

Customer Contact Center Survey 2012

Final Version

Introduction

The U.S. Citizenship and Immigration Services (USCIS) would like feedback from those who recently contacted the E-Verify contact center by phone (1-888-464-4218) or email (E-Verify@DHS.gov)

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

The 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

SCREEN1. Have you recently contacted the E-Verify contact center by phone (1-888-464-4218) or by email through the E-Verify@DHS.gov address?

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

If you have contacted the E-Verify contact center more than once, please think about your most recent contact in answering the following questions.

Respondent Background

Q1. Which best describes your role in using E-Verify?

1. Employer
2. Employer Agent
3. Corporate Sponsor
4. Other (Specify)

Q2. What was the purpose of your most recent call or email?

1. Information about enrollment
2. Status update
3. Password reset
4. Information about policy
5. Other (Specify)

Wait Time

Using a scale from 1 to 10, where 1 is Poor and 10 is Excellent, how would you rate the E-Verify contact center on the following?

Q3. Convenience of hours

Q4. Amount of time on hold before helped

Customer Service

Q5. Have you contacted E-Verify contact center **by phone** (1-888-464-4218) in the past six months?

1. Yes (CONTINUE)
2. No (SKIP TO Q18)
3. Don't Know (SKIP TO Q18)

Q6. Thinking about your most recent call to the E-Verify contact center, was your question answered or issue resolved?

1. Yes
2. No

Q7. Overall, how satisfied were you with your experience when you contacted E-Verify customer service?

1. Very satisfied (SKIP TO Q9)
2. Somewhat satisfied (SKIP TO Q9)
3. Somewhat dissatisfied (CONTINUE)
4. Very dissatisfied (CONTINUE)

Q8. What caused you to be dissatisfied with your experience when you called E-Verify customer service?

1. My issue was not resolved
2. Experience with the customer service representative
3. I am still confused about the explanation I received
4. It is all just too complicated
5. Other

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 scale from 1 to 10, where "1" is "poor" and "10" is "excellent."

9a. Ease of accessing representative

9b. Professionalism

9c. Communication skills

9d. Ability to understand your questions/issue

9e. Providing guidance on policy/questions

Q10. 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

Q11. While on your call, was it necessary for E-Verify to research your question and call you back?

1. Yes (CONTINUE)
2. No (SKIP TO Q14)
3. Not applicable (SKIP TO Q14)

Q12. If yes, did the E-Verify representative call you back?

1. Yes (CONTINUE)
2. No (SKIP TO Q14)

Q13. Did the E-Verify representative call you back in a timely manner?

1. Yes
2. No

Q14. Think about your most recent call to E-Verify customer service, were you transferred during that call?

1. Yes (CONTINUE)
2. No (SKIP TO Q18)
3. Don't Know (SKIP TO Q18)

Q15. 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
3. Don't know

Q16. 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 **AFTER** your call was transferred. Please rate the customer service representative(s) who assisted you then on the following using a scale from 1 to 10, where "1" is "poor" and "10" is "excellent."

17a. Ease of accessing representative

17b. Professionalism

17c. Communication skills

17d. Ability to understand your questions/issue

17e. Providing guidance on policy/questions

Q18. Have you contacted E-Verify customer service **by email** (E-Verify@dhs.gov) in the past six months?

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

Q19. Overall, how satisfied were you with your experience when you emailed E-Verify customer service?

1. Very satisfied (SKIP TO Q21)
2. Somewhat satisfied (SKIP TO Q21)
3. Somewhat dissatisfied (CONTINUE)
4. Very dissatisfied (CONTINUE)

Q20. What caused you to be dissatisfied with your experience when you emailed E-Verify customer service?

1. It took too long to receive my email response.
2. The response email did not answer my question
3. The guidance provided was unclear or confusing
4. Other

Please rate the customer service you received when you emailed E-Verify on the following using a scale from 1 to 10, where "1" is "poor" and "10" is "excellent."

21a. Ability to understand your questions/issue

21b. The timeliness with which you received a response

21c. Communication skills in the response you received

21d. Providing guidance on policy/questions

Q22. What is your preferred method to contact E-Verify?

1. Phone
2. Email
3. Web
4. Other (Specify)

Q23. What is your preferred method for E-Verify to contact you?

1. Phone
2. Email
3. Web
4. Other (Specify)

ACSI Benchmark Questions

Q24. Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with the E-Verify contact center?

Q25. To what extent has the E-Verify contact center met your expectations? Please use a 10-point scale on which "1" means "not met your expectations" and "10" means, "exceeds your expectations."

Q26. Now, imagine the ideal contact center. How well does the E-Verify contact center 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

Q27. If asked how likely would you be to recommend the E-Verify contact center to others? Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very likely."

Q28. How likely are you to continue using the E-Verify contact center in the future? Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very Likely."

Q29. How confident are you in the information that you received from the E-Verify contact center. Please use a scale from 1 to 10 where 1 means Not very confident and 10 means Very confident.

Q30. Please provide any final comments on how we can improve the E-Verify contact center 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)