



U.S. Citizenship
and Immigration
Services

U.S. Department of Homeland Security
U.S. Citizenship and Immigration Services

Customer Satisfaction Survey E-Verify

Final Report
January 2014

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EXECUTIVE SUMMARY

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Overall Findings and Recommendations

Key Findings

This report focuses on the customer satisfaction of companies currently enrolled in the E-Verify program.

Satisfaction with E-Verify remains high with the satisfaction index holding at 86 again in the 2013 measure. This is 20 points above the current federal government average. Historically, users have been highly satisfied with E-Verify. Since the baseline measure in 2009, satisfaction with E-Verify has only ranged from the low to mid 80s.

Two specific segments of E-Verify Users, Recent and Federal Acquisition Regulation (FAR) users, were also measured. Recent users, those who had run a case since January 1, 2013, have satisfaction of 86 as do those who use E-Verify because of the FAR requirement. This is a one-point drop among Recent users and a two-point drop among FAR users from last year. Given that there is no difference in satisfaction, USCIS may want to consider only surveying the “all” group in future years.

The same customer satisfaction model that was developed in the baseline study, conducted in 2009, was used to identify five areas which potentially drive satisfaction with E-Verify. As would be expected with no change in the customer satisfaction index, there were no significant changes in the scores of these drivers again in 2013. The Photo Matching Process remains highest rated at 95. The process is easy and users feel Photo Matching is very helpful in preventing fraud. Using E-Verify is rated 90. Submitting I-9 information and navigating the E-Verify site are easy for users. The initial response of the representative is received in a very timely manner and the next steps are clearly described in the response.

Awareness/Registration and Tutorial remain highly rated and both areas have considerable impact on satisfaction. For Recent users, the Registration process has the most impact. With respect to Awareness/Registration, enrollment instructions are clear as is the memorandum of understanding. User name, password and E-Verify web address are all quickly received by users. Tutorial receives high ratings for the online training being easy to access as well as being easy to understand and the amount of time to take the tutorial is not burdensome. Both the User Manual and online training provide useful information. However while 89% think training is useful in helping employers pass the mastery test and the same percentage (89%) think the tutorial and mastery test adequately prepares employers to use E-Verify, these percentages have slipped slightly. In 2011, 96% thought training was useful in passing the mastery test and 95% thought the tutorial and mastery test prepared employers to use E-Verify.

Tentative Nonconfirmations remain the lowest rated area, and this year it has a high impact on satisfaction. Ease and speed of resolving the case are rated as being sufficient to users as is communication about the steps involved. However, relative to other areas there may be an opportunity to improve the TNC process. For FAR-required users, TNC has a very high impact so it is very critical to address the TNC process for these users.

Only 15% of respondents contacted Customer Service by phone in the past six months and only 4% contacted Customer Service by e-mail. Customer Service continues to be highly rated by users for its professionalism, communication, question handling and guidance. One area where E-Verify achieved a significant improvement is with Customer Service prior to transfer. This nine-point gain was driven by double-digit improvements in representatives having a better understanding of questions and providing better guidance prior to transfer.

Representatives are doing even better in issue resolution and in particular, with first call resolution. In 2013, 93% of callers had first call resolution compared to 87% in 2012.

Overall E-Verify continues to provide users with a very positive experience.

Recommendations

In order to improve customer satisfaction, USCIS should consider targeting the areas that have a high impact and are lower performing as priorities. Very few items fall into this category. For the most part, E-Verify should focus on maintaining the high level of performance across most areas. The following are recommendations based on the findings from the survey.

- TNC Resolution appears to be the best opportunity for improvement. In particular, providing a speedier resolution to the case and more clarity about the steps involved should be action items. Among FAR users, TNC Resolution has a particularly high impact, so for these users it is most critical to provide a speedy resolution with clear next steps.
- The Registration Process has the highest impact on satisfaction and while performance is very strong, ensure instructions remain clear to users and the memorandum of understanding continues to clearly outline responsibilities and next steps. Furthermore, ensure that it continues to be easy to submit registration information and that the User Name, Password and E-Verify Web Address are quickly received.
- The other higher impact area is the tutorial. Provide training that helps users pass the mastery test and more importantly, ensure the mastery test prepares employers to use E-Verify. Most users feel very positively about both of these areas, but numbers are down slightly. Keep online training easy in terms of time commitment and easy-to-understand content. Also continue providing accessible and useful information in the User Manual and in online resources.
- E-Verify and the Photo Matching Tool remain easy to use; submitting information and navigating the E-Verify site continue to receive very high marks. Next steps are very clear. There is no need to address the E-Verify site in terms of usability or the Photo Matching Tool at this time.
- Customer Service by phone continues to improve on first-call resolution performance. Strides have been made by the reps handling the call prior to transfer in better understanding the caller's questions and providing guidance. Continue to build on those practices that enabled this improvement. While Customer Service by e-mail is very infrequently used, there may be an opportunity to provide better guidance in this area on policies and questions.

There is commentary in the Appendix from those few respondents who rated ease of registration process, ease of training or ease of resolving case low. There are very few comments overall, but a review of the comments may provide some insight on those few instances where users have an issue. Lastly, sharing the results of this survey to the front line employees who interact with customers will provide positive feedback on the work they have been doing.

DETAILED REPORT

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Introduction and Methodology

The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service. ACSI has measured more than 100 programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

Segment Choice

This study is about employers who have enrolled in E-Verify—an Internet-based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of their newly hired employees.

Customer Samples and Data Collection

The U.S. Citizenship and Immigration Services (USCIS) provided CFI Group with three random samples of employers that have enrolled in E-Verify.

ALL Users – a cross-section of employers that have used E-Verify since Jan. 1, 2012

RECENT Users – an oversample* of employers that used E-Verify since Jan. 1, 2013

FAR Users – an oversample* of employers that are enrolled in E-Verify as federal contractors and have used E-Verify since Jan. 1, 2013

{*} NOTE The purpose for the two oversamples was to supplement the numbers of responses from Recent and FAR Users that were expected in the All User cross-section.

Data were collected between November 16, 2013 and December 30, 2013. The sample sizes and response rates for the cross-section sample and oversamples are reported below. Please note that these categories are not mutually exclusive. Not all completes were valid for analysis and reporting. Only those responses where a majority of questions were answered were considered complete.

	Invitations	Completes Total	Response Rate	Completes Valid
All	14,158	1,632	11.5%	1,577
Recent	13,182	1,575	11.9%	1,523
FAR	3,556	438	12.3%	427

Questionnaire and Reporting

The questionnaire used is shown in Appendix A. It was designed to be agency-specific in terms of activities, outcomes, and introductions to the questionnaire and specific question areas. However, it follows a format common to all the federal agency questionnaires that allow cause-and-effect modeling using the ACSI model. CFI Group collaborated with USCIS to develop the questionnaire for the program.

Most of the questions in the survey asked the respondent to rate items on a 1-to-10 scale, where “1” is “poor” and “10” is “excellent.” Scores are converted to a 0 to 100 scale for reporting purposes. Appendix B contains tables of responses to non-modeled questions. These are categorical and “Yes/No” type questions where a response is not on a 1-to-10 scale. Appendix C contains score tables for questions that were rated on a 1-to-10 scale at an aggregate level and segmented by groups. Appendix D contains verbatim comments to the responses for open-ended questions.

Most of the results presented in this report are based on responses received from the random cross-section sample of “All Users” . (See Customer Samples above.) Results for two other sample groups (Recent Users and FAR Users) are periodically shown in this report and additional tables for these groups can be found in Appendix C.

Respondent Background

The table below shows respondents by state. For the most part, frequencies by state were similar to last year's. Arizona (8%) and Georgia (8%) comprise the largest proportion of respondents. Other states that comprise 5% or more of the total responses include: Alabama (6%), California (6%), Florida (5%), North Carolina (5%) and South Carolina (7%). Collectively, these seven states account for 44% of all responses and five of them (AL, AZ, NC, SC and GA) have a requirement for all or most employers to use E-Verify.

State	2012		2013	
	Percent	Frequency	Percent	Frequency
AL	5%	118	6%	94
AK	0%	7	0%	4
AR	1%	11	1%	10
AZ	7%	154	8%	120
CA	7%	152	6%	95
CO	3%	60	3%	45
CT	1%	16	1%	13
DC	0%	9	0%	6
DE	0%	1	0%	1
FL	5%	103	5%	77
GA	6%	129	8%	120
GU	0%	0	0%	1
HI	0%	7	1%	9
ID	0%	9	0%	4
IA	1%	23	1%	12
IL	2%	48	3%	41
IN	3%	58	3%	43
KS	1%	27	1%	17
KY	1%	14	0%	6
LA	1%	30	1%	21
MA	1%	32	2%	26
MD	2%	48	2%	25
ME	0%	4	0%	3
MI	1%	32	2%	33
MN	1%	32	2%	28
MO	5%	103	4%	60
MS	2%	34	1%	18
MT	0%	1	0%	6
NC	3%	74	5%	83
ND	0%	3	0%	4
NE	1%	30	1%	21
NH	0%	4	0%	4
NJ	2%	39	2%	25
NM	0%	6	1%	8
NV	1%	12	1%	16
NY	2%	49	2%	29
OH	2%	46	2%	25
OK	1%	29	1%	19
OR	1%	15	1%	15
PA	3%	56	3%	43

State	2012		2013	
	Percent	Frequency	Percent	Frequency
PR	0%	5	0%	3
RI	0%	5	0%	1
SC	7%	162	7%	111
SD	0%	5	0%	7
TN	2%	41	2%	28
TX	5%	116	4%	64
UT	2%	42	2%	28
VA	4%	94	3%	46
VT	0%	2	0%	2
WA	2%	34	2%	34
WI	1%	25	1%	19
WV	0%	2	0%	2
WY	0%	4	0%	2
Number of Respondents	2,162		1,577	

Organizations that employ between 5 and 29 employees account for 27% of responses, as do organizations that have 30 to 99 employees; 23% are with organizations that have between 100 and 299 employees. The largest companies (1,000 or more employees) account for 7% of responses.

How many people do you employ	2012		2013	
	Percent	Frequency	Percent	Frequency
1-4	5%	104	4%	60
5-29	26%	557	27%	419
30-99	27%	575	27%	433
100-299	23%	501	23%	364
300-999	12%	266	12%	185
1,000-9,999	6%	129	6%	95
10,000+	1%	30	1%	21
Number of Respondents	2,162		1,577	

Nearly the same percentage of respondents consider their organization a small business (67%) compared to last year.

Do you consider yourself a small business	2012		2013	
	Percent	Frequency	Percent	Frequency
Small business	67%	1,438	67%	1,053
Not a small business	30%	640	29%	462
Don't know	4%	84	4%	62
Number of Respondents	2,162		1,577	

The composition of respondents' industries remains similar to that from last year. Manufacturing (14%) and Construction/General Contracting (13%) are most mentioned and account for over one-quarter of respondents.

Primary industry in which your company or organization conducts business	2012		2013	
	Percent	Frequency	Percent	Frequency
Agriculture/Food	2%	37	2%	24
Defense/Defense Industry	2%	44	2%	26
Communications/Media	1%	15	1%	10
Construction/General Contracting	15%	317	13%	203
Education	3%	57	2%	38
Engineering	4%	76	5%	77
Financial Services	2%	51	2%	38
Healthcare/Public Health	9%	194	8%	128
Hospitality	5%	102	6%	87
Information Technology	4%	92	4%	62
Manufacturing	13%	274	14%	222
Non-Profit/Not-for-Profit	5%	111	5%	83
Sales - Retail or Wholesale	6%	132	7%	104
Staffing/Personnel	4%	88	4%	59
Transportation	4%	88	4%	56
Utilities/Energy/Natural Resources	1%	26	1%	18
Professional Services/Consulting	4%	95	4%	63
Government Services	4%	94	4%	64
Other	12%	269	14%	215
Number of Respondents	2,162		1,577	

Most respondents consider themselves as General Users (89%) and over half (55%) use E-Verify at least monthly.

Which best describes your organization as a user of E-Verify	2012		2013	
	Percent	Frequency	Percent	Frequency
General User	90%	1,947	89%	1,405
Temporary Agency or Employment Agency	5%	111	6%	89
E-Verify Employer Agent	5%	104	5%	83
Number of Respondents	2,162		1,577	

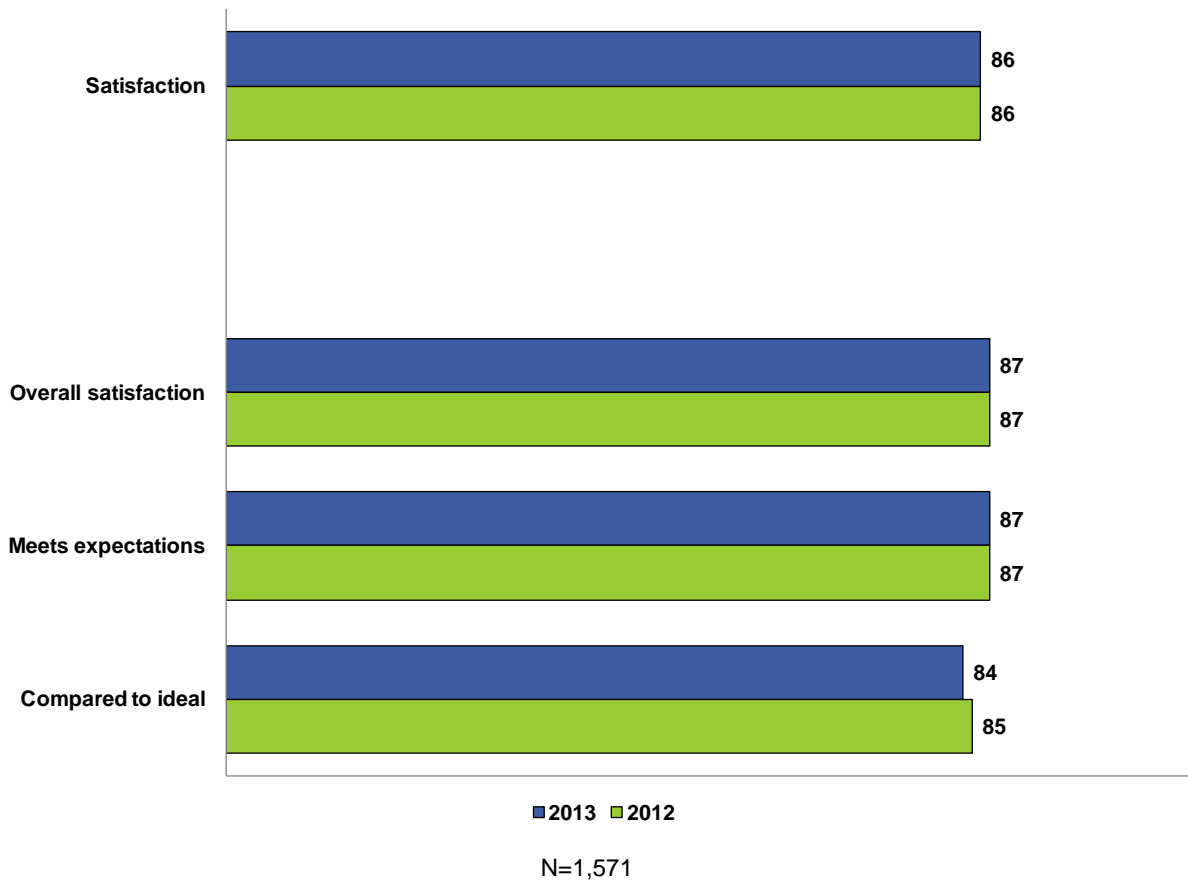
Which best describes how frequently you use E-Verify	2012		2013	
	Percent	Frequency	Percent	Frequency
Once a week or more	21%	447	18%	286
Two or three times a month	22%	470	22%	341
About once a month	15%	321	15%	235
Once every few months	26%	557	27%	419
Once or twice a year	13%	288	15%	234
Less than once a year	4%	79	4%	62
Number of Respondents	2,162		1,577	

Customer Satisfaction Index

The **Customer Satisfaction Index (CSI)** is a weighted average of three questions. The questions are answered on 1-to-10 scale and converted to a 0 to 100 scale for reporting purposes. The model assigns the weights to each question in a way that maximizes the ability of the index to predict changes in agency satisfaction.

The 2013 Customer Satisfaction Index (CSI) for USCIS E-Verify remains at 86 on a scale of 0 to 100. The Customer Satisfaction Index scores for each of the index questions are provided in the chart below overall satisfaction (87), satisfaction compared to expectations (87) and satisfaction with E-Verify compared to the ideal online verification service (84). The Customer Satisfaction Index for E-Verify is 20 points above the current overall federal government ACSI of 66.

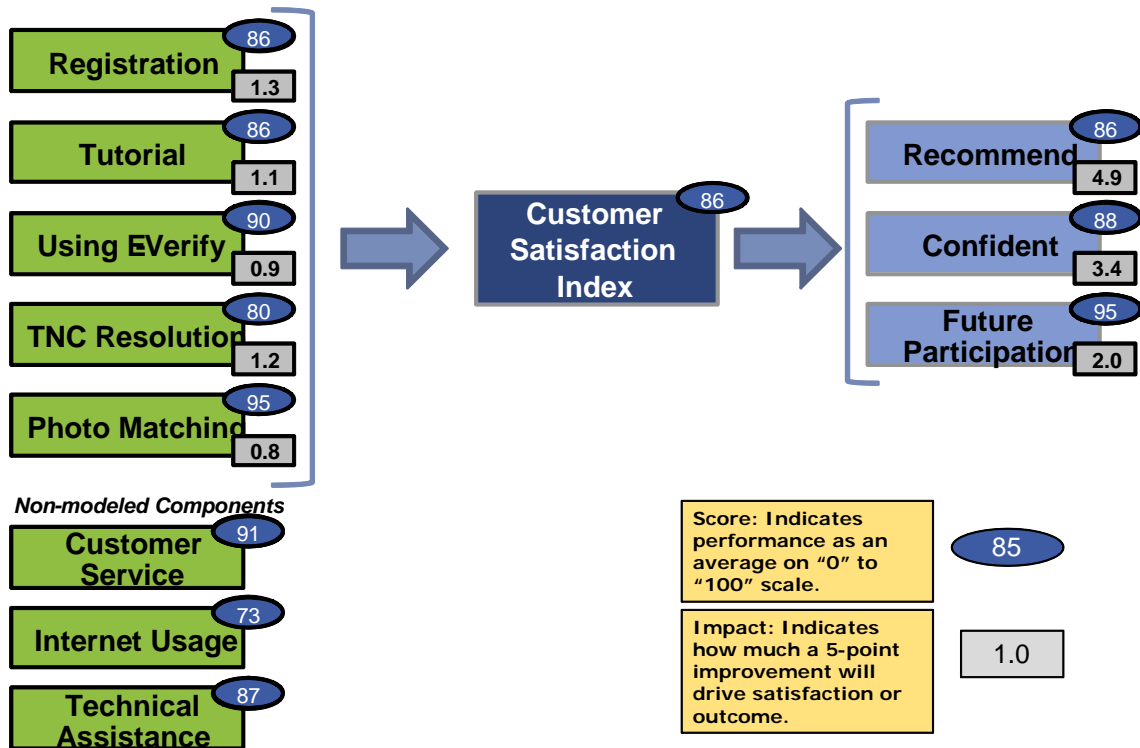
Customer Satisfaction Index



Customer Satisfaction Models

The Customer Satisfaction Model is comprised of drivers of satisfaction, which are shown on the left-hand side of the model picture below, the customer satisfaction index (shown in the middle) and outcomes of satisfaction (shown on the right-hand side).

USCIS E-Verify Customer Satisfaction Model



N=1,577

The 90% confidence interval around the E-Verify customer satisfaction index is +/-1.0 point.

Each of the satisfaction drivers shown on the left-hand side of the model are comprised of an "index" of individual questions that ask about unique attributes of that satisfaction driver. Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-to-10 scale with 1 being "poor" and 10 being "excellent." CFI Group converts the mean responses to these items to a 0-to-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning "poor" and 100 meaning "excellent."

The satisfaction driver (also called "component") is the weighted average of the individual attribute ratings given by each respondent to the questions presented in the survey. A score is a relative measure of performance for a component, as given for a particular set of respondents. In the model above, the component area "Registration" is an index of the ratings of five attribute questions: Clarity of instructions on how to enroll, Memorandum of understanding making the employer's responsibilities and next steps clear, Ease of submitting registration information, Speed of receiving User Name, Password and E-Verify Web Address, and Ease of registration process overall (including the required testing). Specific results for these questions with scores for individual attribute questions are shown in the Drivers of Satisfaction section of this report.

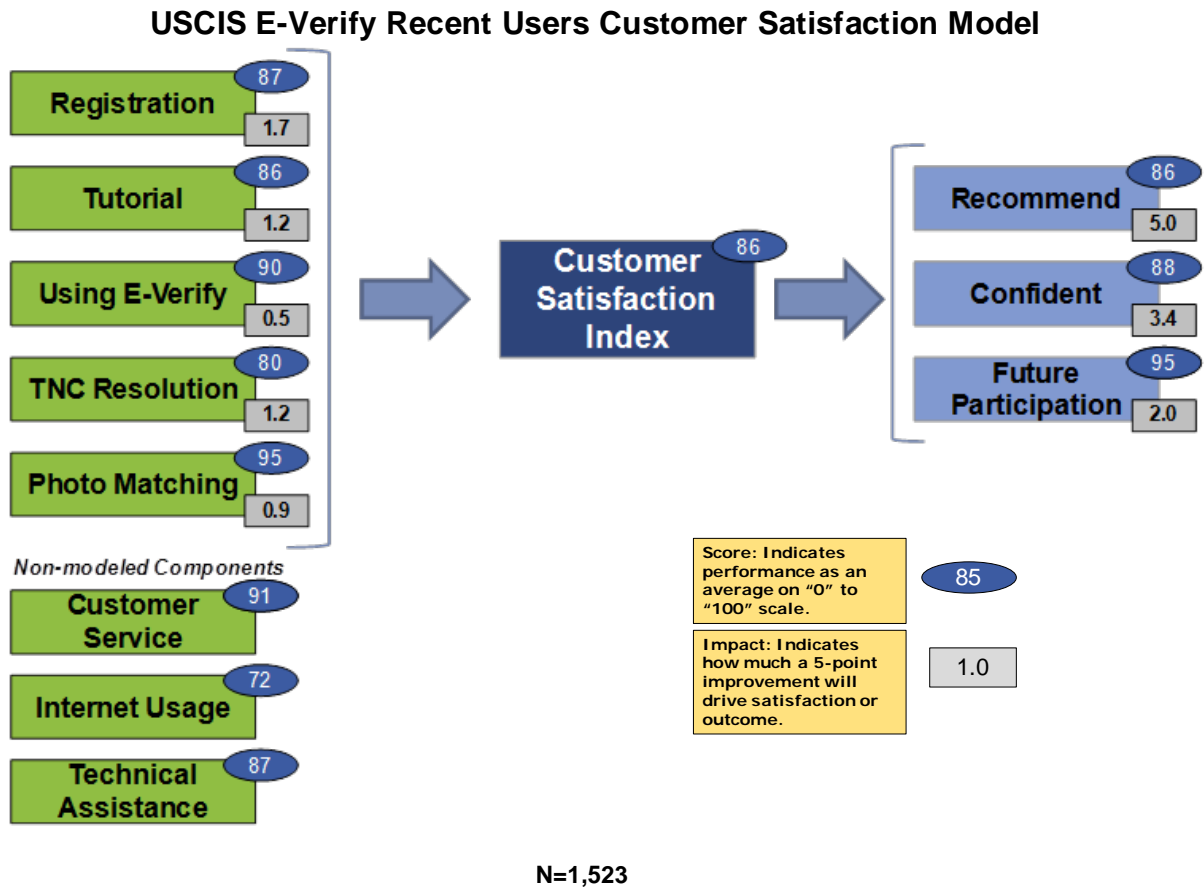
Impacts should be read as the effect on the subsequent component if the initial driver (component) were to be improved or decreased by five points. For example, if the score for Registration increased by five points (86 to 91), Customer Satisfaction would increase by the amount of its impact, 1.3 points (86 to 87.3). If the driver increases by less than or more than five points, the resulting change in satisfaction would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by five points, the related improvement in satisfaction would be the sum of the impacts. Satisfaction, in turn, drives outcome behaviors shown on the right-hand side of the model. These outcomes include recommending E-Verify, confidence in accuracy and likelihood to participate in the future.

The impact that Satisfaction has on each of the outcomes is shown in the rectangle in the lower right hand side of the box. For example, Recommend has an impact of 4.9. This means that a 5-point improvement in Satisfaction will drive the likelihood to recommend by 4.9 points. Scores for Outcomes, Recommend, Confidence in agency and Future Participation, are averages reported on a 0 to 100 scale and not percentages. Thus, the score of 86 for Recommend means that the average respondent is very likely to recommend E-Verify and not that 86% of respondents would recommend E-Verify.

As the model on the previous page shows, Registration, Tutorial and TNC Resolution have impacts of one point or more on satisfaction and can be considered key drivers of satisfaction. It is recommended to focus improvement on those key drivers with the lowest performance.

Customer Satisfaction Model – Recent Users

Additional data were collected to look specifically at Recent Users. These respondents have used E-Verify since January 1, 2013. The Customer Satisfaction Model for Recent Users is shown below. The model structure used for Recent Users is the same as the overall USCIS model.

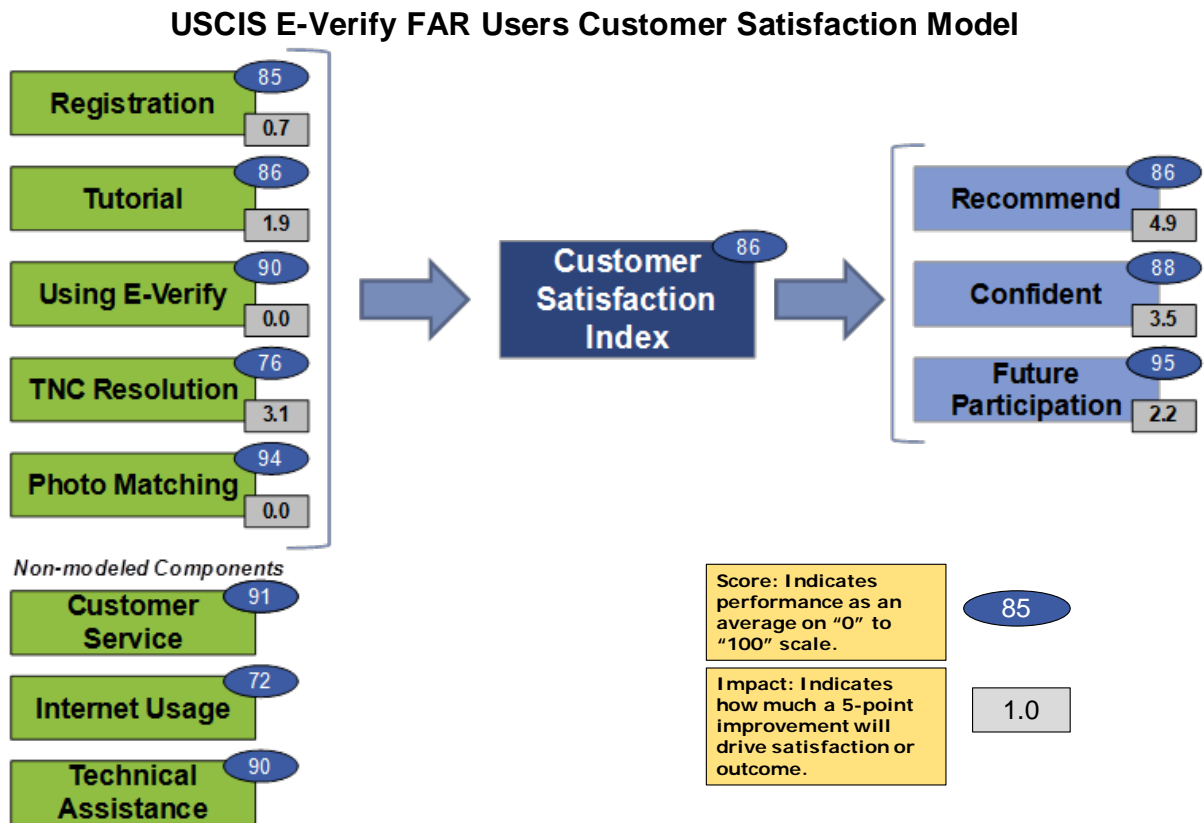


The 90% confidence interval around the E-Verify customer satisfaction index is +/- 0.7points.

For Recent users, Registration has the most impact (1.7). Other high impact areas include Tutorial (1.2) and TNC Resolution (1.2). It is recommended to focus improvement on those key drivers with the lowest performance.

Customer Satisfaction Model – FAR Users

Additional data were also collected create a model for Federal Acquisition Regulation (FAR) Users. These are users from any U.S. company, corporation or business entity that has a contract with the federal government containing the Federal Acquisition Regulation (FAR) E-Verify clause. The Customer Satisfaction Model for FAR Users is shown below and the model structure used for FAR Users is the same as the overall USCIS model.



N=427

The 90% confidence interval around the E-Verify customer satisfaction index is +/-1.3 points.

For FAR Users, Using TNC Resolution has the most impact on satisfaction with an impact of 3.1. The Tutorial also has a very high impact (1.9). Registration has a more moderate impact at 0.7. Those areas with 0.0 impact are not unimportant to users, but rather improvements in these areas will not improve satisfaction at this time. It is recommended to focus improvement on those key drivers with the lowest performance.

The main findings section of this report will focus on the Cross-Section or All group of USCIS results, which were sampled in a way to be representative of all E-Verify users.

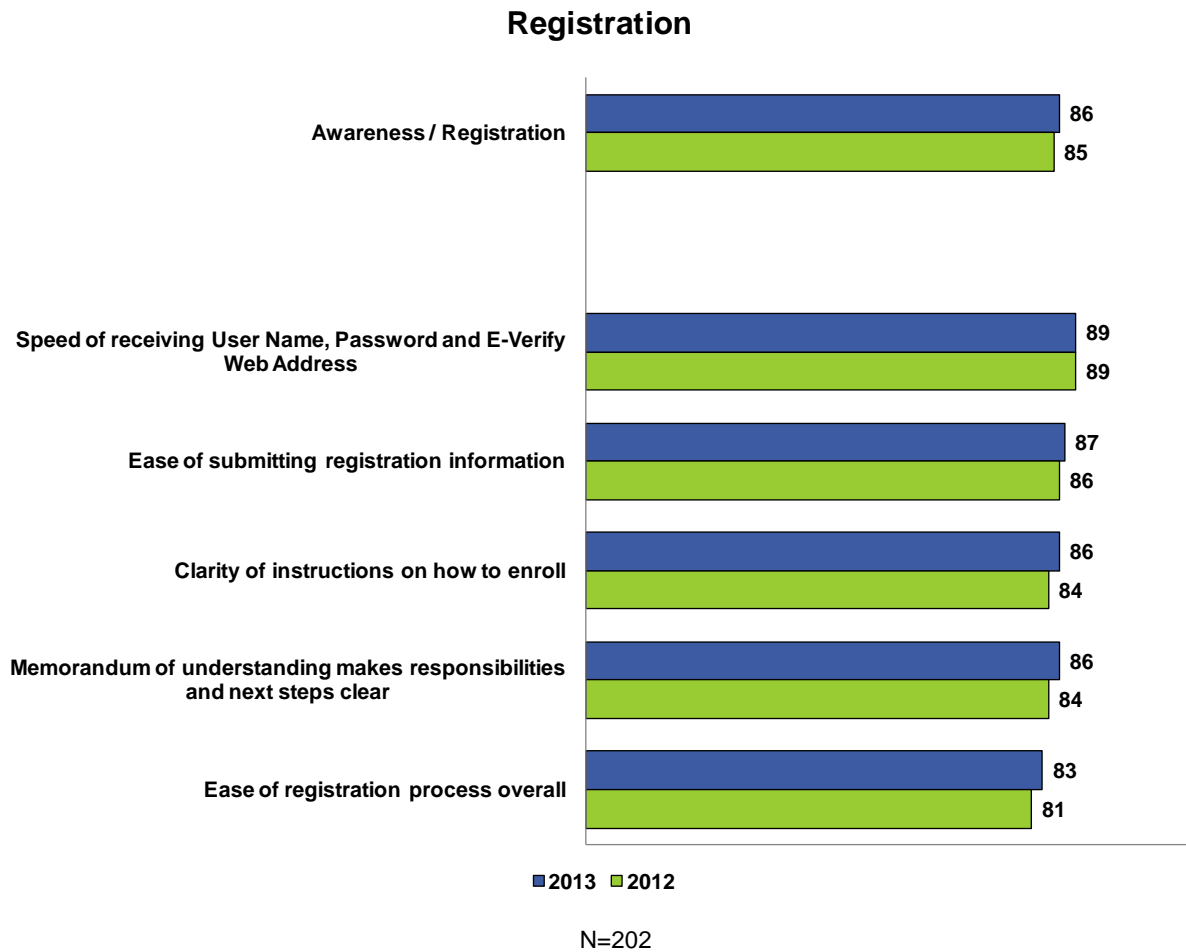
Drivers of Satisfaction

Registration

Impact on Satisfaction 1.3

Most respondents (81%) from organizations who had enrolled in the last year had personally registered their organization with E-Verify. Registration has an impact of 1.3, which is the highest impact area for all users. There are no significant changes in score among Registration attributes with the overall score up one point to 86. However, some of the lower rated attributes in Registration have two-point gains from last year including, ease of registration process, clarity of memorandum of understanding and clarity of instructions.

Users receive their User Name, Password and Web Address in a speedy manner, and submitting registration information remains easy.



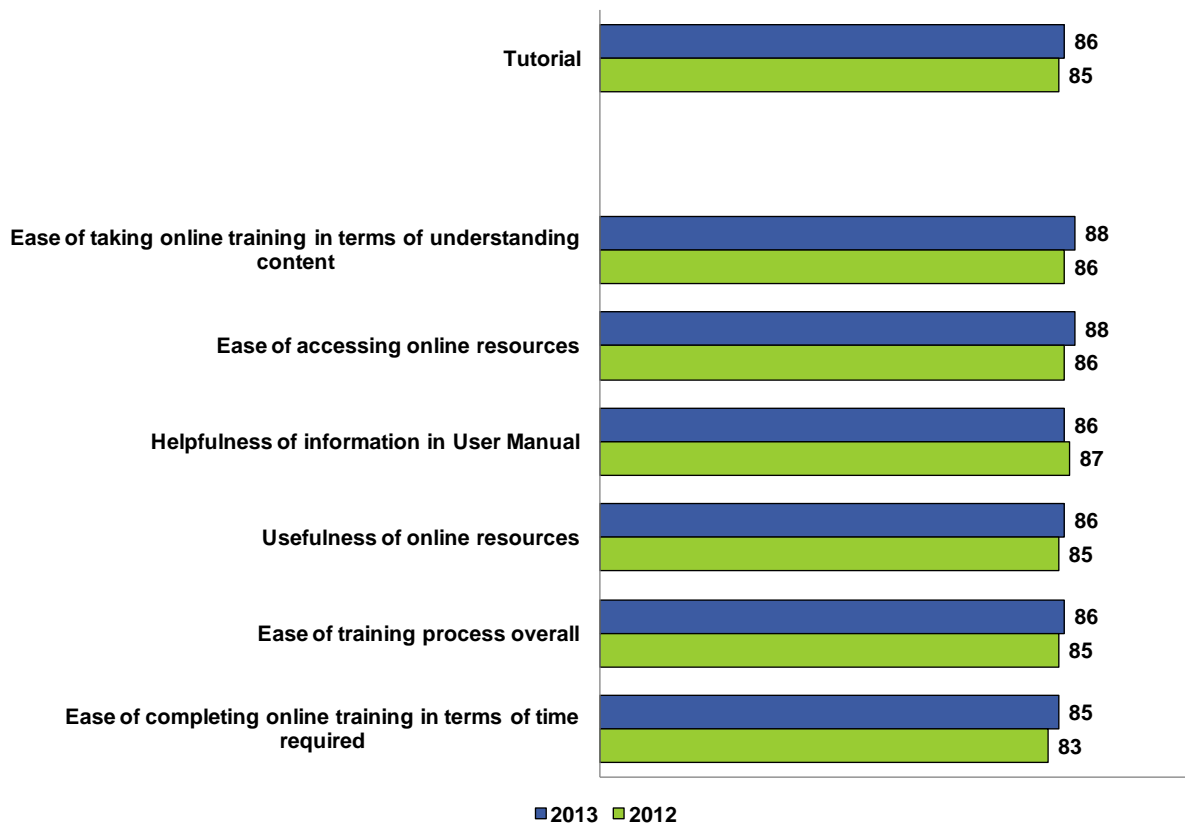
Tutorial

Impact on Satisfaction 1.1

Most (95%) respondents who enrolled in E-Verify in the past 12 months completed the training and online tutorial. Of these, 89% thought the training was useful in helping employers pass the mastery test and the same percentage (89%) thought the tutorial and mastery test adequately prepare employers to use E-Verify. These percentages continue to slide slightly. Back in 2011, 96% thought training was useful in passing the mastery test and 95% thought the tutorial and mastery test prepared employers to use E-Verify.

Tutorial remains a higher-impact area (1.1) and while there are no significant changes in attribute scores from last year, scores are slightly higher for the most part. The content in the tutorial is easy to understand (88) and overall the training process (86) is easy for users. Online resources are rated as being very useful (86) and accessible (88). The time required to complete online training is not thought to be too burdensome with a rating of 85.

Tutorial



N=236

Those who rated the ease of the training process overall lower than “6” (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. The complete list of verbatims is included in the Appendix D of this report.

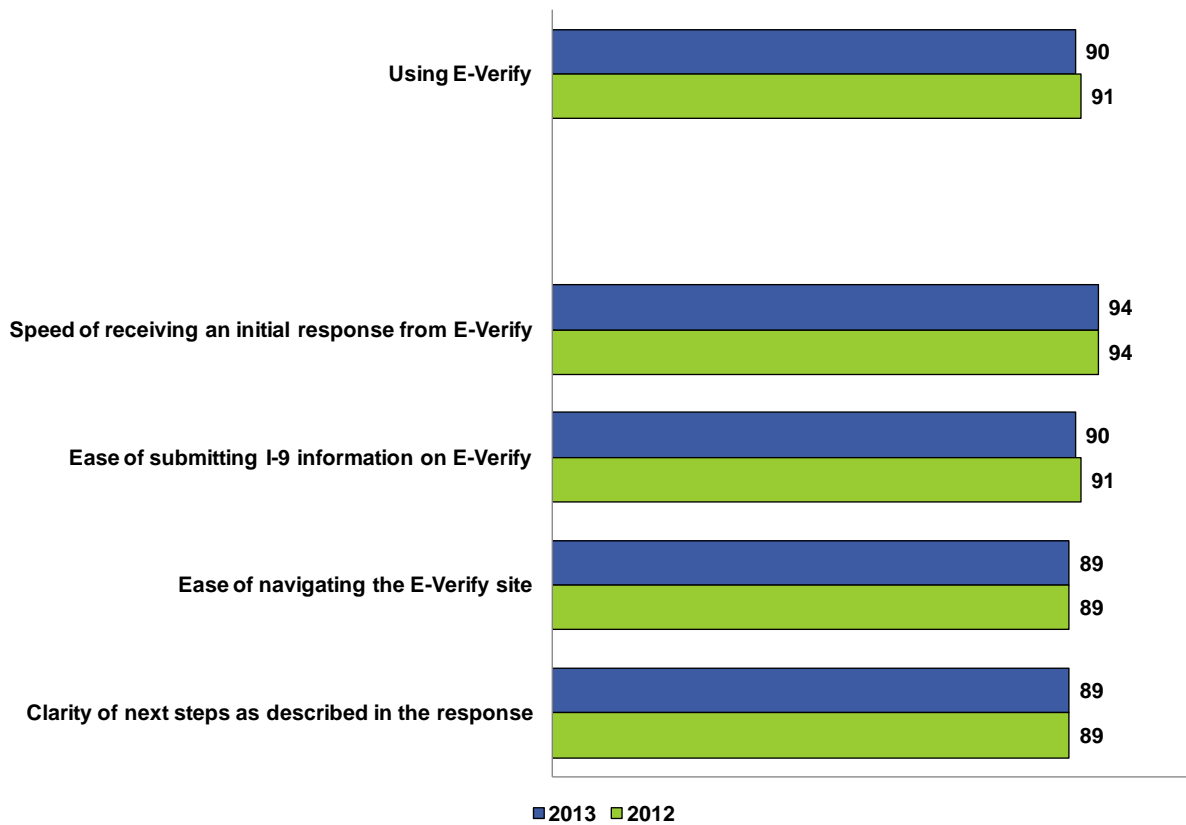
Using E-Verify

Impact on Satisfaction 0.9

Nearly all (95%) respondents had used E-Verify in the past six months. Using E-Verify continues to have a sizeable impact on satisfaction, although in this year’s model there are three components with higher impacts. This continues to be a highly rated area (90) with no significant changes in score among any of its attributes.

The initial response from E-Verify (94) remains the highest rated attribute in Using E-Verify. Submitting I-9 information is easy for users as is navigating the E-Verify site (89). The next steps in the response are very clear (89).

Using E-Verify



N=1,573

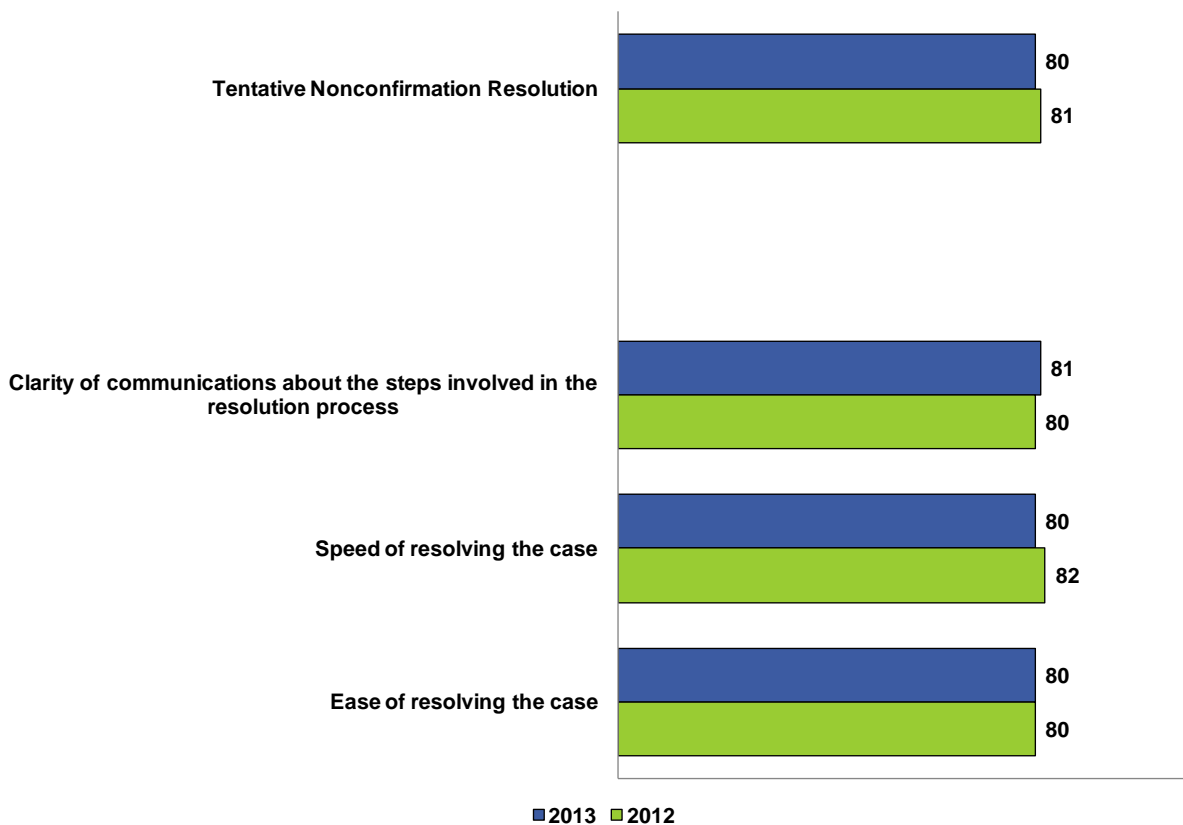
Tentative Non-confirmation Resolution

Impact on Satisfaction 1.2

Just over one-fifth (21%) of respondents received a Tentative Nonconfirmation (TNC) to any of their queries of the past six months. Similar to last year, of those receiving a TNC, just over half (52%) had received only one and 36% received between two and five.

The TNC Resolution Process remains the lowest rated area (80). Given its high impact, it should be an area of focus. Scores are down slightly among some attributes, although these are not significant changes. Scores in the 80s indicate that the communication about steps involved (81), speed of resolving the case (80), and ease of resolving the case (80) are likely meeting users' needs. However, relative to other areas these are lower scores and may be opportunities for improvement.

TNC Resolution Process



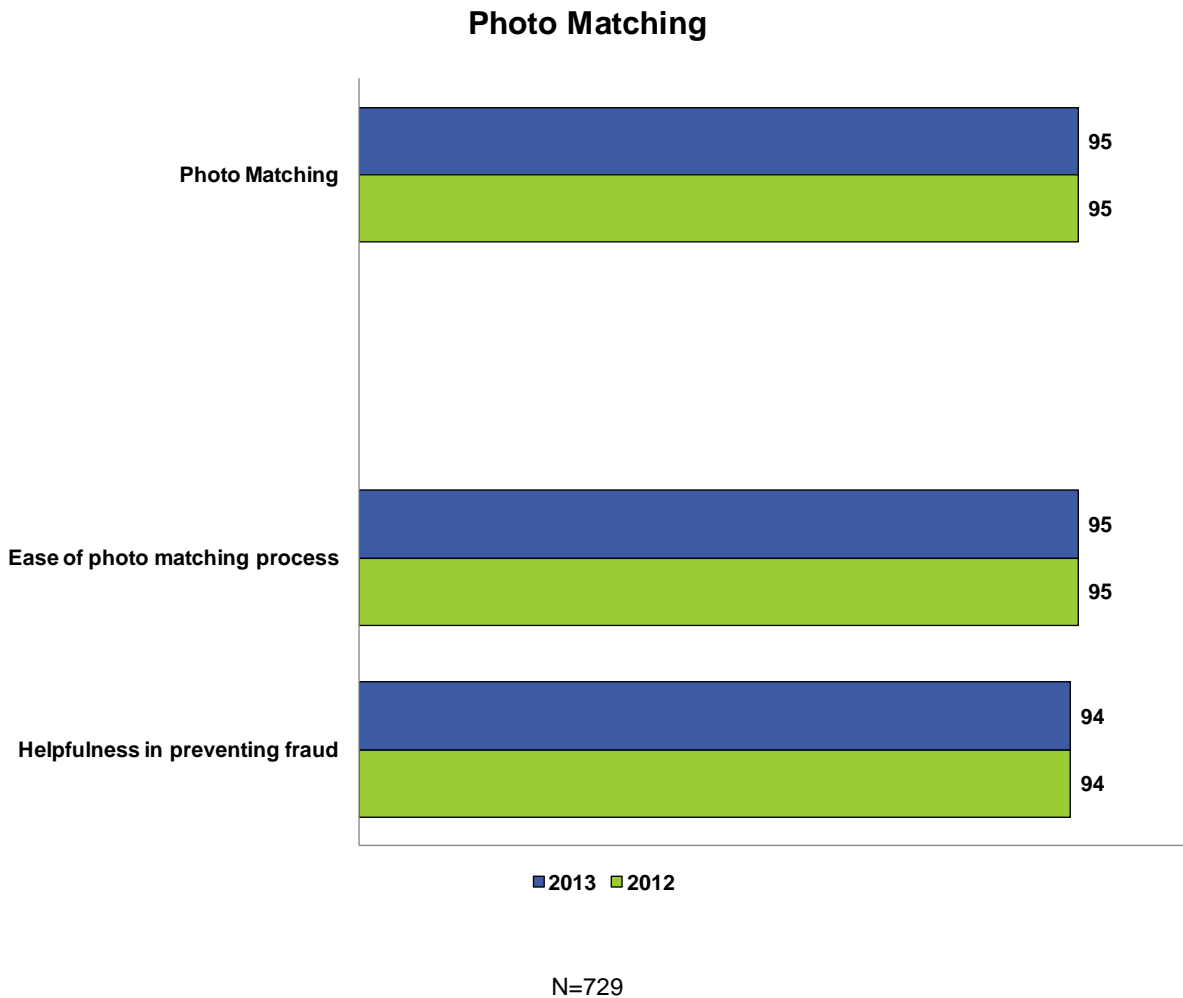
N=332

Those who rated the ease of resolving the case lower than “6” (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. The complete list of verbatims is included in the Appendix D of this report.

Photo Matching

Impact on Satisfaction 0.8

Nearly half (46%) of respondents had been prompted to match a photo while using E-Verify in the past six months. Most (91%) who were prompted to match a photo had convenient access to the technology to complete the photo matching process. This remains the highest rated area with no change in score (95). The Photo Matching process is very easy (95) for users and is thought to be highly helpful in preventing fraud.



Non-Modeled Components

The following areas are components where too low of a percentage of respondents use a given area to include it in the model. Scores are still provided; however, there are no impacts calculated.

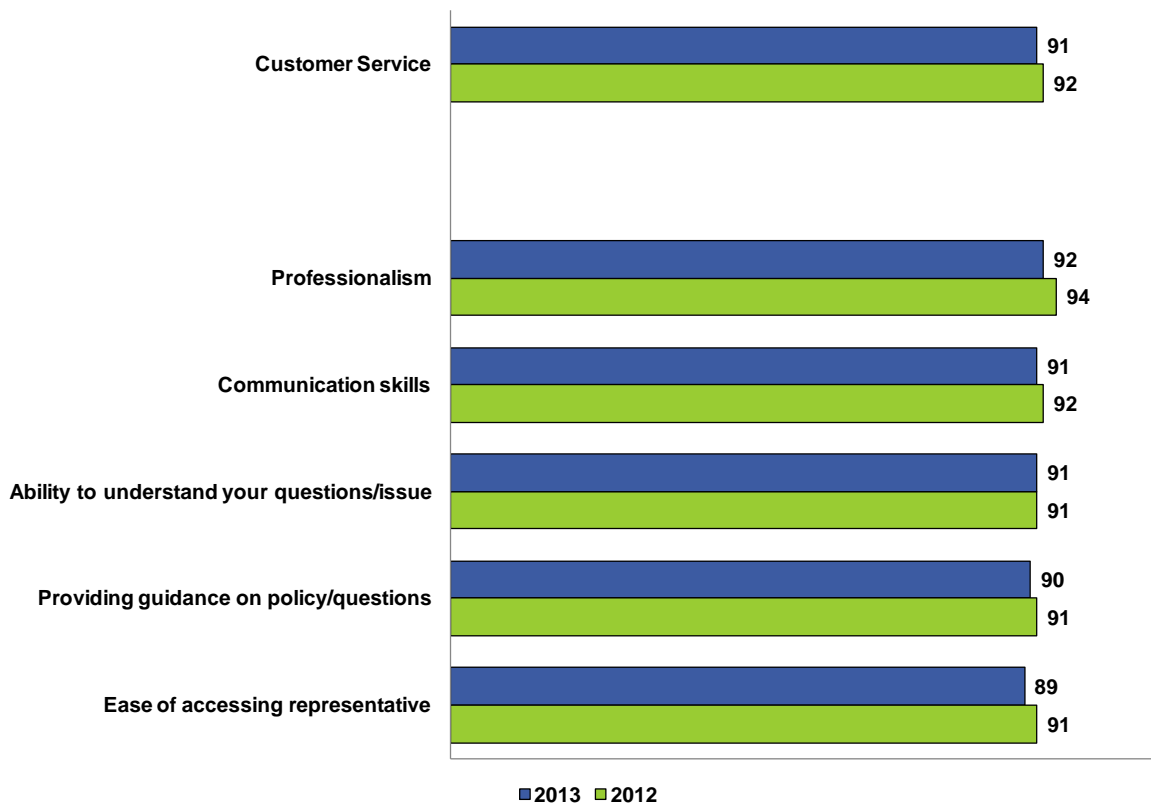
Customer Service

Only 15% of respondents contacted E-Verify Customer Service in the past six months. Scores held most of the significant gain that was realized in 2012 with an overall score of 91.

Respondents also evaluated Customer Service with a four-point scale. Ninety-six percent (96%) of respondents were either very or somewhat satisfied with Customer Service. This is up from 90% in 2011 and 94% last year. Scores indicate that Customer Service is very professional, demonstrate strong communication skills and provide excellent guidance on policy and questions.

Nearly all who contacted customer service had their issue resolved (97%) of those 93% had first call resolution. This was up from last year's 87% first call resolution.

Customer Service - Phone



N=211

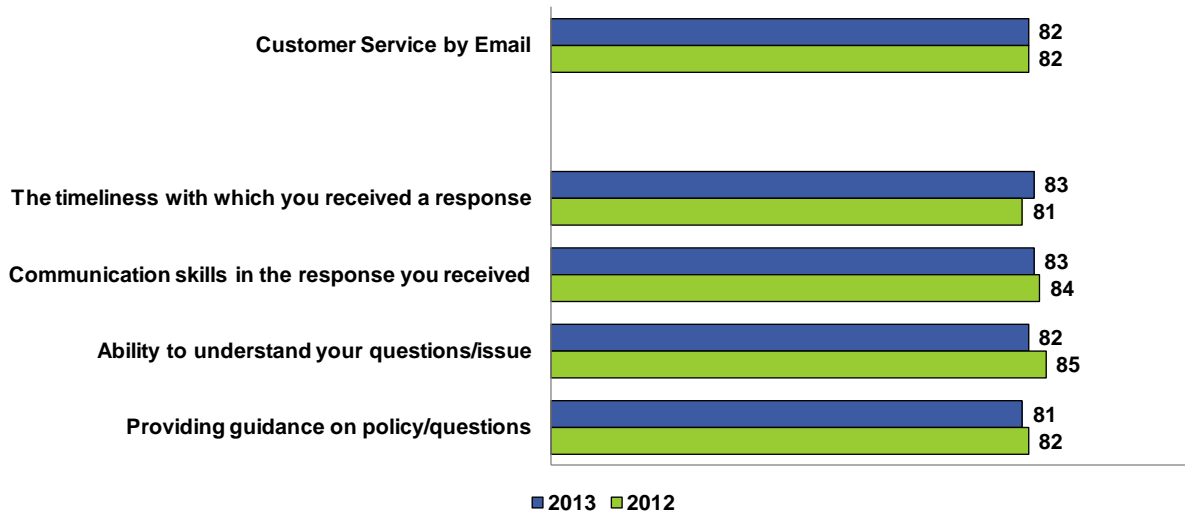
Of those who contacted Customer Service, only 13% were transferred during their call. This is down from 19% last year. Most of those transferred (84%) were transferred only once and 16% were transferred twice. Customer Service prior to transfer is one area where E-Verify shows significant improvement with reps providing better guidance and better able to understand questions and issues. While last year Customer Service prior to transfer lagged behind Customer Service after transfer, this year they are on par with only a one-point difference.

	2012	2013	Significant Difference
Customer Service Prior transfer	79	88	*
Ease of accessing representative	80	87	
Professionalism	85	91	
Communication skills	81	87	
Ability to understand your questions/issue	72	86	*
Providing guidance on policy/questions	74	86	*
Customer Service after Transfer	84	89	
Ease of accessing representative	82	89	
Professionalism	88	90	
Communication skills	88	89	
Ability to understand your questions/issue	82	90	
Providing guidance on policy/questions	80	87	

*Significant Differences based on a confidence interval of 90%

Again this year, 4% of respondents contacted customer service by e-mail. Ratings remained at 82 for Customer Service via E-mail with no significant changes in attribute scores. Nearly four-fifths (79%) of respondents have their issue resolved after contacting E-Verify by e-mail.

Customer Service – E-mail



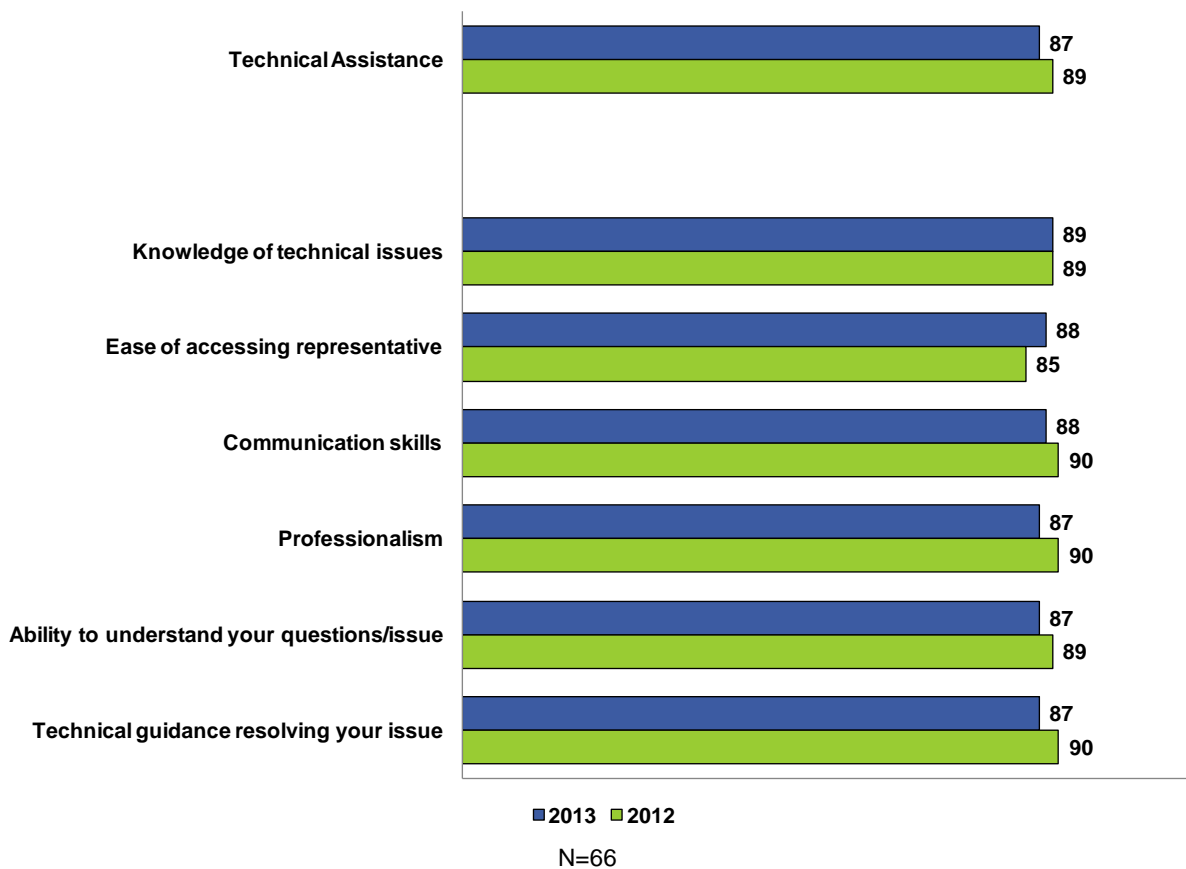
N=61

Technical Assistance

Just 4% of respondents had contacted Technical Assistance in the past six months. For a second consecutive year, the score drops two points. Because of the small sample size, none of the changes in score are significant. Technical Assistance still remains rather highly rated with scores in the high 80s for all attributes. Customers find Technical Assistance to be knowledgeable of technical issues, possessing strong communication skills and highly professional.

Technical Assistance continues to resolve issues, as 94% of respondents who contacted Technical Assistance had their issue resolved.

Technical Assistance

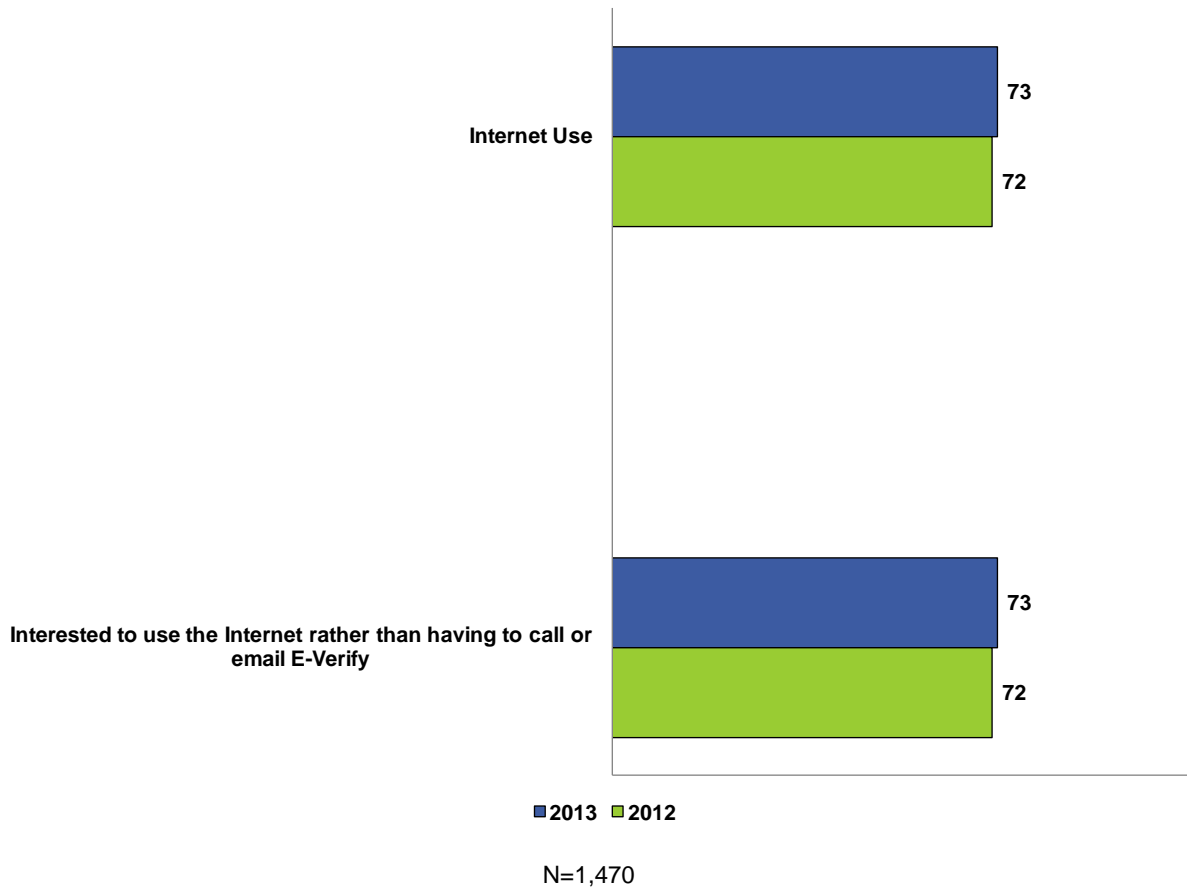


Internet Use

Respondents rated their interest in using the Internet to get answers to questions or help with problems instead of contacting E-Verify. For this question a score of “0” means “not interested” and a score of “100” means “extremely interested.”

Interest in using the Internet rather than contacting E-Verify by phone or e-mail essentially holds at 2012 levels – up just one point.

Internet Use – Interest in using Internet Help



This question was not part of the customer satisfaction model but rather was to gauge the interest in using the Internet instead of calling or e-mailing E-Verify.

System Integrity

Nearly two-thirds (64%) believe E-Verify is doing enough to ensure companies adhere to policies, while over one-third don't know. Likewise, 69% believe adequate safeguards exist to ensure employers use E-Verify system properly, while 30% don't know. While these numbers are similar to 2012, it still represents a drop from 2011 when 71% of users believed that E-Verify was doing enough to ensure companies using E-Verify adhere to policies and 77% thought that adequate safeguards were in place to ensure that employers use the E-Verify system properly. Again, very few (1%) answer "no" to either of these questions; most of those not agreeing with the statement are not sure.

	2012	2013
	Percent	Percent
E-Verify is doing enough to ensure companies using E-Verify adhere to policies		
Yes	63%	64%
Not Sure / Do not know	36%	35%
No	1%	1%
Number of Respondents	1,351	1,577

Adequate safeguards to ensure employers use E-Verify system properly		
Yes	70%	69%
Not Sure / Do not know	29%	30%
No	1%	1%
Number of Respondents	1,351	1,577

Outreach and Communications

The employee’s company/HR/Corporate Office (28%) remains most mentioned as to how one first learned about E-Verify. Local, State or Federal Government receives the next most responses (15%). E-Verify materials and the E-Verify website collectively account for 14% of mentions.

	2012		2013	
	Percent	Frequency	Percent	Frequency
How did you first learn about E-Verify				
E-Verify materials or presentation	8%	110	7%	117
E-Verify website	8%	102	7%	110
USCIS or SSA materials or presentation	5%	68	5%	85
USCIS or SSA website	2%	25	2%	32
My Company/HR/Corporate Office	26%	349	28%	435
Colleague/Employee	4%	56	4%	64
Local, State or Federal Government	16%	217	15%	238
Print advertisement	1%	19	1%	13
Online advertisement	1%	14	0%	6
Radio advertisement	0%	4	0%	1
Billboard advertisement	0%	0	0%	1
Media coverage	5%	61	5%	78
Information from a client	4%	57	6%	87
Information from a professional organization	9%	125	9%	141
U.S. Immigration and Customs Enforcement audit or visit	1%	15	1%	12
Other	10%	129	10%	157
Number of Respondents		1,351		1,577

Local, State and Federal Government and Company/HR/Corporate Office remain the most mentioned when users were asked how they learned about the requirement with more actually mentioning government sources. E-Verify materials and the E-Verify website still collectively account for 14% of mentions for this question.

	2012		2013	
	Percent	Frequency	Percent	Frequency
How did you learn about requirement to participate in E-Verify				
E-Verify materials or presentation	7%	64	7%	74
E-Verify website	8%	72	7%	82
USCIS or SSA materials or presentation	3%	31	5%	52
USCIS or SSA website	1%	9	1%	8
My Company/HR/Corporate Office	26%	230	23%	249
Colleague/Employee	3%	23	1%	14
Local, State or Federal Government	30%	263	28%	304
Print advertisement	1%	8	0%	4
Online advertisement	0%	1	0%	0
Radio advertisement	0%	2	0%	0
Media coverage	3%	30	5%	56
Information from a client	4%	37	7%	73
Information from a professional organization	8%	74	9%	97
U.S. Immigration and Customs Enforcement audit or visit	0%	2	0%	4
Other	5%	45	7%	77
Number of Respondents		891		1,094

Improving ability to verify work authorization and required participation either from state, local or federal government remain the most mentioned reasons for signing up.

	2012		2013	
	Percent	Frequency	Percent	Frequency
Why did your company sign up for E-Verify~				
Parent company required participation	11%	151	10%	160
State or local government required participation	38%	509	37%	586
Federal government required participation	29%	386	35%	554
To satisfy a client request	9%	117	9%	147
Believed using E-Verify would help avoid an ICE audit	14%	195	12%	192
To improve ability to verify work authorization	41%	549	38%	595
Believed it would make us more competitive with others in our industry	6%	79	6%	92
Other	4%	52	4%	63
Number of Respondents	1,351		1,577	

~Multiple answers allowed

More than three-fifths (62%) of those who were required to use E-Verify would be very likely to continue to do so even if not required and another quarter (24%) would be somewhat likely to continue to use it without a requirement.

	2012		2013	
	Percent	Frequency	Percent	Frequency
Likelihood to continue using E-Verify if no longer required to do so				
Very likely	60%	531	62%	676
Somewhat likely	25%	220	24%	268
Not Too Likely	8%	73	7%	81
Not At All Likely	8%	67	6%	69
Number of Respondents	891		1,094	

E-mail remains the most preferred method of receiving information about changes or updates to E-Verify with 85% preferring it. While E-mail (47%) is also most preferred for contacting E-Verify one-third (33%) would still prefer to use the phone when contacting E-Verify.

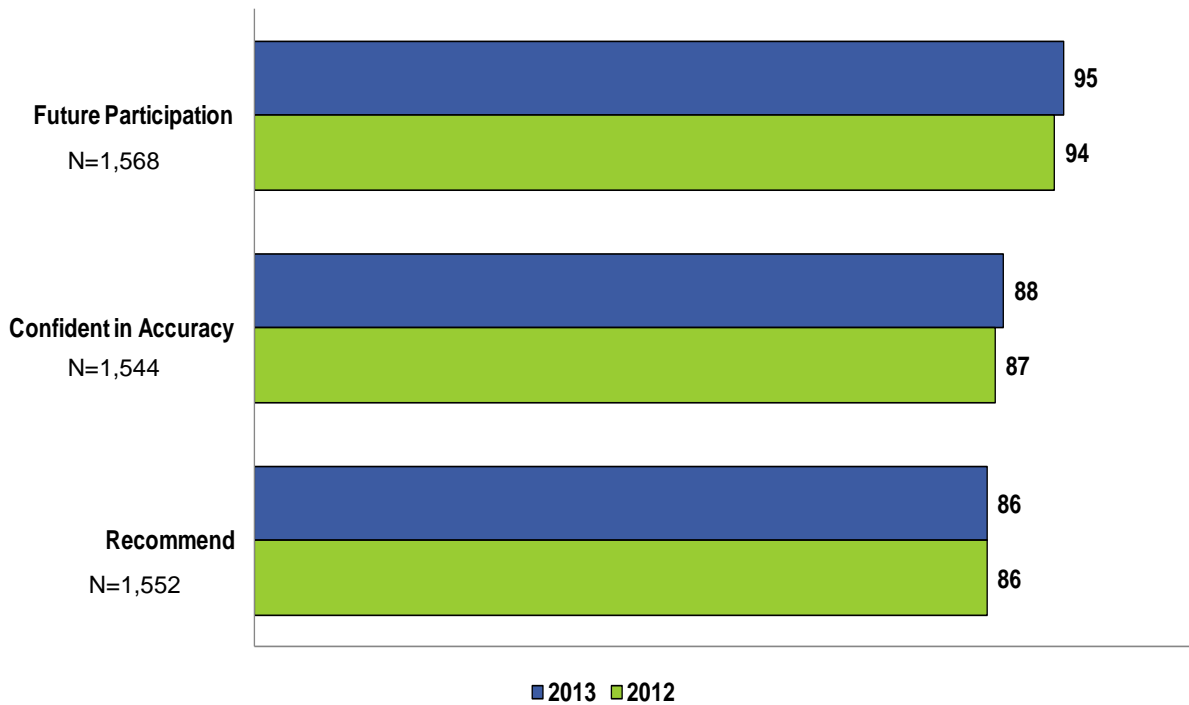
	2012		2013	
	Percent	Frequency	Percent	Frequency
How would you prefer to get information about changes or updates to E-Verify				
E-mail	85%	1,148	85%	1,337
Fax	0%	3	0%	4
Mailer	3%	44	3%	42
E-Verify system broadcast message	2%	32	2%	38
Phone call	0%	2	0%	3
Through the E-Verify website	9%	115	9%	140
Live presentation	0%	2	0%	3
Other	0%	5	1%	10
Number of Respondents	1,351		1,577	

How would prefer to contact E-Verify for help				
E-mail	46%	615	47%	736
Fax	0%	0	0%	1
Mail	0%	1	0%	6
Text or web chat	6%	80	7%	109
Phone call	34%	464	33%	513
Through the E-Verify website	14%	184	13%	200
Other	1%	7	1%	12
Number of Respondents		1,351		1,577

Outcomes

Three outcome behaviors were measured in the survey, likelihood to recommend, confidence in the accuracy of the program and likelihood to participate in the program in the future. Scores shown in the graphic below reflect average scores for each outcome on a 0 to 100 scale and not percentages. E.g., the average respondent rates their likelihood to participate in E-Verify in the future at 95, not 95% of respondents would be likely to participate in E-Verify in the future. Respondents remain highly likely to participate in the future (95). They also remain very confident in the accuracy of the program (88) and are likely to recommend (86) E-Verify.

Satisfaction continues to have a high impact on recommendation behavior with an impact of 4.9. Satisfaction also has a high impact on the confidence in accuracy with an impact of 3.4. Likelihood to participate in the future was less impacted by satisfaction with an impact of 2.0. Given that requirements or other reasons besides satisfaction can be the cause for participation in the E-Verify program in many instances, satisfaction’s lower impact on this behavior should be expected.

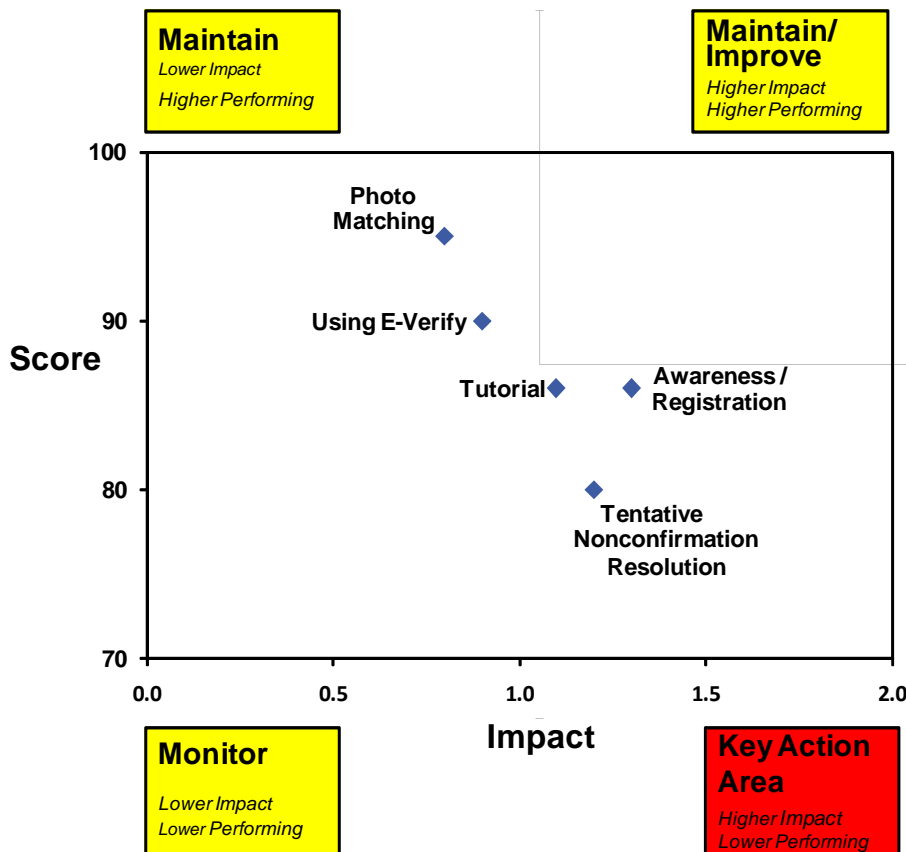


Priority Matrix

By plotting performance (along the vertical axis) against impact on satisfaction (along the horizontal axis) the matrix below illustrates the performance of each satisfaction driver compared to the impact it has on satisfaction. Those drivers in the lower right-hand corner are the lower-performing, higher-impact areas and should be a priority. Given the high scores for all of E-Verify’s drivers no area falls into this region of the matrix.

The areas of Tutorial, TNC and Awareness/Registration have higher impacts (1.0 or greater) and relative to other areas have lower performance scores. Still with scores in the mid 80s, it would be difficult to make considerable improvements in either Tutorial or Awareness/Registration. TNC may be a candidate to target for improvement. Performance is still good, but there may be an opportunity to improve the current score of 80.

Photo Matching is a very high-performing area and has a modest impact. Using E-Verify has a moderate impact and a high score. Rather than seeking to improve these areas, USCIS should consider maintaining the current processes at this time. The recommendations section at the beginning of this report provides a more in-depth list of recommended actions for USCIS.



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APPENDIX A: SURVEY QUESTIONNAIRE

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E-Verify Customer Survey 2013

Final Version

Introduction

The U.S. Citizenship and Immigration Services (USCIS) would like to have feedback from employers who have enrolled in E-Verify—the Internet-based system that allows employers to electronically verify the employment eligibility of newly-hired employees, and in certain instances, existing employees.

Please take a few moments to respond to our survey.

In order to assure anonymity, the survey is being administered by a third-party customer satisfaction research organization, CFI Group. Moreover, 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.

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 sign up for 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. Immigration and Customs Enforcement (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. 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 _____)

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 for 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 processes 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 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 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)

Q28. What feature of the user manual was least 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. General 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 generate 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-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 Tentative Nonconfirmation (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 Tentative Nonconfirmations (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 Tentative Nonconfirmation 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. Do you find the streamlined TNC and referral process easier than the previous process?

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

Q54. Do you find the Further Action Notice easier to use than the previous process?

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

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 phone 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 72.)
3. Don't Know (SKIP TO Q72.)

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 Regs

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.”

 ACSI Benchmark Questions

As part of the lead-in to this series of questions, include something like

“This includes things like the enrollment and tutorial process and, if applicable, running cases in E-Verify and calling customer or technical service.”

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)

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.

APPENDIX B: NON-MODELED RESPONSES

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	2012		2013	
	Percent	Frequency	Percent	Frequency
How did you first learn about E-Verify				
E-Verify materials or presentation	8%	110	7%	117
E-Verify website	8%	102	7%	110
USCIS or SSA materials or presentation	5%	68	5%	85
USCIS or SSA website	2%	25	2%	32
My Company/HR/Corporate Office	26%	349	28%	435
Colleague/Employee	4%	56	4%	64
Local, State or Federal Government	16%	217	15%	238
Print advertisement	1%	19	1%	13
Online advertisement	1%	14	0%	6
Radio advertisement	0%	4	0%	1
Billboard advertisement	0%	0	0%	1
Media coverage	5%	61	5%	78
Information from a client	4%	57	6%	87
Information from a professional organization	9%	125	9%	141
U.S. Immigration and Customs Enforcement audit or visit	1%	15	1%	12
Other	10%	129	10%	157
Number of Respondents		1,351		1,577

How did you learn about requirement to participate in E-Verify				
E-Verify materials or presentation	7%	64	7%	74
E-Verify website	8%	72	7%	82
USCIS or SSA materials or presentation	3%	31	5%	52
USCIS or SSA website	1%	9	1%	8
My Company/HR/Corporate Office	26%	230	23%	249
Colleague/Employee	3%	23	1%	14
Local, State or Federal Government	30%	263	28%	304
Print advertisement	1%	8	0%	4
Online advertisement	0%	1	0%	0
Radio advertisement	0%	2	0%	0
Media coverage	3%	30	5%	56
Information from a client	4%	37	7%	73
Information from a professional organization	8%	74	9%	97
U.S. Immigration and Customs Enforcement audit or visit	0%	2	0%	4
Other	5%	45	7%	77
Number of Respondents		891		1,094

Why did your company sign up for E-Verify~				
Parent company required participation	11%	151	10%	160
State or local government required participation	38%	509	37%	586
Federal government required participation	29%	386	35%	554
To satisfy a client request	9%	117	9%	147
Believed using E-Verify would help avoid an ICE audit	14%	195	12%	192
To improve ability to verify work authorization	41%	549	38%	595
Believed it would make us more competitive with others in our industry	6%	79	6%	92
Other	4%	52	4%	63
Number of Respondents		1,351		1,577

	2012		2013	
	Percent	Frequency	Percent	Frequency
Likelihood to continue using E-Verify if no longer required to do so				
Very likely	60%	531	62%	676
Somewhat likely	25%	220	24%	268
Not Too Likely	8%	73	7%	81
Not At All Likely	8%	67	6%	69
Number of Respondents		891		1,094

When did your organization enroll with E-Verify				
Within the last six months	5%	73	5%	73
Within the last six to twelve months	19%	263	11%	177
One or two years ago	34%	455	32%	507
More than two years ago	41%	560	52%	820
Number of Respondents		1,351		1,577

Did you enroll your organization with E-Verify				
I personally enrolled our organization	86%	288	81%	203
Someone else in our organization enrolled us with E-Verify	13%	45	17%	43
Don't know	1%	3	2%	4
Number of Respondents		336		250

Completed training and online tutorial during E-Verify sign up process				
Completed the training	96%	323	95%	237
Did not complete the training	4%	13	5%	13
Number of Respondents		336		250

Is the training provided useful in helping employers pass the required test				
Training provided is useful	92%	298	89%	210
Training provided is not useful	1%	4	2%	4
Don't know	7%	21	10%	23
Number of Respondents		323		237

Tutorial and required test adequately prepare employers to use E-Verify				
Test prepares employers	93%	300	89%	210
Test does not prepare employers	2%	6	3%	8
Don't know	5%	17	8%	19
Number of Respondents		323		237

	2012		2013	
	Percent	Frequency	Percent	Frequency
Have you used E-Verify in the past six months				
Used E-Verify past 6 months	92%	1,249	95%	1,492
Have not used E-Verify in past 6 months	6%	85	5%	77
Don't know	1%	17	1%	8
Number of Respondents	1,351		1,577	

Have you ever used E-Verify				
Used E-Verify	100%	102	100%	85
Have not used E-Verify	0%	0	0%	0
Don't know	0%	0	0%	0
Number of Respondents	102		85	

About how long has it been since you last used E-Verify				
Seven to twelve months	69%	70	79%	67
One to two years	28%	29	21%	18
More than two years	3%	3	0%	0
Number of Respondents	102		85	

Which best describes your organization as a user of E-Verify				
General User	89%	1,209	89%	1,405
Temporary Agency or Employment Agency	5%	67	6%	89
E-Verify Employer Agent	6%	75	5%	83
Number of Respondents	1,351		1,577	

Which best describes how frequently you use E-Verify				
Once a week or more	20%	272	18%	286
Two or three times a month	21%	289	22%	341
About once a month	15%	201	15%	235
Once every few months	25%	337	27%	419
Once or twice a year	14%	193	15%	234
Less than once a year	4%	59	4%	62
Number of Respondents	1,351		1,577	

Received a TNC in the past 6 months				
Received TNC	23%	314	21%	334
Did not receive TNC	73%	987	74%	1,168
Don't know	4%	50	5%	75
Number of Respondents	1,351		1,577	

	2012		2013	
	Percent	Frequency	Percent	Frequency
How many TNCs received in the past 6 months				
One	55%	173	52%	174
2-5	36%	114	36%	119
6-9	4%	14	6%	19
10-24	2%	5	5%	16
25 or more	3%	8	2%	6
Number of Respondents		314		334

Past 6 months while using E-Verify have you been prompted to match a photo				
Prompted to match a photo	48%	643	46%	732
Not prompted to match a photo	48%	652	49%	769
Don't know	4%	56	5%	76
Number of Respondents		1,351		1,577

Have access to the required technology to complete the photo matching process				
Have convenient access	93%	601	91%	665
Do not have convenient access	4%	27	4%	30
Don't know	2%	15	5%	37
Number of Respondents		643		732

Contacted E-Verify customer service by phone in the past 6 months				
Contacted customer service	13%	174	15%	243
Did not contact customer service	84%	1,139	83%	1,302
Don't know	3%	38	2%	32
Number of Respondents		1,351		1,577

Satisfaction with your experience when you contacted E-Verify customer service				
Very satisfied	78%	136	82%	200
Somewhat satisfied	16%	28	14%	34
Somewhat dissatisfied	5%	9	1%	3
Very dissatisfied	1%	1	2%	6
Number of Respondents		174		243

	2012		2013	
	Percent	Frequency	Percent	Frequency
Transferred during most recent call to E-Verify customer service				
Transferred during the call	19%	33	13%	31
Not transferred during the call	68%	118	72%	176
Don't know	13%	23	15%	36
Number of Respondents		174		243

	2012		2013	
Amount of time you had to wait before the transfer was acceptable or too long				
Acceptable	88%	29	87%	27
Too long	12%	4	13%	4
Number of Respondents		33		31

	2012		2013	
During that call how many times were you transferred				
Once	73%	24	84%	26
Twice	24%	8	16%	5
Three times	3%	1	0%	0
More than three times	0%	0	0%	0
Number of Respondents		33		31

	2012		2013	
Issue resolved during most recent call to E-Verify customer service				
Issue resolved	93%	161	97%	235
Issue not resolved	6%	10	2%	5
Don't know	2%	3	1%	3
Number of Respondents		174		243

	2012		2013	
How many calls were needed to resolve your issue				
Resolved during first call	87%	140	93%	219
Needed to call back one additional time to resolve issue	11%	17	5%	12
Needed to call back two additional times to resolve issue	2%	4	2%	4
Needed to call back three or more additional times to resolve issue	0%	0	0%	0
Number of Respondents		161		235

	2012		2013	
Contacted E-Verify customer service by email in the past 6 months				
Emailed customer service	4%	56	4%	63
Have not emailed customer service	93%	1,262	94%	1,475
Don't know	2%	33	2%	39
Number of Respondents		1,351		1,577

	2012		2013	
	Percent	Frequency	Percent	Frequency
Satisfaction with your experience when you emailed E-Verify customer service				
Very satisfied	61%	34	71%	45
Somewhat satisfied	29%	16	14%	9
Somewhat dissatisfied	5%	3	10%	6
Very dissatisfied	5%	3	5%	3
Number of Respondents	56		63	

Question answered or issue resolved after emailing E-Verify customer service				
Issue resolved after emailing	80%	45	79%	50
Issue not resolved after emailing	11%	6	11%	7
Don't know	9%	5	10%	6
Number of Respondents	56		63	

Have you contacted E-Verify technical assistance in the past 6 months				
Contacted technical assistance	4%	50	4%	66
Have not contacted technical assistance	94%	1,266	93%	1,472
Don't know	3%	35	2%	39
Number of Respondents	1,351		1,577	

Amount of time before the call was transfer was acceptable or too long - TA				
Acceptable	94%	47	94%	62
Too long	6%	3	6%	4
Number of Respondents	50		66	

Was your reason or issue you called technical assistance resolved				
Issue resolved	94%	47	94%	62
Issue not resolved	6%	3	5%	3
Don't know	0%	0	2%	1
Number of Respondents	50		66	

E-Verify is doing enough to ensure companies using E-Verify adhere to policies				
Yes	63%	848	64%	1,007
Not Sure / Do not know	36%	492	35%	555
No	1%	11	1%	15
Number of Respondents	1,351		1,577	

	2012		2013	
	Percent	Frequency	Percent	Frequency
Adequate safeguards to ensure employers use E-Verify system properly				
Yes	70%	952	69%	1,088
Not Sure / Do not know	29%	390	30%	471
No	1%	9	1%	18
Number of Respondents	1,351		1,577	

	2012		2013	
	Percent	Frequency	Percent	Frequency
How would you prefer to get information about changes or updates to E-Verify				
E-mail	85%	1,148	85%	1,337
Fax	0%	3	0%	4
Mailer	3%	44	3%	42
E-Verify system broadcast message	2%	32	2%	38
Phone call	0%	2	0%	3
Through the E-Verify website	9%	115	9%	140
Live presentation	0%	2	0%	3
Other	0%	5	1%	10
Number of Respondents	1,351		1,577	

	2012		2013	
	Percent	Frequency	Percent	Frequency
How would prefer to contact E-Verify for help				
E-mail	46%	615	47%	736
Fax	0%	0	0%	1
Mail	0%	1	0%	6
Text or web chat	6%	80	7%	109
Phone call	34%	464	33%	513
Through the E-Verify website	14%	184	13%	200
Other	1%	7	1%	12
Number of Respondents	1,351		1,577	

State	2012		2013	
	Percent	Frequency	Percent	Frequency
AL	7%	95	6%	94
AK	0%	1	0%	4
AR	1%	7	1%	10
AZ	9%	118	8%	120
CA	7%	88	6%	95
CO	3%	34	3%	45
CT	1%	12	1%	13
DC	0%	4	0%	6
DE	0%	1	0%	1
FL	4%	58	5%	77
GA	7%	90	8%	120
GU	0%	0	0%	1
HI	0%	1	1%	9
ID	1%	7	0%	4
IA	1%	14	1%	12
IL	2%	28	3%	41
IN	3%	36	3%	43
KS	1%	15	1%	17
KY	1%	7	0%	6
LA	2%	21	1%	21
MA	1%	16	2%	26
MD	2%	21	2%	25
ME	0%	3	0%	3
MI	2%	21	2%	33
MN	1%	19	2%	28
MO	5%	74	4%	60
MS	2%	21	1%	18
MT	0%	0	0%	6
NC	3%	38	5%	83
ND	0%	2	0%	4
NE	2%	22	1%	21
NH	0%	2	0%	4
NJ	2%	24	2%	25
NM	0%	2	1%	8
NV	1%	8	1%	16
NY	2%	29	2%	29
OH	2%	23	2%	25
OK	1%	16	1%	19
OR	1%	7	1%	15
PA	2%	25	3%	43
PR	0%	3	0%	3
RI	0%	4	0%	1
SC	8%	113	7%	111
SD	0%	5	0%	7
TN	2%	22	2%	28
TX	6%	82	4%	64
UT	2%	29	2%	28

State	2012		2013	
	Percent	Frequency	Percent	Frequency
VA	4%	48	3%	46
VT	0%	2	0%	2
WA	1%	19	2%	34
WI	1%	13	1%	19
WV	0%	0	0%	2
WY	0%	1	0%	2
Number of Respondents	1,351		1,577	

How many people do you employ	2012		2013	
	Percent	Frequency	Percent	Frequency
1-4	5%	70	4%	60
5-29	29%	388	27%	419
30-99	26%	347	27%	433
100-299	23%	304	23%	364
300-999	12%	165	12%	185
1,000-9,999	5%	62	6%	95
10,000+	1%	15	1%	21
Number of Respondents	1,351		1,577	

Do you consider yourself a small business	2012		2013	
Small business	69%	936	67%	1,053
Not a small business	27%	360	29%	462
Don't know	4%	55	4%	62
Number of Respondents	1,351		1,577	

Primary industry in which your company or organization conducts business	2012		2013	
Agriculture/Food	2%	30	2%	24
Defense/Defense Industry	1%	18	2%	26
Communications/Media	1%	8	1%	10
Construction/General Contracting	14%	184	13%	203
Education	3%	40	2%	38
Engineering	3%	39	5%	77
Financial Services	3%	34	2%	38
Healthcare/Public Health	9%	122	8%	128
Hospitality	6%	80	6%	87
Information Technology	5%	61	4%	62
Manufacturing	12%	165	14%	222
Non-Profit/Not-for-Profit	5%	61	5%	83
Sales - Retail or Wholesale	7%	93	7%	104
Staffing/Personnel	4%	52	4%	59
Transportation	3%	47	4%	56
Utilities/Energy/Natural Resources	1%	15	1%	18
Professional Services/Consulting	4%	60	4%	63
Government Services	4%	57	4%	64
Other	14%	185	14%	215
Number of Respondents	1,351		1,577	

	2012		2013	
	Percent	Frequency	Percent	Frequency
Called about a password reset				
Called about a password reset	32%	55	31%	76
Did not call about a password reset	67%	117	67%	164
Don't know	1%	2	1%	3
Number of Respondents	174		243	

Used table of contents				
Used table of contents	--	--	62%	58
Did not use table of contents	--	--	13%	12
Don't remember	--	--	26%	24
Number of Respondents	--		94	

How usually generate E-Verify Case				
Website	--	--	95%	1,494
Web Services	--	--	3%	42
Both website and web service	--	--	3%	41
Number of Respondents	--		1,577	

Find the addition of electronic I-9 useful				
Would find useful	--	--	48%	718
Would not find useful	--	--	17%	248
Don't know	--	--	35%	528
Number of Respondents	--		1,494	

Use pre-TNC check page				
Use page	--	--	29%	461
Do not use page	--	--	46%	732
Don't know	--	--	24%	384
Number of Respondents	--		1,577	

Find the streamlined TNC and referral process easier				
Find it useful	--	--	53%	176
Do not find it useful	--	--	5%	16
Don't know	--	--	43%	142
Number of Respondents	--		334	

Find the Further Action Notice easier				
Find it useful	--	--	50%	166
Do not find it useful	--	--	6%	19
Don't know	--	--	45%	149
Number of Respondents	--		334	

How submit info when photo doesnt match photo provided				
Scan and upload into E-Verify	--	--	47%	342
Express Mail	--	--	3%	19
Other	--	--	51%	371
Number of Respondents	--		732	

APPENDIX C: RESULTS TABLES

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All (Cross-Section)

	2012	2013	Significant Difference
Sample Size	1,351	1,577	
Awareness / Registration	85	86	
Clarity of instructions on how to enroll	84	86	
Memorandum of understanding makes responsibilities and next steps clear	84	86	
Ease of submitting registration information	86	87	
Speed of receiving User Name, Password and E-Verify Web Address	89	89	
Ease of registration process overall	81	83	
Tutorial	85	86	
Helpfulness of information in User Manual	87	86	
Ease of taking online training in terms of understanding content	86	88	
Ease of completing online training in terms of time required	83	85	
Ease of accessing online resources	86	88	
Usefulness of online resources	85	86	
Ease of training process overall	85	86	
Using E-Verify	91	90	
Ease of navigating the E-Verify site	89	89	
Ease of submitting I-9 information on E-Verify	91	90	
Speed of receiving an initial response from E-Verify	94	94	
Clarity of next steps as described in the response	89	89	
Tentative Nonconfirmation Resolution	81	80	
Speed of resolving the case	82	80	
Clarity of communications about the steps involved in the resolution process	80	81	
Ease of resolving the case	80	80	
Photo Matching	95	95	
Ease of photo matching process	95	95	
Helpfulness in preventing fraud	94	94	
Customer Service	92	91	
Ease of accessing representative	91	89	
Professionalism	94	92	
Communication skills	92	91	
Ability to understand your questions/issue	91	91	
Providing guidance on policy/questions	91	90	
Customer Service Prior transfer	79	88	*
Ease of accessing representative	80	87	
Professionalism	85	91	
Communication skills	81	87	
Ability to understand your questions/issue	72	86	*
Providing guidance on policy/questions	74	86	*

All (Cross-section) (cont.)

	2012	2013	Significant Difference
Sample Size	1,351	1,577	
Customer Service after Transfer	84	89	
Ease of accessing representative	82	89	
Professionalism	88	90	
Communication skills	88	89	
Ability to understand your questions/issue	82	90	
Providing guidance on policy/questions	80	87	
Customer Service by Email	82	82	
Ability to understand your questions/issue	85	82	
The timeliness with which you received a response	81	83	
Communication skills in the response you received	84	83	
Providing guidance on policy/questions	82	81	
Internet Use	72	73	
Interested to use the Internet rather than having to call or email E-Verify	72	73	
Technical Assistance	89	87	
Ease of accessing representative	85	88	
Professionalism	90	87	
Communication skills	90	88	
Ability to understand your questions/issue	89	87	
Knowledge of technical issues	89	89	
Technical guidance resolving your issue	90	87	
Interested in Communicating with Peers	38	36	
Interested in communicating with peers about E-Verify or using the system	38	36	
Satisfaction	86	86	
Overall satisfaction	87	87	
Meets expectations	87	87	
Compared to ideal	85	84	
Recommend	86	86	
How likely would you be to recommend the E-Verify program to others	86	86	
Confident in Accuracy	87	88	
How confident are you in the accuracy of the E-Verify program	87	88	
Future Participation	94	95	
Likelihood to continue to participate in the E-Verify program in the future	94	95	

Recent Users

	2012	2013	Significant Difference
Sample Size	2,083	1,523	
Awareness / Registration	86	87	
Clarity of instructions on how to enroll	85	87	
Memorandum of understanding makes responsibilities and next steps clear	86	86	
Ease of submitting registration information	87	87	
Speed of receiving User Name, Password and E-Verify Web Address	90	89	
Ease of registration process overall	83	84	
Tutorial	85	86	
Helpfulness of information in User Manual	86	86	
Ease of taking online training in terms of understanding content	87	88	
Ease of completing online training in terms of time required	83	85	
Ease of accessing online resources	87	88	
Usefulness of online resources	85	86	
Ease of training process overall	85	86	
Using E-Verify	91	90	*
Ease of navigating the E-Verify site	89	89	
Ease of submitting I-9 information on E-Verify	91	90	*
Speed of receiving an initial response from E-Verify	94	94	
Clarity of next steps as described in the response	90	89	
Tentative Nonconfirmation Resolution	80	80	
Speed of resolving the case	81	80	
Clarity of communications about the steps involved in the resolution process	80	81	
Ease of resolving the case	80	80	
Photo Matching	94	95	
Ease of photo matching process	95	95	
Helpfulness in preventing fraud	94	94	
Customer Service	91	91	
Ease of accessing representative	90	89	
Professionalism	93	92	
Communication skills	91	91	
Ability to understand your questions/issue	91	90	
Providing guidance on policy/questions	89	90	
Customer Service Prior transfer	82	88	
Ease of accessing representative	82	87	
Professionalism	86	91	
Communication skills	85	87	
Ability to understand your questions/issue	78	86	*
Providing guidance on policy/questions	77	86	

Recent Users (cont.)

	2012	2013	Significant Difference
Sample Size	2,083	1,523	
Customer Service after Transfer	87	89	
Ease of accessing representative	85	89	
Professionalism	89	90	
Communication skills	88	89	
Ability to understand your questions/issue	85	90	
Providing guidance on policy/questions	83	87	
Customer Service by Email	85	82	
Ability to understand your questions/issue	85	82	
The timeliness with which you received a response	85	82	
Communication skills in the response you received	87	83	
Providing guidance on policy/questions	83	81	
Internet Use	72	72	
Interested to use the Internet rather than having to call or email E-Verify	72	72	
Technical Assistance	88	87	
Ease of accessing representative	84	88	
Professionalism	90	87	
Communication skills	90	88	
Ability to understand your questions/issue	89	87	
Knowledge of technical issues	88	88	
Technical guidance resolving your issue	89	86	
Interested in Communicating with Peers	38	36	*
Interested in communicating with peers about E-Verify or using the system	38	36	*
Satisfaction	87	86	
Overall satisfaction	88	87	
Meets expectations	88	87	*
Compared to ideal	85	84	
Recommend	86	86	
How likely would you be to recommend the E-Verify program to others	86	86	
Confident in Accuracy	88	88	
How confident are you in the accuracy of the E-Verify program	88	88	
Future Participation	94	95	
Likelihood to continue to participate in the E-Verify program in the future	94	95	

FAR Users

	2012	2013	Significant Difference
Sample Size	634	427	
Awareness / Registration	86	85	
Clarity of instructions on how to enroll	86	84	
Memorandum of understanding makes responsibilities and next steps clear	86	86	
Ease of submitting registration information	86	85	
Speed of receiving User Name, Password and E-Verify Web Address	87	89	
Ease of registration process overall	83	82	
Tutorial	84	86	
Helpfulness of information in User Manual	83	91	*
Ease of taking online training in terms of understanding content	85	88	
Ease of completing online training in terms of time required	82	85	
Ease of accessing online resources	87	90	
Usefulness of online resources	85	87	
Ease of training process overall	85	86	
Using E-Verify	92	90	*
Ease of navigating the E-Verify site	90	88	
Ease of submitting I-9 information on E-Verify	92	90	*
Speed of receiving an initial response from E-Verify	95	94	
Clarity of next steps as described in the response	90	89	
Tentative Nonconfirmation Resolution	78	76	
Speed of resolving the case	78	76	
Clarity of communications about the steps involved in the resolution process	79	76	
Ease of resolving the case	79	76	
Photo Matching	94	94	
Ease of photo matching process	95	95	
Helpfulness in preventing fraud	93	93	
Customer Service	88	91	
Ease of accessing representative	84	88	
Professionalism	93	92	
Communication skills	89	92	
Ability to understand your questions/issue	88	91	
Providing guidance on policy/questions	84	91	*
Customer Service Prior transfer	82	89	
Ease of accessing representative	79	88	
Professionalism	87	92	
Communication skills	87	87	
Ability to understand your questions/issue	76	89	*
Providing guidance on policy/questions	75	91	*

FAR Users (cont.)

	2012	2013	Significant Difference
Sample Size	634	427	
Customer Service after Transfer	88	92	
Ease of accessing representative	86	92	
Professionalism	91	92	
Communication skills	91	93	
Ability to understand your questions/issue	87	92	
Providing guidance on policy/questions	83	92	
Customer Service by Email	86	82	
Ability to understand your questions/issue	85	80	
The timeliness with which you received a response	88	84	
Communication skills in the response you received	87	82	
Providing guidance on policy/questions	84	81	
Internet Use	73	72	
Interested to use the Internet rather than having to call or email E-Verify	73	72	
Technical Assistance	85	89	
Ease of accessing representative	76	91	*
Professionalism	87	89	
Communication skills	87	90	
Ability to understand your questions/issue	87	88	
Knowledge of technical issues	85	92	
Technical guidance resolving your issue	85	86	
Interested in Communicating with Peers	40	37	
Interested in communicating with peers about E-Verify or using the system	40	37	
Satisfaction	88	86	
Overall satisfaction	89	88	
Meets expectations	89	87	
Compared to ideal	85	84	
Recommend	87	86	
How likely would you be to recommend the E-Verify program to others	87	86	
Confident in Accuracy	89	88	
How confident are you in the accuracy of the E-Verify program	89	88	
Future Participation	94	95	
Likelihood to continue to participate in the E-Verify program in the future	94	95	

(Cross Section) Do you consider yourself a small business?

	Small business		Not a small business		Don't know	
	2012	2013	2012	2013	2012	2013
Sample Size	936	1,053	360	462	55	62
Awareness / Registration	85	87	85	81	88	93
Clarity of instructions on how to enroll	84	87	84	81	90	94
Memorandum of understanding makes responsibilities and next steps clear	84	87	82	81	89	85
Ease of submitting registration information	86	87	85	80	93	94
Speed of receiving User Name, Password and E-Verify Web Address	89	90	90	82	89	94
Ease of registration process overall	82	84	81	80	79	96
Tutorial	84	86	86	85	90	96
Helpfulness of information in User Manual	87	86	83	84	93	94
Ease of taking online training in terms of understanding content	86	88	87	86	91	97
Ease of completing online training in terms of time required	83	84	84	85	86	99
Ease of accessing online resources	86	88	87	86	91	94
Usefulness of online resources	84	86	87	84	90	94
Ease of training process overall	84	86	88	85	89	97
Using E-Verify	90	90	91	90	94	93
Ease of navigating the E-Verify site	88	89	90	89	93	90
Ease of submitting I-9 information on E-Verify	91	90	91	90	94	93
Speed of receiving an initial response from E-Verify	94	94	94	94	96	97
Clarity of next steps as described in the response	89	89	90	89	92	92
Tentative Nonconfirmation Resolution	81	81	80	78	88	89
Speed of resolving the case	82	81	82	78	90	90
Clarity of communications about the steps involved in the resolution process	81	82	78	79	87	88
Ease of resolving the case	80	81	79	78	87	91
Photo Matching	95	96	94	93	98	97
Ease of photo matching process	95	96	95	94	99	97
Helpfulness in preventing fraud	94	95	94	92	98	97
Customer Service	91	90	93	91	95	96
Ease of accessing representative	91	89	91	89	94	95
Professionalism	93	92	95	92	95	96
Communication skills	90	91	94	91	95	96
Ability to understand your questions/issue	90	90	93	91	95	95
Providing guidance on policy/questions	90	89	91	90	94	98

(Cross Section) Do you consider yourself a small business? (cont.)

	Small business		Not a small business		Don't know	
	2012	2013	2012	2013	2012	2013
Sample Size	936	1,053	360	462	55	62
Customer Service Prior transfer	82	86	75	89	87	98
Ease of accessing representative	81	86	78	87	100	100
Professionalism	86	89	81	92	100	100
Communication skills	84	83	75	90	100	100
Ability to understand your questions/issue	77	85	69	87	61	100
Providing guidance on policy/questions	79	85	70	87	61	89
Customer Service after Transfer	83	87	84	90	100	98
Ease of accessing representative	81	86	82	90	100	100
Professionalism	87	88	87	90	100	100
Communication skills	87	86	87	90	100	100
Ability to understand your questions/issue	80	88	82	90	100	100
Providing guidance on policy/questions	79	85	78	90	100	89
Customer Service by Email	83	81	79	84	93	85
Ability to understand your questions/issue	87	79	80	86	93	81
The timeliness with which you received a response	82	82	79	82	93	85
Communication skills in the response you received	87	81	79	86	93	89
Providing guidance on policy/questions	84	79	77	84	93	85
Internet Use	73	72	72	74	64	74
Interested to use the Internet rather than having to call or email E-Verify	73	72	72	74	64	74
Technical Assistance	84	85	100	90	94	96
Ease of accessing representative	80	85	99	91	91	100
Professionalism	86	84	100	90	93	96
Communication skills	86	84	100	92	96	96
Ability to understand your questions/issue	84	84	100	90	96	96
Knowledge of technical issues	84	85	100	92	96	96
Technical guidance resolving your issue	85	84	100	88	93	96
Interested in Communicating with Peers	36	33	43	41	35	44
Interested in communicating with peers about E-Verify or using the system	36	33	43	41	35	44
Satisfaction	86	86	87	86	91	88
Overall satisfaction	87	87	88	88	92	89
Meets expectations	87	87	88	87	91	89
Compared to ideal	84	84	85	83	90	86
Recommend	85	85	86	88	89	88
How likely would you be to recommend the E-Verify program to others	85	85	86	88	89	88
Confident in Accuracy	87	88	88	88	91	91
How confident are you in the accuracy of the E-Verify program	87	88	88	88	91	91
Future Participation	93	94	96	95	97	96
Likelihood to continue to participate in the E-Verify program in the future	93	94	96	95	97	96

(Cross Section) How many do you employ?

	1-4		5-29		30-99		100-299	
	2012	2013	2012	2013	2012	2013	2012	2013
Sample Size	70	60	388	419	347	433	304	364
Awareness / Registration	80	85	85	85	88	87	85	90
Clarity of instructions on how to enroll	79	84	86	85	85	86	84	92
Memorandum of understanding makes responsibilities and next steps clear	78	86	86	85	88	86	82	90
Ease of submitting registration information	81	87	85	85	89	88	86	90
Speed of receiving User Name, Password and E-Verify Web Address	85	89	89	88	90	91	90	89
Ease of registration process overall	77	81	79	80	87	85	84	90
Tutorial	79	86	84	82	87	87	87	89
Helpfulness of information in User Manual	79	87	89	86	89	88	87	82
Ease of taking online training in terms of understanding content	82	89	85	84	88	88	87	92
Ease of completing online training in terms of time required	76	86	81	81	86	84	86	90
Ease of accessing online resources	81	85	85	86	87	89	89	91
Usefulness of online resources	76	85	83	85	86	87	89	88
Ease of training process overall	79	86	82	82	87	87	87	89
Using E-Verify	83	88	90	89	92	91	92	91
Ease of navigating the E-Verify site	83	86	87	87	90	90	91	89
Ease of submitting I-9 information on E-Verify	82	89	90	88	93	92	92	91
Speed of receiving an initial response from E-Verify	86	93	94	94	95	95	95	95
Clarity of next steps as described in the response	84	89	88	88	90	90	90	89
Tentative Nonconfirmation Resolution	77	92	76	76	82	86	81	79
Speed of resolving the case	76	94	79	75	84	88	82	80
Clarity of communications about the steps involved in the resolution process	87	91	75	76	81	85	81	79
Ease of resolving the case	69	89	75	75	82	87	82	80
Photo Matching	91	94	95	95	95	96	95	95
Ease of photo matching process	92	96	95	96	96	96	95	95
Helpfulness in preventing fraud	91	93	94	93	95	95	95	94
Customer Service	93	100	86	88	92	92	93	91
Ease of accessing representative	91	100	86	87	92	89	92	92
Professionalism	94	100	87	89	94	94	95	92
Communication skills	91	100	86	88	90	92	94	92
Ability to understand your questions/issue	93	100	84	88	91	93	93	91
Providing guidance on policy/questions	94	100	84	85	91	92	93	90

(Cross Section) How many do you employ? (cont.)

	1-4		5-29		30-99		100-299	
	2012	2013	2012	2013	2012	2013	2012	2013
Sample Size	70	60	388	419	347	433	304	364
Customer Service Prior transfer	75	--	64	79	93	90	82	99
Ease of accessing representative	89	--	56	80	93	89	84	98
Professionalism	89	--	69	80	93	94	87	100
Communication skills	89	--	64	76	93	85	87	100
Ability to understand your questions/issue	50	--	64	78	92	89	75	98
Providing guidance on policy/questions	50	--	64	82	93	89	75	96
Customer Service after Transfer	76	--	65	81	92	93	92	99
Ease of accessing representative	89	--	58	81	92	93	89	100
Professionalism	89	--	69	81	92	93	92	98
Communication skills	89	--	67	80	93	94	92	100
Ability to understand your questions/issue	50	--	64	81	93	93	94	100
Providing guidance on policy/questions	50	--	64	81	92	93	92	96
Customer Service by Email	93	--	71	63	89	87	82	92
Ability to understand your questions/issue	95	--	77	61	89	86	82	91
The timeliness with which you received a response	87	--	69	64	92	89	85	92
Communication skills in the response you received	95	--	76	66	88	85	84	93
Providing guidance on policy/questions	95	--	70	60	89	85	77	91
Internet Use	67	71	71	72	72	71	73	72
Interested to use the Internet rather than having to call or email E-Verify	67	71	71	72	72	71	73	72
Technical Assistance	94	--	74	81	86	80	99	94
Ease of accessing representative	94	--	70	81	81	83	96	93
Professionalism	94	--	79	81	87	79	100	95
Communication skills	94	--	77	80	88	81	100	94
Ability to understand your questions/issue	94	--	72	81	87	79	100	94
Knowledge of technical issues	94	--	72	81	87	82	100	94
Technical guidance resolving your issue	94	--	77	81	87	78	100	95
Interested in Communicating with Peers	34	32	33	33	37	32	40	39
Interested in communicating with peers about E-Verify or using the system	34	32	33	33	37	32	40	39
Satisfaction	76	81	86	84	87	88	90	87
Overall satisfaction	78	83	86	84	88	89	90	88
Meets expectations	76	82	86	84	88	89	90	88
Compared to ideal	76	81	84	82	85	86	88	85
Recommend	72	75	83	83	86	88	89	88
How likely would you be to recommend the E-Verify program to others	72	75	83	83	86	88	89	88
Confident in Accuracy	78	84	87	87	87	89	90	89
How confident are you in the accuracy of the E-Verify program	78	84	87	87	87	89	90	89
Future Participation	86	90	93	93	94	95	96	96
Likelihood to continue to participate in the E-Verify program in the future	86	90	93	93	94	95	96	96

(Cross Section) How many do you employ? (cont.)

	300-999		1,000-9,999		10,000+	
	2012	2013	2012	2013	2012	2013
Sample Size	165	185	62	95	15	21
Awareness / Registration	84	82	82	60	73	--
Clarity of instructions on how to enroll	82	86	79	63	67	--
Memorandum of understanding makes responsibilities and next steps clear	79	81	79	56	56	--
Ease of submitting registration information	90	82	79	59	78	--
Speed of receiving User Name, Password and E-Verify Web Address	90	86	94	63	89	--
Ease of registration process overall	81	77	76	59	78	--
Tutorial	87	85	86	84	89	--
Helpfulness of information in User Manual	81	87	81	78	89	--
Ease of taking online training in terms of understanding content	87	88	89	83	89	--
Ease of completing online training in terms of time required	86	83	84	83	89	--
Ease of accessing online resources	89	88	86	83	89	--
Usefulness of online resources	86	83	88	83	89	--
Ease of training process overall	89	85	86	85	89	--
Using E-Verify	93	91	86	87	91	88
Ease of navigating the E-Verify site	92	91	82	87	90	88
Ease of submitting I-9 information on E-Verify	93	90	86	88	93	88
Speed of receiving an initial response from E-Verify	95	95	91	90	94	93
Clarity of next steps as described in the response	91	89	83	84	89	83
Tentative Nonconfirmation Resolution	85	81	77	78	79	81
Speed of resolving the case	87	80	80	76	79	78
Clarity of communications about the steps involved in the resolution process	84	82	75	80	79	82
Ease of resolving the case	84	79	75	76	81	81
Photo Matching	94	95	95	92	91	93
Ease of photo matching process	94	95	94	94	95	94
Helpfulness in preventing fraud	93	94	95	91	87	91
Customer Service	94	93	92	90	99	87
Ease of accessing representative	92	92	90	86	100	87
Professionalism	96	93	94	92	100	90
Communication skills	95	93	93	91	100	89
Ability to understand your questions/issue	94	94	90	89	97	83
Providing guidance on policy/questions	93	94	88	91	97	84
Customer Service Prior transfer	66	84	71	90	89	87
Ease of accessing representative	61	81	78	93	89	89
Professionalism	89	89	78	93	89	89
Communication skills	61	83	72	93	89	89
Ability to understand your questions/issue	56	82	61	85	89	89
Providing guidance on policy/questions	56	82	65	85	89	78

(Cross Section) How many do you employ? (cont.)

	300-999		1,000-9,999		10,000+	
	2012	2013	2012	2013	2012	2013
Sample Size	165	185	62	95	15	21
Customer Service after Transfer	74	84	84	90	89	89
Ease of accessing representative	61	82	82	89	89	89
Professionalism	89	88	89	89	89	89
Communication skills	89	82	89	89	89	89
Ability to understand your questions/issue	61	85	82	93	89	89
Providing guidance on policy/questions	61	82	75	89	89	89
Customer Service by Email	83	94	79	72	90	70
Ability to understand your questions/issue	84	91	81	70	94	82
The timeliness with which you received a response	81	95	81	74	78	56
Communication skills in the response you received	83	93	78	72	94	78
Providing guidance on policy/questions	84	97	78	72	100	67
Internet Use	73	76	76	78	82	73
Interested to use the Internet rather than having to call or email E-Verify	73	76	76	78	82	73
Technical Assistance	97	90	96	91	100	82
Ease of accessing representative	94	89	96	90	100	96
Professionalism	97	89	96	90	100	81
Communication skills	98	91	96	91	100	89
Ability to understand your questions/issue	98	91	96	91	100	74
Knowledge of technical issues	98	91	96	92	100	100
Technical guidance resolving your issue	97	91	96	90	100	67
Interested in Communicating with Peers	41	41	47	46	58	55
Interested in communicating with peers about E-Verify or using the system	41	41	47	46	58	55
Satisfaction	88	88	81	82	83	84
Overall satisfaction	89	89	83	85	86	83
Meets expectations	90	89	84	83	84	85
Compared to ideal	86	86	78	77	78	83
Recommend	87	90	83	87	92	87
How likely would you be to recommend the E-Verify program to others	87	90	83	87	92	87
Confident in Accuracy	88	91	83	85	90	84
How confident are you in the accuracy of the E-Verify program	88	91	83	85	90	84
Future Participation	97	96	95	93	97	96
Likelihood to continue to participate in the E-Verify program in the future	97	96	95	93	97	96

(Cross Section) When did your organization enroll?

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2012	2013	2012	2013	2012	2013	2012	2013
	Scores		Scores		Scores		Scores	
Sample Size	73	73	263	177	455	507	560	820
Awareness / Registration	86	89	85	85	--	--	--	--
Clarity of instructions on how to enroll	85	88	84	86	--	--	--	--
Memorandum of understanding makes responsibilities and next steps clear	84	88	84	85	--	--	--	--
Ease of submitting registration information	85	89	86	86	--	--	--	--
Speed of receiving User Name, Password and E-Verify Web Address	89	91	89	88	--	--	--	--
Ease of registration process overall	84	87	81	82	--	--	--	--
Tutorial	88	90	84	84	--	--	--	--
Helpfulness of information in User Manual	86	89	87	85	--	--	--	--
Ease of taking online training in terms of understanding content	90	91	85	86	--	--	--	--
Ease of completing online training in terms of time required	85	89	83	83	--	--	--	--
Ease of accessing online resources	89	91	85	87	--	--	--	--
Usefulness of online resources	86	88	84	85	--	--	--	--
Ease of training process overall	88	90	84	84	--	--	--	--
Using E-Verify	91	93	91	91	90	90	91	90
Ease of navigating the E-Verify site	91	92	90	89	88	88	88	89
Ease of submitting I-9 information on E-Verify	91	91	92	92	91	90	91	90
Speed of receiving an initial response from E-Verify	92	96	93	94	94	94	95	94
Clarity of next steps as described in the response	90	93	90	90	88	88	89	89
Tentative Nonconfirmation Resolution	83	77	83	86	80	79	80	80
Speed of resolving the case	84	78	84	86	83	81	81	79
Clarity of communications about the steps involved in the resolution process	82	77	84	87	78	79	79	81
Ease of resolving the case	83	76	82	86	78	80	80	79
Photo Matching	92	98	94	95	96	94	94	94
Ease of photo matching process	94	98	94	95	96	95	95	95
Helpfulness in preventing fraud	89	98	94	94	95	94	94	94
Customer Service	94	89	90	93	94	88	91	92
Ease of accessing representative	95	84	90	92	93	87	88	91
Professionalism	95	91	92	94	94	89	94	93
Communication skills	94	89	90	94	93	89	91	92
Ability to understand your questions/issue	93	90	91	93	93	87	89	92
Providing guidance on policy/questions	93	92	88	90	94	86	89	92
Customer Service Prior transfer	--	89	80	78	76	96	80	87
Ease of accessing representative	--	89	78	76	79	95	82	87
Professionalism	--	89	93	80	79	95	86	92
Communication skills	--	89	93	76	78	95	81	86
Ability to understand your questions/issue	--	89	63	78	72	95	74	85
Providing guidance on policy/questions	--	89	63	80	71	98	77	84

(Cross Section) When did your organization enroll? (cont.)

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2012	2013	2012	2013	2012	2013	2012	2013
Sample Size	73	73	263	177	455	507	560	820
Customer Service after Transfer	--	89	80	82	78	95	88	88
Ease of accessing representative	--	89	85	82	79	95	84	88
Professionalism	--	89	93	82	81	95	91	90
Communication skills	--	89	89	80	81	95	91	88
Ability to understand your questions/issue	--	89	63	82	77	95	88	90
Providing guidance on policy/questions	--	89	63	82	72	94	86	86
Customer Service by Email	90	100	84	79	84	85	77	79
Ability to understand your questions/issue	93	100	89	76	85	84	80	80
The timeliness with which you received a response	93	100	86	80	84	84	74	80
Communication skills in the response you received	93	100	90	82	85	85	78	80
Providing guidance on policy/questions	81	100	83	80	86	85	78	77
Internet Use	77	78	70	79	70	71	74	71
Interested to use the Internet rather than having to call or email E-Verify	77	78	70	79	70	71	74	71
Technical Assistance	89	88	88	88	89	82	90	91
Ease of accessing representative	89	89	87	89	88	82	83	91
Professionalism	89	89	89	86	89	81	92	91
Communication skills	89	86	88	89	90	82	92	91
Ability to understand your questions/issue	89	86	89	89	88	82	89	90
Knowledge of technical issues	89	89	88	89	88	82	90	93
Technical guidance resolving your issue	89	89	89	88	88	82	91	89
Interested in Communicating with Peers	48	45	34	32	37	37	39	36
Interested in communicating with peers about E-Verify or using the system	48	45	34	32	37	37	39	36
Satisfaction	86	88	85	86	87	85	87	86
Overall satisfaction	87	88	86	87	87	87	88	87
Meets expectations	87	89	85	87	88	86	88	87
Compared to ideal	85	88	84	86	85	83	85	84
Recommend	85	87	83	84	85	85	87	87
How likely would you be to recommend the E-Verify program to others	85	87	83	84	85	85	87	87
Confident in Accuracy	87	89	87	88	88	88	88	89
How confident are you in the accuracy of the E-Verify program	87	89	87	88	88	88	88	89
Future Participation	90	95	93	93	94	94	96	95
Likelihood to continue to participate in the E-Verify program in the future	90	95	93	93	94	94	96	95

(Cross Section) Which best describes how frequently you use E-Verify?

	Once a week or more		Two or three times a month		About once a month		Once every few months		Once or twice a year		Less than once a year	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Sample Size	272	286	289	341	201	235	337	419	193	234	59	62
Awareness / Registration	88	86	86	89	85	87	86	86	83	88	67	61
Clarity of instructions on how to enroll	85	90	86	88	83	87	86	85	82	88	65	59
Memorandum of understanding makes responsibilities and next steps clear	86	87	86	88	84	82	85	87	82	90	67	61
Ease of submitting registration information	90	84	86	89	86	90	88	86	83	88	65	57
Speed of receiving User Name, Password and E-Verify Web Address	93	87	89	91	89	89	90	90	88	90	72	69
Ease of registration process overall	84	82	83	87	84	86	81	82	78	84	65	59
Tutorial	90	85	86	89	86	87	85	84	82	89	68	66
Helpfulness of information in User Manual	87	82	82	86	86	84	92	89	87	89	67	56
Ease of taking online training in terms of understanding content	92	88	86	91	87	88	86	86	86	89	68	69
Ease of completing online training in terms of time required	89	84	84	88	86	87	82	82	78	87	68	61
Ease of accessing online resources	93	88	87	90	87	87	85	88	83	90	68	69
Usefulness of online resources	90	83	86	88	86	87	85	87	79	89	68	65
Ease of training process overall	90	83	87	89	86	88	85	84	81	88	68	63
Using E-Verify	91	90	93	91	93	91	92	91	88	89	79	85
Ease of navigating the E-Verify site	90	90	92	90	90	89	89	89	85	87	75	83
Ease of submitting I-9 information on E-Verify	91	90	93	91	93	91	92	90	88	88	78	85
Speed of receiving an initial response from E-Verify	94	94	95	95	96	94	95	94	92	94	83	91
Clarity of next steps as described in the response	90	88	91	90	90	89	90	90	86	88	77	85
Tentative Nonconfirmation Resolution	81	80	81	80	81	86	79	77	71	80	96	50
Speed of resolving the case	83	80	82	80	86	87	79	78	72	81	89	50
Clarity of communications about the steps involved in the resolution process	80	81	81	81	81	86	77	77	70	79	100	50
Ease of resolving the case	82	80	80	79	78	85	79	78	70	79	100	50

(Cross Section) Which best describes how frequently you use E-Verify? (cont.)

	Once a week or more		Two or three times a month		About once a month		Once every few months		Once or twice a year		Less than once a year	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Sample Size	272	286	289	341	201	235	337	419	193	234	59	62
Photo Matching	94	94	95	94	95	94	94	96	96	95	97	90
Ease of photo matching process	94	95	96	95	95	94	95	96	96	96	94	100
Helpfulness in preventing fraud	93	94	95	93	95	93	94	96	96	94	100	67
Customer Service	95	91	89	94	92	94	94	88	84	88	92	64
Ease of accessing representative	93	89	86	92	91	93	96	87	86	86	89	67
Professionalism	96	92	91	94	94	95	96	89	84	89	93	67
Communication skills	96	91	90	94	92	94	92	88	82	87	89	61
Ability to understand your questions/issue	94	90	88	95	91	93	93	88	83	89	93	67
Providing guidance on policy/questions	93	90	89	94	91	93	91	86	85	87	96	56
Customer Service Prior transfer	79	88	73	98	79	74	78	89	84	100	100	--
Ease of accessing representative	79	88	81	97	82	76	78	86	89	100	100	--
Professionalism	85	92	81	100	91	78	78	92	89	100	100	--
Communication skills	78	88	81	100	91	67	78	89	78	100	100	--
Ability to understand your questions/issue	75	86	58	97	60	73	78	89	89	100	100	--
Providing guidance on policy/questions	77	86	61	96	62	76	78	89	78	100	100	--
Customer Service after Transfer	86	89	81	99	89	78	79	91	72	100	100	--
Ease of accessing representative	81	88	83	100	91	78	78	92	67	100	100	--
Professionalism	90	90	89	97	93	78	79	92	78	100	100	--
Communication skills	90	88	89	100	93	78	79	92	78	100	100	--
Ability to understand your questions/issue	85	90	69	100	87	78	79	92	67	100	100	--
Providing guidance on policy/questions	84	88	67	96	76	78	79	89	67	100	100	--
Customer Service by Email	83	82	83	94	83	78	85	74	72	94	100	39
Ability to understand your questions/issue	86	84	82	93	83	78	84	73	83	93	100	28
The timeliness with which you received a response	79	81	85	94	85	80	87	73	72	94	100	50
Communication skills in the response you received	85	84	83	96	81	77	84	73	83	96	100	50
Providing guidance on policy/questions	83	81	82	95	81	79	87	72	72	94	100	28

(Cross Section) Which best describes how frequently you use E-Verify? (cont.)

	Once a week or more		Two or three times a month		About once a month		Once every few months		Once or twice a year		Less than once a year	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Sample Size	272	286	289	341	201	235	337	419	193	234	59	62
Internet Use	77	79	73	72	71	72	71	71	70	69	70	75
Interested to use the Internet rather than having to call or email E-Verify	77	79	73	72	71	72	71	71	70	69	70	75
Technical Assistance	96	92	80	95	98	85	94	67	65	93	58	48
Ease of accessing representative Professionalism	93	94	81	94	98	86	85	67	61	93	44	56
Communication skills	97	91	81	95	98	87	96	65	72	93	67	44
Ability to understand your questions/issue	97	93	81	95	98	84	95	69	72	93	67	44
Knowledge of technical issues	97	91	80	95	98	84	96	68	61	93	39	56
Technical guidance resolving your issue	97	95	80	95	98	86	94	68	61	93	56	44
Interested in Communicating with Peers	97	90	80	95	98	85	95	67	61	93	72	44
Interested in Communicating with Peers	44	47	40	35	39	39	35	34	30	28	27	24
Interested in communicating with peers about E-Verify or using the system	44	47	40	35	39	39	35	34	30	28	27	24
Satisfaction	88	86	88	87	88	86	87	87	83	85	76	76
Overall satisfaction	89	88	89	88	88	87	88	88	84	86	78	78
Meets expectations	89	88	89	88	89	87	88	88	84	85	76	76
Compared to ideal	85	84	86	85	86	84	85	85	82	82	75	75
Recommend	88	89	88	89	88	84	85	87	80	83	72	73
How likely would you be to recommend the E-Verify program to others	88	89	88	89	88	84	85	87	80	83	72	73
Confident in Accuracy	89	89	89	89	87	89	88	88	85	87	75	81
How confident are you in the accuracy of the E-Verify program	89	89	89	89	87	89	88	88	85	87	75	81
Future Participation	97	96	96	96	94	94	95	94	90	95	82	88
Likelihood to continue to participate in the E-Verify program in the future	97	96	96	96	94	94	95	94	90	95	82	88

(Cross Section) Which best describes your organization?

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2012	2013	2012	2013	2012	2013
Sample Size	1,209	1,405	67	89	75	83
Awareness / Registration	84	86	94	85	91	95
Clarity of instructions on how to enroll	83	86	96	85	90	94
Memorandum of understanding makes responsibilities and next steps clear	84	86	89	85	90	94
Ease of submitting registration information	85	86	100	81	94	95
Speed of receiving User Name, Password and E-Verify Web Address	89	89	96	89	93	98
Ease of registration process overall	81	83	89	87	84	97
Tutorial	84	86	96	91	90	88
Helpfulness of information in User Manual	87	86	78	81	90	92
Ease of taking online training in terms of understanding content	86	88	94	90	88	88
Ease of completing online training in terms of time required	82	84	97	92	89	88
Ease of accessing online resources	86	88	98	90	90	88
Usefulness of online resources	84	86	98	89	91	87
Ease of training process overall	85	85	97	92	88	89
Using E-Verify	91	90	90	93	89	89
Ease of navigating the E-Verify site	89	89	88	93	87	87
Ease of submitting I-9 information on E-Verify	91	90	92	94	89	88
Speed of receiving an initial response from E-Verify	94	94	93	95	92	93
Clarity of next steps as described in the response	89	89	88	90	88	88
Tentative Nonconfirmation Resolution	81	80	78	83	80	77
Speed of resolving the case	83	80	77	81	82	76
Clarity of communications about the steps involved in the resolution process	80	80	78	84	82	80
Ease of resolving the case	81	80	81	81	76	75
Photo Matching	95	94	93	96	95	95
Ease of photo matching process	95	95	94	97	95	95
Helpfulness in preventing fraud	94	94	92	95	95	96
Customer Service	92	90	92	95	88	90
Ease of accessing representative	91	89	91	96	87	90
Professionalism	94	92	94	96	90	90
Communication skills	92	91	93	96	87	90
Ability to understand your questions/issue	91	90	92	93	87	92
Providing guidance on policy/questions	91	90	88	91	89	91
Customer Service Prior transfer	77	88	85	89	81	84
Ease of accessing representative	80	87	83	89	80	84
Professionalism	81	90	93	93	91	91
Communication skills	79	87	83	89	87	84
Ability to understand your questions/issue	70	87	81	89	71	82
Providing guidance on policy/questions	72	88	83	87	71	78

(Cross Section) Which best describes your organization? (cont.)

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2012	2013	2012	2013	2012	2013
Sample Size	1,209	1,405	67	89	75	83
Customer Service after Transfer	85	90	87	87	80	87
Ease of accessing representative	83	90	81	87	80	84
Professionalism	87	89	91	89	89	91
Communication skills	87	90	93	87	87	84
Ability to understand your questions/issue	85	90	83	89	69	89
Providing guidance on policy/questions	82	89	81	85	69	84
Customer Service by Email	82	81	71	86	90	92
Ability to understand your questions/issue	85	79	74	89	92	96
The timeliness with which you received a response	82	81	67	83	88	96
Communication skills in the response you received	85	81	72	89	90	91
Providing guidance on policy/questions	82	80	69	87	92	87
Internet Use	72	73	80	76	74	71
Interested to use the Internet rather than having to call or email E-Verify	72	73	80	76	74	71
Technical Assistance	90	86	96	100	71	92
Ease of accessing representative	87	85	93	100	69	98
Professionalism	92	85	96	100	72	91
Communication skills	92	86	96	100	72	94
Ability to understand your questions/issue	90	85	96	100	72	89
Knowledge of technical issues	90	86	96	100	69	100
Technical guidance resolving your issue	91	85	96	100	72	87
Interested in Communicating with Peers	37	35	50	52	43	41
Interested in communicating with peers about E-Verify or using the system	37	35	50	52	43	41
Satisfaction	87	86	87	89	82	86
Overall satisfaction	88	87	87	91	83	86
Meets expectations	88	87	88	90	83	86
Compared to ideal	85	84	85	88	79	85
Recommend	85	86	91	93	81	85
How likely would you be to recommend the E-Verify program to others	85	86	91	93	81	85
Confident in Accuracy	87	88	91	92	83	87
How confident are you in the accuracy of the E-Verify program	87	88	91	92	83	87
Future Participation	94	95	96	96	94	91
Likelihood to continue to participate in the E-Verify program in the future	94	95	96	96	94	91

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APPENDIX D: VERBATIM COMMENTS

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Q1a. How did you first learn about E-Verify?

Accountant

Accountant

ACCOUNTANT

Accountant

Accountant who handles payroll

ADP

ADP Payroll

ADP TotalSource

Alabama requires it.

All I can remember on that is that it was an electronic...message, sales advertisement, HR website?

Association

Awarded a Federally funded project

Background Check Vendor

Because it was required in our state.

Book keeper

Can't remember - it's been 5 years since we began participating.

CAWP--local business organization

Chinese Daily News

Clause in gov contract

Clemson Income Tax Workshop

Client required

CNN news

Cobb Senior Services

College HR Class

Construction Contract Bid

CONSULTANT

Consultant who prepares our Affirmative Action Plan

Contract requirement for a federal contract

Contract requirements

Contract requirements

contractor

Contractual requirement by general contractor

Corporate decision.

Counselor

CPA

CPA

Customer told us about it

Department of Energy Flowdown requirement

Department of Homeland Security contacted our company

Do Not Remember

don't recall

Don't recall as it's been many years ...

Don't recall first source of information, but did use website

Don't remember

Don't Remember
don't remember
during continuing education classes
email from supervisor to enroll
Employees
Employment Law Firm
Entity we were contracting with required participation
Federal Contractor Requirements.
Federal Contractor subcontract agreement
FedEx corporate
FedEx ground requires it's contractors to use E-Verify
First learned about E-Verify at an ACIP conference
Former company I was employed at was enrolled in trial program.
former employer
former employer
former employer
Friend at Staffing Agency
from a client company
General Contractor
General Contractor
General Contractor Requirement
Google
Government agency we have contracts with
Government Contract requirement
GSA contract
Had used at previous job
hired an H1B employee
Honestly can't remember.
HR Consultant
HR Consultant
HR seminar
HR Seminar
HR Training Course Locally Offered
Human Resource seminar
I began using E-Verify at another company when E-Verify first became available
I believe our labor attorney told us.
I called the Social Security Administration, and a worker told me about it. This is wonderful!
I don't remember
I don't remember. Possible marketing piece
I forget
I have been doing e verify since it started years ago
I honestly can't remember. I just knew about it.
I honestly don't remember
I saw the E-Verify posters at other restaurants.
I thought it was mandatory

I used it at my previous employer
I was part of the basic pilot program.
IMAGE
Immigration attorney
Information from an attorney
Information passed on by our corporate office
Intuit, media and CPA
IT Company handling our employee files
It has been so long ago I do not remember
Letter from local law firm offering classes to learn about it
Listed in subcontract requirements
Looked it up and the laws as to when to start online
Missouri Department of Transportation
my accountant
my accountant
my accountant
my accountant
My husband
my SHRM group
Need to provide E Verify to go onto Project Site
News about E-Verify back in 2006/2007
OFCCP Update on Regs for Federal Contractors
One of our clients
online news
Our agency (Treasury) provides HR services to a number of government agencies and was selected to provide E-Verify as well.
Our corporate entity signed an IMAGE Agreement which required E-Verify participation when it was Basic Pilot
Our County Attorney
Our former regional manager asked us to enroll in the original Basic Pilot Program.
Our Labor Law attorney
Our payroll company told us about it.
Our payroll provider
part of mandated paperwork upon opening a business
Past Employment
Past employment; that company's HR Department.
Payroll Service provider (Flex-Pay Business Services)
phone call from ICE
President Bush mandate
Previous employer
Previous Employment HR /Corporate office
Previous employment used E-Verify
Print Article
Professional Organization
Public Housing workshop

received email from state of Arizona stating we were out of compliance
 received letter stating that e verify was becoming mandatory
 Required
 Required for a Georgia Business License
 Required for use for a division of our company, decided to add it to our on boarding process for all new employees
 Requirement for a construction contract
 Requirement from Federal Contract
 requirement of construction job
 RFP required vendors to participate
 Savannah College of Art and Design's International Student Affairs Office
 school
 Seminar
 SHRM
 SHRM
 SHRM
 SHRM, contracts dept.
 Sorry don't remember
 State Law Requires Use
 State requirement for work on state jobs
 the co we are leased to required us to use E-Verify
 Through a client
 Training
 Unsure
 US Gov Contract
 Used it at a different job
 Was in place before I began to use
 We administer grants for a Univ. 1 (One) grants required all its participants to be EVerified. SO, we have to start E-Verifying all employees.
 We are a contractor with FedEx Ground. They notified us.
 We were already using it when I started.

Q3. Why did your company sign up for E-Verify?

Ability to verify individuals are citizens of the US
 ADP uses it in conjunction with our HR services.
 After the second notice that one of our employees was using a fake SS number, I wanted to make sure I did not get a third one.
 Also, learned about it at an SBA seminar
 At the time we signed up we had a new employee on a Visa that required us to participate
 Attorney told us it was required since he had employees on H1-B status
 Avoid state fine/penalties.
 Because I thought that was what we were required to do.
 CFO wants the company to sign up
 Compliance consistency
 Contact Costco Corporate Offices for Specifics
 Corporate level decides who we use for verification

CTPAT certified company
Don't know
Employee on OPT for F-1 visa was getting ready to apply for an extension of the F-1 visa.
Fed Ex requirement for ISP
Figured everyone would have to eventually
For OPT STEM Eligible Candidates and Hiring
From receiving invalid social security numbers
I don't know the reason, and no one is still here from when they signed up.
I know it's coming for a business of my size, so why not start now?
I started with the company in April and wanted to start using E-Verify here
I thought it was mandatory
In anticipation of being required to do so on a federal contract
In order to process student work visas more easily
It was mandatory for hiring an employee with an H1B visa
It will be the law soon anyway
Just thought it was a good idea.
Needed E-Verify company ID for employee's OPT extension
Not Sure
Our corporate HR dept
Our County Attorney told us we were required to do this.
Part of compliance with USCIS and DHS with regard to hiring F1 student visas and utilizing EAD documents for STEM graduates
Payroll company participated in E-Verify
Required as part of the IMAGE Agreement our corporate entity signed
Required for us to participate in local workforce development program to hire displaced workers.
Required in state of AL
Required- to perform work at job site
Save money
The Human Resources Director at the time signed us up for E-Verify
The right thing to do and electronic record of compliance with law
Thought it was a great, efficient, and authentic process
Thought it was mandatory!
To comply
To facilitate an employee's visa renewal
To fulfill requirement of employee's visa application
To qualify for OPT extension
To reduce time and paper of verification.
To reinforce background studies
To take advantage of OPT STEM extension
To verify work status for foreign workers
Wanted to be better in business
Was asked by DHS to participate in the IMAGE/ICE program and was trained by them on how to verify work authorization and use E-Verify
Was signed up before I started this position
We were told we were required by law to sign up for E-Verify.

We work on federally funded job sites and it is required.
 We've incorporated the I-9 as a part of the employment process since the late 90's
 When company was under a PEO, they used E-Verify.
 Will be required to by law eventually
 Would be easier to include all employees; not just ones required.

Q5. Why did you say that? (Not at all likely to continue to use E-Verify if not required)

A pain in the (expletive) that you have to invite the new hire to go online, create an account, and complete the 19 form. It's much easier for the new hire to complete the 19 form via paper and then they can bring it in to us and we could just input their information into E-Verify. In my location, there are a large number of people who still do not have internet or email or they cannot even afford a computer. Yes they can create the account here in the office but still, what a pain.

All HR requirements come from our Corporate Office

All industries and every company in the US should be required to use E-Verify!! Otherwise you are not stopping the illegal people from staying in the US!

All of our employees have government security clearances, so it seems redundant.

Almost all of our employees are in high-school or college and have been born and raised in the US. We do not see any immigrant applicants.

Already do background checks that are easier and faster

ALREADY DONE FOR EMPLOYEES HIRED THROUGH UNION

An additional step in the hiring process that is not necessary.

An extra step when doing new hire paper work and as a fast food restaurant our turn over is a lot

As a Human Resources professional, I'm drowning in ever-increasing gov't requirements.

Because I require the same documents to verify as does E-Verify

Because it is currently a requirement

Because it requires the employees start date when you really need to verify if they are eligible to be hired.

Because it's easy enough to do, but a pain and time consuming!

Because we require social security cards as part of our hiring process and proof of education. That satisfies our requirements.

Bit of a hassle, mismatches because of errors in system or differences in the name registered under USCIS/SS administration

Burdensome with staffing levels. Timeline too narrow. No real value in the information being provided.

Response for TNC from E-Verify extremely lacking and the TNC process is very difficult based on location of workforce.

Company size (small), and low risk. I9 verification works fine.

Corporation determines our policies

Don't feel it is necessary with the workers we use. I am diligent about it for fear of penalty if not done in three days

Don't really care if citizen

Due to having tech. issues with site

E-Verify is an added overhead cost, both in labor and material. It is a time consuming process that does not add a benefit to our business.

Extra administrative steps it requires.

Feel it is unnecessary since we require Form I-9 from each new employee with original identifying documents. My understanding is that E-Verify was put in place in conjunction with the Paper Reduction Act but requires use of more paper.

For a small company that rarely hires, it is too much trouble.

Good program

Government regulation is already out-of-control. The U.S. needs less federal government interference.

Hasn't had an issue with non-citizens applying to our company.

I believe my applicants are already qualified to work in the U.S., I probably would use E-Verify if I was in doubt.

I do not find it useful.

I require proof of Social Security Card for employees

If it isn't required I could use this time for more important issues.

If this want a requirement.

Immigration needs to do its own job- I have a business to run.

In our industry, all contractual personnel are required to have a security clearance. Security Clearance requirements should suffice to authorize eligibility for employment.

It adds one more step in the hiring the process. Can be burdensome if the site is down

It causes a hardship to extra documentation from a jobsite, as we are a construction company w/ jobs out of state. Too pull a man off a job to get documentation incurs a loss of manpower & money for the company. As a construction company, that is union, therefore we deal with the unions; I feel the unions should have done this as they brought members in. We call the union for help; therefore, it should start with them & not us, the employer

It is a difficult website.

It is a waste of my time. Nobody is doing anything about immigration. The area I work in is flooded by illegals, which means what I do doesn't matter. I only hire American workers and my business is losing to cheaper wages. I can't charge a reasonable rate because I am undercut by most other companies with cheap illegal workers. Plus having to change my password all the time. It is just a pure waste of time if nobody does anything. I even sent an email to E-Verify, stressing my concerns without a response. So as far as I am concerned.....

It is an added step in the employment process. We have new hires of 100-200 people a year and payroll is only part of one employee's job.

It is cumbersome and annoying to complete. It is yet another step that we have to take. Why do we have to complete both E-Verify and the Form I-9? I wish I could just do one or the other.

It is just one more thing to remember to do

It is not at all convenient to use. It requires password changes that are too frequent and inconvenient. The three day requirement is very hard to follow for a small business where the owner actually does a job besides sitting a doing paperwork.

It is not useful to us.

It is only required for grant funding. We would have no need otherwise. There are other ways to verify eligibility for hiring.

It is time consuming.

It is too complicated with too many rules and regulations; we need our time to be used to work our business not worry about regulations.

It is too complicated. The process is too drawn out for small business owners who do not have college educated human resource individuals to understand all of the requirements even with video training. It is too time consuming. I think an I-9 form should suffice.

It takes time and BMT D&P has been compliant with all new hires completing USCIS I-9 forms, verifying identification and maintain the required records.

It takes time to do.

It's absolutely stupid since the government refuses to do their job--- close borders or support stopping the flood of illegal immigration. Since they let everyone in these people need to work. Otherwise we have more people and children living in poverty.

It's created more work on the employer and I don't believe this is the best way to track the illegals in our country.

It's just another step to go through in the hiring process. 99.9% of our hiring is local to the area. Small town

It's just more paperwork

It's not easy to register for or understand what exactly one needs for registration

It's time-consuming, and I'm not sure a useful purpose is served.

Just one less step in the hiring process

Just one more form to fill out. Takes time and it needs to be done within 3 days of hiring the person. I would definitely not continue using it if not required by State, City, and Federal Governments requiring it.

Just something else to do in a deadline

Just to reduce paperwork

Make sure every employee is legal to work in the US

May not be that likely an issue.

n/a

No perceived benefit

No point. Illegals get everything already

Not many illegals applying at our office. (Law enforcement)

Not required

Not user friendly

One less task to do, it's too much as it is to run a business.

Only use it because it is required. During the govt shut down it wasn't available and life did not come to a halt.

Our employees are not high-risk for immigration violations.

Our employees are required to obtain a U.S. Security Clearance, so we know they are all U.S. citizens and will go through a rigorous background check.

Our employees go through a background check and verifying SS#, ect is all part of the process.

Our industry has a HIGH employee turnover rate. To be forced to E-Verify is very inconvenient if we don't even know if the employee is going to stay or not. Too many hoops to jump thru when it is unclear if the employee is even going to stay for more than a day or two.

Our workforce is stable and relatively small (6-8 employees) we hire mainly by word of mouth or referral.

Over the course of the last two years using this verification, our corporation has not had any immigrants apply for work with us. Although I see merit to the program, it does not seem to particularly apply to us.

Paperwork burden, costs a lot of time. that = \$

Parent company screens employees

Requires extra time.

State Law requirement and it creates an extra step in our employment process besides just complying with I9 federal law. Also believe that completing I9s for all new-hires already satisfies the work authorization and identification, and E-Verify just creates another step in the process.

Takes additional administrative time that would be unnecessary.

The Child Care Center has recently closed. Currently our Church would not need the service.

The government needs to either stick with the I-9 or E-Verify. Having to do both is very time consuming. I have to E-Verify for several companies and try to keep up with all the different user ids is also very wasteful of time resources. There needs to be one login for one person no matter how many companies they have to run E-Verify on.

The overhead (labor required to meet criteria) is costly and given our industry, we do not incur issues during the standard I-9 process. However, during the RFP process with our potential clients, they do ask for validation that we participate in E-Verify today.

The people we hire need to have graduated with certain degrees & have had experience. We require references, schooling history. It becomes obvious whether or not a candidate is legally in this country, etc. Besides, the government has us jumping through enough hoops barely allowing us to do our jobs.

The program is not effective because it has no way of isolating identity theft.

They already have to verify that they are able to work in the US with the I-9 form.

Time and paperwork involved

To be consistent with other departments

Too much trouble

Too cumbersome.

Too intrusive; too much regulation and "red tape"

Unnecessary

Unnecessary

Unnecessary for a small company of fewer than 20 employees

Very small company. Mostly hire people that I have known for many years.

Very unlikely that our type of business would hire a person that is not eligible to work in the US.

Waste of my time. We go through a lot of employees due to people not wanting to 'work' a very demanding job. So I put someone in this week and next week they aren't even working for us!

We are a PEO company, and it's a step our clients would like to skip if possible

We are a small company and do not have a high turnover of employees. Most employees have had a passport that makes it easy to see citizenship.

We are a small company with low turnover

We are a small non-profit arts agency who does very little hiring. Only doing this because it seems we are required to do so by the federal government

We are a staffing company, lots of turnaround, some employees only works 1 day ~ it's a lot of work for just a short amt of time

We are a very small business in a specialized field that does not attract illegal or migrant workers. The I-9 form is adequate enough proof of citizenship.

We are a very small company (2-3 employees) and it wasn't feasible for us to have to go through this process when we were well aware of each other's backgrounds.

We do not have many new employees and some we do background checks on and get references on all. We also complete the I9 form for documentation.

We do not hire very often, and we know the people we hire

We do not suspect that any new employees have citizenship issues.

We do very little hiring and we know the people we hire personally.

We don't hire that many people, and those who we do hire are known to us and their citizenship is not in question

We don't see how it is useful to us.

We have low turnover and our jobs require specialized skills that must be obtained through training of various state agencies.

We have never hired an employee that had questionable citizenship.

We have no concerns that we are hiring employees that are not eligible to work in the US and prefer not to use company resources on unnecessary paperwork. We also believe that it is a waste of our resources to use E-Verify at this same as the Obama administration has elected not to enforce our immigration laws anyway.

We higher out of union halls.

We hire all our employees from the union hall. The union is to verify their employment eligibility before allowing them to be eligible for work.

We hire primarily Native Americans, and secondarily recently-graduated law students. We do the I-9 forms with them, and if any concerns come up about ability to work in the US (which has happened once in the past 10 years I've been involved with those), we deal with it.

We know all employees are legal residents and most of them born in our county. We are a small community.

We never had concerns about forged documents given to us with I9s (and we've never had a case flagged through E-Verify), so it is simply an administrative task we would not choose to add to our process.

We normally verify based on SS Card. We don't hire without proper SS Card.

We only employee college kids for the summer.

We only have one state that requires it.

We operate hair salons which require that the employee must be licensed to cut hair in the state of NC and therefore we are fairly certain that they are citizens when they apply to work for us.

We require enough documentation already to determine citizenship/ eligibility

We use the system because it is required of us as a Federal Contractor, but it would be one less thing We HAVE to do if we were not required to and with already so much regulation to follow to run a business, it would be nice for there to be one less thing to worry about.

Would only use E-Verify for information, not to verify newly hired employees

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

Accountant

Accountant

Accountant

Accountant

Accountant who handles payroll

ADP Payroll

ADP TotalSource

An attorney

Association

Clemson Income Tax Workshop

Client

COMPANY REQUIRED

Construction contract

Construction Contract Bid

Contract content

Contract requirement

Contract Requirements, then researched independently and found E-Verify

Conversation with prime contractor/language of our subcontract

Counselor

Customer contracts

Employers Association

Federal contract

Federal Contractor subcontract agreement

Federal Gov Bid Documents

FedEx corporate
FedEx Ground Contract Requirement
General Contractor
General Contractors?
Glynn County
Government Contract
HR Consultant
I am unsure
I believe our labor attorney told us.
I do not know
I honestly don't remember
I think it was a notice from CCR, now SAM
I was part of the basic pilot program
Ice called
Informed by the company we are leased to - required
Intuit
Known about the Basic Pilot Program for years. Educated my company on the process when it became more prevalent.
Legal
Legal counsel
MGMA
My accountant
My accountant
My friend recommended we sign up
NPR
OFCCP update on requirements for Federal contractors.
Our background screening vendor
Our city has an anti-illegal immigration ordinance
Our Labor Law attorney
Our payroll company
Our Payroll Processing Company
Parent company
Payroll Service Provider (Flex-Pay Business Services)
Personal research
Previous employment knew state held the requirement.
Project documentation
Public Housing workshop
Received letter in mail
Received letter in the mail from state of Arizona
Requirement for bidding
Researched State Requirements
Researching new human resource information online
RFP requirement
School
SHRM

SHRM & clauses in new contracts
 Society for Human Resources Management
 Solicitation information on FedBizOpps
 Specifically listed in subcontract terms
 The agency we have contract with told us about it
 The company accountant
 The hospital requires it.
 The requirement came through a last minute email to a person who had no say in the implementation. Notification was poorly completed but once we enrolled, we've had good experiences.
 Training
 US Military Contract Required
 We started with the original Basic Pilot Program

Q13. What is your reason for rating ease of registration process overall lower than “6”?

Because of my busy schedule it took several days for me to take the testing, which in turn took several days to register.

Don't remember

I do not like testing. It was hard because I not have a print out to refer to and was interrupted with other work while trying to enroll.

I think it was unnecessarily longwinded

It took forever just to try to get set up and there was an issue because I could not get set up immediately upon my new employee's hire date.

It was a long process that I did not realize would be required

It was incredibly tedious and time consuming.

It was time consuming and burdensome.

It's too drawn out.

Just don't like taking test

Some of it was very confusing

The required testing as too onerous, though reflective of the convoluted process.

The test was quite lengthy and involved. In our industry we have never had an applicant come back to us as a nonconfirmation status and therefore did not need all the extra testing. Maybe you could give a lower level of testing initially and only go to a deeper level when a user receives their first nonconfirmation status employee.

The testing process seemed both unnecessary and unnecessarily long when it would be easier and more helpful to include the same information in the user experience as contextual help when the process of verifying an employee doesn't end up with them being immediately verified.

The testing was time consuming and didn't contribute that much.

The worst part about the whole process is the test that I was required to take. It was a complete waste of my very limited time.

Too time consuming

Typical government site. Lots of rules and CYA clauses. Site tries to cover all bases and in so doing makes it confusing to understand what needs to be done. And typically details are not mentioned and it always requires a phone call to someone... Commercial sites are easy and they make it easy to understand and what needs to be done. Every the case with local, state, or federal sites.

Very time consuming

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

As stated before, it took way too long to get my company registered, and I'm still not 100% sure it was done properly.

Don't remember

Materials are somewhat confusing. Didn't feel confident about process.

See previous comment, it was too long and provided training on things that after hiring 1000 people I still haven't encountered (and have forgotten). The same information would be better presented as contextual help when complex situations arise or the system wants to be sure that the user understands the ramifications of the next step or the step(s) just completed.

See response before. I have had no need to use all the information pertaining to a Nonconfirmation status employee. Even if I do get one at this point I have forgotten what it is that I need to do. I would suggest that you have an easier online training on how to submit the Case and only go into the handling of a nonconfirmation case when this happens for the first time. I am sure that after processing at least 30 E-Verify cases in almost a 12 month period that the hour (s) I spent in the training would only have to be repeated should I get a nonconfirmation case.

Some people do not need training.

Takes too much time. Would rather see instructions given at the appropriate step in the verification process instead of up front. I will have likely forgotten any of the exception processing steps by the time I need them.

Testing and training was time consuming and not really necessary.

The E-Verify law is complex

The training was lousy & tedious. In fact, I only read a few screens and then clicked through the rest of it.

Too drawn out

Too time consuming

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

Another person in the office inputs E-Verify information

Didn't hire any new employees for this specific job

Has not been a requirement for a current job. Most of everyone is Everified here.

Has not been requested by Clients

I change accountant and he does it for my company

I have my accountant do it for me

Irrelevant - there is zero consequence for being here illegally

Management oversight regarding a recently hired employee. Should be completed within the next week.

My assistant is verifying new hires.

Not needed

Received a letter stating we weren't enrolled?

Tried to use it but it wouldn't let me in

Unnecessary

Wasn't necessary

Q36. Why have you never used E-Verify?

I do not use it, our Human Resources Department does.

I have an employee who handles that aspect.

My assistant uses E-Verify

Q52. What is your reason for rating ease of resolving case lower than “6”?

Almost all of our J-1 Visa holders receive a tentative non-confirm even though all the information is correct. One to two phone calls is necessary to resolve their issues.

Because our employee has to sit at an SSA office for hours to get the name mismatch resolved.

Because we are a construction company and it is hard to get info to field personal timely. Not system fault.

Because we live in a rural area people have to travel more than 3 hours to resolve any issues.

Confusing process particularly when it comes to timing of required events and what to do next.

Due to the government shutdown, the employee was unable to get the matter resolved through the Social Security office. She is still waiting to hear from them for word that they can complete the process for her.

Employees required to go to SSA to obtain documentation to validate information when it wasn't clear why the issue was identified.

Gave up when received nasty emails and employee chose to resign when told he needed to resolve his SSN with SS or Homeland Sec.

Having to print forms to pass along to people require a separate letter explaining everything so the person can understand. Maybe a short cover letter with a simple explanation should be available. Also a way to resolve a case electronically (for a person) rather than phone call or in person visits.

I was confused at the end about closing the case before the final nonconfirmation. It was a little confusing and I closed it incorrectly.

In our case, most of the time, it is because information was entered incorrectly. If, after the non-confirmation is received, it would be a lot easier if you could correct the information and re-submit.

Instructions were not on the web site of how to resolve the issue. I had to call, wait on hold a long time, to talk to someone to get my answer.

It can take two weeks or more since the person has 8 federal days to contact DHS.

It is time consuming to resolve cases. Employees are afraid and the Social Security office is difficult to reach.

It was unclear on what was the employee responsibility and ours to get resolution

It's a pain to follow up and get the needed information from employees. Luckily, we don't have TNC's very often and the one we have had never showed back up for work.

No response in timeline promised or at all. Can be tripped by simple issues such as spelling of name. All documentation matches but does not match SSA. Very difficult (and intimidating) for employee to resolve in a timely manner.

One case has not been resolved. Due to shutdown of E-Verify website, our employee was unable to visit SSA and rectify his DOB; now the E-Verify site has not been updated with the corrected SSA information

Previously the website did not indicate the proper steps, i.e., having to actually go down to SSA to resolve. It appeared that if the person with a FNA just needed to telephone a number. Once our employee did this, there was no further follow-up with E-Verify. The employee obtained appropriate documentation and then we resolved the issue.

Process does not follow what referral letter states to do, conflicting information

Received an email from USCIS. The case was invalid as the information was incorrect and though I clicked on that link there were questions as to why I used that option. The agent over the phone said I did everything correct, just required time to contact and speak with the agent.

Resolving the case depends on each individual case. Many take longer than 8 days to resolve.

Response time to me is slow

Slow response

Sometimes a phone call was required and then we had to wait for an answer.

Steps not very clear, hard to contact a representative to get answers.

The cases can't be resolved because the data in the system is incorrect due to entry errors by USCIS/vs. social security admin data

The person at the Department of Homeland Security was not very helpful.

Time issue to get results back

WE BELIEVE IT TO BE COMPLICATED

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

Due to not using for the past year, we were MADE TO TAKE TUTORIAL AGAIN!!!And the TEST AGAIN!!!!!!! When site was just as easy to do answer without all THE TUTORIAL AND TESTING>>>>>>>WASTE OF MY TIME

Had a mismatch because of incorrect data in USCIS system. When I called I received a recording saying your system was having a problem and was generating TNC in error.

Run around in circles, no real solutions to complicated problems. wishy washy...

Too long to wait.

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

Didn't exactly answer my question, or maybe I didn't understand the representative.

Didn't respond in a timely manner

Feds followed up with a phone call to me. Woman was nasty, nasty, accusatory, unhelpful, threatening, etc.

No clear answer

Takes too long to get a response.

They did not respond.

Took awhile to receive email back from E-Verify

Q103. 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.

All industries and every company in the US should be required to use E-Verify!! Otherwise you are not stopping the illegal people from staying in the US!

At some company the person E-Verifying employees is not a HR professional and they may accidentally ask for too much info and or neglect to E-Verify employees correctly. The amount of info that is available is phenomenal but sometimes it takes too much time to look up issues. An example would be whether a less commonly used doc is appropriate to use it would be amazingly helpful if when you selected the doc from a drop down list and example photo popped up rather than having to go to a separate section to research all of the options and find it among the list.

Cross reference with state and federal data bases of employment taxes to ensure that ALL employees and Employers are using the service and those employees are not being paid that have not been everified. Duh.

Do not pay for illegals to have medical, schooling, licenses, in other words, anything. They are illegal! There is no point to this system; there is no consequence and law abiding people end up paying for them

During the government shutdown, if the site is automated, it should have been left up so the routine cases that easily and automatically approve would go through rather than backlogging. Then the only backlog would have been those with questions or that need further steps. State something about it or on a recording that issues would be resolved when government was operating again. This would have been less taxing on the system up government workers returning.

For individuals in the US in a valid non-immigrant status that is employer or university specific, E-Verify can be problematic as it seems to approve these individuals regardless of employer.

I am using your system (and quite well, actually), but never bothered with reading the tutorial before taking the test. I don't actually see the point in making anyone take a test before using your system. It should be optional.

I know that I have made a mistake in re-submitting through E-Verify a reverification of a work authorization document that had expired. The language in the I-9 handbook is confusing because it says to 're-Verify' and if you use 'E-Verify' the word 're-Verify' suggests (at least to me) that I have to run it through E-Verify again.

It does not seem correct to me that if an employer gets a tentative nonconfirmation for an employee and he refuses to do anything to correct the problem then I think the employer should be required to terminate the employee.

Make it so you cannot create an I9 form for the employee, rather than get audited by your company and them tell you that it has to be emailed to the employee to complete.

Make me first answer YES, that I am verifying a ssn of an active employee, before going any further.

My BIGGEST issue is the fact that we have to use it AFTER employment. It would be so much better to be able to check the prospect BEFORE employment when we are doing our background checking. I invariably FORGET to check the site within the three days. I get the I9 stuff but don't remember to use E-Verify so I am typically doing the check many days after the employee is hired. I don't really see why we cannot use the system ahead of time ... please find a way to make this possible; even if it means getting something signed by the applicant.

No one has ever conducted an audit to ensure the company is using E-Verify.

Provide some type of fine or censure for failure to timely report.

Respond within 48 hours max

There is nothing to stop an employer from using E-Verify as a pre-screening tool before hiring someone.

Try to log-in, told that I needed to set up new account. Set up new account. Received phone call yelling at me for setting up 2 accounts. Very frustrating dealing with people who forget they are paid with our tax dollars - corporate and personal. They should be helpful rather than nasty and accusatory. Web site is not particularly user friendly.

We believe some of our local competitors are using E-Verify selectively (on some applicants, but not all). Some applicants are surprised to learn that we actually run each employee we hire through the system. They often tell us that their previous employer used E-Verify and they made it through the system ok. We would like to see the requirement that all companies who have registered for E-Verify actually use the system for each new employee they hire. Perhaps a requirement to turn in an E-Verify case identification number for each employee. We think there are widespread abuses of the system taking place in our market.

We use E-Verify through ADP and the photo match is terrible. The pictures are mis-matched. ADP can't help me resolve the issue.

Q106. How would you prefer to get information about changes or updates to E-Verify?

Combination in case of separations

Email/mailer

Fix it first

HR Dept

My company keeps me updated

Notice when logging in to E-Verify website

Provide info upon log in

Through our agent

Through our payroll company

Q107. How would you prefer to contact E-Verify for help?

All of the above

Chat help

Depends on nature of problem

HR dept

Live chat would be great!

Not sure

Phone call or E-mail

Real-time chat

Through our agent

Through payroll co.

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

A Nation/State wide data base of employers that use E-Verify would cut down on paperwork.

Add photo match on ID or Driver's License in addition to passport photo match.

Again, training only once for multi-company users.

Again, we have issues with J-1 departure records not being entered into the system timely so they usually come back TNC.

All industries and every company in the US should be required to use E-Verify!! Otherwise you are not stopping the illegal people from staying in the US!

Allow 5 days to create a new case rather than 3 days, so that employers who receive new hire information from job site have ample time to create new case.

Allow employers to do and I-9/E-Verify prior to offering employment

Allow it to be used for applicants so we don't go through the whole hiring process before finding out that someone is not authorized to work.

An electronic I-9 would be helpful. It seems redundant to complete the I-9 form and E-Verify.

As stated previously the password should last longer and not have to be changed so often. Also, the tutorials were too long and too many. Otherwise it's a great system.

At times the system kicks you out when you have gone through all or most of the screens. This is frustrating.

Basically, E-Verify does a good job. But sometimes information is too hard to find on the more difficult questions. E-Verify needs better training for customer service reps, so that everybody gives the same answer to difficult questions.

Besides the gov't shut down. We had no problems. Once back up in running, we just processed whatever forms that were verified manually.

Cannot think of anything.

Coming up with an acceptable password is difficult....too complicated. Government Shutdown was inconvenient.

Did not appreciate nor find it necessary to be forced through the tutorial and pass a test before I could use the system. Do not require this again. If can't figure something out then I will go view the tutorial.

Discontinue program! I am NOT the immigration department or one of its agents- HATE being forced into more paperwork! What the hell do I pay ungodly amount of taxes for if I'm doing the governments Job?

Do not require changing of password unless there is a problem connecting with the password we have been using.

Do not require that the password be changed every few months, this is very annoying

Doing a great job

Don't have government shut downs that close access to the E-Verify website.

Don't let a government shutdown to shut the E-Verify down

E-Verify continuously changes my password and will not accept my user id and it has never been easy to log in, not once. I have changed it and adhered to all E-Verify account standards and it still will not accept my account. It always says I am unregistered EVEN THOUGH I have completed the training and passed it and ran 20+ cases. Our E-Verify administrator continuously has to go in and manually change and reset my E-Verify account for every session. It is tedious and it is extremely unhelpful when I try to complete cases.

Each and all employers from all states should be mandatory to participate. What about the employees that have been employed with same company prior to E-Verify that have not been verified by this system? Should there not be something in place for all? For verifying purposes on the employer end; I suggest that a photo copy of all documents should be made and attached to I-9. Then when audited you know the employer did not adjust any numbers or information. And the social security card should be updated to have security like our US money...too easy to forge...or similar to US passport with the security. I have had employees give me an ss card and it had the same number as other individual-names were different. How can that happen? Forgery. And what follow-up is done on US Immigration after a person is given a non confirmation and none of the departments were contacted by the employee. Even after the employer finalizes the case the employee did not return to E verify; any follow ups on these ss#'s and names? During my time on E-Verify with the past non confirmations; I was not contacted by USCIS on the matter.

Each company on how it does New Hire's or Rehires are different in the private sector or union construction based. A time limit of 3 days, I don't feel is enough for us, a union contractor that has jobs outside of the state. It's unfortunate that locals that we deal with don't care if there members have the proper identification, but then again the I-9 does state, that it's up to the Employer to enforce the requirements. This puts a hardship on our company when manpower is needed on an urgent basis. I E-Verify anyone that shows up on a jobsite, whether they are here for one day or not. You never know if they will show up again. A 3 day time limit on an employer, to get an individual e-verified, is sometimes hard in our case, as a lot of Supt's don't have the technology on site & are working out of their trucks

Ease up on the password rules. This isn't a financial transaction site. Where is the security risk?

E-Verify has expedited our new hire system and we E-Verify now on all projects - even if not required to.

E-Verify is easy to use, and I for one, appreciate that fact.

E-Verify is excellent.

E-Verify is fine. The real issue is the SSA and the amount of errors they have in their system; how long it takes them to respond; and the time it takes to close their cases. SSA is the primary issue.

E-Verify is simple and easy program to use and helpful in hiring process

E-Verify is user friendly and quick. Please don't change a thing!

E-Verify should be made mandatory for every company in an effort to reduce undocumented workers in this country

E-Verify should link to DMV records. When employees provide list B & C documents with one being a driver's license or state ID card, there is no prevention system in place to verify that the ID is authentic.

E-Verify should stop a user from replying to a TNC as employee is still working. This has been done by other users on accident. Having the system ask you for confirmation on this, when it obviously is wrong should be implemented.

E-Verify system has made giant strides since its initial inception. It is a great tool and I welcome it as an HR professional and on behalf of my company. I have used E-Verify in other positions in the past. Especially, in the construction industry in 2007, 2008, E-Verify prevented hiring and employing a person whose documents do not match.

E-Verify would be a better program if our government would pass comprehensive immigration laws.

Everything is fine, doing a great job.

Everything seems to be working well.

Extend the required reporting time to at least 7 business days.

Find a way to link SEVIS numbers into the system and a way to prevent people from hiring non-immigrants whose eligibility for employment is specific to an institution or employer.

For my point of view you're guys are great thanks for your support

Frequency of changing passwords and the requirements are ridiculous!

Get a system in place to cross reference cards issued by USCIS to SS administration data. It is a nightmare when a card is issued incorrectly, even the spelling of the name being wrong will throw the individual into TNC status. System should be smarter/better & more accurate than that.

Give more time to enter a case. 3 days is too short; 3 business days or 5 days would be better.

Good System

Good system!!

Great system

Hate the password system-keeps locking me out and take days to fix or I have to call

Have had no problems.

Have never had a problem using E-Verify and would like to see it made mandatory for all companies hiring workers.

Having to change the password so often is frustrating as well as the complication of the character requirements. Passwords should be set to expire after a certain number of uses rather than time elapsed. It slows down productivity to have to change the password before you can enter anything.

Hire Google to remake your site -- it is an embarrassment in user interface

I have to use the system so I do. Doesn't matter if I'm satisfied or not.

I always gave a hard time logging on.

I am a business owner in Az--e verify is necessary

I am glad for the recent change allowing employers to E-Verify prior to actual hire date. Having only 3 days following the hire date would prove difficult if I were on leave. I'd have to do on personal time.

I am glad to have that second review of the I9 and to get the response that they are not illegal aliens.

I am very satisfied with the E-Verify process and the valuable information we are able to obtain when hiring new employees. I can't think of any ways the E-Verify program could be improved at this time.

I believe that you are currently doing a great job and there have been no issues.

I can't stress enough the importance of maximizing the site for keyboard entry users. Please consider changing the month entry field to utilize number rather than letters.

I can't think of any improvement needed at this time.

I can't think of anything

I did appreciate the detailed information when the government shut down and E-Verify was unavailable. However, there was no mention of a timeline for getting any new hires in the system once the government was up and running.

I dislike the password strength and expiration policies. The password policies are such that users are very likely to write down their password rather than memorizing them, which is security vulnerability.

I do not like having to take the tests before you enter the personal info on. These tests can take 1hr sometimes just want to do my job and take the test at a time that works with my schedule.

I do not use E-Verify often because we have low turnover and hiring. Whenever I go to use E-Verify, I have to change my password and it takes 4-5 tries to change it and is extremely inconvenient!

I don't have that many hires so system usage is limited.

I don't know if it's possible, but I would like to match photos to driver's licenses also to make sure the driver's license picture matches what is in the State's database.

I DON'T LIKE TO HAVE TO CHANGE MY PASSWORD ALMOST EVERY TIME I USE IT.

I feel it is very comfortable using the system do not know what u can improve has it looks and works good

I feel like the agents are very knowledgeable and they are great on the phone. Very fast. I like that I can call or email whichever I feel will be better to communicate my questions and get clear answers.

I feel once the picture does not match we should be able to not keep person employed until he/she gets the information corrected, same for social security number.

I find E-Verify very helpful and I feel very confident with the results, Thank you!!

I HATE the password restrictions and the frequency of changing password.

I have been using E-Verify for over five years. As a verification tool, it is among the best available. I cringe when I see that I need to take a new tutorial, but when I have completed the tutorial I know I will be comfortable with the system. Overall, I am please with E-Verify. Thank you for asking.

I have been very pleased and will continue to be so even if no changes come from this survey. Also I appreciated the communication regarding availability of services during the government shutdown.

I have found the program/service to be very user friendly, efficient and effective. The only suggestion I would have is regarding the three-day window from hire date for completing verification. We have various locations throughout the state that must mail their materials to our central location. Due to mail issues the three-day time frame is sometimes unavoidable. I would suggest changed the three-day timeframe to a five-day timeframe.

I have had exceptional customer service when I have contacted E-Verify. Thank you

I have had no problems with the website.

I have never had an E-Verify come back to me but will have a better idea of what could be issues if I did.

I have no additional comments at this time

I have no comments at this time!!

I have not had any problems with the website. I found it very user-friendly.

I just recommended your site to another Company who does payroll work. This woman had never heard of E-Verify and she was complaining to me about getting notices about her employees not being authorized to work, or social security number issues. This site takes away all of those problems. It is a pleasure to have something that really works for us. The only problem is the 3 day entry into the system. Because I have payroll packages mailed to me from the sites, sometimes I miss the 3 day preferred deadline. But as long as I explain it works for me. This is one thing that works really well. It has been a god send to be able to confirm information in your system.

I just think the TNC issue causes lots of extra work; it is usually a typo on someone's part, a DOB correction that has not caught up with E-Verify yet, a missing SSN for someone new to USA (takes 4 weeks to get some SSN's); or overlapping documentation I-94 and a PRC; also the PRC card # is not clear on some older formats -- so #'s do not match.

I like seeing the passport pictures

I like the system and have had no problems with it

I love how user friendly E-Verify is ...

I only use this service because I have to.

I originally had used the system when it first started as the BASIC Program. E-Verify is vastly improved from 10 years ago. Regarding your USCIS emails to click on links always create phishing questions for me. I always wonder if the email is real or spam?

I really like the E-Verify program. I feel confident in using it that all employees have been approved for employment

I recently received an e-mail regarding duplicate entries I made. I feel like this brought light to my need to pay closer attention to what I am doing. I accepted it as positive feedback on my usage. It was appreciated.

I repeat again we are satisfied with the program and the only thing that we can recommend to continue providing information most recently about the program and its changes as so far and that the program continues to be more secure and efficient.

I see it as a necessary function of doing business in today's world, so improving functionality, reliability, accessibility, and ease of use by user is the name of the game for you folks.

I think all companies should use it.

I think employers should have 5 days to report new employees not 3.

I think it is really stupid that I have to use E-Verify. When I am already doing the I-9. I just think it is really stupid period.

I think it's easy to use, but data entry takes a while. I wish there was a safe but usable auto-complete feature.

I think the amount of time to enter data should be more than 3 days. Sometimes new hires are slow to pull all identifying information together. I think 7-10 business days for entry would be better.

I think the password changing every 3 months is excessive. Not having to go through that process so often would help me.

I think the time allowed to submit E-Verify upon hire is too short. I'd make it two weeks instead of a couple days.

I think this should be mandatory for employers to use this system.

I thought I was enrolled, but received a letter stating I E-Verified people when I wasn't enrolled. Totally confused so stopped using E-Verify.

I tried to get in but couldn't. The password I used didn't work so I re-registered but it wouldn't let me in. Now I have to call when I get time

I was told I needed this and then went through E-Verify process only to learn officially that I didn't have to be part of verify due to having less than 10 employees. Programs need to be clarified before program is marketed. I was not very happy about wasted time and aggravation.

I was under the impression the E-Verify was a Federal requirement. I do not understand - is it not required.

I was under the impression there was no choice but to enroll and use the system so some of my answers are based on that. If I must use it I feel it's easy to navigate and fill in the info required since I'm basically copying the info directly from the I-9.

I wish every state in the union had a MOU with E-Verify so state IDs and driver licenses would have the photo confirmation similar to federal documents. Such a feature would give the employer greater assurance of authenticity of the documents presented for eligibility. Otherwise we think E-Verify is a great system and is to date the most effective method of determining eligibility. The response times are incredibly swift; the system is incredibly easy to use. The personnel on the phone I have dealt with are very professional courteous and knowledgeable. Each time I have called my issue was resolved with one call.

I wish they wouldn't make you explain why process wasn't done within their time frame. I have to wait for paperwork to get back to me and I am not in the office every day. When I put in an employee with an expiration date coming up I wish E-Verify would send a notice when expired.

I work for two sister companies via a holding company. Therefore, we have 3 separate E-Verify accounts. It would be far better to have one account where we can setup the 3 different divisions. Then when we submit a case, we could select which division the employee works for.

I would like if each phone call was given a service request number, so that I could better document my phone call and the guidance that I receive.

I WOULD LIKE TO BE ABLE TO KEY DATA INTO THE SYSTEM INSTEAD OF HAVING TO USE A DROPDOWN FOR DATES.

I would like to be notified of tutorials that need to be taken prior to submitting a new case.

I'd like to get an email notifying me that there is a new tutorial to take so I could take at my convenience and not when I'm trying to log on to do a verification.

If E-Verify was 'only' an option and not state or government mandated, most likely, we would not participate. It is time consuming and requires additional resources in our company (high volume of hires in company). I-9 form has been and is serving the purpose of employment authorization/eligibility.

If I could change one thing about E-Verify it would be the ridiculously time consuming tutorials and then 'exams' users are required to take anytime there is a change to the website. As professionals, we simply do not have time to spend up to a 1/2 hour going through a tutorial and then exam, however if we do not comply then we are locked out of using the system. It would be nice to find an alternative way and remove this road block to using the system properly.

If Immigration feels it is no longer necessary for the men to be given I-94's, these should not be required in E-Verify.

If Save option can be included to prevent Data loss in session timeout

If you have multiple companies, you have to sign up multiple times which means doing the tutorial and the test multiple times. This is inconvenient. Password changes too often. I thought this was mandatory for companies. That is the only reason we are using it. The three day time frame for entering new hires is difficult when you have multiple companies and multiple locations. Need more time - like 1 week.

If you need to re-test if your authorization or password has expired, then send the person an e-mail so they can plan accordingly. Most times when there is a new hire there is much more to do, and having to re-test is a time waster and STRESSFUL! It would be best to manage your time and always be able to E-Verify and have current log on credentials.

I'm not sure that E-Verify are effective in preventing someone from stealing identity and using a DL as a document. I would feel more comfortable if we had to match DL photos as well.

Initial registration could be streamlined and perhaps a simple phone app could be produced

Initially going through the tutorial was a cantankerous, time consuming process, but I lived! I honestly thought to myself, it's about time that the government should REQUIRE all employers to use this system. I feel better about employing someone after checking their social security #/and or documents through E-Verify. Deb Cobb - Weber Glass Inc.

It can sometimes be slow. I think the TNC process is confusing and could be easier. I am also concerned that participating in E-Verify is going to make it more likely for my company to be audited by ICE or DOL. Sometimes I wonder if I am hurting my company by using E-Verify.

It has become a problem having to change user name and password very often.

It has worked just fine for us. I think it is an excellent resource.

It is a good system that is easy to use.

It is an excellent tool.

It is one of the required programs that the US Government has put together that actually made sense, and SOLVED problems rather than created them.

It isn't fool proof. Note the comments earlier on. I expect a better system to alleviate fraud and I have had E-Verify tell me on the phone if the photo matches the screen and the card, then it is a match but I can have the person standing in front of me not match either one, and you don't care. You reiterate that all you want is to know if those two match, so why bother.

It was ridiculous that E-Verify was shut down during the government shut down, but healthcare.gov remained open. It hindered my ability to hire staff in the proper manner

It works well as long as the government isn't shut down.

IT WORKS WELL SHOULD BE REQUIRED

It would be great if the order of fields to complete in E-Verify matched the order of the information on the I-9 form.

It would be great if the user management screens in the corporate administrator account were easier to use. It is a pain to have to search over and over again, would be nice to be able to return to search results. Same for the list of companies.

IT WOULD BE NICE IF THE MOTOR VEHICLE PHOTO DATABASES WERE ACCESSABLE TO VERIFY THOSE PHOTOS LIKE THE US PASSPORT AND USCIS PHOTO DATABASES ARE.

It would be nice if using E-Verify was mandated for every new hire for every company nationwide. I think it would help prevent hiring illegal undocumented workers, thus lowering identity theft.

It would be very helpful if we received advanced Notice that we must read a new tutorial and pass a test before the actual day we need to use E-Verify.

It would be very helpful, if somehow the alerts could be sent to our email accounts because it would improve our ability to track employment authorizations and other deadline sensitive cases. As it stands I can only be alerted when I am logged onto the site and I do not use it every day, therefore I have had to device another system of my own so I may be able to track these employees and be sure to keep our records up to date.

It would have been helpful to have a message or some type of instruction from E-Verify following the government shutdown. I had to rely on other sources to know what to do. That is the only reason I rated a little lower in certain areas. I think a contingency plan should be in place and ready to be communicated to organizations should something like that happen again.

It's already sufficient. No more comments.

I've been very satisfied with the E-Verify system. The only true TNC that we've had (where I didn't make a really stupid typo) was not through the fault of the E-Verify system. Even if we were not required to use the system, we would still continue to do so.

Just keep up the good service.

Just the password change frequency is a pain.

Keep it simple. Do not over complicate it.

Keep it up and running when the gov't shuts down just for security reasons.

Keep up the good work and thank you for having this site for us to use.

Last update more cumbersome - One page I-9 was ideal. New two-page I-9 is more difficult to process. Most don't write employee name on 2nd sheet. Instruction from 4 to 7 pages could be simplified. New line for email address us often filled in by hand and difficult to read. Email address needs to be exact or it is useless.

Less frequent required tutorials, or have them 'pop-up' only when specific, relevant type cases are being requested. Too much superfluous info for plain vanilla cases.

Less refresher tutorials; ease password restrictions so don't have to constantly change them.

Less repetition

MAKE IT EASIER TO ACTUALLY GET TO THE PROGRAM FROM THE HOME PAGE

Make it less complicated. Thanks

Make me accountable for names and numbers entered that did not match or pass. A person could easily say they made a mistake on the spelling and start over or not continue and therefore use it on prospective employees who are not yet hired.

Make your surveys shorter

Managing the search for more than one employee at the same time.

Maybe it's in the law, so it would be hard to change, but it is VERY difficult for us to get E-Verify done within 3 days after hiring. We have 9 different offices, and by the time I get the I-9 form with copies of the back-up documents, it's almost always more than 3 days. Also, we make employment offers which are accepted (and therefore work/payroll begins) before employees come to our worksite, so

sometimes the I-9's don't get done until a couple of months later... That's really my only frustration, is that I'm always late...

Maybe more than once in a while the picture of the person you entering information should be showing.

More detail pictures of approved documents

More information about nonconfirmation and what to do before you get to that final step.

Much better system than I had expected.

My experience with E-Verify has been great. I did has some problems with set-up when our company did that (I mean me), but other than that, I think the system is very easy to use.

My opinion this should only be required of businesses that are likely to hire illegal immigrants, such as your farmers.

My understanding was we did not have a choice of whether to use the system or not.

N/A

N/A

N/A

N/A

N/A

Na

Never had any issues or problems.

No additional comments

No additional comments

No changes necessary. I have used it for a few years and have had no problems.

No comment

No comments

No comments

No comments.

No comment

No more government shutdowns, please!

No more surveys please.

None that I can think of.

None

NONE

None

None

None

None

None

None

None

None

None

None

None

None

None

None

None

None

None

None

None

None

None

None at this time

None at this time

None at this time

None at this time

None at this time.

None that I can think of.

Not at the time

Not have us change our passwords so often.

Not sure. Our company only uses E-Verify during our peak season, which is typically early in the new year through May.

Notification of changes before hand, instead of finding out when logging in and have to take care of the process before entering a new case

Once again the changing of password. It would be easier and would be more consistent in doing if I did not have to keep looking up my new password

Once you get acclimated with the verification system, it's easy.

One final time. There is no point to verifying whether or not someone can work if there is zero consequence for being here illegally.

One thing we encountered that seems VERY redundant, was when we set up a master company and then set up subsidiaries, we had to take the same training each time. This was very time consuming and seemed to be unnecessary.

Password criteria is cumbersome

Picture available would be appreciated for each case.

Please don't send any more surveys

PLEASE make it possible somehow to use the system BEFORE hiring someone. I would like this to be part of the pre-hire background checking process. If we do in fact find someone using E-Verify that can't be confirmed then we have to release them and we have wasted a ton of time and money. You could make it illegal to NOT hire someone who can't be verified but let's get those questions out of the way BEFORE we hire them.

Please provide some flexibility in the 3 day window for verifying eligibility. We are small company and only have 3 resources to do verification. Someone may be sick, on vacation or on a business trip. It would make more sense to have 1 to 2 week window to verify.

Please see comment regarding the I-9 form. It needs to be changed to make data entry in E-Verify easier.

Please see our comment about abuses taking place in the use of E-Verify. All of our competitors say they use E-Verify, but we know many are choosing who they put through the system. Their only fear may be a potential audit. Our hope is to see the playing field become more level as we continue to faithfully use the system on each new hire. We like E-Verify more than we thought we would, though it's not perfect. We would recommend it to other employers.

Please stop making me change my password so often and making me change it to something impossible to remember. I'm not allowed to use a password I have used in the past 10 passwords or something ridiculous. You are just making people write passwords down. How is that safer than keeping the same password?

Provide a longer time period to submit a case. More than 3 days. The area offices don't always send them to me in a timely manner.

Recalling from memory it seems I had a problem with the browser we use connecting with E-Verify. As an old guy my granddaughter was able to hook it up pretty quick with several strokes on the keyboard. LOL

Reiterate need for the automated system to remain up during the government shutdown. This way I am not backed up on entering routine verifications, but you could note the website that due to the shutdown unresolved issues would be tended upon the government opening back up for operation. Then we as employers can file everything timely except for any that come back with additional steps needed. Much more efficient that way.

Reporting/Audit functionality needs to be improved. It is very difficult to run audits when the system does not export the full social security number of an employee. It was available at one point, then taken away. If we already have this information on our end, it doesn't make sense that we cannot export the full social security number. Please make it easier on employers to run audits!!

Require all state to use E-Verify when hiring employees

Required trainings and tutorials are cumbersome and time consuming.

Respond quickly to questions when verification completion is needed.

Seems to work just fine.

Service and responses are excellent not sure what else I would need.

Service is user-friendly to use/navigate. Gets easier with practice.

SHOULD BE EASIER TO NAVIGATE

Shut down the program

Simplify the password reset rules. It is difficult to come up with new passwords that don't use any of the previous passwords

Some of the pictures are scaled differently than what appears on the passport so they look slightly distorted.

Stop having to change your password every 6 months. I don't use E-Verify but maybe twice a year and I have to change my password all the time because it expires.

Survey is too long

Survey is too long after using E-Verify. I do not remember much of the experience.

System is cumbersome and MAC unfriendly. I went all the way through verifying current employees to only find out that because they had worked for us for several years, that it was ILLEGAL for me to verify them. That kind of info should be up front in the instructions.

System works great so far and is quick and easy to use

Take away the threat of fines for not navigating the E-Verify system in the correct manner.

Thank you!

Thank you.

Thank you. E-Verify seems to work just fine for the needs of my company and me.

The choice of the shutdown of the E-Verify website seemed far more political than practical. I thought you would be above that. How much did it really cost to operate the website during that time. How much pain was caused by shutting it down. Bad decision that left a bad taste in my mouth about YOUR website and YOUR choices. This was A LOT of extra work when it finally came back up.

The constant password change with character requirements is annoying and painful

The creation of a password is a nightmare. This needs to be fixed.

The E-Verify final print page option should include the picture of the candidate/employee who has been e-verified.

The experience we have had with E-Verify has been positive. This has provided information helpful in the hiring process.

The I-9 process and E-Verify is cumbersome and uses administrative overhead. We are trying to automate the I-9 process and reviewing several vendors now, but still struggling with the disjointed process for remote workers who do not physically report into a corporate office where there is manpower to complete the physical validation process and turn around document to us to key into E-Verify in a timely basis. Perhaps the 72 hour timeframe could be relaxed a bit as well.

The last tutorial question should be clarified. Other than that all is good.

The majority of our new hires must have a DoD security clearance. Because of this the information they provide for the I-9 Form is accurate.

The only reason we will continue to participate in the E-Verify program in the future is because we are required to do so (Last survey question seems rather silly)

The reason I will continue using E-Verify is because I am by law told to

The required tutorials are obnoxious and largely unnecessary. Having them sprung on users without warning is a major impediment because it turns a 5 minute process into a 30 minute process.

The requirements for passwords are pretty tight.

The sign up/ enrollment process is lengthy and it discourages people when there is a tutorial and test. Employers do not have the time or all of that.

The system is easy to use, and the responses are very timely.

The timeline of three days to enter employee information is sometimes difficult, once we are no longer required to use E-Verify, this time-period could influence our decision as to whether or not we use it.

The training and steps that have to be taken to initially enroll in E-Verify is too lengthy.

The training process in the beginning is very time consuming and updated training is required that is also time consuming.

There have been a few times when I have had a social security card in front of me when I have done and E-Verify but it still has not gone through but rather given me a tcn. I don't understand why that happens.

There needs to be a simpler, standard way or form to provide to others, if required by contract, that one is enrolled in E-Verify. I dislike having to provide a print out of pages from our employer pages, which shows our employer ID at the top. Along those lines, I think there needs to be a common expectation/form given to general contractors when asking for employee information contained within our E-Verify system. I don't believe it is secure or proper to just hand over E-Verify employee info EVEN if it only shows the last four digits of a social security number. E-Verify is either private or it isn't. Today? There does not seem to be a standard privacy rule as it pertains to general contractors in what they are entitled to view--even if it is a government project.

This really is an easy to understand site, it really doesn't allow for any user errors.

This survey was too lengthy and cumbersome. Shorten it up for future surveys.

This use of the E-Verify assists in facilitating the accuracy of completing the I-9 Form.

This won't help it serve me because I had to check all our current employees because of a contract requirement but I think that all employers should have to check all employees. New hires should be checked within the current time limit but all existing employees should have to be checked with some period of time (one year?)

Time frame for reporting should be lengthened to at least one week. Three business days is too short of a time frame for reporting.

Too long of a survey

Too many surveys

Tutorial takes too much time

Tutorials can be shorter

USUALLY ONLY TAKES 3 MINUTES FOR ENTIRE PROCESS; VERY TIMELY

Very good system. I would suggest giving employers 5 days instead of 3 to create a new case on a prospective employee.

Very Satisfied

Very simple and complete process.

We (as a country) should do away with the I-9 form and move only to E-Verify, and we should allow more than 3 days to collect IDs and complete the forms. Also create system to allow for verification via web or other means for employees working remotely.

We are so happy with E-Verify because it provides the peace of mind, that the system is verifying the documents we have in front of us IMMEDIATELY, while the person is still in the processing process and is able to resolve any issues or questions immediately. I feel very confident in the system and it's fast and easy!

We are very satisfied. We enrolled in the program about 5 years ago and it has helped us to check the legal status of each of our workers. During the 5 years we have had NOT problems with the system.

We don't use the E-Verify web site, we use a third party provider web site that reports to E-Verify, so answering questions regarding E-Verify's web page is not accurate for m.

We have been satisfied with the E-Verify system

We have had two DHS TNC cases in which No Shows were issued after the employee had called DHS and faxed documents to DHS for review. Apparently the faxes were not received or were not readable. Could we make it possible to email those documents to DHS in the future to ensure better delivery?

We have many off-site programs so it can be difficult to get the I-9 forms from the satellite offices within the 3 day time frame. It would be great if that could be expanded to 5 business days!

We not familiar with foreign documents it would be helpful to see a sample document as to which numbers are required from the document.

We use this program only because we are required to use it for federal contracts. If nothing is going to be done about enforcing illegal immigration that it should be cancelled.

We were part of the basic pilot program based on the requirements of one of our customers. We continue to use the E-Verify system even though the customer that required its use no longer has a contract with us. The system is easy to use and intuitive. The only challenge faced recently was the government shut down.

We will be working with Ultimate Software to automate the process for us. Can't wait!

We wish we were not mandated to use and had the option to use it.

Web site needs to be more user friendly for the average person. Follow-up phone calls from federal employees should be nice and helpful.

Website more user friendly

When the government shut-down we (the Employers or reps) should have been allowed to submit requests on our end and let the government side catch-up later.

Why the question of how likely would you continue to use E-Verify when we are REQUIRED to use.....smart up folks....

Will only to continue to E-Verify if it is required.

Works well

Would be nice to be advised when a new tutorial is required before you need to use the system for a case.

Would like more info than 'Case Incomplete' when we get a reject in E-Verify. This would help correct the issue in a timelier manner.

Would like the web page to be accessible by a Mac

Would like to be able to enroll multiples companies under one Login - Parent Company (Inc) owns two LLC's - currently have two different logins and passwords

Wouldn't use E-Verify if I didn't have to, it works ok, but seriously do we really need to spend this much money and time and create a whole govt. agency for this, couldn't taxpayer money be spent some other way??? Sorry to vent, but you asked. The whole program is kind of dumb and the fact that we HAVE to comply is pretty creepy, as in big brother is making us do this 'or else' they don't get \$\$ or whatever, that stinks! Again, you asked!

You can make the manual clearer to understand. Too many things in it need additional clarification.

Your login procedure and password requirements are extremely tedious. This one feature completely ruins the entire E-Verify experience and should be a top priority to change.

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

Accounting office with payroll services
Affordable Housing Provider funded by HUD
Aircraft Maintenance
Amusement / Entertainment
Architecture/Engineering
Audiometric Instruments, sales and service
Automobile dealership
Automotive Repair
Biotech
Biotech
Biotechnology
Body shop
Business Aircraft service and repair
Business Services
Business Services/Public Relations/Communications
Business to Business Telemarketing
Church - Religious Organization
Church/Day Care
Cleaning service
Collections Call Center
Commercial cleaning
Commercial Janitorial contracted services
Commercial linen rental supply company
Commercial refrigeration & food svc sales & repairs
Concrete supplier aggregate producer
Construction / Specialty Contractor
Construction, Technology & Mining
Consulting
Consumer product sales/distribution
Corrections
County Government
COURT REPORTING AND TRANSCRIPTION SERVICES
CPA firm - accounting
Creative Design Services
Cultural Resource Management
Data Collection
Delivery
Delivery business
Delivery Service
Design

Distribution
Distribution and Warehousing
Distribution Center
Distribution retail/wholesale
Distribution wholesale
Distributor
Distributor of Consumer Products
Drilling Natural Gas
Electrical
Electrical Supply
Electronic Security Company
Employment Service
Entertainment
Entertainment
Entertainment
Entertainment (Concerts)
Entertainment Movie Theater and Restaurant
Environmental Consultants
Environmental consulting
Environmental Services
Facility maintenance
Facility management service company
Facility operations and maintenance
Facility Support Services (one company is in passive fire protection, and the other is in industrial cleaning)
Federal contractor with multiple subsidiaries
Food Manufacturing
Food service
Game Entertainment
Generic pharmaceutical company
Government Contracting
Grounds maintenance, landscaping and headstone setting
Gym; Fitness Center
Hair Salon/ Beauty Industry
Hardwood flooring install & refinish business
Heating and air conditioning
Heating and Air Conditioning service and Maintenance
Heavy Construction
Herbicide and vegetation management
Home Care Services
Home owners association
Home Services
Home services
Hospitality/Healthcare Retirement community
HVAC

HVAC & Refrigeration Service Company
HVAC SERVICE
Industrial Cleaning Service
In-Home Care Services
In-Home Service
Insurance
Insurance
Intergovernmental planning agency
ITS Maintenance and Repair
Janitorial
Janitorial
Janitorial Services
Janitorial Services
Janitorial Services
Land clearing
Landscape
Landscaping
Legal
Local government entity
Lumber Mill
Mail marketing production
Management Company
Manufacture of rock products/supplier of concrete & asphaltic products and asphalt paving
Manufacturing & Retail/Wholesale Sales
Manufacturing/ Sales-Retail or Wholesale
Market Research
Mining
Mining and selling of de-icing road salt, and sand and gravel aggregates
Newspapers and Printing
Non profit mental health
Non-Profit Human Services Organization
Non-profit social service field/domestic violence/child abuse
Oil and Gas Industry
Painting contractors
Payroll
PAYROLL SERVICES
Pest control services
Pet sitting service
Pharmaceutical Research
Pharmaceuticals
Pick up delivery
Political subdivision of the State
Pre-employment screening
Printing
PRISON SYSTEM

Professional Employer Organization Services
 Professional Services
 Property Management
 Property Management
 Property Management
 Property management and development
 Property Management of Apartment Communities
 Public accounting firm
 Public Housing Agency
 Public Housing Agency
 Public Non-Profit in Governmental realm
 Quality Inspection services
 R&D
 R&D Technology
 Radio Broadcasting
 Real estate
 Real estate
 Real Estate
 Real Estate & Property Management
 Real Estate Appraisals
 Real Estate Holding & Management
 Real Estate Investment
 Real estate investment
 Real Estate Management
 Real Estate Property Management
 Recreation
 Recreation
 RECYCLING
 Religious
 Religious
 Repair & Maintenance to Personal Protection Gear
 Research & Development
 Research and Development
 Restaurant
 Restaurant
 Restaurant
 Restoration of old vehicles
 Restaurant/fast food
 Retail
 Retail
 Retail
 Sales, parts & service of equipment
 SCHOOL
 School District
 Security Officer Services

Security services
 Security Systems
 Senior Housing
 Service
 Service
 Service
 Service medical equipment
 Service--Live Plant Care
 Ski Company
 Small city government
 Small package delivery
 Software
 Software Consulting Services
 Software customization and implementation
 Software Development
 Sports Entertainment
 Sports/Entertainment
 Staffing
 State Agency
 Summer Baseball Team
 Telecommunications
 Telecommunications
 Telecommunications
 Telecommunications install/maint/repair
 Temp Staffing Company
 Temporary Employment
 Title Company
 Tree Planting
 Tree service
 Tree service
 Venue Management
 Warehousing
 Waste Management/Recycling
 We are a PEO and handle all industries.
 Wholesale Distribution
 Wholesale Distribution of Appliances, Fireplaces, Garage Doors, and Lighting.
 Wholesale warehouse