| Client Name: | U.S. Department of Homeland Security |
| Measure Name: | DHS CIS E-Verify I-9 |

Version of Code:	*newest*
Custom Qualifier Page	*No*
Custom Invitation Text?	*Yes*
Custom Tracker Text?	*No*
Custom Welcome/ Thank You Text?	*Yes*

Language(s)	If other language not listed, please specify.	Website URL	MID(s) *(DOT FILL THIS IN)*	Measure Name(s) *(DOT WIll FILL THIS IN)*
English - EN		http://www.uscis.gov/portal/site/uscis/menu		

Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

Welcome Text

Thank you for visiting the **I-9 Central** site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.
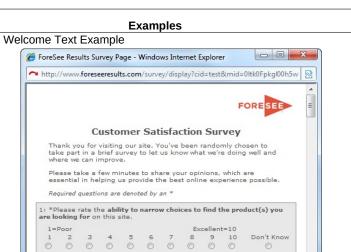
DEFAULT Thank You Text

~~"Thank you for taking our survey - and for helping us serve you better. We appreciate your input!"~~
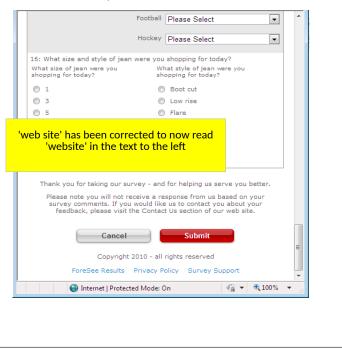
ALTERNATE WEB Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Examples

Welcome Text Example

Thank You Text Example

'web site' has been corrected to now read 'website' in the text to the left

Model Instance Name:
DHS CIS E-Verify I-9
MID:
Partitioned (Y/N)? Y
Date: 3/7/2013

FORE**SEE**

DHS CIS E-Verify I-9
Model questions utilize the ACSI methodology to determine scores and impacts

MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
	Content *(1=Poor, 10=Excellent, Don't Know)*		**Satisfaction**		**Likelihood to Return** *(1=Very Unlikely, 10=Very Likely)*
1 **Content - Accuracy**	Please rate the **accuracy of information** on the I-9 Central site.	18 Satisfaction - Overall	What is your **overall satisfaction** with the I-9 Central site? (1=Very Dissatisfied, 10=Very Satisfied)	21 Return	How likely are you to **return** to the I-9 Central site?
2 **Content - Quality**	Please rate the **quality of information** on the I-9 Central site.	19 Satisfaction - Expectations	How well does the I-9 Central site **meet your expectations**? (1=Falls Short, 10=Exceeds)		**Recommend** *(1=Very Unlikely, 10=Very Likely)*
3 **Content - Freshness**	Please rate the **freshness of content** on the I-9 Central site.	20 Satisfaction - Ideal	How does the I-9 Central site **compare to your idea of an ideal website**? (1=Not Very Close, 10=Very Close)	22 Recommend	How likely are you to **recommend** the I-9 Central site to someone else?
4 **Look and Feel - Appeal**	Please rate the **visual appeal** of the I-9 Central site.				**Primary Resource** *(1=Very Unlikely, 10=Very Likely)*
5 **Look and Feel - Balance**	Please rate the **balance of graphics and text** on the I-9 Central site.			23 Primary Resource	How likely are you to use this E-Verify site as your **primary resource** about the I-9 policy?
6 **Look and Feel - Readability**	Please rate the **readability of the pages** on the I-9 Central site.				
	Navigation *(1=Poor, 10=Excellent, Don't Know)*				
7 **Navigation - Organized**	Please rate **how well the I-9 Central site is organized**.				
8 **Navigation - Options**	Please rate the **options available for navigating** the I-9 Central site.				
9 **Navigation - Layout**	Please rate how well the I-9 Central **site layout helps you find what you are looking for**.				
10 **Navigation - Clicks**	Please rate the **number of clicks to get where you want** on the I-9 Central site.				
	Search *(1=Poor, 10=Excellent, Don't Know)*				
11 **Search - Results Relevance**	Please rate the **relevance of search results** on the I-9 Central site.				
12 **Search - Results Organization**	Please rate the **organization of search results** on the I-9 Central site.				
13 **Search - Results Help**	Please rate how well the **search results help you decide what to select**.				
14 **Search - Feature Narrow**	Please rate how well the **search feature helps you to narrow the results** to find what you want.				
	Site Performance *(1=Poor, 10=Excellent, Don't Know)*				
15 **Site Performance - Loading**	Please rate **how quickly pages load** on the I-9 Central site.				
16 **Site Performance - Consistency**	Please rate the **consistency of speed from page to page** on the I-9 Central site.				
17 **Site Performance - Errors**	Please rate the **ability to load pages without getting error messages** on the I-9 Central site.				

DHS CIS E-Verify I-9 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)	Skip to
		How **frequently** do you visit the I-9 Central section of the E-Verify site?		First time	
				Almost every day	
				Once or twice a week	
				Once or twice a month	
				Less than Once a month	
		Which of the following **best describes your role**?		I am a human resources professional seeking information for my employer	
				I am a business owner/company executive seeking information for my business	
				I am an employee seeking information because my employer uses or may use E-Verify	
				Federal contractor	
				I am person who just happens to be interested in E-Verify	
				Other	
		Which **area** of the I-9 Central did you visit today? (Check all that apply)		What's New	
				Complete & Correct	
				Accepted Documents	
				Retain & Store	
				Employee rights	
				Penalties	
				About the Form	
				Customer Support	
		For what **reason** did you visit the I-9 Central today? (Check all that apply.)		Research what's new about the current or new I-9 policy	
				Learn more about the I-9 form	
				Find out about the I-9 form statues and regulations	
				Sign up for an I-9 form training/webinar	
				How and when to complete an I-9 form	
				How to correct an I-9 form	
				Learn about common errors and how to avoid them	
				Find out which I-9 form should I use	
				Learn about acceptable documents to complete an I-9 form	
				Research additional documentation requirements	
				How to examine required documentation for an I-9 form	
				Learn about retaining and storing the I-9 forms	
				Check employee rights and discrimination policies	
				File a discrimination claim	
				Review the penalties for I-9 form violations	
				Research the I-9 form FAQs	
				Contact the I-9 customer support	
				Other, please specify:	A
	A	Other reasons for visiting the I-9 Central today.			
		Were you **able to find** what you were looking for?		Yes	
				For the most part	
				Only partially	A
				No	A
	A	If you were **unable to find** what you needed, what specifically did you look for?			
		Was the information **easy to understand**?		Very easy	

Model instance name:			red & strike-through: DELETE		
DHS CIS E-Verify I-9			*underlined & italicized*: RE-ORDER		
MID:			pink: ADDITION		
Date: 3/7/2013			blue + -->: REWORDING		

			DHS CIS E-Verify I-9 CUSTOM QUESTION LIST		

QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)	Skip to
				Somewhat easy	
				Somewhat difficult	A
				Very difficult	A
	A	If not, what could E-Verify do to **help ease** the understanding of the information?			
		Which **area** of the I-9 Central do you feel needs **more information/content**?		What's New	
				Complete & Correct	
				Accepted Documents	
				Retain & Store	
				Employee rights	
				Penalties	
				About the Form	
				Customer Support	
		Why do you feel the I-9 Central area you specified above needs more information/content?			
		What **other improvement** would you like to see made to the I-9 Central section of the E-Verify site to make it **more useful** for you in the future?			

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	S	Y		Frequency
Radio button, one-up vertical	S	Y		Role
Checkbox, one-up vertical	M	Y		Area visited
Checkbox, one-up vertical	M	Y	Skip Logic Group*	Reasons for visiting
Text area, no char limit		N		Other reasons
Drop down, select one	S	Y	Skip Logic Group*	Find info
Text area, no char limit		N		No info found
Radio button, one-up vertical	S	Y	Skip Logic Group*	Easy to understand

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area, no char limit		N		Improve understanding
Drop down, select one	S	Y		Needs more content
Text area, no char limit		N		Reason for more content
Text area, no char limit		N		Improvement