# Web Survey Telephone Script for Follow-Up Calls to Non-Respondent SAVE User Agencies

<<Phone Number>>
«FirstN» «LastN»
<<Agency Name>>
<<PIN>>

On **(insert date**) we sent you an email about the evaluation of the Systematic Alien Verification for Entitlement (SAVE) Program that our research firm, IMPAQ International (IMPAQ), is conducting on behalf of the U.S. Citizenship and Immigration Services (USCIS). The evaluation is designed to explore how SAVE operates in the field and to identify challenges and areas for improving the Program.

1. The email requested your participation in completing an online web survey about the SAVE Program. Did you receive the email? (IF NOT OR IF CAN'T FIND): We will be happy to resend the email that provides the web address for the survey and a unique PIN that provides you access to the survey. Can you repeat the email address just to be sure we have an accurate address? (**Resend materials; verify receipt)**

2. The survey will only take approximately 15 to 20 minutes to complete.  You can access the survey using the web address: <<and your unique PIN: << see above>>.

Thank you, in advance for your participation. Should you have any additional questions or concerns about the evaluation, feel free to call us at **(Survey Center 800 number)**.