

Client Name: U.S. Department of Homeland Security
 Measure Name: DHS CIS E-Verify I-9

Version of Code:	<i>newest</i>
Custom Qualifier Page	<i>No</i>
Custom Invitation Text?	<i>Yes</i>
Custom Tracker Text?	<i>No</i>
Custom Welcome/ Thank You Text?	<i>Yes</i>

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)
English - EN		http://www.uscis.gov/portal/site/uscis/menu		

Model Instance Name:

DHS CIS E-Verify I-9

MID: U9g4cpVxlU1pt4oBj1BBog==

Date: 3/15/2013



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 I-9 Central 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.

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

The screenshot shows a browser window titled "ForeSee Results Survey Page - Windows Internet Explorer". The address bar shows the URL: "http://www.foreseeresults.com/survey/display?cid=test&mid=0tk0Fpkgj00h5w". The page content includes the ForeSee logo, the title "Customer Satisfaction Survey", and a welcome message: "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." Below this is another message: "Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible." A note states: "Required questions are denoted by an *". The first question is: "1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site." Below the question is a rating scale from 1 to 10, with "1=Poor" and "Excellent=10" labels, and a "Don't Know" option.

Thank You Text Example

The screenshot shows a survey page with two dropdown menus for "Football" and "Hockey", both set to "Please Select". Below them is question 16: "16: What size and style of jean were you shopping for today?". The question is split into two parts: "What size of jean were you shopping for today?" and "What style of jean were you shopping for today?". The size options are radio buttons for 1, 3, and 5. The style options are radio buttons for Boot cut, Low rise, and Flare. A yellow box highlights a correction: "'web site' has been corrected to now read 'website' in the text to the left". Below the question is a thank you message: "Thank you for taking our survey - and for helping us serve you better." Below this is another message: "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." At the bottom are "Cancel" and "Submit" buttons. The footer includes "Copyright 2010 - all rights reserved" and links for "ForeSee Results", "Privacy Policy", and "Survey Support". The browser status bar shows "Internet | Protected Mode: On" and "100%".

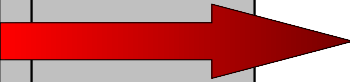
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DHS CIS E-Verify I-9

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
1	Content - Accuracy Please rate the accuracy of information on the I-9 Central site.	18	Satisfaction - Overall What is your overall satisfaction with the I-9 Central site? (1=Very Dissatisfied, 10=Very Satisfied)	21	Return How likely are you to return to the I-9 Central site?
2	Content - Quality Please rate the quality of information on the I-9 Central site.	19	Satisfaction - Expectations How well does the I-9 Central site meet your expectations ? (1=Falls Short, 10=Exceeds)	22	Recommend How likely are you to recommend the I-9 Central site to someone else?
3	Content - Freshness Please rate the freshness of content on the I-9 Central site.	20	Satisfaction - Ideal How does the I-9 Central site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	23	Primary Resource How likely are you to use this site as your primary resource for Form I-9 policy?
4	Look and Feel - Appeal Please rate the visual appeal of the I-9 Central site.				
5	Look and Feel - Balance Please rate the balance of graphics and text on the I-9 Central site.				
6	Look and Feel - Readability Please rate the readability of the pages on the I-9 Central site.				
7	Navigation - Organized Please rate how well the I-9 Central site is organized .				
8	Navigation - Options Please rate the options available for navigating the I-9 Central site.				
9	Navigation - Layout Please rate how well the I-9 Central 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 the I-9 Central site.				
11	Search - Results Relevance Please rate the relevance of search results on this site.				
12	Search - Results Organization Please rate the organization of search results on this 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.				
15	Site Performance - Loading Please rate how quickly pages load on the I-9 Central site.				
16	Site Performance - Consistency Please rate the consistency of speed from page to page on the I-9 Central site.				
17	Site Performance - Errors Please rate the ability to load pages without getting error messages on the I-9 Central site.				



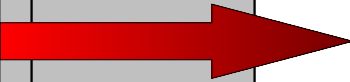
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10	Navigation - Clicks Please rate the number of clicks to get where you want on the I-9 Central site.				
11	Search - Results Relevance Please rate the relevance of search results on this site.				
12	Search - Results Organization Please rate the organization of search results on this site.				
13	Search - Results Help Please rate how well the search results help you decide what to select .				
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16	Site Performance - Consistency Please rate the consistency of speed from page to page on the I-9 Central site.				
17	Site Performance - Errors Please rate the ability to load pages without getting error messages on the I-9 Central site.				



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Date: 7/7/2014

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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

DHS CIS E-Verify I-9 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi
LNH4469		How frequently do you visit the I-9 Central section of the E-Verify site?	First time Almost every day Once or twice a week Once or twice a month Less than Once a month		Drop down, select one	S
LNH4470		Which of the following best describes your role ?	General public US citizen/job seeker International visitor with a work authorization Individual with a recently adjusted status I am an E-Verify user or administrator Other	A	Radio button, one-up vertical	S
STE0070882	A	Other role			Text area, no char limit	
LNH4471		Which area of the I-9 Central did you visit today? (Check all that apply)	What's New Complete & Correct Accepted Documents Retain & Store Employee rights Penalties About the Form Customer Support	A	Checkbox, one-up vertical	M
STE0070883	A	What was the main reason for contacting customer support during your current visit?			Text area, no char limit	
LNH4472		For what reason did you visit the I-9 Central today? (Check all that apply.)	Research what's new about the current or new I-9 policy Learn more about Form I-9 Find out about Form I-9 statues and regulations Sign up for Form I-9 training/webinar How and when to complete Form I-9 How to correct Form I-9 Learn about common errors and how to avoid them Find out which Form I-9 should I use Learn about acceptable documents to complete Form I-9 Research additional documentation requirements How to examine required documentation for Form I-9 Learn about retaining and storing Form I-9 Check employee rights and discrimination policies File a discrimination claim Review the penalties for Form I-9 violations Research Form I-9 FAQs Contact Form I-9 customer support Other, please specify:	A	Checkbox, one-up vertical	M
LNH4473	A	Other reasons for visiting the I-9 Central today.			Text area, no char limit	
LNH4474		Were you able to find what you were looking for?	Yes For the most part Only partially No	A A	Drop down, select one	S

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LNH4475	A	If you were unable to find what you needed, what specifically did you look for?			Text area, no char limit	
LNH4477		Was the information easy to understand ?	Very easy Somewhat easy Somewhat difficult Very difficult	A A	Radio button, one-up vertical	S
LNH4478	A	If not, what could E-Verify do to help ease the understanding of the information?			Text area, no char limit	
LNH4479		Which area of the I-9 Central do you feel needs more information/content ?	What's New Complete & Correct Accepted Documents Retain & Store Employee rights Penalties About the Form Customer Support None		Drop down, select one	S
LNH4480		Why do you think the I-9 Central area you specified above needs more information/content?			Text area, no char limit	
LNH4481		What other improvement would you like to see made to the I-9 Central site to make it more useful for you in the future?			Text area, no char limit	



Required Y/N	Special Instructions	CQ Label Frequency
Y		
Y	Skip Logic Group*	Role
N	Skip Logic Group*	Other role
Y	Skip Logic Group*	Area visited
N	Skip Logic Group*	Customer support
Y	Skip Logic Group*	Reasons for visiting
N	Skip Logic Group*	Other reasons
Y	Skip Logic Group*	Find info



Required Y/N	Special Instructions	CQ Label
N	Skip Logic Group*	No info found
Y	Skip Logic Group*	Easy to understand
N	Skip Logic Group*	Improve understanding
Y		Needs more content
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LNH4480		Why do you think the I-9 Central area you specified above needs more information/content?			Text area, no char limit	
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LNH4469		How frequently do you visit the I-9 Central section of the E-Verify site?	First time Almost every day Once or twice a week Once or twice a month Less than Once a month	
LNH4470		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 Federal contractor I am person who just happens to be interested in E-Verify General public US citizen/job seeker International visitor with a work authorization Individual with a recently adjusted status I am an E-Verify user or administrator Other	
LNH4471		Which area of the I-9 Central did you visit today? (Check all that apply)	What's New Complete & Correct Accepted Documents Retain & Store Employee rights Penalties About the Form Customer Support	
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LNH4473	A	Other reasons for visiting the I-9 Central today.		
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Type (select from list) Drop down, select one	Single or Multi	Required Y/N	Special Instructions	CQ Label Frequency
	S	Y		
Radio button, one-up vertical	S	Y		Role
Checkbox, one-up vertical	M	Y		Area visited
Checkbox, one-up vertical	M	Y	Skip Logic Group*	Reasons for visiting
Text area, no char limit		N	Skip Logic Group*	Other reasons
Drop down, select one	S	Y	Skip Logic Group*	Find info



Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area, no char limit		N	Skip Logic Group*	No info found
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