

## SAVE Registered User Annual Satisfaction Survey

Version 11052018

IA# 20325 A2

Editing notes are in teal

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### Introduction

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The U.S. Citizenship and Immigration Services (USCIS) would like feedback on the SAVE system.

Please take a few moments to respond to this survey.

CFI Group, a third-party customer satisfaction research organization, will administer the survey to ensure the anonymity of our customers. Additionally, all information you provide will be aggregated for research and reporting purposes only. Individual responses will not be released.

The Office of Management and Budget Control authorized this survey under OMB Survey control number 1090-0007, which expires September 30, 2021. For more details on OMB authorization, please visit the following [website](#).

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### Demographics

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Q1. Please indicate if you are currently a:

- a. General User
- b. Supervisor
- c. Super-User

Q2. Please select your region of the Country.

- a. Northeast
- b. Southeast
- c. Central
- d. Western

Q3. Please indicate the type of agency at which you use SAVE.

- a. Federal Gov't
- b. State Gov't
- c. Local Gov't
- d. DMV

Q4. Which best describes how frequently you use SAVE to submit a query on a Benefit Applicant's immigration status?

- a. Once a week or more
- b. Two or three times a month
- c. About once a month
- d. Once every few months
- e. Once or twice a year

- Q5. Please describe the mode by which benefit applicants submit their immigration documents to your agency. (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) (optional).

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#### Initial Verification ([Satisfaction Driver](#))

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Think about your initial verification request and rate the following using a 10-point scale where “1” is “poor” and “10” is “excellent.”

Q6. The accuracy of the system responses you received from SAVE’s INITIAL VERIFICATION process.

Q7. The speed of the system responses you received from SAVE’s INITIAL VERIFICATION process.

Q8. The ability to understand the SAVE system responses.

Q9. How user-friendly was the INITIAL VERIFICATION case submission process?

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#### Institute Additional Verification Process ([Satisfaction Driver](#))

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Q10. Did you need additional steps for verification?

Yes

No [[skip to Q16](#)]

#### [if yes to Q10]

Think about your additional step for verification and rate the following using a 10-point scale where “1” is “poor” and “10” is “excellent.”

Q11. The accuracy of the system responses you receive from SAVE’s ADDITIONAL VERIFICATION process.

Q12. The speed of the system responses you receive from SAVE’s ADDITIONAL VERIFICATION process.

Q13. How user-friendly was the process for submitting a case for ADDITIONAL VERIFICATION?

Q14. Please indicate how often you/your users institute additional verification steps when prompted.

- Always
- Often
- Sometimes
- Rarely
- Never

Q15. Please indicate all the reasons you/your users do not institute additional verification steps when prompted by the system.

- Cost

- b. Time
- c. Not needed because of alternative verification methods
- d. Do not know
- e. Other (Please Explain) (optional)

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System Training/Guidance ([Satisfaction Driver](#))

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Q16. Did you use any of the guidance documents or training tools through the Resources section of the program's Web Access site?

- 1. Yes ([CONTINUE](#))
- 2. No ([SKIP TO Q19](#))

Think about guidance documents or training tools you accessed through the Resources section of the program's Web Access site and rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."

Q17. The organization of the Resources Section?

Q18. The usefulness of the SAVE Resources Section in helping you complete work-related responsibilities?

Q19. Please indicate what resources you would like to see added or how you would like to see the resources organized. [Open-Ended Text Entry] (optional)

Q20. SAVE staff offer training sessions at least once a month for registered users. How often do you participate in trainings offered by SAVE?

- a. All of the time
- b. Often
- c. Sometimes
- d. Rarely
- e. Never, please describe why you have never participated in a training. [[Open-Ended Text Entry](#)] ([Skip to Q21](#)) (optional)

Please rate the training sessions using a 10-point scale where "1" is "poor" and "10" is "excellent."

Q21. The overall quality of the training(s) you have taken.

Q22. The quality of the training materials (e.g., slides, documents, videos, etc.) for the training(s) you have taken.

Q23. Please suggest any changes that should be made to the SAVE provided trainings to make them more effective. (optional) [[Open-Ended Text Entry](#)]

Q24. Please identify all of the types of training that you would like SAVE to provide.

- a. User Forums
- b. Using SAVE Reports
- c. General Immigration Policy

- d. Interpreting SAVE Responses
- e. Immigration Document Types
- f. SAVE Enhancements
- g. Other, (Please Explain) (optional)

Q25. SAVE provides an online interactive tutorial that can be accessed at any time by SAVE users through the Resources section of the Web Access site. Have you completed any part of this tutorial?

- a. Yes
- b. No, Explain Why Not [[Open-Ended Text Entry](#)] (optional) ([Skip to Q25](#))

Q26. Please rate the overall quality of the online tutorial using a 10-point scale where “1” is “poor” and “10” is “excellent.”

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#### Communication ([Satisfaction Driver](#))

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Using a 10-point scale where “1” is “poor” and “10” is “excellent,” please rate the effectiveness of SAVE’s methods of communication.

Q27. Email Blast

Q28. SAVE System Ticker Message under Program Announcements

Q29. Newsletter (The SAVE Verifier)

Q30. SAVE’s Public Website under “What’s New” Section

Q31. As a SAVE registered user, have you visited the SAVE Public website at [www.uscis.gov/save](http://www.uscis.gov/save) in the last 12 months?

- a. Yes ([Skip logic for “yes” response](#))
- b. No ([Skip to ACSI questions](#))

Q32. ([If Yes from Q31](#)) – How frequently do you visit the SAVE Public website?

- a. Almost every day
- b. Once or twice a week
- c. Once or twice a month
- d. Less than once a month

Q33. ([If Yes from Q31](#)) – Please select the reason(s) you visit the SAVE Public Website.

- a. Just to browse
- b. To learn general facts about the SAVE Program
- c. To learn “what’s new” with SAVE that may be relevant to my job
- d. To access SAVE’s public resources like the newsletter or information I can share with benefit applicants
- e. To find the contact info for SAVE customer support.
- f. Other (Please explain) (optional)

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### ACSI Benchmark Questions

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- ACSI-1. First, please consider your overall experiences during the past year with SAVE.  
Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied,"  
how satisfied are you with SAVE?
- ACSI-2. To what extent has SAVE met your expectations?  
Please use a 10-point scale on which "1" means "not met your expectations" and "10" means,  
"exceeds your expectations."
- ACSI-3. Now, imagine the ideal online verification service. How well does SAVE 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."

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### Future Behaviors

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- ACSI-4. If asked how likely would you be to recommend the SAVE program to others?  
Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very likely."
- ACSI-5. How confident are you in the accuracy of the SAVE program? Please use a 10-point scale  
where "1" means "Not Very Confident" and "10" means "Very Confident."
- ACSI-6. How likely are you to continue to participate in the SAVE program in the future?  
Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very Likely."
- ACSI-7. Please provide any final comments on how we can improve SAVE to better serve you. (optional)