

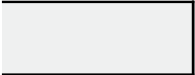
Model Name:	SAVE v2	<del>Red &amp; Strike-Through:</del> Delete
Model ID	I0YMME1oZJBYIIBB94MgQg4C	<u>Underlined &amp; Italicized:</u> Re-order
Partitioned:	YES 2MQ	Pink: Addition
Date:	12/22/2016	Blue: Rework

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

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**Model ID** Underlined & Italicized: Re-order  
**Partitioned:** Pink: Addition  
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QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
RCH7139Q020		Are you an employee of a Benefit Granting Agency that is currently registered to use the SAVE Program?	Yes No Unsure	Y Z X,W,V	Y	Drop down, select one	Skip Logic Group*
RCH7139Q021	X	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	Skip Logic Group*
RCH7139Q022	W	How did you learn about the SAVE Program?	USCIS website A Benefit Granting Agency A Department of Motor Vehicles Internet search (Google, Bing, etc.) USCIS website USCIS customer support Social networks (i.e. Facebook, Twitter, YouTube) Online ad/media Conference or public event Other, please specify:	A2	Y	Drop down, select one	Skip Logic Group*
RCH7139Q023	A2	Please describe other source:			N	Text field, <100 char	Skip Logic Group*
RCH7139Q024	V	If you could make one improvement to the SAVE Program section on the USCIS website, what would it be?			N	Text area, no char limit	
RCH7139Q025	Y	Please select the reason(s) you visited the SAVE Program section website today.	Just browsing To learn general facts about the SAVE Program To learn "what's new" with SAVE that may be relevant to my job To access SAVE's public resources like the newsletter or information I can share with benefit applicants To find contact information for SAVE customer support Other, please specify:	A,B,C A,B,C A,B,C A,B,C D,A,B,C	Y	Radio button, one-up vertical	Skip Logic Group*
RCH7139Q026	D	Please specify your other primary reason for visiting:			N	Text area, no char limit	Skip Logic Group*
RCH7139Q027	A	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	
RCH7139Q028	B	How did you learn about the SAVE Program?	USCIS website A Benefit Granting Agency A Department of Motor Vehicles Internet search (Google, Bing, etc.) USCIS website USCIS customer support Social networks (i.e. Facebook, Twitter, YouTube) Online ad/media Conference or public event Other, please specify:	A1	Y	Drop down, select one	Skip Logic Group*
RCH7139Q029	A1	Please describe other source:			N	Text field, <100 char	Skip Logic Group*
RCH7139Q030	C	If you could make one improvement to the SAVE Program section on the USCIS website, what would it be?			N	Text area, no char limit	
RCH7139Q031	Z	What was your primary reason for visiting the SAVE Program section on the USCIS website today?	Just browsing To learn general facts about the SAVE Program To use SAVE CaseCheck To begin the process of registering my Agency with the SAVE Program I'm sorry...I meant to visit another section of the USCIS website Other, please specify:	F,G,H F,G,H F,G,H E,F,G,H	Y	Radio button, one-up vertical	Skip Logic Group*
RCH7139Q032	E	Please specify your other primary reason for visiting:			N	Text area, no char limit	Skip Logic Group*
RCH7139Q033	F	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	
RCH7139Q034	G	How did you learn about the SAVE Program?	USCIS website		Y	Drop down, select one	Skip Logic Group*

			A Benefit Granting Agency A Department of Motor Vehicles Internet search (Google, Bing, etc.) USCIS website USCIS customer support Social networks (i.e. Facebook, Twitter, YouTube) Online ad/media Conference or public event Other, please specify:				
RCH7139Q035	A3	Please describe other source:		A3	N	Text field, <100 char	Skip Logic Group*
RCH7139Q036	H	If you could make one improvement to the <b>SAVE Program section on the USCIS website</b> , what would it be?			N	Text area, no char limit	Skip Logic Group*



CQ Label
Employee of Benefit Agency
Unsure Frequency
Unsure Learn About
Unsure Other Learn About
Unsure OE_Improvement
Employee Primary Reason
OE_Employee Reason
Employee Frequency
Employee Learn about
Employee Other Learn About
Employee OE_Improvement
Non Employee Reason
OE_Non Employee Reason
Non Employee Frequency
Non Employee Learn about

Non Employee Other Learn About
Non Employee OE_Improvement

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QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
HAJ7139Q002		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*
HAJ7139Q003	A	Please specify your other role:			N	Text field, <100 char	Skip Logic Group*
		Are you an employee of a Benefit Granting Agency that is currently registered to use the SAVE Program?	Yes No Unsure	Y Z X,W,V	Y	Drop down, select one	Skip Logic Group*
	X	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	Skip Logic Group*
	W	How did you learn about the SAVE Program?	USCIS website A Benefit Granting Agency A Department of Motor Vehicles Internet search (Google, Bing, etc.) USCIS website USCIS customer support Social networks (i.e. Facebook, Twitter, YouTube) Online ad/media Conference or public event Other, please specify:	A2	Y	Drop down, select one	Skip Logic Group*
	A2	Please describe other source:			N	Text field, <100 char	Skip Logic Group*
	V	If you could make one improvement to the SAVE Program section on the USCIS website, what would it be?			N	Text area, no char limit	
	Y	Please select the reason(s) you visited the SAVE Program section website today.	Just browsing To learn general facts about the SAVE Program To learn "what's new" with SAVE that may be relevant to my job To access SAVE's public resources like the newsletter or information I can share with benefit applicants To find contact information for SAVE customer support Other, please specify:	A,B,C A,B,C A,B,C A,B,C D,A,B,C	Y	Radio button, one-up vertical	Skip Logic Group*
	D	Please specify your other primary reason for visiting:			N	Text area, no char limit	Skip Logic Group*
	A	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	
	B	How did you learn about the SAVE Program?	USCIS website A Benefit Granting Agency A Department of Motor Vehicles Internet search (Google, Bing, etc.) USCIS website USCIS customer support Social networks (i.e. Facebook, Twitter, YouTube) Online ad/media Conference or public event Other, please specify:	A1	Y	Drop down, select one	Skip Logic Group*
	A1	Please describe other source:			N	Text field, <100 char	Skip Logic Group*
	C	If you could make one improvement to the SAVE Program section on the USCIS website, what would it be?			N	Text area, no char limit	
	Z	What was your primary reason for visiting the SAVE Program section on the USCIS website today?	Just browsing To learn general facts about the SAVE Program To use SAVE CaseCheck To begin the process of registering my Agency with the SAVE Program I'm sorry...I meant to visit another section of the USCIS website Other, please specify:	F,G,H F,G,H F,G,H F,G,H E,F,G,H	Y	Radio button, one-up vertical	Skip Logic Group*
	E	Please specify your other primary reason for visiting:			N	Text area, no char limit	Skip Logic Group*
	F	How frequently do you visit the SAVE Program section on the USCIS site?	First time		Y	Drop down, select one	

		USCIS site?	Almost every day Once or twice a week Once or twice a month Less than once a month				
	G	How did you learn about the SAVE Program?	USCIS website A Benefit Granting Agency A Department of Motor Vehicles Internet search (Google, Bing, etc.) USCIS website USCIS customer support Social networks (i.e. Facebook, Twitter, YouTube) Online ad/media Conference or public event Other, please specify:	A3	Y	Drop down, select one	Skip Logic Group*
	A3	Please describe other source:			N	Text field, <100 char	Skip Logic Group*
	H	If you could make one improvement to the SAVE Program section on the USCIS website, what would it be?			N	Text area, no char limit	Skip Logic Group*
HAJ7139Q006		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	
HAJ7139Q007		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, please specify:	B,D,F A	Y	Checkbox, one-up-vertical	Skip Logic Group*
HAJ7139Q008	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*
HAJ7139Q009	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*
HAJ7139Q010	C	If they were not clear, how could they be improved?			N	Text area, no char limit	Skip Logic Group*
HAJ7139Q011	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*
HAJ7139Q012	E	If they were not easy to understand, how could they be improved?			N	Text area, no char limit	Skip Logic Group*
HAJ7139Q013	F	Do you have other suggestions for how we can improve Case Check?			N	Text area, no char limit	Skip Logic Group*
HAJ7139Q014		Were you able to find what you were looking for?	Yes No	A	Y	Radio button, one-up-vertical	Skip Logic Group*
HAJ7139Q015	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*
HAJ7139Q016		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*
HAJ7139Q017	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*
HAJ7139Q018		What other information/resource would you like to see added to the SAVE Program section?			N	Text area, no char limit	

HAJ7139Q019

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
Rele
Other-role
Employee of Benefit Agency
Unsure Frequency
Unsure Learn About
Unsure Other Learn About
Unsure OE_Improvement
Employee Primary Reason
OE_Employee Reason
Employee Frequency
Employee Learn about
Employee Other Learn About
Employee OE_Improvement
Non Employee Reason
OE_Non Employee Reason
Non Employee Frequency

Non Employee Learn about
Non Employee Other Learn About
Non Employee OE Improvement
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