

Welcome and Thank You 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.

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.

Welcome Text - Alternate

~~Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.~~

Thank You Text - Alternate

~~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 web site.~~



Customer Satisfaction Survey

Thank you for visiting our 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.

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

Cancel

Submit

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Model Name: SAVE v2
 Model ID
 Partitioned: YES 2MQ
 Date: 12/22/2016

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the SAVE site.	16 Satisfaction - Overall	Satisfaction What is your overall satisfaction with the SAVE site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to the SAVE site?
2 Look and Feel - Balance	Please rate the balance of graphics and text on the SAVE site.	17 Satisfaction - Expectations	How well does the SAVE site meet your expectations ? <i>(1=Falls Short, 10=Exceeds)</i>		Recommend (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on the SAVE site.	18 Satisfaction - Ideal	How does the SAVE site compare to your idea of an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	20 Recommend	How likely are you to recommend the SAVE site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on the SAVE site.			21 Primary Resource	How likely are you to use the USCIS site as your primary resource to gather information regarding the SAVE Program?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on the SAVE site.				
6 Site Performance - Completeness	Please rate how completely the page content loads on the SAVE site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7 Navigation - Organized	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 need .				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on the SAVE site.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on the SAVE site.				
12 Information Browsing - Features	Please rate how well the features on the SAVE site help you find the information you need .				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
13 Site Information - Thoroughness	Please rate the thoroughness of information provided on the SAVE site.				
14 Site Information - Understandable	Please rate how understandable the SAVE site's information is.				
15 Site Information - Answers	Please rate how well the SAVE site's information provides answers to your questions .				

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
	Visit Frequency		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		Y	Drop down, select one	
	Role		Which of the following best describes your role ?	Registered SAVE User Prospective SAVE User Benefit Applicant Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
		A	Please specify your other role:			N	Text field, <100 char	Skip Logic Group*
	Acquisition Source		How did you learn about the SAVE Program?	USCIS website Benefit granting agency Department of motor vehicles Internet search USCIS customer support Social networks (i.e. Facebook, Twitter, YouTube) Other	A	Y	Drop down, select one	Skip Logic Group*
		A	Please describe other source:			N	Text field, <100 char	Skip Logic Group*
			Which area of the SAVE Website did you visit today? (Check all that apply.)	What's New About SAVE SAVE Resources Register for SAVE History & Milestones For Benefit Applicants SAVE Case Check SAVE Agency Search Tool		Y	Checkbox, one-up vertical	
	Primary Reason: Federal Government or Informational Non-Profit		For what reason did you visit the SAVE Program today? (Check all that apply.)	Learn about the SAVE Program Register for the SAVE Program Check my case with SAVE Case Check Take a free webinar Other:	B,D,F A	Y	Checkbox, one-up vertical	Skip Logic Group*
		A	Please select from this list of other reasons (Check all that apply.)	Learn about SAVE rules and policies Review the privacy policies Learn about who can use the SAVE Program Review the SAVE verification process Learn about the access methods and transaction charges Learn about SAVE as a benefit applicant Questions about my records Find multilingual resources Read SAVE publications Use the SAVE Agency search tool Contact SAVE customer support Other		Y	Checkbox, one-up vertical	Skip Logic Group*
		B	How clear were the instructions to use Case Check?	Very clear Somewhat clear Not very clear Not at all clear	C C	Y	Drop down, select one	Skip Logic Group*
		C	If they were not clear, how could they be improved ?			N	Text area, no char limit	Skip Logic Group*
		D	How easy was it to understand the response you received from Case Check?	Very easy Somewhat easy Not very easy Not at all easy	E E	Y	Drop down, select one	Skip Logic Group*
		E	If they were not easy to understand, how could they be improved ?			N	Text area, no char limit	Skip Logic Group*
		F	Do you have other suggestions for how we can improve Case Check ?			N	Text area, no char limit	Skip Logic Group*
	Accomplish		Were you able to find what you were looking for?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*

OE_Accomplish	A	If you were unable to find what you needed, what specifically couldn't you find?			N	Text area, no char limit	Skip Logic Group*
		How useful was the information and materials provided on the SAVE Program section?	Very useful Somewhat useful Not very useful Not at all useful	A A	Y	Drop down, select one	Skip Logic Group*
	A	Why do you feel that the information and materials provided were not useful to you?			N	Text area, no char limit	Skip Logic Group*
		What other information/resource would you like to see added to the SAVE Program section?			N	Text area, no char limit	
OE_Improve Experience		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?			N	Text area, no char limit	



CQ Label
Frequency
Role
Other role
Learn about
Other learn about
Area visited
Reason visited
Other reason visited
Case Instructions
Not clear
Understand response
Not easy
Improve Case Check
Find info

No info found
Useful info
Not useful info
Other resources
Improvement