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

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)*
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 **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.

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 Spanish
MID:
Partitioned (Y/N)? Y
Date: 3/5/2013

FORESEE

DHS CIS E-Verify 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
			Satisfaction		**Likelihood to Return** *(1=Very Unlikely, 10=Very Likely)*
	Content *(1=Poor, 10=Excellent, Don't Know)*	18 Satisfaction - Overall	What is your **overall satisfaction** with this E-Verify site? *(1=Very Dissatisfied, 10=Very Satisfied)*	21 Return	How likely are you to **return to this E-Verify site**?
1 Content - Accuracy	Please rate the **accuracy of information** on this E-Verify site.				
2 Content - Quality	Please rate the **quality of information** on this E-Verify site.	19 Satisfaction - Expectations	How well does this E-Verify 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 this E-Verify site.	20 Satisfaction - Ideal	How does this E-Verify site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	22 Recommend	How likely are you to **recommend this E-Verify 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 **visual appeal** of this E-Verify site.			23 Primary Resource	How likely are you to use this E-Verify site as your **primary resource** about the E-Verify program?
5 Look and Feel - Balance	Please rate the **balance of graphics and text** on this E-Verify site.				
6 Look and Feel - Readability	Please rate the **readability of the pages** on this E-Verify site.				
	Navigation *(1=Poor, 10=Excellent, Don't Know)*				
7 Navigation - Organized	Please rate **how well this E-Verify site is organized**.				
8 Navigation - Options	Please rate the **options available for navigating** this E-Verify site.				
9 Navigation - Layout	Please rate **how well this E-Verify 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 this E-Verify site.				
	Search *(1=Poor, 10=Excellent, Don't Know)*				
11 Search - Results Relevance	Please rate the **relevance of search results** on this E-Verify site.				
12 Search - Results Organization	Please rate the **organization of search results** on this E-Verify 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 this E-Verify site.				
16 Site Performance - Consistency	Please rate the **consistency of speed from page to page** on this E-Verify site.				
17 Site Performance - Errors	Please rate the **ability to load pages without getting error messages** on this E-Verify site.				

Model instance name:			red & strike-through: DELETE
DHS CIS E-Verify Spanish			*underlined & italicized*: RE-ORDER
MID:			pink: ADDITION
Date: 3/5/2013			blue + -->: REWORDING

QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)
		Does your company **use** E-Verify?		Yes
				No
				Don't know
				I am not employed by or do not own a company
	A	How do you **interact with/access** the E-Verify services?		Through the E-Verify website
				Company's internal system
	B	**Did, or will, you play any role** in your company's decision whether to use, or not use, E-Verify?		Yes
				No
				Don't know
	C	Is your company **considering using** E-Verify?		Yes
				No
				Don't know
	D	How likely is your company to **become a new E-Verify user** as a result of visiting this site?		1=Very Unlikely
				2
				3
				4
				5
				6
				7
				8
				9
				10=Very Likely
	E	Is your company **mandated** by federal, state or local law to participate in E-Verify?		Yes
				No
				Don't know
	F	Approximately **how many people are employed** at your company?		1 to 4
				5 to 9
				10 to 19
				20 to 49
				50 to 99
				100 to 249
				250 to 499
				500 to 999
				1,000 to 2,499
				2,500 to 4,999
				5,000 to 9,999
				10,000 or more
		For what **reasons** did you visit the E-Verify site today? (Check all that apply.)		Learn about E-Verify in general
				Learn about E-Verify requirements for federal contractors
				Sign up for a webinar
				Learn how to contact E-Verify
				Enroll in the E-Verify program
				Employee verification/enrollment
				Check employment eligibility/status
				Use everify applications

				DHS CIS E-Verify Spanish CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)
				Access everify applications
				Find and download form(s) needed
				Submit form
				Open a new case
				Other, please specify:
	A	Other reasons for visiting the E-Verify site today.		
		During your current site visit, did you **log in into an E-Verify application** to complete your task?		Yes
				No
				Not applicable
	A	While in the application, did you **encounter any difficulties**, navigational or process oriented?		Yes
				No
				Not sure
	B	Please specify the **difficulties you have encountered** during your experience with the E-Verify application.		
	C	**What could E-Verify do** to make the Application process **better and more useful** to you?		
		Were you **able to find** what you were looking for at the E-Verify site?		Yes
				For the most part
				Only partially
				No
	A	If you were **unable to find** what you were looking for, what was it?		
		If you used **navigation** to find your information today, what type of difficulties, if any, did you encounter with the navigation?		No difficulty encountered
				Could not find the appropriate navigational links on most of your pages
				Too many links or navigational choices
				Links did not take me where I expected
				Had difficulty finding detailed or related information on your pages
				Navigation did not support what I was trying to accomplish
				Would often feel lost, and did not know where I was on your pages
				Had various technical difficulties (links didn't work, received error messages, etc.)
				Could not get started or did not know where to begin
				Could not navigate back to previous information
				Other, please specify:
	A	What **other** navigational difficulty did you encounter today?		
		How **frequently** do you visit this E-Verify site?		First time
				Almost every day
				Once or twice a week
				Once or twice a month
				Less than Once a month
		What **could be done** to make this site **more useful**?		
		How easy was it for you **to understand** the information on this E-Verify site?		Very easy
				Somewhat easy
				Somewhat difficult
				Very difficult

Model instance name:
DHS CIS E-Verify Spanish
MID:
Date: 3/5/2013

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DHS CIS E-Verify Spanish CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)
		How easy was it **to find** what you were looking for?		Very easy
				Somewhat easy
				Somewhat difficult
				Very difficult
		In which of the following **ways would you like to get more information** about E-Verify? (Check all that apply)		Facebook
				Twitter
				Blogs
				YouTube videos
				Wikis
				Internet discussion boards
				E-mail subscriber lists
				Text messaging
				Other
				None
		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
				I am a Designated Agent/Employer Agent
				I am a federal contractor
				I am a developer of software which interfaces with E-Verify
				I am a member of the news media
				I am doing policy or academic research
				I represent an industry organization or advocacy group that follows E-Verify
				I am person who just happens to be interested in E-Verify
		Do you **ever access** the Internet using a mobile phone or tablet?		Yes
				No
		Which of the following **devices** do you have?		A SmartPhone
				A tablet
				None of these
	A	Specifically, which **type of mobile phone** do you have?		iPhone
				Android phone
				Blackberry
				Another phone
	B	Specifically, which **type of tablet** do you have?		iPad
				Kindle
				Blackberry
				Android tablet
				Another tablet
		Have you **ever accessed ANY federal website** using a mobile phone or tablet?		Yes
				No, but I plan to do so
				No, but I might in the future
				No, and I don't plan to do so
	A	Have you **ever accessed E-Verify's site** using a mobile phone or tablet?		Yes
				No, but I plan to do so
				No, but I might in the future

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DHS CIS E-Verify Spanish
MID:
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				DHS CIS E-Verify Spanish CUSTOM QUESTION LIST
QID	**Skip Logic Label**	**Question Text**	**AnswerIDs** *(DOT)*	**Answer Choices (limited to 50 characters)**
				No, and I don't plan to do so
	B	What was the **main reason** you last visited E-Verify using a mobile phone or tablet?		
		What **resources/additional resources** might you want to access from E-Verify using a mobile phone or tablet?		

Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
A,B,E,F B,C,D,E,F B,C,D,E,F	Drop down, select one	S	Y	Skip Logic Group*	Use E-Verify
	Drop down, select one	S	Y		Access E-Verify
	Drop down, select one	S	N		Play role in using E-Verify
	Drop down, select one	S	N		Consider using E-Verify
	Radio button, scale, no don't know	S	N		New user
	Drop down, select one	S	N		Mandated
	Drop down, select one	S	N		Number of employees
	Checkbox, one-up vertical	M	Y	Skip Logic Group*	Reasons for visiting

Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
A					
	Text area, no char limit		N		Other reasons
A	Radio button, one-up vertical	S	Y		Application
B,C C	Radio button, one-up vertical	S	N		Diff with application
	Text area, no char limit		N		Application difficulties
	Text area, no char limit		N		Application improvement
A A	Drop down, select one	S	Y	Skip Logic Group*	Find info
	Text area, no char limit		N		No info found
A	Drop down, select one	S	N	Skip Logic Group*	Navigation difficulty
	Text area, no char limit		N		Other nav difficulty
	Drop down, select one	S	Y		Frequency
	Text area, no char limit		N		Improvement
	Radio button, one-up vertical	S	Y		Easy to understand

Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	Radio button, one-up vertical	S	Y		Easy to find
	Checkbox, two-up vertical	M	Y		Format
	Radio button, one-up vertical	S	Y		Role
	Radio button, one-up vertical	S	Y		Access Mobile Internet
A B	Checkbox, one-up vertical	M	Y	Skip Logic Group	Phone or Tablet
	Radio button, one-up vertical	S	Y		Phone type
	Radio button, one-up vertical	S	Y		Tablet type
A	Radio button, one-up vertical	S	Y	Skip Logic Group	Federal Mobile Site Usage
B	Radio button, one-up vertical	S	Y		Mobile Site Usage

Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	Text area, no char limit		N		Primary Reason
	Text area, no char limit		N		Desired Resources