

# E-Verify Customer Survey 2010

[Final: 5/17/10]

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## Introduction

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The U.S. Citizenship and Immigration Services (USCIS) would like to have feedback from employers who have enrolled in E-Verify—the Internet-based system that allows employers to electronically verify the employment eligibility of newly-hired employees, and in certain instance existing 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. They will treat all information you provide as confidential. Moreover, all information you provide will be combined with that of others for research and reporting purposes only. Individual responses will not be released.

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## Awareness / Registration

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QA. USCIS records indicate that your company is currently enrolled in E-Verify. Is that correct?

1. Yes (CONTINUE)
2. No Thank You. We will re-check our records. (TERMINATE)

QB. We would like the person who responds to this survey to be someone who is knowledgeable about why your company signed up for E-Verify and your company's use of E-Verify. Your name was provided as someone who would be appropriate to respond. Is that correct?

1. Yes (SKIP TO Q1.)
2. No (CONTINUE)

QC. We would appreciate it if you would either:

(1) Forward the e-mail link for the survey to the person at your company who could best answer our questions about your company's use of E-Verify. [Please forward to just one person.]

OR

(2) Provide us the name and e-mail address for that person.

NAME: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

Thank you very much, we appreciate your assistance. (TERMINATE)

Q1. How did you first learn about E-Verify? (Select only one.)

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 (Please Specify: \_\_\_\_\_ )

Q2. Why did your company sign up for E-Verify? (Select all that apply.)

1. Parent company required participation
2. State or local government required participation [ASK Q3a.]
3. Federal government required participation [ASK Q3a.]
4. To satisfy a client's request
5. Believed using E-Verify would help us to avoid a 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 (Please Specify: \_\_\_\_\_ )

[IF "2" OR "3" IS CHECKED IN Q2. ASK Q3a.]

Q3a. If your company was no longer required to use E-Verify, how likely is it that you would continue to use it anyway?

1. Very likely (SKIP TO Q4.)
2. Somewhat likely (SKIP TO Q4.)
3. Not Too Likely (CONTINUE)
4. Not At All Likely (CONTINUE)

Q3b. Why do you say that? {OPEN-END}

\_\_\_\_\_

Q4. When did your organization enroll with E-Verify?

1. Within the last six months
2. Within the last six to 12 months
3. One or two years ago (SKIP TO USE Q11a.)
4. More than two years ago (SKIP TO USE Q11a.)

Q5. Did you enroll your organization with E-Verify?

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

Q6. Next, think about the process when you enrolled your organization for E-Verify.  
Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."

- a. Clarity of instructions on how to enroll
- b. Memorandum of understanding making the employer's responsibilities and next steps clear
- c. Ease of submitting registration information
- d. Speed of receiving User Name, Password and E-Verify Web Address
- e. Ease of registration process overall (including the required testing)

(IF Q6e. IS RATED LOWER THAN "6" ASK Q6f.)

Q6f. What is your reason for rating ease of registration process overall lower than "6"? (OPEN END)

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## Tutorial

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Q7. Did you complete the training and online tutorial that is part of the E-Verify sign up process?

- 1. Yes (CONTINUE)
- 2. No (SKIP TO USE Q11a.)

Q8. Now, think about the training and online tutorial that is part of the sign up process.  
Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."  
[ROTATE "a" THRU "e"; "f" MUST BE LAST.]

- a. Helpfulness of information in User Manual
- b. Ease of taking online training in terms of understanding content
- c. Ease of completing online training in terms of time required
- d. Ease of accessing online resources
- e. Usefulness of online resources
- f. Ease of training process overall

(IF Q8f. IS RATED LOWER THAN "6" ASK Q8g.)

Q8g. What is your reason for rating ease of training lower than "6"? (OPEN END)

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Q9. Is the training provided useful in helping employers pass the required test?

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

Q10. Do the tutorial and required tests adequately prepare employers to use E-Verify effectively?

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

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Use

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Q11a. Have you used E-Verify in the past six (6) months?

1. Yes (SKIP TO Q12.)
2. No (CONTINUE)
3. Don't Know (CONTINUE)

Q11b. Have you ever used E-Verify?

1. Yes (CONTINUE)
2. No (SKIP TO Q11e.)
3. Don't Know (SKIP TO Q11e.)

Q11c. About how long has it been since you last used E-Verify?

1. Seven to 12 months
2. One to two years
3. More than two years

Q11d. Why haven't you used E-Verify within the past six months?

[CHECK ALL THAT APPLY]

1. Have not hired any new employees in past six months
2. No longer want to participate in E-Verify
3. It was too hard / difficult to use the E-Verify system
4. No longer see any value to using E-Verify
5. Using E-Verify required us to let go of some existing employees
6. Using E-Verify made us less competitive in the market-place
7. No one on our current staff has completed the E-Verify tutorial
8. Other (Please Specify: \_\_\_\_\_ )

[ALL IN Q11d. SKIP TO Q12.]

Q11e. Why have you never used E-Verify?

[CHECK ALL THAT APPLY]

1. Have not hired any new employees since enrolling in E-Verify
2. Do not want to participate in E-Verify
3. It seems too hard / difficult to use the E-Verify system
4. Do not see any value to using E-Verify
5. Using E-Verify may require us to let go of some existing employees
6. Using E-Verify will make us less competitive in the market-place
7. No one ever completed the E-Verify tutorial
8. Other (Please Specify: \_\_\_\_\_ )

[ALL IN Q11e. SKIP ACSI BMQs]

Q12. 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 enrolled for E-Verify as a Designated Agent, that is, as an employer that provides E-Verify services to other employers for a fee.

Q13. Which best describes how frequently you use E-Verify?

1. Once a week or more
2. Two or three times a month
3. About once a month
4. Once every few months
5. Once or twice a year
6. Less than once a year

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#### Using E-Verify

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Q14. Now, think about using E-Verify system.

Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."  
[ROTATE "a" THRU "d".]

- a. Ease of navigating the E-Verify site
- b. Ease of submitting I-9 information on E-Verify
- c. Speed of receiving an initial response from E-Verify
- d. Clarity of next steps as described in the response

Q15a. Have you received a Tentative Nonconfirmation (TNC) in any of the cases you have submitted to E-Verify in the past 6 months?

1. Yes (CONTINUE)
2. No (SKIP TO PHOTO MATCHING Q17.)
3. Don't know (SKIP TO PHOTO TMATCHING Q17.)

Q15b. Approximately how many Tentative Nonconfirmations (TNCs) have you received in the past 6 months?

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

Q16. Now think about the Tentative Nonconfirmation resolution process. Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."  
[ROTATE "a" AND "b"; "c" MUST BE LAST.]

- a. Speed of resolving the case
  - b. Clarity of communications about the steps involved in the resolution process
  - c. Ease of resolving the case  
(IF Q16c. IS RATED LOWER THAN "6" ASK Q16d.)  
Q16d. What is your reason for rating ease of resolving case lower than "6"? (OPEN END)
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### Photo Matching

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Q17. In the past 6 months while using E-Verify have you been prompted to match a photo?

- 1. Yes (CONTINUE)
- 2. No (SKIP TO CUSTOMER SERVICE Q20a.)
- 3. Don't Know (SKIP TO CUSTOMER SERVICE Q20a.)

Q18. 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." [ROTATE "a" AND "b".]

- a. Ease of photo matching process
- b. Helpfulness in preventing fraud

Q19. 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

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### Customer Service

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Q20a. Have you contacted E-Verify **customer service** (1-888-464-4218) in the past 6 months?

- 1. Yes (CONTINUE)
- 2. No (SKIP TO TECHNICAL ASSISTANCE Q24.)
- 3. Don't Know (SKIP TO TECHNICAL ASSISTANCE Q24.)

Q20b. Overall, how satisfied were you with your experience when you contacted E-Verify customer service?

- 1. Very satisfied (SKIP TO Q21a.)
- 2. Somewhat satisfied (SKIP TO Q21a.)
- 3. Somewhat dissatisfied (CONTINUE)
- 4. Very dissatisfied (CONTINUE)

Q20c. What caused you to be dissatisfied with your experience when you contacted E-Verify customer service? (OPEN END)

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Q21a. Think about your most recent call to E-Verify customer service, were you transferred during that call?

1. Yes (CONTINUE)
2. No (SKIP TO Q22.1.)
3. Don't Know (SKIP TO Q22.1.)

Q21b. Was the amount of time you had to wait before the transferred call was answered acceptable to you or did you feel it was too long?

1. Acceptable
2. Too long

Q21c. During that call how many times were you transferred?

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

[ALL IN Q21c. SKIP TO Q22.2.]

Q22.1 Think about the customer service that you received regarding E-Verify. Please rate the customer service representative who assisted you on the following using a 10-point scale where "1" is "poor" and "10" is "excellent." [ROTATE "a" THRU "e".]

- a. Ease of accessing representative
- b. Professionalism
- c. Communication skills
- d. Ability to understand your questions/issue
- e. Providing guidance on policy/questions

[ALL IN Q22.1. SKIP TO Q23a.]

Q22.2. Think about the customer service that you received regarding E-Verify **BEFORE** your call was transferred. 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." [ROTATE "a" THRU "e".]

- a. Ease of accessing representative
- b. Professionalism
- c. Communication skills
- d. Ability to understand your questions/issue
- e. Providing guidance on policy/questions

Q22.3. Think about the customer service that you received regarding E-Verify **AFTER** your call was transferred. Please rate the customer service representative(s) who assisted you then on the following using a 10-point scale where “1” is “poor” and “10” is “excellent.” [ROTATE “a” THRU “e”.]

- a. Ease of accessing representative
- b. Professionalism
- c. Communication skills
- d. Ability to understand your questions/issue
- e. Providing guidance on policy/questions

Q23a. Thinking about your most recent call to E-Verify customer service, was your issue resolved?

- 1. Yes (CONTINUE)
- 2. No (GO TO Q24.)
- 3. Don't Know (GO TO Q24.)

Q23b. 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

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### Technical Assistance

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Q24a. Have you contacted E-Verify **technical assistance** (1-800-741-5023) in the past 6 months? (This is a toll-free customer service line available to employers for assistance in resolving technical questions about the E-Verify operating system.)

- 1. Yes (CONTINUE)
- 2. No (SKIP TO COMMUNICATIONS Q27.)
- 3. Don't Know (SKIP TO COMMUNICATIONS Q27.)

Q24b. Was the amount of time you had to wait before the transferred call was answered acceptable to you or did you feel it was too long?

- 1. Acceptable
- 2. Too long

Q.25. Think about the technical assistance that you received when you contacted E-Verify. Please rate the representative(s) who assisted you on the following using a 10-point scale where “1” is “poor” and “10” is “excellent.” [ROTATE “a” THRU “f”.]

- a. Ease of accessing representative
- b. Professionalism
- c. Communication skills
- d. Ability to understand your questions/issue
- e. Knowledge of technical issues
- f. Technical guidance resolving your issue



Q26a. Was your reason or issue you called technical assistance resolved?

1. Yes (CONTINUE)
2. No (SKIP TO COMMUNICATIONS Q27.)
3. Don't Know (SKIP TO COMMUNICATIONS Q27.)

Q26b. 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

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### System Changes

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Q27. In June 2010, E-Verify made several changes to the system used to verify employees' eligibility to work in the United States. Were you aware, beforehand, that changes were going to be made to the E-Verify system?

1. Yes
2. No

Q28a. Have you noticed any of the changes to the E-Verify system?

1. Yes (CONTINUE)
2. No (SKIP TO Q29)
3. Have not used the E-Verify system since the changes were made (SKIP TO Q29.)

Q28b. Which of the following best describes your overall impression of those changes?

1. They represent a significant improvement to the system
2. There is some small improvement to the system
3. The changes have not improved the system

Q28c. Have the changes made the E-Verify system easier to use?

1. Yes, a lot easier
2. Yes, somewhat easier
3. Have not noticed any difference
4. No, it is more difficult to use now

Q28d. Have the changes made the E-Verify process easier to understand?

1. Yes, a lot easier
2. Yes, somewhat easier
3. Have not noticed any difference
4. No, it is more difficult to understand now

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## System Integrity

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Q29. In your opinion, do you think E-Verify is doing enough to ensure that companies using E-Verify adhere to the program's policies and regulations?

1. Yes
2. Not Sure / Do not know
3. No

Q30. In your opinion, does E-Verify have adequate safeguards in place to ensure that employers use the E-Verify system properly?

1. Yes
2. Not Sure / Do not know
3. No

[IF Q29. OR Q30. IS "NO", ASK Q31.]

Q31. Please describe, briefly, what you think E-Verify should be doing to make sure that companies adhere to the program's policies and regulations and/or use the system properly. [OPEN END]

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## Communications

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Q32. How would you prefer to get information about changes or updates to E-Verify? (Select only one.)

1. E-mail
2. Fax
3. Mailer
4. E-Verify system broadcast message
5. Phone call
6. Through the E-Verify website
7. Live presentation
8. Other (Please specify: \_\_\_\_\_ )

Q33. How would prefer to contact E-Verify for help? (Select only one.)

1. E-mail
2. Fax
3. Mail
4. Text or web chat
5. Phone call
6. Through the E-Verify website
7. Other (Please specify: \_\_\_\_\_ )

Q34. How interested would you be in communicating with peers to get help and share ideas about E-Verify or using the system? Please use a 10-point scale on which "1" means "not interested" and "10" means "extremely interested."

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## ACSI Benchmark Questions

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*As part of the lead-in to this series of questions, include something like:*

"This includes things like the enrollment and tutorial process and, if applicable, running cases in E-Verify and calling customer or technical service."

ACSI-1. 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?

ACSI-2. 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."

ACSI-3. 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."

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## Outcomes

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ACSI-4. 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."

ACSI-5. 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."

ACSI-6. 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."

ACSI-7. Please provide any final comments on how we can improve E-Verify to better serve you. (OPEN END)

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## Demographics

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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 / Food
2. Defense / Defense Industry
3. Energy
4. Healthcare or Public Health
5. Banking and Finance
6. Utilities / Natural Resources
7. Chemical
8. Manufacturing
9. Information Technology
10. Communications
11. Shipping
12. Transportation
13. Government Services
14. Other Services
15. Other (Please Specify: \_\_\_\_\_)

Thank you for participating in this survey.

We greatly appreciate your time and effort and value the information you have provided.