Customer Contact Center Survey
Final Version

Introduction

The U.S. Citizenship and Immigration Services (USCIS) would like feedback from those who recently contacted the E-Verify contact center by phone (1-888-464-4218) or email (E-Verify@DHS.gov))

Please take a few moments to respond to our survey. To assure anonymity, the survey is being administered by a third-party customer satisfaction research organization, CFI Group.

All information you provide will be combined with that of others for research and reporting purposes only. Individual responses will not be released.

This survey has been approved by the Office of Management and Budget Control and is authorized under number 1090-0007, which expires March 31, 2015.

Screeners

SCREEN1. Have you recently contacted the E-Verify contact center by phone (1-888-464-4218) or by email through the E-Verify@DHS.gov address?
1. Yes
2. No (TERMINATE SURVEY)
3. Don't Know (TERMINATE SURVEY)

If you have contacted the E-Verify contact center more than once, please think about your most recent contact in answering the following questions.

Respondent Background

Q1. Which best describes your role in using E-Verify?

1. Employer (owner, employee, or HR representative that creates E-Verify cases for their company)
2. Employer Agent or Designated Agent (you are an individual or company that creates E-Verify cases on behalf of other companies/clients)
3. Corporate Administrator (manages E-Verify use for all their company locations but does not create E-Verify cases)
4. Other (specify)

Q2. What was the purpose of your most recent call or email?

1. Information about enrollment
2. Status update
3. Password reset
4. Information about policy
5. Other (Specify)

Q3. Prior to contacting E-Verify did you visit the E-Verify Website first?

1. Yes
2. No
3. Don't remember

Q4. Including your most recent call or email, how many times have you contacted E-Verify Customer Service?
1. Just once
2. 2 – 5 times
3. 6 – 10 times
4. More than10 times

Wait Time

Using a scale from 1 to 10, where 1 is Poor and 10 is Excellent, how would you rate the E-Verify contact center on the following?

Q5. Convenience of hours
Q6. Amount of time on hold before helped

Customer Service

Q7. Have you contacted E-Verify contact center **by phone** (1-888-464-4218) in the past six months?
1. Yes (CONTINUE)
2. No (SKIP TO Q28)
3. Don't Know (SKIP TO Q28)

If you have contacted the E-Verify contact center **by phone** more than once in the past six months, please think about your most recent contact in answering the following questions.

Q8. Overall, how satisfied were you with your experience when you contacted E-Verify customer service?
1. Very satisfied (SKIP TO Q10)
2. Somewhat satisfied (SKIP TO Q10)
3. Somewhat dissatisfied (CONTINUE)
4. Very dissatisfied (CONTINUE)

Q9. What caused you to be dissatisfied with your experience when you called E-Verify customer service? (Select all that apply.)
1. The Customer Service Representative was not knowledgeable.
2. The Customer Service Representative did not provide a clear response to my issue.
3. The Customer Service Representative did not fully answer my question.
4. The Customer Service Representative could not answer my question and did not follow-up.
5. The Customer Service Representative's attitude was unprofessional/rude.
6. Other (specify)

Think about the customer service that you received regarding E-Verify. Please rate the customer service representative who assisted you on the following using a scale from 1 to 10, where "1" is "poor" and "10" is "excellent."
Q10. Ease of accessing representative
Q11. Professionalism
Q12. Communication skills
Q13. Ability to understand your questions/issue
Q14. Providing guidance on policy/questions

Q15. Thinking about your most recent call to the E-Verify contact center, was your question answered or issue resolved?
1. Yes (ASK Q16)
2. No (SKIP TO Q17)

Q16. How many calls were needed to resolve your issue?
1. Resolved during first call
2. Needed to call back one additional time to resolve issue
3. Needed to call back two additional times to resolve issue
4. Needed to call back three or more additional times to resolve issue

Q17. While on your call, was it necessary for the customer service representative to research your question and call you back?
1. Yes (CONTINUE)
2. No (SKIP TO Q20)
3. Not applicable (SKIP TO Q20)

Q18. If yes, did the customer service representative call you back?
1. Yes (CONTINUE)
2. No (SKIP TO Q20)

Q19. Did the customer service representative call you back in a timely manner?
1. Yes
2. No

Q20. Think about your most recent call to E-Verify customer service, were you transferred during that call?
1. Yes (CONTINUE)
2. No (SKIP TO IVR1)
3. Don't Know (SKIP TO IVR1)

Q21. Was the amount of time you had to wait before the transferred call was answered acceptable to you or did you feel it was too long?
1. Acceptable
2. Too long
3. Call was dropped during transfer
4. Don't know

Q22. During that call how many times were you transferred?
1. Once
2. Twice
3. Three times
4. More than three times

Think about the customer service that you received **AFTER** your call was transferred. Please rate the customer service representative(s) who assisted you then on the following using a scale from 1 to 10, where "1" is "poor" and "10" is "excellent."

Q23. Ease of accessing representative
Q24. Professionalism
Q25. Communication skills
Q26. Ability to understand your questions/issue
Q27. Providing guidance on policy/questions

Now, think about your experience with the Interactive Voice Response (IVR) during your call. Please rate the IVR on the following using a scale from 1 to 10 where "1" is "poor" and "10" is "excellent":

IVR1. Ease of navigating
IVR2. Clarity of information provided
IVR3. Time it took to reach a live agent
IVR4. **System's interpretation of your spoken input**

IVR5. Would you prefer to self-serve through an IVR rather than speak to a live representative?
    1. Yes
    2. No

IVR6. How could the IVR system be improved to meet your needs?

IVR7. **(Ask only if Q4=2, 3, 4 or 4)** How would you rate your most recent experience contacting E-Verify Customer Service compared to the last?
    • Much better
    • Somewhat better
    • About the same
    • Somewhat worse
    • Much worse

Q28. Have you contacted E-Verify customer service **by email** (E-Verify@dhs.gov) in the past six months?
    1. Yes (CONTINUE)
    2. No (SKIP TO Q36)
    3. Don't Know (SKIP TO Q36)

If you have contacted the E-Verify contact center **e-mail** more than once in the past six months, please think about your most recent contact in answering the following questions.

Q29. How long did it take to get a response by email?
        1. Within an hour
        2. Within a day
        3. Two or three days
        4. More than three days

Q30. Overall, how satisfied were you with your experience when you emailed E-Verify customer service?
    1. Very satisfied (SKIP TO Q32)

2. Somewhat satisfied (SKIP TO Q32)
3. Somewhat dissatisfied (CONTINUE)
4. Very dissatisfied (CONTINUE)

Q31. What caused you to be dissatisfied with your experience when you emailed E-Verify customer service?
1. It took too long to receive my email response
2. The response I received was unclear or confusing
3. The response did not fully answer my question
4. The response was unprofessional and/or had grammatical or spelling errors
5. The response did not include references to E-Verify data on the Website, manual or user guide.
6. Other (specify)

Please rate the customer service you received when you emailed E-Verify on the following using a scale from 1 to 10, where "1" is "poor" and "10" is "excellent."

Q32. Ability to understand your questions/issue

Q33. The timeliness with which you received a response

Q34. Communication skills in the response you received

Q35. Providing guidance on policy/questions

Q36. What is your preferred method to contact E-Verify?
1. Phone
2. Email
3. Web
4. Other (Specify)

Q37. What is your preferred method for E-Verify to contact you?
1. Phone
2. Email
3. Web
4. Other (Specify)

ACSI Benchmark Questions

Q38. Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with the E-Verify contact center?

Q39. To what extent has the E-Verify contact center met your expectations? Please use a 10-point scale on which "1" means "not met your expectations" and "10" means, "exceeds your expectations."

Q40. Now, imagine the ideal contact center. How well does the E-Verify contact center compare with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

Outcomes

 Q41. If asked how likely would you be to recommend the E-Verify contact center to others? Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very likely."

Q42. How likely are you to continue using the E-Verify contact center in the future? Please use a 10-point scale where "1' means "Not Very Likely" and "10" means "Very Likely."

Q43. How confident are you in the information that you received from the E-Verify contact center. Please use a scale from 1 to 10 where 1 means Not very confident and 10 means Very confident.

Q44. Please provide any final comments on how we can improve the E-Verify contact center to better serve you.

Demographics

D1. In which state are you located?

D2. How many people do you employ?

1. 1-19
2. 20-99
3. 100-999
4. 1,000-9,999
5. 10,000+

D3. Do you consider yourself a small business?

1. Yes
2. No
3. Don't Know

D4. What is the primary industry in which your company or organization conducts business (select one)?
1. Agriculture, Forestry, Fishing, and Hunting
2. Mining
3. Utilities
4. Construction
5. Manufacturing
6. Wholesale Trade
7. Retail Trade
8. Transportation and Utilities
9. Information
10. Financial Activities
11. Real Estate and Rental and Leasing
12. Professional, Scientific and Technical Service
13. Management of Companies and Enterprises
14. Administrative and Support and Waste Management and Remediation Services
15. Education Services
16. Health Care and Social Assistance
17. Arts, Entertainment and Recreation
18. Accommodations and Food Services
19. Other Services (Except Public Administration)
20. Government (Public Administration)