

SAVE System Customer Service Survey

Welcome to the SAVESCSS, a survey designed to help USCIS refine products to be more accessible and productive to users. Completing this survey will take you approximately 9 minutes. Your feedback will meaningfully help revise SAVE tools to make your experience with them better. All questions on this survey are geared at collecting information on YOUR experiences with SAVE products. Please be candid in your responses, and know that your contributions will help the USCIS serve you better in the future.

Paperwork Reduction Act Statement

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 9 minutes per response, including the time for reviewing instructions, completing and submitting the form. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, SAVE Program, Verification Division, 131 M Street NE, Washington, DC 20529. OMB No. 1615-0121. *Do not return the completed form to this address.*

Please indicate if you are currently a:

- General User
- Super-User
- Supervisor

Please indicate your overall level of satisfaction with the SAVE System. (1 being extremely dissatisfied, 5 being extremely satisfied)

	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
You feel how satisfied with the SAVE system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate the documents you use to conduct SAVE queries.

- I-551
- I-766
- I-94 Arrival Departure Record in Unexpired Foreign Passport
- I-94 Arrival Departure Record
- Unexpired Foreign Passport
- I-20 (Certificate of Eligibility for Non-immigrant (F-1) Student Status)
- DS2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status)
- Naturalization Certificate
- Certificate of Citizenship
- I-571 (Refugee Travel Document)
- I-327 (Re-entry Permit)
- Machine Readable Immigrant Visa (With Temporary I-551 Language)
- Temporary I-551 Stamp (on Passport or I-94)
- Other (select when document not listed and write-in document)
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Please indicate how difficult it is to run a query with each document you interact with.

	Very Difficult	Difficult	Neutral	Easy	Very Easy	N/A
» I-551	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» I-766	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» I-94 Arrival Departure Record in Unexpired Foreign Passport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» I-94 Arrival Departure Record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» Unexpired Foreign Passport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» I-20 (Certificate of Eligibility for Non-immigrant (F-1) Student Status)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» DS2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» Naturalization Certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» Certificate of Citizenship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» I-571 (Refugee Travel Document)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» I-327 (Re-entry Permit)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» Machine Readable Immigrant Visa (With Temporary I-551 Language)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» Temporary I-551 Stamp (on Passport or I-94)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
» Other (select when document not listed and write-in document)						
<input type="text"/>						

Please indicate how benefit applicants provide the information from their immigration documents for the SAVE queries that you use (Choose all that apply):

- Online – Information, including copies of immigration documents provided by the applicant online
- In person – applicant comes to the office and provides information, including copies of document
- Mail in – applicant mails a paper application, including copies of immigration documents
- Do not get copies of immigration documents
- Other (Please Explain)

Online Resources

SAVE provides a variety of guidance documents and training tools through the Resources section of the program's Web Access site, [www. save.uscis.gov/Web/vislogin.aspx](http://www.save.uscis.gov/Web/vislogin.aspx).

	Very Poor	Poor	Fair	Good	Excellent
Please indicate how well our Resources section is organized 1-5 (1 being poor, 5 being excellent) .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate whether the information in our Resources section is useful in your work 1-5 (1 being not useful, 5 being extremely useful).

	Not at all useful	Not useful	Neutral	Somewhat useful	Extremely useful
Please indicate whether the information in our Resources section is useful in your work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate what resources you would like to see added or how you would like to see the resources organized.

Training

USCIS offers training on SAVE periodically. This question will help inform USCIS how often those trainings should be offered.

	Never	Rarely	Sometimes	Often	All of the Time
Please indicate how often you participate in training offered by SAVE (1 being never, 5 being more than 5 times a year).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have taken part in training, please rate the effectiveness of the training (1 being not effective, 5 being extremely effective).

	Not at all effective	Not effective	Neutral	Somewhat effective	Extremely effective
please use the following scale where 1 is not effective and 5 is extremely effective.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your satisfaction with the training materials for the training that you have taken (1 being extremely ineffective, 5 being extremely effective).

	Extremely ineffective	Not effective	Neutral	Somewhat effective	Extremely effective
The quality of the training materials was:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain changes that should be made to the training materials to make them more effective.

Please identify all of the types of training that you would like to have.

- User Forums
- Using SAVE Reports
- Immigration
- Interpreting SAVE responses
- Document Types
- SAVE Enhancements
- Other (Please Explain)

USCIS provides a comprehensive SAVE tutorial that can be accessed at any time by SAVE users through the Resources page. Have you used this Resources Page?

- Yes
- No

If you have heard of the comprehensive SAVE tutorial, have you ever used it?

- Yes
- No

Customer Service

Please rate the effectiveness of our methods of communication.

	Extremely ineffective	Somewhat ineffective	Neutral	Slightly effective	Extremely effective
Ticker messages on the SAVE System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email Blasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traditional Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Save System Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone calls from SAVE Personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate the timeliness of SAVE responses when you contact SAVE with questions when:

	Over a week	About 1 week	Within 3 days	Within 2 days	Within 1 day
Calling the SAVE Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emailing SAVE.Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calling the SAVE Case Manager or Duty Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the effectiveness of SAVE responses to your questions/concerns.

	Ineffective	Somewhat ineffective	Neither effective or ineffective	Somewhat effective	Extremely effective
Calling the SAVE Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emailing SAVE.Help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calling the SAVE Case Manager or Duty Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Use of the System

Please indicate how often you use SAVE to perform queries.

	Rarely, once a month or less	Sometimes, at least once a month	Somewhat regularly, at least a few times a month	Regularly, at least once a week	Often, several times per week
Please select from rarely to often	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how user-friendly you find the appearance of the SAVE System user screens (1 being extremely not user friendly, 5 being extremely user-friendly).

	Extremely not user friendly	Not user friendly	Neither user friendly nor user unfriendly	User friendly	Extremely user friendly
The system appears:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how user-friendly you find the organization of the SAVE System user screens (1 being not user friendly, 5 being user-friendly).

	Extremely not user friendly	Not user friendly	Neither user friendly nor user unfriendly	User friendly	Extremely user friendly
The system appears:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how frequently the system is unavailable for use during agency hours due to SAVE system problems. (1 being frequently unavailable, 5 being never unavailable)

	Unavailable frequently, often multiple times per week	Unavailable sometimes, often several times per month	Generally available. Outages are infrequent.	Available most times. Outages occur maybe a few times per year	Always available. Outages almost never occur
The system is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You indicated some outages with the SAVE system. At approximately what time of day did they occur for you?

	Morning	Afternoon	Evening
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

System Responses

Please rate your satisfaction with the system responses you receive back from SAVE (1 being extremely dissatisfied, 5 being extremely satisfied).

	Extremely Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
Overall you feel:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate whether the SAVE system responses are easy to understand (1 being extremely dissatisfied, 5 being extremely satisfied).

	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely Satisfied
Save system responses generally leave you:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how often you/your users institute additional verification steps when prompted (1 being never, 5 being always).

	Never	Rarely	Sometimes	Often	Always
We use additional verification:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate all the reasons you/your users do not institute additional verification steps when prompted.

- Cost
- Time
- Not needed because of alternative verification methods
- Do not know
- Other (Please Explain)

General/Satisfaction Questions

Please choose the three things you like best about the SAVE System.

- Speed
- Ease of Use
- Layout of the System
- Adaptability
- Responsiveness
- Resources
- Training
- Other (Please Explain)
- Do not know

Of the three things you liked about the SAVE System, what is the best thing?

- » Speed
- » Ease of Use
- » Layout of the System
- » Adaptability
- » Responsiveness
- » Resources
- » Training
- » Other (Please Explain)
- » Do not know

Please indicate the three things you like least about the SAVE System.

- Speed
- Ease of Use
- Layout of the system
- Adaptability
- Responsiveness
- Resources
- Training
- Other (Please Explain)
- Do not know

Of the three things you liked least about the SAVE System, which one is the most concerning?

- » Speed
- » Ease of Use
- » Layout of the system
-

- » Adaptability
- » Responsiveness
- » Resources
- » Training
- » Other (Please Explain)
- » Do not know

Please leave any general statements about the SAVE System and ways to improve it.
