

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

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

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)
Spanish - SP		http://www.uscis.gov/portal/site/uscis-es/m		

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

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



DHS CIS E-Verify I-9 Spanish					
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
1 Content - Accuracy	Content (1=Poor, 10=Excellent, Don't Know) Please rate the accuracy of information on the I-9 Central site.	18 Satisfaction - Overall	Satisfaction What is your overall satisfaction with the I-9 Central site? (1=Very Dissatisfied, 10=Very Satisfied)	21 Return	Likelihood to Return (1=Very Unlikely, 10=Very Likely) 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)	22 Recommend	Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend the I-9 Central site to someone else?
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)	23 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this E-Verify site as your primary resource about the I-9 policy?
4 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the I-9 Central site.				
5 Look and Feel - Balance	Please rate the balance of graphics and text on the I-9 Central site.				
6 Look and Feel - Readability	Please rate the readability of the pages on the I-9 Central site.				
7 Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) 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.				
11 Search - Results Relevance	Search (1=Poor, 10=Excellent, Don't Know) 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.				
15 Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) 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.				



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~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

DHS CIS E-Verify I-9 Spanish 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 No	B A,B A,B
	A	If you were unable to find what you needed, what specifically did you look for?			
	B	If you couldn't completely find what you needed in the Spanish section, did you visit the English section of the I-9 Central to find the missing content?		Yes No Don't remember	

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to
		Was the information easy to understand ?		Very easy	A A
				Somewhat easy	
				Somewhat difficult	
				Very difficult	
	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	
		Why do you feel the I-9 Central area you specified above needs more information/content?		Customer Support	
		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) Drop down, select one	Single or Multi	Required Y/N	Special Instructions	CQ Label Frequency
	S	Y		
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
Drop down, select one	S	N		Visited English 1-9 pages

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	S	Y	Skip Logic Group*	Easy to understand
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