

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

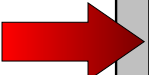
Version of Code:	<i>newest</i>
Custom Qualifier Page	<i>No</i>
Custom Invitation Text?	<i>Yes</i>
Custom Tracker Text?	<i>No</i>
Custom Welcome/ Thank You Text?	<i>Yes</i>

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		<a href="http://www.uscis.gov/portal/site/uscis-es/m">http://www.uscis.gov/portal/site/uscis-es/m</a>		



DHS CIS E-Verify Self Check Spanish  
 Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
MQ Label		MQ Label		
1 Content - Accuracy	<b>Content (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>accuracy of information</b> on the Self Check site.	18 Satisfaction - Overall	<b>Satisfaction</b> What is your <b>overall satisfaction</b> 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 <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)	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3 Content - Freshness	Please rate the <b>freshness of content</b> on the Self Check site.	20 Satisfaction - Ideal	How does the Self Check site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	How likely are you to <b>recommend</b> the Self Check site to someone else?
4 Look and Feel - Appeal	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of the Self Check site.			<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b> How likely are you to use this E-Verify site as your <b>primary resource</b> 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.			
7 Navigation - Organized	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate how well the Self Check site is <b>organized</b> .			
8 Navigation - Options	Please rate the <b>options available for navigating</b> the Self Check site.			
9 Navigation - Layout	Please rate how well the Self Check site <b>layout helps you find what you are looking for</b> .			
10 Navigation - Clicks	Please rate the <b>number of clicks to get where you want</b> on the Self Check site.			
11 Search - Results Relevance	<b>Search (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>relevance of search results</b> 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 <b>help you decide what to select</b> .			
14 Search - Feature Narrow	Please rate how well the search feature <b>helps you to narrow the results</b> to find what you want.			
15 Site Performance - Loading	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages load</b> on the Self Check site.			
16 Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> on the Self Check site.			
17 Site Performance - Errors	Please rate the <b>ability to load pages without getting error messages</b> on the Self Check site.			



Model instance name:  
 DHS CIS E-Verify Self Check Spanish  
 MID:  
 Date: 2/26/2013

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

DHS CIS E-Verify Self Check Spanish CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to
		How <b>frequently</b> 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 <b>best describes your role</b> ?		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 <b>learn</b> 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 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 <b>reason</b> 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:	<b>A</b>
	<b>A</b>	Other reasons for visiting the Self Check today.			
		Were you <b>able to find</b> what you were looking for?		Yes For the most part Only partially No	<b>B</b> <b>A,B</b> <b>A,B</b>
	<b>A</b>	If you were <b>unable to find</b> what you needed, what specifically did you look for?			
	<b>B</b>	If you couldn't <b>completely find</b> what you needed in the Spanish section, did you visit the English section of the Self Check to find the missing content?		Yes No Don't remember	

Model instance name:  
 DHS CIS E-Verify Self Check Spanish  
 MID:  
 Date: 2/26/2013

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

DHS CIS E-Verify Self Check Spanish CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to
		Did you <b>use</b> the Self Check tool today?		Yes No Not applicable	<b>A</b>
	<b>A</b>	Why did you <b>not use</b> the Self Check tool today? Please provide as much detail as possible.			
		<b>How likely</b> are you to <b>use</b> 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) 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 the 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
Drop down, select one	S	N		Visited English 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*	Used Self Check
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