



SAVIN Satisfaction Survey Resource Kit

An important need articulated by many participants at the 2011 National SAVIN Training Workshop and through technical assistance requests to the National SAVIN Project is the development of a SAVIN Satisfaction Survey.

A victim satisfaction survey provides valuable input from SAVIN end users that can help improve your overall program. It offers an additional conduit to victims and survivors who use SAVIN services, and sends an important message that their input can have a positive impact on your SAVIN program.

The National SAVIN Project Team has developed this sample SAVIN Satisfaction Survey, which can be easily adapted to your program and jurisdiction. Survey data will help you identify:

- How end users learned about SAVIN
- End users' reasons for registering for SAVIN services
- How they registered
- Types of notification methods they registered to use
- Opinions about the overall quality of the SAVIN service (including customer service representatives and SAVIN website, if applicable)
- General recommendations for improving SAVIN services
- Possibly, victims and survivors who are willing to speak to you personally, or publicly, about SAVIN to improve and promote SAVIN services

Cumulative findings from survey data can help identify any gaps or difficulties in using SAVIN services; clarify the most useful aspects of SAVIN to end users; and provide recommendations for overall program improvement.

Adapting the Survey to Your SAVIN Program and Jurisdiction

This survey was developed to be generic and applicable to *all* SAVIN programs. As such, it requires adaptation to the specific services offered by individual programs. The National SAVIN Training and Technical Assistance Project Team is available to provide technical assistance to you in adapting this draft survey to your specific program and jurisdiction. You can request technical assistance provided at no cost to you by the National Project Team. Simply visit the SAVIN Online Community website; go into the "Practitioners" section on the website; click on "Request Technical Assistance"; scroll down to "How to Request Technical Assistance," and click on the "SAVIN Technical Assistance Request Form." Complete this form online to request assistance in adapting this draft satisfaction survey to your program and jurisdiction; scroll down to the CAPTCHA and enter the visible code into the text box; then click on the "SUBMIT REQUEST" button, and your completed form will be immediately delivered to the SAVIN Project Team. A member of the National Project Team will contact you to quickly facilitate your TA request.

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How to Administer the Survey

The survey format is easily adaptable to survey software that many justice agencies have developed in-house, or that is readily available online for free or low costs (such as “Survey Monkey”). Such software eases the process of compiling survey data for review and analysis.

SAVIN programs can also make the SAVIN Satisfaction Survey available on your SAVIN website, via U.S. mail, or possibly through your SAVIN telephone technology.

There are several ways to promote the SAVIN Victim Satisfaction Survey to end users, utilizing the sample language provided within this package and adapting it to your program and jurisdiction. SAVIN Administrators can:

- Feature a hyperlink to the survey on your SAVIN website
- Include a paragraph about the survey in your SAVIN brochures and other publications
- Include a menu prompt about the survey within your SAVIN telephone system

Sample Language to Promote the SAVIN Satisfaction Survey

Link to Survey

“Your opinion matters to us! You can help us improve SAVIN services by taking a brief, confidential satisfaction survey. Take the [SAVIN Satisfaction Survey](#) today.”

Paragraph for SAVIN Publications

“The *(state/jurisdiction)* SAVIN program continually seeks ways to improve our overall services to crime victims and survivors. The voices of victims and opinions of those who use the SAVIN service can help identify ways to enhance SAVIN services, and better meet the needs of crime victims and survivors in *(state/jurisdiction)*. This brief SAVIN Satisfaction Survey is an important component of our efforts to evaluate the quality and effectiveness of our SAVIN program, and can be accessed *(describe mode[s] of access)*. Your survey responses are confidential.”

Telephone Prompt Script

“Your opinions about the overall quality and usefulness of the SAVIN service matter to us, and help us improve the overall effectiveness of SAVIN. To participate in a brief, confidential SAVIN Satisfaction Survey, *(include language about how to directly access the survey online, via SAVIN telephone technology, or by mail)*.”

SAVIN Satisfaction Survey Sample Introductory Language

The *(state/jurisdiction)* SAVIN program is an important part of fulfilling crime victims’ rights to information and notification, and providing a quality service that helps victims and survivors in the aftermath of a crime.

We have developed this brief SAVIN Satisfaction Survey to ensure that the (*state/jurisdiction*) SAVIN program is as effective and useful as it can be. It should take you no more than ten minutes to complete. Your survey responses are confidential, and no respondents will be personally identified.

We value your opinions about SAVIN, and will use your input to improve SAVIN services for crime victims, survivors and (*state/jurisdiction*). Thank you for completing this important survey!

STATEWIDE AUTOMATED VICTIM INFORMATION AND NOTIFICATION (SAVIN) Victim Satisfaction Survey

***Thank you for taking time to complete this important survey.
Your responses will help us continue to improve our SAVIN program and services.
NOTE: Survey responses are confidential. Respondents will NOT be personally identified.***

I am responding to this survey as a:

- Victim of crime
- Family member/friend of a crime victim
- Family member/friend of an alleged or convicted offender
- Victim advocate or victim assistance professional
- Other (*please describe*):

How did you learn about SAVIN?

- Victim advocate or victim service provider
- Law enforcement
- Prosecutor or prosecution-based victim assistance staff
- Court personnel
- Community corrections (probation or parole)
- Institutional corrections (jail or prisons)
- News media (television, radio, public service announcements, etc.)
- Social media (Facebook, Twitter, YouTube, etc.)
- Internet search
- Co-worker, Human Resources, or Employment Assistance
- Family member or friend
- Other (*please describe*):

Do you use SAVIN services to search for information, to receive notifications, or both?

- To find information about my offender and/or case
- To register for notifications about my offender and/or case
- I use SAVIN for both information and notifications

What is the *most important reason* that you registered to receive SAVIN services? (Please select *one* answer)

- To keep informed of the status of a case
- To keep informed of the status and location of an offender
- To increase my sense of personal safety

To help me understand and exercise my rights as a crime victim and/or participate in my case

To help me prepare for if or when an offender is released from custody

Other (*please describe*):

Did you receive any assistance with registering for SAVIN or using its services?

Yes

No

If “yes,” please indicate who helped you register for SAVIN:

Victim advocate or victim service provider

Law enforcement

Prosecutor or prosecution-based victim assistance staff

Court personnel

Community corrections (probation or parole)

Institutional corrections (jail or prisons)

Co-worker, Human Resources, Employment Assistance

Family member or friend

SAVIN Call Center Customer Service Representative

Other (*please describe*):

If “yes,” please rate the helpfulness or quality of the assistance you received:

1

2

3

4

5

Poor

Excellent

Did you register for SAVIN services on your own?

Yes

No

If “yes,” please indicate the process you used:

By telephone

By TTY/TDD

Through the state SAVIN website

Through a national SAVIN website

Through the U.S. Mail

Other (*please describe*):

If “yes,” how would you rate the ease of registering for SAVIN services?

1

2

3

4

5

Very Difficult

Very Easy

We welcome any recommendations you may offer about how to improve our SAVIN services for victims and survivors of crime. Below are ten options for recommendations for improvement. Please offer your recommendations in any of these categories:

Increasing victim/public awareness

Increasing access to victim information and notification

Improving types of information provided to victims by SAVIN

Maintaining victim/user confidentiality

Improving/simplifying registration processes

Improving 24/7 SAVIN Call Center Customer Service Representative assistance

Improving technology/notifications

Increasing language access

Increasing opportunities for users to share feedback with their SAVIN Program

Other *(please describe)*:

The personal stories of crime victims and survivors often help other survivors understand how valuable SAVIN services can be to them, or how to access and use SAVIN services. If you would like to share your SAVIN experiences or recommendations for program improvements, please contact *(name/title)* at *(area code/telephone number)* or by email at *(email address)*.

When leaving a message, please indicate safe times to return your call or email. Your name and personal identifiers will be kept confidential!

THANK YOU FOR TAKING TIME TO COMPLETE THIS IMPORTANT SURVEY!