

Client Name: U.S. Department of Homeland Security
 Measure Name: DHS CIS E-Verify Self Check

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)
English - EN		http://www.uscis.gov/portal/site/uscis/menu		

Model Instance Name:
 DHS CIS E-Verify Self Check
 MID:
 Partitioned (Y/N)? Y
 Date: 2/26/2013



DHS CIS E-Verify Self Check					
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 Self Check site.	18 Satisfaction - Overall	Satisfaction What is your overall satisfaction with the Self Check 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 Self Check site?
2 Content - Quality	Please rate the quality of information on the Self Check site.	19 Satisfaction - Expectations	How well does the Self Check 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 Self Check site to someone else?
3 Content - Freshness	Please rate the freshness of content on the Self Check site.	20 Satisfaction - Ideal	How does the Self Check 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 for all Self Check needs?
4 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the Self Check site.				
5 Look and Feel - Balance	Please rate the balance of graphics and text on the Self Check site.				
6 Look and Feel - Readability	Please rate the readability of the pages on the Self Check site.				
7 Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the Self Check site is organized .				
8 Navigation - Options	Please rate the options available for navigating the Self Check site.				
9 Navigation - Layout	Please rate how well the Self Check 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 Self Check site.				
11 Search - Results Relevance	Search (1=Poor, 10=Excellent, Don't Know) Please rate the relevance of search results on the Self Check site.				
12 Search - Results Organization	Please rate the organization of search results on the Self Check 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 Self Check site.				
16 Site Performance - Consistency	Please rate the consistency of speed from page to page on the Self Check site.				
17 Site Performance - Errors	Please rate the ability to load pages without getting error messages on the Self Check site.				



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

DHS CIS E-Verify Self Check 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 Self Check section on 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 ?		US citizen/job seeker International visitor with a work authorization Individual with an adjusted status I am person who just happens to be interested in E-Verify Other	
		How did you learn about the E-Verify's Self Check tool?		Previous experience with the tool An employer A third party requirement Friends/family Internet On the E-Verify site Other	
		Which area of the Self Check did you visit today? (Check all that apply)		Self check Background How to use Self Check Know Your Rights Commitment to Privacy Questions & Answers For Employers Facts & Myths Self Check Toolkit	
		For what reason did you visit the Self Check today? (Check all that apply.)		Start Self Check Learn more about Self Check before I use it Review the steps on how to use Self Check Learn about my employee rights Read the Self Check privacy statement Research the Self Check FAQs Learn about my employer rights and rules regarding Self Check Review the myths and facts about Self Check Read about Self Check press releases, blogs and Fact Sheets View, print, share or post Self Check fliers or brochure View the "How to Use Self Check" video Other, please specify:	A
	A	Other reasons for visiting the Self Check today.			
		Were you able to find what you were looking for?		Yes For the most part Only partially No	A A
	A	If you were unable to find what you needed, what specifically did you look for?			
		Did you use the Self Check tool today?		Yes	

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to
				No	A
				Not applicable	
	A	Why did you not use the Self Check tool today? Please provide as much detail as possible.			
		How likely are you to use the Self Check again in the future?		1=Very unlikely	
				2	
				3	
				4	
				5	
				6	
				7	
				8	
				9	
				10=Very likely	
				Don't know	
		What improvement would you like to see made to the Self Check 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
				How learned about site
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*	Used Self Check



Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area, no char limit		N		Why didn't use
Radio button, scale, has don't know	S	Y		Likelihood to use again
Text area, no char limit		N		Improvement