

E-Verify Customer Survey of 2015 Users
Final Version

Introduction

The U.S. Citizenship and Immigration Services (USCIS) would like feedback from employers who enrolled in E-Verify—the Internet-based system that allows businesses to determine the eligibility of their employees to work in the United States by electronically verifying their workforce.

Please take a few moments to respond to this survey.

CFI Group, a third-party customer satisfaction research organization, will administer the survey to ensure the anonymity of our customers. Additionally, all information you provide will be aggregated with other responses for research and reporting purposes only. Individual responses will not be released.

The Office of Management and Budget Control authorized this survey under OMB Survey control \ number 0000-0000, which expires Month DD, YYYY.

Awareness / Registration

QA. USCIS records indicate that your company is currently enrolled in E-Verify. Is that correct?

1. Yes (CONTINUE)
2. No Thank You. We will re-check our records. (TERMINATE)

QB. We would like the person who responds to this survey to be someone who is knowledgeable about why your company signed up for E-Verify and your company's use of E-Verify. Your name was provided as someone who would be appropriate to respond. Is that correct?

1. Yes (SKIP TO Q1.)
2. No (CONTINUE)

QC. We would appreciate it if you would either:

- (1) Forward the e-mail link for the survey to the person at your company who could best answer our questions about your company's use of E-Verify. [Please forward to just one person.]

OR

- (2) Provide us the name and e-mail address for that person.

NAME: _____

E-MAIL ADDRESS: _____

Thank you very much, we appreciate your assistance. (TERMINATE)

Q1. How did you first learn about E-Verify? (Select only one.)

1. E-Verify materials or presentation
2. E-Verify Web site
3. US Citizenship and Immigration Services (USCIS) or Social Security Administration (SSA) materials or presentation
4. USCIS or SSA Website
5. My Company / Human Resources (HR) / Corporate Office
6. Colleague / Employee
7. Local, State or Federal Government
8. Print advertisement
9. Online advertisement
10. Radio advertisement
11. Billboard advertisement
12. Media coverage (other than advertisements)
13. Information from a client
14. Information from a professional organization
15. U.S. Immigration and Customs Enforcement (ICE) audit or visit
16. Other (Please Specify: _____)

Q2. When did you learn about E-Verify?

1. Within the last six months
2. Within the last six to 12 months
3. One or two years ago
4. More than two years ago
5. Don't remember

Q3. Why did your company enroll in E-Verify? (Select all that apply.)

1. Parent company required participation
2. Required to by state or local government / state or local contractor [ASK Q3a.]
3. Required to by federal government / federal contractor [ASK Q3a.]
4. To satisfy a client's request
5. Believed using E-Verify would help us to avoid a U.S. ICE audit, ~~raid~~, or fine
6. To improve ability to verify work authorization
7. Believed it would make us more competitive with others in our industry
8. Other (Please Specify: _____)

[IF "1", "2" OR "3" IS CHECKED IN Q3. ASK Q4.]

Q4. If your company was no longer required to use E-Verify, how likely is it that you would continue to use it anyway?

1. Very likely (SKIP TO Q7.)
2. Somewhat likely (SKIP TO Q7.)
3. Not Too Likely (CONTINUE)
4. Not At All Likely (CONTINUE)

Q5. Why do you say that? {OPEN-END}

[IF "1", "2" OR "3" IS CHECKED IN Q3. ASK Q6.]

Q6. If your company participates in E-Verify because it is required to do so, how did you learn about that requirement? (Select only one.)

1. E-Verify materials or presentation
2. E-Verify Web site
3. USCIS or SSA materials or presentation
4. USCIS or SSA Website
5. My Company / Human Resources (HR) / Corporate Office
6. Colleague / Employee
7. Local, State or Federal Government
8. Print advertisement
9. Online advertisement
10. Radio advertisement
11. Billboard advertisement
12. Media coverage (other than advertisements)
13. Information from a client
14. Information from a professional organization
15. U.S. Immigration and Customs Enforcement (ICE) audit or visit
16. Other (Please Specify: _____)

Q7. When did your organization enroll with E-Verify?

1. Within the last six months
2. Within the last six to 12 months
3. One or two years ago (SKIP TO USE Q32.)
4. More than two years ago (SKIP TO USE Q32.)

Q8. Did you enroll your organization with E-Verify?

1. Yes, I personally enrolled our organization (CONTINUE)

2. No, someone else in our organization enrolled us with E-Verify (SKIP TO TUTORIAL Q15.)
3. Don't Know (SKIP TO TUTORIAL Q15.)

Next, think about the process when you enrolled your organization in E-Verify. Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."

- Q9. Clarity of instructions on how to enroll
- Q10. Memorandum of understanding making the employer's responsibilities and next steps clear
- Q11. Ease of submitting registration information
- Q12. Speed of receiving User Name, Password and E-Verify Web Address
- Q13. Ease of registration process overall (including the required testing)

(IF Q13. IS RATED LOWER THAN "6" ASK Q14.)

- Q14. What is your reason for rating ease of registration process overall lower than "6"?
(OPEN END)

Tutorial

- Q15. Did you complete the training and online tutorial that is part of the E-Verify sign up process?
1. Yes (CONTINUE)
 2. No (SKIP TO USE Q32.)

Now, think about the training and online tutorial that is part of the sign up process. Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."

[ROTATE Q16 THRU Q19; Q20 MUST BE LAST.]

- Q16. Ease of taking online training in terms of understanding content
- Q17. Ease of completing online training in terms of time required
- Q18. Ease of accessing online resources
- Q19. Usefulness of online resources
- Q20. Ease of training process overall
- Q21. Please rate the usefulness of the following resources in helping you understand E-Verify processes and policies. Use a scale from "1" to "10", where "1" is "not very

useful” and “10” is “very useful.” If you did not use a particular resource, please select “Not applicable.”

1. Manuals
2. Tutorials
3. Refresher Tutorials
4. E-Verify public website
5. Q&As
6. E-Verify news articles
7. Helper Text
8. Quick Reference Guides
9. E-Verify call center
10. Other E-Verify users

Q22. What could E-Verify do to make these resources more useful in helping you understand E-Verify best practices, procedures and policies? Open End

(IF Q20. IS RATED LOWER THAN “6” ASK Q23.)

Q23. What is your reason for rating ease of training lower than “6”? (OPEN END)

Q24. Have you used the E-Verify User Manual?

1. Yes (CONTINUE TO Q25)
2. No (SKIP TO Q29)

Please rate the following using a 10-point scale where “1” is “poor” and “10” is “excellent.”

Q25. Helpfulness of information in the E-Verify User Manual

Q26. Did you use the table of contents to find information about a topic?

1. Yes
2. No
3. Don’t remember

Q27. What feature of the user manual was most helpful? (open end)

Q29. Is the training provided useful in helping employers pass the required test?

1. Yes
2. No (IF NO, ASK 30)
3. Don’t Know

Q30. Why was the training and online tutorial not helpful in passing the test? (OPEN END)

Q31. Do the tutorial and required test adequately prepare employers to use E-Verify effectively?

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

Use

Q32. Have you used E-Verify in the past six (6) months?

1. Yes (SKIP TO Q37.)
2. No (CONTINUE)
3. Don't Know (CONTINUE)

Q33. Have you ever used E-Verify?

1. Yes (CONTINUE)
2. No (SKIP TO Q36.)
3. DK (SKIP TO Q36.)

Q34. About how long has it been since you last used E-Verify?

1. Seven to 12 months
2. One to two years
3. More than two years

Q35. Why haven't you used E-Verify within the past six months?

[CHECK ALL THAT APPLY]

- a. Have not hired any new employees in past six months
- b. No longer want to participate in E-Verify
- c. It was too hard / difficult to use the E-Verify system
- d. No longer see any value to using E-Verify
- e. Using E-Verify required us to let go of some existing employees
- f. Using E-Verify made us less competitive in the market-place
- g. No one on our current staff has completed the E-Verify tutorial
- h. Other (Please Specify: _____)

[ALL IN Q35. SKIP TO Q37.]

Q36. Why have you never used E-Verify?

[CHECK ALL THAT APPLY]

1. Have not hired any new employees since enrolling in E-Verify

2. Do not want to participate in E-Verify
3. It seems too hard / difficult to use the E-Verify system
4. Do not see any value to using E-Verify
5. Using E-Verify may require us to let go of some existing employees
6. Using E-Verify will make us less competitive in the market-place
7. No one ever completed the E-Verify tutorial
8. Other (Please Specify: _____)

[ALL IN Q36. SKIP TO D1]

Q37. Which best describes your organization as a user of E-Verify?

1. Employer E-Verify User -- users of E-Verify that are NOT employment services providers, E-Verify Employer Agents (formerly Designated Agents), or the user of an E-Verify Employer Agent.
2. Temporary Agency or Employment Agency -- users of E-Verify that provide employment services to other employers, that is, provide them with permanent or temporary workers.
3. E-Verify Employer Agent (formerly Designated Agent) -- users of E-Verify that enrolled for E-Verify as an E-Verify Employer (or Designated) Agent, that is, as a company that provides E-Verify services to other employers for a fee.

Q38. Which best describes how frequently you use E-Verify?

1. Once a week or more
2. Two or three times a month
3. About once a month
4. Once every few months
5. Once or twice a year
6. Less than once a year

Using E-Verify

Q39. How do you usually create an E-Verify case?

1. Website – use the E-Verify Website to generate a case (IF WEBSITE ASK Q40)
2. Web services – use a Web services application that was custom-built by someone other than the federal government
3. Use both Website and Web service

Q40. Would you find the addition of an electronic I-9 useful? (ONLY ASK IF Q39=1WEBSITE)

1. Yes

2. No
3. Don't know

Q41. Do you use the pre-Tentative Nonconfirmation (TNC) check page to correct any typos before you submit a case?

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

Now, think about using E-Verify system.

Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."

[ROTATE "Q42" THRU "Q45".]

Q42. Ease of navigating the E-Verify site

Q43. Ease of submitting I-9 information on E-Verify

Q44. Speed of receiving an initial response from E-Verify

Q45. Clarity of next steps as described in the response

Q46. Do you have any suggestions to make the case creation process easier?
(OPEN END)

Q47. Have you received a TNC in any of the cases you have submitted to E-Verify in the past 6 months?

1. Yes (CONTINUE)
2. No (SKIP TO PHOTO MATCHING Q55.)
3. Don't know (SKIP TO PHOTO MATCHING Q55.)

Q48. Approximately how many TNCs have you received in the past 6 months?

1. 1
2. 2 - 5
3. 6 - 9
4. 10 - 24
5. 25 or more

Now think about the TNC resolution process. Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."

[ROTATE Q49 AND Q50; Q51 MUST BE LAST.]

Q49. Speed of resolving the case

Q50. Clarity of communications about the steps involved in the resolution process

Q51. Ease of resolving the case

(IF Q51. IS RATED LOWER THAN "6" ASK Q52.)

Q52. What is your reason for rating ease of resolving case lower than "6"? (OPEN
END)

Q53. Using a 10-point scale where "1" is "poor" and "10" is "excellent", how would you
rate the new TNC referral process?

Q54. Using the same scale, how would you rate the Further Action Notice process?

Q54a. Do you find the duplicate case alert useful?

1. Yes
2. No
3. I don't know/Not sure

Q54b. How often do you enter an employee's email address into E-Verify, if it is
provided on Form I-9? Answer 1-10 with 1 equaling "never" and 10 equaling "always".

Photo Matching

Q55. In the past 6 months while using E-Verify have you been prompted to match a
photo?

1. Yes (CONTINUE)
2. No (SKIP TO CUSTOMER SERVICE Q60.)
3. Don't Know (SKIP TO CUSTOMER SERVICE Q60.)

Please rate the photo matching process in E-Verify on the following using a 10-point
scale where "1" is "poor" and "10" is "excellent." [ROTATE Q56 AND Q57]

Q56. Ease of photo matching process

Q57. Helpfulness in preventing fraud

Q58. Do you typically have convenient access to the required technology (e.g. fax,
digital camera, copier, scanner, etc.) that is necessary to complete the photo
matching process?

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

Q59. How do you submit information for cases where the photo presented by E-Verify
doesn't match the photo provided by the employee?

1. Scan and upload into E-Verify
2. Express Mail
3. Other (Please describe)

Customer Service

Q60. Have you contacted E-Verify customer service **by phone** (1-888-464-4218) in the past six months?

1. Yes (CONTINUE)
2. No (SKIP TO Q84.)
3. Don't Know (SKIP TO Q84.)

Q61. Did you call about a password reset?

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

Q62. Overall, how satisfied were you with your experience when you contacted E-Verify customer service?

1. Very satisfied (SKIP TO Q64.)
2. Somewhat satisfied (SKIP TO Q64.)
3. Somewhat dissatisfied (CONTINUE)
4. Very dissatisfied (CONTINUE)

Q63. What caused you to be dissatisfied with your experience when you called E-Verify customer service? (OPEN END)

Q64. Think about your most recent call to E-Verify customer service, were you transferred during that call?

1. Yes (CONTINUE)
2. No (SKIP TO Q67.)
3. Don't Know (SKIP TO Q67.)

Q65. 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

Q66. During that call how many times were you transferred?

1. Once
2. Twice
3. Three times
4. More than three times

[ALL IN Q66 SKIP TO Q72.]

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 10-point scale where “1” is “poor” and “10” is “excellent.” [ROTATE Q67 THRU Q71.]

Q67. Ease of accessing representative

Q68. Professionalism

Q69. Communication skills

Q70. Ability to understand your questions/issue

Q71. Providing guidance on policy/questions

[AFTER Q71 SKIP TO Q82.]

Think about the customer service that you received regarding E-Verify **BEFORE** your call was transferred. Please rate the customer service representative(s) who assisted you on the following using a 10-point scale where “1” is “poor” and “10” is “excellent.” [ROTATE Q72 THRU Q76.]

Q72. Ease of accessing representative

Q73. Professionalism

Q74. Communication skills

Q75. Ability to understand your questions/issue

Q76. Providing guidance on policy/questions

Think about the customer service that you received regarding E-Verify **AFTER** your call was transferred. Please rate the customer service representative(s) who assisted you then on the following using a 10-point scale where “1” is “poor” and “10” is “excellent.” [ROTATE Q77 THRU Q81.]

Q77. Ease of accessing representative

Q78. Professionalism

Q79. Communication skills

Q80. Ability to understand your questions/issue

Q81. Providing guidance on policy/questions

Q82. Thinking about your most recent call to E-Verify customer service, was your question answered or issue resolved?

1. Yes (CONTINUE)
2. No (GO TO Q84.)
3. Don't Know (GO TO Q84.)

Q83. 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

Q84. Have you contacted E-Verify customer service **by email** (E-Verify@dhs.gov) in the past six months?

- a. Yes (CONTINUE)
- b. No (SKIP TO Q92.)
- c. Don't Know (SKIP TO Q92.)

Q85. Overall, how satisfied were you with your experience when you emailed E-Verify customer service?

1. Very satisfied (SKIP TO Q87.)
2. Somewhat satisfied (SKIP TO Q87.)
3. Somewhat dissatisfied (CONTINUE)
4. Very dissatisfied (CONTINUE)

Q86. What caused you to be dissatisfied with your experience when you emailed E-Verify customer service? (OPEN END)

Please rate the customer service you received when you emailed E-Verify on the following using a 10-point scale where "1" is "poor" and "10" is "excellent." [ROTATE Q87 THRU Q90.]

- Q87. Ability to understand your questions/issue
- Q88. The timeliness with which you received a response
- Q89. Communication skills in the response you received
- Q90. Providing guidance on policy/questions

Q91. Thinking about your most recent email to E-Verify customer service, was your question answered or issue resolved?

1. Yes
2. No

3. Don't Know

Q92. How interested would you be in using the Internet to get answers to questions or help with problems on your own, anytime, rather than having to call or email E-Verify? Please use a 10-point scale on which "1" means "not interested" and "10" means "extremely interested."

Technical Assistance

Q93. Have you contacted E-Verify **technical assistance** (1-800-741-5023) in the past 6 months?
(This is a toll-free customer service line available to employers for assistance in resolving technical questions about the E-Verify operating system.)

1. Yes (CONTINUE)
2. No (SKIP TO Q103.)
3. Don't Know (SKIP TO Q103.)

Q94. 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

Think about the technical assistance that you received when you contacted E-Verify. Please rate the representative(s) who assisted you on the following using a 10-point scale where "1" is "poor" and "10" is "excellent." [ROTATE Q95 THRU Q100.]

Q95. Ease of accessing representative

Q96. Professionalism

Q97. Communication skills

Q98. Ability to understand your questions/issue

Q99. Knowledge of technical issues

Q100. Technical guidance resolving your issue

Q101. Was your reason or issue you called technical assistance resolved?

1. Yes (CONTINUE)
2. No (SKIP TO Q103.)
3. Don't Know (SKIP TO Q103.)

Q102. 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

Policies and Regulations

Q103. In your opinion, do you think E-Verify is doing enough to ensure that companies using E-Verify adhere to the program's policies and regulations?

1. Yes
2. Not Sure / Do not know
3. No

Q104. In your opinion, does E-Verify have adequate safeguards in place to ensure that employers use the E-Verify system properly?

1. Yes
2. Not Sure / Do not know
3. No

[IF Q103. OR Q104 IS "NO", ASK Q105.]

Q105. Please describe, briefly, what you think E-Verify should be doing to make sure that companies adhere to the program's policies and regulations and/or use the system properly. [OPEN END]

Communications

Q106. How would you prefer to get information about changes or updates to E-Verify? (Select only one.)

1. E-mail
2. Fax
3. Mailer
4. E-Verify system broadcast message
5. Phone call
6. Through the E-Verify Website
7. Live presentation
8. Other (Please specify: _____)

Q107. How would prefer to contact E-Verify for help? (Select only one.)

1. E-mail
2. Fax

3. Mail
4. Text or Web chat
5. Phone call
6. Through the E-Verify Website
7. Other (Please specify: _____)

Q108. How interested would you be in communicating with peers to get help and share ideas about E-Verify or using the system? Please use a 10-point scale on which "1" means "not interested" and "10" means "extremely interested."

E-Verify Listens

Q109. Have you used or are you aware of E-Verify Listens?

1. Yes
2. No (**skip to ACSI Benchmark Questions**)
3. I don't know/Not sure

Q110. Using a 10-point scale where "1" is "poor" and "10" is "excellent", please rate your experience with E-Verify Listens.

ACSI Benchmark Questions

- ACSI-1. First, please consider your overall experiences during the past year with E-Verify.
Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with E-Verify?
- ACSI-2. To what extent has E-Verify met your expectations?
Please use a 10-point scale on which "1" means "not met your expectations" and "10" means, "exceeds your expectations."
- ACSI-3. Now, imagine the ideal online verification service. How well does E-Verify 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

ACSI-4. If asked how likely would you be to recommend the E-Verify program to others?

Please use a 10-point scale where “1” means “Not Very Likely” and “10” means “Very likely.”

ACSI-5. How confident are you in the accuracy of the E-Verify program? Please use a 10-point scale where “1” means “Not Very Confident” and “10” means “Very Confident.”

ACSI-6. How likely are you to continue to participate in the E-Verify program in the future?

Please use a 10-point scale where “1” means “Not Very Likely” and “10” means “Very Likely.”

ACSI-7. Please provide any final comments on how we can improve E-Verify to better serve you. (OPEN END)

Monitoring and Compliance

MC1. Were you contacted by the E-Verify Monitoring and Compliance Group in the last 6 months?

Yes

No (skip to next section)

MC2. Please indicate how you were contacted by the E-Verify Monitoring and Compliance Group.

- a. Email
- b. Phone call
- c. Desk review
- d. Site visit
- e. Other

MC3. On a scale from 1 to 10 where “1” is “poor” and “10” is “excellent”, please rate the assistance you received from the E-Verify Monitoring and Compliance Group.

Demographics

D1. In which state are you located?

D2. How many people do you employ?

1. 1 – 4
2. 5 - 29
3. 30 - 99
4. 100 - 299
5. 300 – 999
6. 1,000 - 9,999
7. 10,000+

D3. Do you consider yourself a small business?

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

D4. Which category among the list below best describes the **primary industry** in which your company or organization conducts business? (Select one)

1. Agriculture / Food Processing
2. Defense / Defense Industry
3. Communications / Media
4. Construction / General Contracting
5. Education (all levels)
6. Engineering (of any kind)
7. Financial Services (Banking, Insurance, Finance, etc.)
8. Healthcare / Public Health
9. Hospitality (Hotel / Motel / Restaurant, etc.)
10. Information Technology
11. Manufacturing
12. Non-Profit / Not-for-Profit
13. Sales – Retail or Wholesale
14. Staffing / Personnel
15. Transportation
16. Utilities / Energy / Natural Resources
17. Professional Services / Consulting (Medicine, Law, Architecture, Research etc.)
18. Government Services

19. Other (Please Specify: _____)

Thank you for participating in this survey.

We greatly appreciate your time and effort and value the information you have provided.