

SAVE Customer Contact Center Survey 2018

Introduction

The U.S. Citizenship and Immigration Services (USCIS) would like feedback from those who recently contacted the SAVE contact center by **phone** (1-877-469-2563) or **email** (SAVE.help@uscis.dhs.gov)

Please take a few moments to respond to our survey. To assure anonymity, the survey is being administered by a third-party customer satisfaction research organization, CFI Group.

All information you provide will be combined with that of others for research and reporting purposes only. Individual responses will not be released.

This survey has been approved by the Office of Management and Budget Control and is authorized under number 1090-0007, which expires August 31, 2018.

Screeners

SCREEN1. Have you contacted the SAVE contact center by **phone** (1-888-469-2563) or by **email** through the SAVE.help@uscis.dhs.gov address within the last three months?

1. Yes
2. No [**ROUTE TO SURVEY CLOSE PAGE**]
3. Don't Know [**ROUTE TO SURVEY CLOSE PAGE**]

If you have contacted the SAVE contact center more than once, please think about your most recent contact in answering the following questions.

Respondent Background

Q1. Please select the SAVE access method you use to submit a case.

1. Web 3 – you use a web browser to access the SAVE System directly with a user name/password.
2. Web Services – you use your agency's system interface to access the SAVE System.
3. AAMVAnet (VLS) – you are a DMV that uses AAMVAnet or VLS to access the SAVE System.
4. Other (Specify)

Q2. What was the purpose of your most recent call or email?

1. Case Assistance
2. Technical Assistance (e.g., logging-in, adding/deleting users)
3. General Immigration Policy Question
4. Registration
5. Billing and Fees
6. Other (Specify)

Q3. Prior to contacting SAVE Customer Service did you look for resources on the SAVE Public Website or the SAVE System site first?

1. Yes
2. No
3. Don't remember

Q4. Including your most recent call or email, how many times have you contacted SAVE Customer Service?

1. Just once

2. 2 – 5 times
3. 6 – 10 times
4. More than 10 times

Wait Time

Using a scale from 1 to 10, where 1 is Poor and 10 is Excellent, how would you rate the SAVE contact center on the following?

Q5. Convenience of hours

Q6. Amount of time on hold before helped

Customer Service

Q7. Have you contacted SAVE contact center **by phone** in the past three months?

1. Yes [**CONTINUE**]
2. No [**SKIP TO Q28**]
3. Don't Know [**SKIP TO Q28**]

If you have contacted the SAVE contact center **by phone** more than once in the past three months, please think about your most recent contact in answering the following questions.

Q8. Overall, how satisfied were you with your experience when you contacted SAVE customer service?

1. Very satisfied [**SKIP TO Q10**]
2. Somewhat satisfied [**SKIP TO Q10**]
3. Somewhat dissatisfied [**CONTINUE**]
4. Very dissatisfied [**CONTINUE**]

Q9. What caused you to be dissatisfied with your experience when you called SAVE customer service? (Select all that apply.)

1. The Customer Service Representative was not knowledgeable.
2. The Customer Service Representative did not provide a clear response to my issue.
3. The Customer Service Representative did not fully answer my question.
4. The Customer Service Representative could not answer my question and did not follow-up.
5. The Customer Service Representative's attitude was unprofessional/rude.
6. Other (Specify)

Think about the customer service that you received regarding SAVE. Please rate the customer service representative who assisted you on the following using a scale from 1 to 10, where "1" is "poor" and "10" is "excellent."

Q10. Ease of accessing representative

Q11. Professionalism

Q12. Communication skills

Q13. Ability to understand your questions/issue

Q14. Providing guidance on policy/questions

Q15. Thinking about your most recent call to the SAVE contact center, was your question answered or issue resolved?

1. Yes [**ASK Q16**]
2. No [**SKIP TO Q17**]

Q16. How many calls were needed to resolve your issue?

1. Resolved during first call
2. Needed to call back one additional time to resolve issue
3. Needed to call back two additional times to resolve issue
4. Needed to call back three or more additional times to resolve issue

Q17. While on your call, was it necessary for the customer service representative to research your question and call you back?

1. Yes [**CONTINUE**]
2. No [**SKIP TO Q20**]
3. Not applicable [**SKIP TO Q20**]

Q18. If yes, did the customer service representative call you back?

1. Yes [**CONTINUE**]
2. No [**SKIP TO Q20**]

Q19. Did the customer service representative call you back in a timely manner?

1. Yes
2. No

Q20. Think about your most recent call to SAVE customer service, were you transferred during that call?

1. Yes [**CONTINUE**]
2. No [**SKIP TO IVR1**]
3. Don't Know [**SKIP TO IVR1**]

Q21. Was the amount of time you had to wait before the transferred call was answered acceptable to you or did you feel it was too long?

1. Acceptable
2. Too long
3. Call was dropped during transfer
4. Don't know

Q22. During that call how many times were you transferred?

1. Once
2. Twice
3. Three times
4. More than three times

Think about the customer service that you received **AFTER** your call was transferred. Please rate the customer service representative(s) who assisted you then on the following using a scale from 1 to 10, where "1" is "poor" and "10" is "excellent."

Q23. Ease of accessing representative

- Q24. Professionalism
- Q25. Communication skills
- Q26. Ability to understand your questions/issue
- Q27. Providing guidance on policy/questions

Now, think about your experience with the Interactive Voice Response (IVR) during your call. Please rate the IVR on the following using a scale from 1 to 10 where "1" is "poor" and "10" is "excellent":

- IVR1. Ease of navigating
- IVR2. Clarity of information provided
- IVR3. Time it took to reach a live agent
- IVR4. System's interpretation of your spoken input

IVR5. Would you prefer to self-serve through an IVR rather than speak to a live representative?

- Yes
- No

IVR6. How could the IVR system be improved to meet your needs? **[OPEN END]**

IVR7. **[Ask only if Q4=2, 3, or 4]** How would you rate your most recent experience contacting SAVE Customer Service compared to the last?

- Much better
- Somewhat better
- About the same
- Somewhat worse
- Much worse

IVR8. Did you find the information you were looking for within the IVR or did you need to speak to a live representative?

- Yes, I found the information I was looking for within the IVR **[SKIP to Q28]**
- No, I needed to speak to a live representative **[GO TO IVR9]**
- No, I discontinued call

IVR9. **[Ask only if IVR8 = 2]** Approximately how long did it take you to reach the live representative?

- Under one minute
- 1 to 2 minutes
- 3 to 5 minutes
- Over 5 minutes

Q28. Have you contacted SAVE customer service **by email** (SAVE.help@dhs.uscis.gov) in the past three months?

1. Yes **[CONTINUE]**
2. No **[SKIP TO Q36]**
3. Don't Know **[SKIP TO Q36]**

If you have contacted the SAVE contact center SAVE.help@dhs.uscis.gov more than once in the past three months, please think about your most recent contact in answering the following questions.

Q29. How long did it take to get a response by email?

1. Under 4 hours
2. 4 to 8 hours
3. The next business day
4. No longer than two business days
5. Over two business days

Q30. Overall, how satisfied were you with your experience when you emailed SAVE customer service?

1. Very satisfied **[SKIP TO Q32]**
2. Somewhat satisfied **[SKIP TO Q32]**
3. Somewhat dissatisfied **[CONTINUE]**
4. Very dissatisfied **[CONTINUE]**

Q31. What caused you to be dissatisfied with your experience when you emailed SAVE customer service?

1. It took too long to receive my email response
2. The response I received was unclear or confusing
3. The response did not fully answer my question
4. The response was unprofessional and/or had grammatical or spelling errors
5. The response did not include references to SAVE data on the Website, manual or user guide.
6. Other (Specify)

Please rate the customer service you received when you emailed SAVE on the following using a scale from 1 to 10, where "1" is "poor" and "10" is "excellent."

Q32. Ability to understand your questions/issue

Q33. The timeliness with which you received a response

Q34. Communication skills in the response you received

Q35. Providing guidance on policy/questions

EMAIL1. How could the email process be improved to meet your needs? **[OPEN END]**

Q36. What is your preferred method to contact SAVE?

1. Phone
2. Email
3. Web
4. Other (Specify)

Q37. What is your preferred method for SAVE to contact you?

1. Phone
2. Email
3. Web
4. Other (Specify)

ACSI Benchmark Questions

Q38. Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with the SAVE contact center?

Q39. To what extent has the SAVE contact center met your expectations? Please use a 10-point scale on which "1" means "not met your expectations" and "10" means, "exceeds your expectations."

Q40. Now, imagine the ideal contact center. How well does the SAVE contact center compare with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

Outcomes

Q41. If asked how likely would you be to recommend the SAVE contact center to others? Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very likely."

Q42. How likely are you to continue using the SAVE contact center in the future? Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very Likely."

Q43. How confident are you in the information that you received from the SAVE contact center. Please use a scale from 1 to 10 where 1 means Not very confident and 10 means Very confident.

Q44. Please provide any final comments on how we can improve the SAVE contact center to better serve you.

Demographics

Other Demographic questions which are not accounted for in the sample file can go here.

None at this time.

Survey Closing

On behalf of USCIS, I thank you for your time and participation today. Your feedback is greatly appreciated.

[SURVEY END]. Route to USCIS SAVE website (<https://www.uscis.gov/save>)