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

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 WIII 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 **E-Verify** 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.

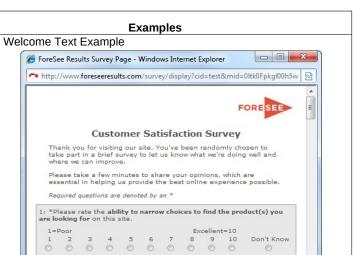
## DEFAULT Thank You Text

"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.



## Thank You Text Example

	Football Please Select	^
	Hockey Please Select	
	16: What size and style of jean were you shopping for today? What size of jean were you What style of jean were you	
	shopping for today? shopping for today?	
	O 1 O Boot cut	
	O 3 O Low rise	
	S Flare	
ľ١	veb site' has been corrected to now read	
	website' in the text to the left	
	'website' in the text to the left	
	'website' in the text to the left	
	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	
	Thank you for taking our survey - and for helping us serve you better.	
	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	
	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	
	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 web site. Cancel Submit	Ш
	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 web site.	Ш
	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 web site. Cancel Submit	4 m
	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 web site. Cancel Submit Copyright 2010 - all rights reserved	•

# Model Instance Name: DHS CIS E-Verify Self Check





MID: Partitioned (Y/N)? Y Date: 2/26/2013

			erify Self Check	_		
		Model questions utilize the ACSI meth	odology 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 <b>accuracy of information</b> on the Self Check site.	18 Satisfaction - Overall	What is your <b>overall satisfaction</b> with the Self Check site? (1=Very Dissatisfied, 10=Very Satisfied)	21	Return	How likely are you to <b>return</b> to the Self Check site?
2 Content - Quality	Please rate the <b>quality of information</b> on the Self Check site.	19 Satisfaction - Expectations	How well does the Self Check site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)			Recommend (1=Very Unlikely, 10=Very Likely)
3 Content - Freshness	Please rate the freshness of content on the Self Check site.	20 Satisfaction - Ideal	How does the Self Check site <b>compare to your idea of an ideal</b> website? (1=Not Very Close, 10=Very Close)	22	Recommend	How likely are you to <b>recommend</b> the Self Check site to someone else?
	Look and Feel (1=Poor, 10=Excellent, Don't Know)					Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the Self Check site.			23	Primary Resource	How likely are you to use this E-Verify site as your <b>primary</b> resource for all Self Check needs?
5 Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on the Self Check site.					
6 Look and Feel - Readability	Please rate the <b>readability of the pages</b> on the Self Check site.					
	Navigation (1=Poor, 10=Excellent, Don't Know)					
7 Navigation - Organized 8 Navigation - Options	Please rate how well the Self Check site is organized. 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 <b>number of clicks to get where you want</b> on the Self Check site.	<b>_</b>				
	Search (1=Poor, 10=Excellent, Don't Know)					
11 Search - Results Relevance	Please rate the relevance of search results on the Self Check site.					
12 Search - Results Organization	Please rate the <b>organization of search results</b> 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 <b>search feature helps you to narrow the</b> results to find what you want.					
	Site Performance (1=Poor, 10=Excellent, Don't Know)					
15 Site Performance - Loading 16 Site Performance - Consistency	Please rate how quickly pages load on the Self Check site. Please rate the consistency of speed from page to page on the Self Check site.					
17 Site Performance - Errors	Please rate the <b>ability to load pages without getting error</b> messages on the Self Check site.					

**Model instance name:** DHS CIS E-Verify Self Check MID:

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

Date: 2/26/2013

# DHS CIS E-Verify Self Check CUSTOM QUESTION LIST

	Skip Logic			Answer Choices	
QID	Label	Question Text	AnswerIDs (DOT)	(limited to 50 characters)	Skip to
		How frequently do you visit the Self Check section on the E-		First time	
		Verify site?		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 <b>area</b> of the Self Check did you visit today? (Check all		Self check Background	
		that apply)		How to use Self Check	
				Know Your Rights	-
				Commitment to Privacy	
				Questions & Answers	
				For Employers	
				Facts & Myths	
				Self Check Toolkit	
		For what <b>reason</b> did you visit the Self Check today? (Check		Start Self Check	
		all that apply.)		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:	^
	Α	Other reasons for visiting the Self Check today.		· · · · · · · · · · · · · · · · · · ·	~
	~	Were you <b>able to find</b> what you were looking for?		Yes	
		Were you asie to find what you were looking for?		For the most part	
				Only partially	А
				No	
	Α	If you were <b>unable to find</b> what you needed, what specifically did you look for?			A
				Yes	
		Did you <b>use</b> the Self Check tool today?		165	

**Model instance name:** DHS CIS E-Verify Self Check MID:

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

Date: 2/26/2013

## 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
	-				No	A
					Not applicable	
			Why did you <b>not use</b> 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 <b>improvement</b> would you like to see made to the Self Check section of the E-Verify site to make it <b>more useful</b> 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
				How learned about site
Checkbox, one-up vertical	М	Y		Area visited
Checkbox, one-up vertical	М	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