

E-Verify Customer Survey 2008

Final Version

Introduction

The U.S. Citizenship and Immigration Services (USCIS) would like to have feedback from those employers who currently use E-Verify. E-Verify is an Internet based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of their newly hired employees.

Please take a few moments to respond to our survey. In order to assure confidentiality, the survey is being administered by a third-party customer satisfaction research organization, CFI Group.

CFI Group will treat all information you provide as confidential. All information you provide will be combined with that of others for research and reporting purposes only. Individual responses will not be released.

Screeners - NOTE POSSIBLE SCREENER ITEMS

A1. Have you used E-Verify in the past 6 months?

1. Yes
2. No (TERMINATE SURVEY)
3. Don't Know (TERMINATE SURVEY)

A2. Which best describes how frequently you use E-Verify?

1. Weekly or more often
2. Monthly
3. Once every few months
4. Once a year or less often (TERMINATE SURVEY)
5. Never (TERMINATE SURVEY)

Q1. Which best describes your organization as a user of E-Verify

1. General User (Users of E-Verify that are NOT employment services providers, Designated Agents, or the user of a Designated Agent.)
2. Temporary Agency or Employment Agency (Users of E-Verify that provide employment services to other employers, that is, provide them with permanent or temporary workers.)
3. Designated Agent (Users of E-Verify that registered for E-Verify as a Designated Agent, that is, as an employer that provides E-Verify services to other employers for a fee.)

Registration

Q2. Did you register your organization with E-Verify?

1. Yes, I personally registered our organization (CONTINUE TO Q3-Q6)
2. No, someone else in our organization registered us with E-Verify (SKIP TO TUTORIAL Q7)
3. Don't Know (SKIP TO TUTORIAL Q7)

First, think about the registration process in using E-Verify for the first time. Please rate the following on a 10-point scale where "1" is "poor" and "10" is "excellent."

Q3. Clarity of instructions on how to register

Q4. Memorandum of understanding making the employer's responsibilities and next steps clear

Q5. Ease of submitting registration information

Q6. Speed of receiving User Name, Password and E-Verify Web Address

Tutorial

Now, think about the training and online tutorial that is part of the sign up process. Please rate the following on a 10-point scale where "1" is "poor" and "10" is "excellent."

Q7. Helpfulness of information in User Manual

Q8. Ease of taking online training in terms of understanding content

Q9. Ease of completing online training in terms of time required

Q10. Ease of accessing online resources

Q11. Usefulness of online resources

Q12. Is the training provided useful in helping employers pass the mastery test?

1. Yes
2. No
3. Don't Know

Q13. Do the tutorial and mastery test adequately prepare employers to effectively use E-Verify?

1. Yes
2. No
3. Don't Know

Please rate the following on a 10-point scale where "1" is "poor" and "10" is "excellent."

Q14a. Ease of training process overall

(IF Q14a IS RATED LOWER THAN 5 ASK Q14b)

Q14b. What was your reason for rating ease of training lower than 5?

Q15a. Ease of registration process overall (including the required testing)

(IF Q15a IS RATED LOWER THAN 5 ASK Q15b)

Q15b. What was your reason for rating ease of registration process lower than 5?

Query Process

Now, think about using the query process in E-Verify. Please rate the following on a 10-point scale where "1" is "poor" and "10" is "excellent."

Q16. Ease of navigating E-Verify site

Q17. Ease of submitting I-9 information on E-Verify

Q18. Speed of receiving initial response

Q19. Clarity of next steps as described in the response

Q20a. Have you received a Tentative Nonconfirmation (TNC) in any of your queries in the past 6 months?

1. Yes (ASK Q20b.)
2. No (SKIP TO PHOTO TOOL Q24)
3. Don't know (SKIP TO PHOTO TOOL Q24)

Q20b. Approximately how many Tentative Nonconfirmations (TNC) have you had in the past 6 months?

1. One
2. 2-5
3. 6-10
4. 10-24
5. 25 or more

Resolution Process

Now think about the Tentative Nonconfirmation resolution process. Please rate the following on a 10-point scale where "1" is "poor" and "10" is "excellent."

Q21. Speed of resolving the case

Q22. Clarity of communications about the steps involved in the resolution process

Q23a. Ease of resolving the case

(IF Q23a IS RATED LOWER THAN 5 ASK Q23b)

Q23b. What was your reason for rating ease of resolving case lower than 5?

Photo Matching

Q24. In the past 6 months while using E-Verify have you been prompted to match a photo?

1. Yes (CONTINUE Q25-Q27)
2. No (SKIP TO CUSTOMER SERVICE Q28)
3. Don't Know (SKIP TO CUSTOMER SERVICE Q28)

Please rate the photo matching process in E-Verify on the following using a 10-point scale where "1" is "poor" and "10" is "excellent."

Q25. Ease of photo matching process

Q26. Helpfulness in preventing fraud

Q27. Do you typically have convenient access to the required technology (e.g. fax, digital camera, copier, scanner, etc.) that is necessary to complete the photo matching process?

1. Yes
2. No
3. Don't Know

Customer Service

Q28. Have you contacted E-Verify customer service (1-888-464-4218) in the past 6 months?

1. Yes (CONTINUE TO Q29a-Q36a)
2. No (SKIP TO TECHNICAL ASST. Q37)
3. Don't Know (SKIP TO TECHNICAL ASST. Q37)

Q29a. Think about your most recent call to E-Verify customer service, were you transferred during your call?

1. Yes (ASK Q29b.)
2. No (SKIP TO Q30)
3. Don't Know (SKIP TO Q30)

Q29b. During that call how many times were you transferred?

1. Once
2. Twice
3. Three times
4. More than three times

Think about the customer service that you received regarding E-Verify. Please rate the customer service representative(s) who assisted you on the following using a 10-point scale where “1” is “poor” and “10” is “excellent.”

Q30. Ease of accessing representative

Q31. Professionalism

Q32. Communication skills

Q33. Ability to understand your questions/issue

Q34. Providing guidance on policy/questions

Q35a. Was your issue resolved?

1. Yes
2. No
3. Don't Know

(If Q35a = Yes, ask Q35b else go to Q36a)

Q35b. How many calls were needed to resolve your issue?

1. Resolved during first call
2. Needed to call back one additional time to resolve issue
3. Needed to call back two additional times to resolve issue
4. Needed to call back three or more additional times to resolve issue

Q36a. Have you called customer service to have your password reset in the past 6 months?

1. Yes (ASK Q36b and Q36c)
2. No (SKIP TO Q37)
3. Don't Know (SKIP TO Q37)

Using a 10-point scale where “1” is “poor” and “10” is “excellent” please rate the following

Q36b. Ease of resetting your password

Q36c. Speed of receiving a new password

Technical Assistance

Q37. Have you contacted E-Verify technical assistance (1-800-741-5023) in the past 6 months? (Toll free customer service line available to employers for assistance in resolving technical questions about the E-Verify operating system.)

1. Yes (CONTINUE TO Q38-Q44)
2. No (SKIP TO MARKETING/OUTREACH Q45)
3. Don't Know (SKIP TO MARKETING/OUTREACH Q45)

Think about the technical assistance that you received regarding E-Verify. Please rate the technical assistance representative(s) who assisted you on the following using a 10-point scale where "1" is "poor" and "10" is "excellent."

Q38. Ease of accessing representative

Q39. Professionalism

Q40. Communication skills

Q41. Ability to understand your questions/issue

Q42. Knowledge of technical issues

Q43. Technical guidance resolving your issue

Q44a. Was your issue resolved?

1. Yes
2. No
3. Don't Know

(If Q35a = Yes, ask Q35b else go to Q36a)

Q44b. How many calls were needed to resolve your issue?

1. Resolved during first call
2. Needed to call back one additional time to resolve issue
3. Needed to call back two additional times to resolve issue
4. Needed to call back three or more additional times to resolve issue

Marketing/Outreach

Q45. Why did you sign up for E-Verify? (Select all that apply)

1. Parent company required participation
2. State or local government required participation
3. Federal government required participation
4. To satisfy a client's request
5. Believed it would avoid U.S. Immigration and Customs Enforcement (ICE) audit, raid, or fine
6. To improve ability to verify work authorization
7. Believed it would make us more competitive with others in our industry
8. Other (specify)

Q46. How did you first learn about E-Verify?

1. E-Verify materials or presentation
2. US Citizenship and Immigration Services (USCIS) and/or Social Security Administration (SSA) materials or presentation
3. E-Verify web site
4. Print advertisement
5. Online advertisement
6. Radio advertisement
7. Billboard advertisement
8. Media coverage (other than advertisements)
9. Information from a client
10. Information from a professional organization

11. U.S. Immigration and Customs Enforcement (ICE) audit or visit/Informed of a legal requirement to participate
12. Other (specify)

Q47. How would you prefer to get information about changes or updates to E-Verify?

1. Email
2. Fax
3. Mailer
4. E-Verify system broadcast message

ACSI Benchmark Questions

Q48. First, please consider your overall experiences during the past year with E-Verify. Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with E-Verify?

Q49. To what extent has E-Verify met your expectations? Please use a 10-point scale on which "1" means "not met your expectations" and "10" means, "exceeds your expectations."

Q50. Now, imagine the ideal online verification service. How well does E-Verify 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."

Outcomes

Q51. If asked how likely would you be to recommend the E-Verify program to others? Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very likely."

Q52. How confident are you in the accuracy of the E-Verify program? Please use a 10-point scale where "1" means "Not Very Confident" and "10" means "Very Confident."

Q53. How likely are you to continue to participate in the E-Verify program in the future? Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very Likely."

Q54. Please provide any final comments on how we can improve E-Verify to better serve you.

Demographics

D1. In which state are you located?

D2. How many people do you employ?

1. 1-19
2. 20-99
3. 100-999
4. 1,000-9,999
5. 10,000+

D3. Do you consider yourself a small business?

1. Yes
2. No
3. Don't Know

D4. What is the primary industry in which your company or organization conducts business (select one)?

1. Agriculture, Forestry, Fishing, and Hunting
2. Mining
3. Utilities
4. Construction
5. Manufacturing
6. Wholesale Trade
7. Retail Trade
8. Transportation and Utilities
9. Information
10. Financial Activities
11. Real Estate and Rental and Leasing
12. Professional, Scientific and Technical Service
13. Management of Companies and Enterprises
14. Administrative and Support and Waste Management and Remediation Services
15. Education Services
16. Health Care and Social Assistance
17. Arts, Entertainment and Recreation
18. Accommodations and Food Services
19. Other Services (Except Public Administration)
20. Government (Public Administration)