

The text you see here will appear at the top and bottom of your survey, examples below. Default text is included and you may modify this text as needed.

#### Welcome and Thank You Text

### **Welcome Text**

Thank you for visiting myE-Verify. 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.

## Welcome Text - Tablet / Phone

Thank you for visiting everify.gov/mye-verify. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

### **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 - Tablet / Phone

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

# **Example Desktop**



#### **Customer Satisfaction Survey**

Thank you for visiting our 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.

Required questions are denoted by an \*

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

## **Example Mobile**



Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

Required questions are denoted by an \*

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

······

Cancel

Submit

ForeSee ForeSee Privacy Policy Model Name Model ID myE-Verify/Self Check v2

Partitioned
Date
Model Version

17.2.G

Yes - 2MQ

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)			Satisfaction			Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the myE-Verify site.	16		What is your <b>overall satisfaction</b> with the myE-Verify site? (1=Very Dissatisfied, 10=Very Satisfied)	19	Return	How likely are you to <b>return</b> to the myE-Verify site?
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on the myE-Verify site.			How well does the myE-Verify site meet your expectations? (1=Falls Short, 10=Exceeds)			Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the <b>readability of the pages</b> on the myE-Verify site.	18		How does the myE-Verify site compare to an ideal website? (1=Not Very Close, 10=Very Close)	20	Recommend	How likely are you to <b>recommend the myE-Verify</b> site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				1		Primary Resource (1=Very Unlikely, 10=Very Likely)
	Please rate how quickly pages load on the myE-Verify site.					Primary Resource	How likely are you to use the myE-Verify site as your <b>primary</b> resource for all myE-Verify/Self Check needs?
	Please rate the <b>consistency of speed from page to page</b> on the myE-Verify site.						
	Please rate how <b>completely the page content loads</b> on the myE- Verify site.						
	Navigation (1=Poor, 10=Excellent, Don't Know)						
7 Navigation - Organized	Please rate how well the myE-Verify site is organized.						
1 "	Please rate the <b>options available for navigating</b> the myE-Verify site.						
Navigation - Layout	Please rate how well the site layout helps you find what you need.						
	Information Browsing (1=Poor, 10=Excellent, Don't Know)	ŀ					
	Please rate the ability to sort information by criteria that are important to you on the myE-Verify site.						
	Please rate the ability to narrow choices to find the information you are looking for on the myE-Verify site.						
	Please rate how well the <b>features</b> on the myE-Verify site <b>help you find the information you need</b> .						
	Site Information (1=Poor, 10=Excellent, Don't Know)						
Site Information - Thoroughness	Please rate the <b>thoroughness of information</b> provided on the myE- Verify site.						
Site Information - Understandable	Please rate how understandable the myE-Verify's information is.						
Site Information - Answers	Please rate how well the myE-Verify's information provides answers to your questions.						

 Model Name
 myE-Verify/Self Check v2

 Model ID
 0

 Partitioned
 Yes - 2MQ

1/1/2016

Date

Red & Strike Through: Delete
<u>Underlined & Italicized</u>: Re-order
Pink: Addition
Rlue: Reword



Skip From Required Y/N **OUESTION META TAG** Answer Choices Skip To Special Instructions OID **Ouestion Text** Type CO Label Visit Frequency How frequently do you visit the myE-Verify/Self Check site? Dron down select one Frequency First time Daily Once or twice a week Once or twice a month ess than once a month Which of the following best describes your role? Role Role US citizen/job seeker Radio button, one-up vertical Skip Logic Group\* International visitor with a work authorization Individual with a recently adjusted status I am an E-Verify user or administrator Α What is your role? N Text area, no char limit Skip Logic Group\* Other role Acquisition Source How did you learn about myE-Verify/Self Check? Previous experience with the tool Drop down, select one Skip Logic Group\* Source An employer Internet advertisement On the E-Verify or USCIS site Social media What is the other way you learned about myE-Verify/Self N Text area, no char limit Skip Logic Group\* Other source Check? Which area(s) of the myE-Verify/Self Check did you visit Login to myE-Verify Checkbox, one-up vertical Area visited today? (Select all that apply) Start Self Check About myE-Verify Self Lock Resource Center Case History Case Tracker Other To use Self Check Radio button, one-up vertical Skip Logic Group\* Reason for visiting Primary Reason: Federal For what reason did you visit myE-Verify/Self Check today? Government or Informational Use myE-Verify Non-Profit Create an account Learn more about Self Check before I use it Learn about myE-Verify Explore Self Lock Review resource center Review the steps on how to use Self Check Learn about my employee rights Randomize Read the Self Check privacy statement Research the Self Check FAQs Learn about my employer rights and rules regarding Self Check View my case history Track my case Anchor Answer Choice Other Α Skip Logic Group\* What is your other reason for visiting? Text area, no char limit Other reasons Accomplish Were you able to find what you were looking for? Yes Drop down, select one Skip Logic Group\* Find info Partially OE\_Accomplish What specifically did you look for? N Text area, no char limit Skip Logic Group\* No info found Did you use the myE-Verify/Self Check tool today? Yes A,B Radio button, one-up vertical Skip Logic Group\* Used Self Check С Why did you not use the myE-Verify/Self Check tool today? N Text area, no char limit Skip Logic Group\* Why didn't use Please provide as much detail as possible. Was this your first time using myE-Verify/Self Check tool? Radio button, one-up vertical Skip Logic Group\* First tine D Why did you use myE-Verify/Self Check again today? Skin Logic Group\* Why using again D Unable to complete it the previous use Radio button, one-up vertical To see if I would get a different result Received system error F Please specify other reason for using myE-Verify/Self Check Text area, no char limit Skip Logic Group\* Other using again В Were you able to complete the process? Radio button, one-up vertical Skip Logic Group\* Did you complete Why were you unable to complete the myE-Verify/Self Check Did not get an identity proofing quiz Radio button, one-up vertical Skip Logic Group\* Why no complete process? Did not pass my identity proofing quiz System error Other G Please specify other reason why you were unable to complete the myE-Verify/Self Check process. N Text area, no char limit Skip Logic Group\* Other no complete How likely are you to use myE-Verify/Self Check tool again in 1=Very unlikely Radio button, scale, has don't know Likelihood to use again the future? 10=Very likely

		Don't know			
OE_Improve Experience	What improvement would you like to see made to the myE- Verify/Self Check site to make it more useful for you in the future?		N	Text area, no char limit	Improvement