logic Group*	Reasons for visiting



Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area, no char limit		N		Other reasons
Drop down, select one	S	Y	Skip Logic Group*	Find info
Text area, no char limit		N		No info found
Drop down, select one	S	Y	Skip Logic Group*	Useful info
Text area, no char limit		N		Not useful info
Text area, no char limit		N		Other resources
Text area, no char limit		N		Improvement