

Welcome and Thank You Text

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

Model Questions

As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency with the model, these questions are standardized and have been tested and validated. Standardization of model questions allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts.

Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

Custom Questions

When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

Why

- Analysis
- Top-Pri
- Open-e
- Shift w
- Inform
- Evalua

Update Your Custom Questions?

Discovered new questions to ask
Key areas influence resource use
Data for quantifiable recommendations

Seasonal Needs

Re-launch or Re-design

Marketing Initiatives



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 everify.gov. 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. 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.

Since all responses are confidential, you will not receive a response from us based your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

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.

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!


[ForeSee](#)
[ForeSee Privacy Policy](#)

Model Name E-Verify v2
 Model ID
 Partitioned Yes - 2MQ
 Date
 Model Version 17.2.G

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Rework



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the E-Verify site.	16 Satisfaction - Overall	Satisfaction What is your overall satisfaction with the E-Verify site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to the E-Verify site?
2 Look and Feel - Balance	Please rate the balance of graphics and text on the E-Verify site.	17 Satisfaction - Expectations	How well does the E-Verify site meet your expectations ? <i>(1=Falls Short, 10=Exceeds)</i>		Recommend (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on the E-Verify site.	18 Satisfaction - Ideal	How does the E-Verify site compare to an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	20 Recommend	How likely are you to recommend the E-Verify site to someone else?
4 Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on the E-Verify site.			21 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use the E-Verify website as your primary resource for information about the E-Verify program?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on the E-Verify site.				
6 Site Performance - Completeness	Please rate how completely the page content loads on the E-Verify site.				
7 Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the E-Verify site is organized .				
8 Navigation - Options	Please rate the options available for navigating the E-Verify site.				
9 Navigation - Layout	Please rate how well the E-Verify layout helps you find what you need .				
10 Information Browsing - Sort	Information Browsing (1=Poor, 10=Excellent, Don't Know) Please rate the ability to sort information by criteria that are important to you on the E-Verify site.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on the E-Verify site.				
12 Information Browsing - Features	Please rate how well the features on the E-Verify help you find the information you need .				
13 Site Information - Thoroughness	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of information provided on the E-Verify site.				
14 Site Information - Understandable	Please rate how understandable the E-Verify's information is.				
15 Site Information - Answers	Please rate how well the E-Verify's information provides answers to your questions .				

Model Name	E-Verify v2	Red & Strike-Through: Delete	
Model ID	0	<u>Underlined & Italicized</u> : Re-order	
Partitioned	Yes - 2MQ	Pink: Addition	
Date	1/1/2016	Blue: Reword	

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
			Does your company use E-Verify?	Yes No I am not employed by or do not own a company	A, B C	Y	Drop down, select one	Skip Logic Group	Use E-Verify
		A	How do you interact with/access the E-Verify services?	Through the E-Verify website Company's internal system		Y	Drop down, select one	Skip Logic Group	Access E-Verify
		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		Y	Drop down, select one	Skip Logic Group	Play role in using E-Verify
		C	Is your company considering using E-Verify?	Yes No Don't know		Y	Drop down, select one	Skip Logic Group	Consider using E-Verify
			Is your company mandated by federal, state or local law to participate in E-Verify?	Yes No Don't know		Y	Drop down, select one		Mandated
			Approximately how many people are employed at your company?	Less than 100 100 to 499 500 to 999 1,000 to 2,499 2,500 to 4,999 5,000 to 9,999 10,000 or more		Y	Drop down, select one		Number of employees
	Visit Frequency		How frequently do you visit this E-Verify site?	First time Daily Once or twice a week Once or twice a month Less than once a month	A A A A	Y	Drop down, select one	Skip Logic Group	Frequency
		A	How do you perceive the new website design?	Better The same Worse I did not notice any changes to the website	B C	Y	Drop down, select one	Skip Logic Group	New website
		B	Please explain why you feel the new website design is better than before.			N	Text area, no char limit	Skip Logic Group	Better
		C	Please explain why you feel the new website design is worse than before.			N	Text area, no char limit	Skip Logic Group	Needs improvement
	Role		Which of the following best describes your role ?	A human resources professional seeking information for my employer A business owner/company executive seeking information for my business An employee seeking information because my employer uses or may use E-Verify A person who just happens to be interested in E-Verify A Designated Agent/Employer Agent A federal contractor A developer of software which interfaces with E-Verify A member of the news media Policy or academic researcher Industry organization representative or advocacy group that follows E-Verify Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group	Role
		A	Please specify your other role.			N	Text area, no char limit	Skip Logic Group	Other role
			Which area(s) of the E-Verify site did you visit today? (Select all that apply)	Employers Employees About the Program myE-Verify Enroll Login What's New E-Verify Compliance Employee Rights Toolkit Webinars Publications Customer Support E-Verify Resources Other		Y	Checkbox, one-up vertical		Area
	Primary Reason: Federal Government or Informational Non-Profit		For what reason did you primarily visit the E-Verify site today?	Learn about E-Verify in general Learn about E-Verify requirements Enroll in the E-Verify program Research employee rights and responsibilities Find information for federal contractors Report violations Correct immigration record Employee verification/enrollment Check employment eligibility/status Use/login into an E-Verify application Use E-Verify resources Explore the E-Verify FAQs Find and download form(s) needed Use an E-Verify employer agent Web Services M&C Open new or update current case Find out what companies use E-Verify Other, please specify:	B A	Y	Radio button, one-up vertical	Skip Logic Group	Reason for visiting
		A	Other reason for visiting the E-Verify site today.			N	Text area, no char limit	Skip Logic Group	Other reason

		B	Did you login into an E-Verify application to complete your task?	Yes No Not applicable	C	Y	Radio button, one-up vertical	Skip Logic Group	Application
		C	While in the application, did you encounter any difficulties , navigational or process oriented?	Yes No Not sure	D,E E	Y	Radio button, one-up vertical	Skip Logic Group	Diff with application
		D	What difficulties did you encounter during your experience with the E-Verify application?			N	Text area, no char limit	Skip Logic Group	Application difficulties
		E	What could E-Verify do to make the application process better and more useful to you?			N	Text area, no char limit	Skip Logic Group	Application improvement
	Accomplish		Were you able to find what you were looking for on the E-Verify site?	Yes Partially No	A A	Y	Drop down, select one	Skip Logic Group	Find info
	OE_Accomplish	A	What specifically were you looking for?			N	Text area, no char limit	Skip Logic Group	No info found
			Which navigational tool did you use today to find what you were looking for? (Select all that apply)	Just browsed the site Top/horizontal menu Links/buttons in the page Search Other	A A A C	Y	Checkbox, one-up vertical	Skip Logic Group	Method
		A	Did you encounter any navigational difficulties today?	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 Links didn't work Other, please specify: No difficulty encountered	B	Y	Radio button, one-up vertical	Skip Logic Group	Navigation
		B	What other navigational difficulty did you encounter today?			N	Text area, no char limit	Skip Logic Group	Other nav difficulty
		C	Did you encounter any search difficulties today?	Search results were not helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough or no results Other, please specify: No difficulty encountered	D	Y	Radio button, one-up vertical	Skip Logic Group	Search
		D	What other search difficulty did you encounter today?			N	Text area, no char limit	Skip Logic Group	Other search difficulty
			Have you encountered any technical difficulties on the site today?	Could not login Could not reset password Received error messages Other, please specify: No difficulty encountered	A	Y	Drop down, select one	Skip Logic Group	Technical difficulty
		A	What other difficulty did you encounter today?			N	Text area, no char limit	Skip Logic Group	Other tech difficulty
	OE_Improve Experience		What could be done to make the E-Verify site more useful?			N	Text area, no char limit		Improvement