

## Frequently Asked Questions (FAQs)

### Question

What are my options for completing and submitting the survey?

### Answer

You can complete the survey using the Web-based form or if you prefer, you can use the fillable pdfs available at the bottom of the SSV Welcome Page (<https://ssv.census.gov/>), or on the BJS website <https://www.bjs.gov/index.cfm?ty=dcdetail&iid=406#Questionnaires>

Surveys can also be mailed to **U.S. Census Bureau, P.O. Box 5000, Jeffersonville, IN 47199-5000**, or faxed toll-free to **1-888-262-3974**. Please note that responding via the Web-based form ensures immediate receipt of your submission. The Web-based form also provides built-in data checks, which reduce the need for follow-up phone calls.

### Question

How do I change the font size?

### Answer

Go to the *View* option on the menu bar. Click on *Text size,*” then select the desired font size.

### Question

If I have to exit the Web-based form before completing the survey, will I lose the data that I have already entered?

### Answer

Your data is automatically saved each time you click on the *Next* button at the bottom of each page. On the last page of the summary form, click the *Save* button before you move onto the incident forms. You may re-enter the Web-based form at a later time and continue to enter data.

### Question

Is there a time limit on how long I can use the Web-based form?

### Answer

There is no time limit. You may remain in the Web-based form as long as it takes to complete the survey. However, the system will time out after 20 minutes of no activity. Activity includes entering text, advancing to the next page, and clicking save. If the system times out, all unsaved data will be lost and you will need to log in again.

### Question

I entered the Web-based form and completed the *DATA SUPPLIED BY* information. When I attempted to advance to page two, I received a “page cannot be displayed” message. What should I do?

### Answer

## Frequently Asked Questions (FAQs)

The browser security level on your computer might need to be adjusted. Go to the *Tools* option on the menu bar. Select *Internet Options*, then click on *Privacy*. Move the slider to *Medium*, then try to go to page two again. When you have completed the Web-based form and have clicked on the *Submit Form* button, you can repeat the same steps and return the slider in the *Privacy* section to its original position.

### Question

There were no allegations of sexual victimization at my facility for the calendar year referenced in the survey. Do I still need to complete a form?

### Answer

Yes, if you received a form from us. Please enter zeros if there were no allegations of sexual victimization.

### Question

I have entered all my data but am unable to submit my form. What should I do?

### Answer

The *Submit* button will be disabled if there are discrepancies in the total number of substantiated incidents reported within your Summary form or between your Summary and Incident forms. There are two ways to check for discrepancies.

First, click on the *Edit Data* button at the bottom of the last page of the Summary form. If there are discrepancies within your Summary form, a red message will appear across the top of the screen. It will tell you if you need to check the sum of the substantiated allegations for each of the five types of victimization reported on the Summary form. This sum needs to match the *total substantiated allegations* reported in the last item on the last page of the Summary form. Click the *Edit Data* button again to confirm that discrepancies within the Summary form have been reconciled.

Second, if you are still unable to submit your data, check whether you provided an Incident form for each substantiated incident reported on the Summary form. From the last page of the Summary form, click on the *Incidents* button. This will take you to the *Summary of Substantiated Allegations* table at the bottom of the page. To the right of this table, you will see a new, detailed table.

This table was created to assist you in identifying discrepancies between your Summary and Incident forms. It contains the overall total number of substantiated incidents you provided on the Summary form, broken out by type of sexual victimization—Nonconsensual Sexual Acts (NCSA), Abusive Sexual Contacts (ASC), inmate-on-inmate Sexual Harassment (SH), Staff Sexual Misconduct (SSM), and Staff-on-inmate Sexual Harassment (SSH). It also contains the overall total number of Incident forms you completed, broken out by type. The last column shows any discrepancies. If the number in the Difference column does not equal zero, then the number of

## Frequently Asked Questions (FAQs)

Incident forms does not match the number of substantiated incidents reported on the Summary form. **If the overall totals do not match, you cannot submit your form.**

### Question

How do I make changes to a report that has already been submitted?

### Answer

It is best to double-check your answers prior to submitting the forms. Please, always keep a copy for your own records. However, if you determine that you need to change a response after submission, contact Greta Clark, [greta.b.clark@census.gov](mailto:greta.b.clark@census.gov)

### Question

Whom do I call if I need more help or have other questions about filling out the form?

### Answer

Click on *Contact Us*, call Greta Clark, U.S. Census Bureau, toll-free at 1-800-253-2078 or by email at [greta.b.clark@census.gov](mailto:greta.b.clark@census.gov)