U.S. Department of Homeland Security

U.S. Citizenship and Immigration Services

Annual Customer Satisfaction Survey 2014

E-Verify

Final Report

July 2015

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EXECUTIVE SUMMARY

Introduction

This report describes findings of the 2014 survey of customer satisfaction with the E-Verify program. E-Verify is 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.

This survey is the sixth annual report measuring user satisfaction with E-Verify and examining the determinants (drivers) that contribute to that satisfaction level.

CFI Group was contracted to assess the experience of employers with the E-Verify system using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI was founded through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and CFI Group, which offers the patented ACSI methodology. The distinguishing feature of the ACSI methodology is its patented cause-and-effect approach to customer satisfaction measurement. The technology behind the ACSI identifies key drivers of satisfaction and computes the impact that each of these drivers has on customer satisfaction and loyalty. While CFI Group uses the same methodology as the ACSI, the ACSI is a separate entity[1].

Methodology

Between October 22, 2014 and November 14, 2014, USCIS provided CFI Group with a random sample of employers who enrolled in E-Verify and who have used the system since Jan. 1, 2012. Respondents were contacted via email and invited to complete the survey online.

The E-Verify questionnaire followed a format common to CFI Group surveys of other Federal agencies which use the methodology of the ACSI. This allows for benchmarking across sampled agencies via comparing responses to three core ACSI questions. A total of 3,377 responses were returned. The responses were segmented for analysis and reporting into New Enrollees, Existing Users and All Users (both new and existing users combined). New Enrollees are E-Verify employers who registered in the last year and personally completed the registration and/or tutorial programs. Existing Users are all others not considered New Enrollees and who did not complete the survey questions related to registration.

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[1] The comparison score for the National ACSI (Public and Private) comes from a series of independent surveys conducted throughout the year and the Federal Government ACSI score is the result of a separate 2014 ACSI Federal Government Report, based on 1,772 random users unrelated to this survey.

Customer Satisfaction Model

The same customer satisfaction model, developed for the 2009 baseline study, was used to evaluate five areas (drivers) which are hypothesized to affect satisfaction with E-Verify.

The Customer Satisfaction Model is comprised of: 1) the Customer Satisfaction Index, 2) Key Drivers of Satisfaction, and 3) Outcomes of Satisfaction.

The Customer Satisfaction Index (CSI). The CSI is the average score of three core survey questions (shown below)[2]. The scores are converted into a 1-100 scale and averaged.

- Overall Satisfaction- How satisfied are you with E-Verify?

- Met Expectations- To what extent has E-Verify met your expectations?

- Comparison to Ideal- How well does E-Verify compare to the ideal online verification service?

CSI scores are reported for all (both new and existing users) unless otherwise noted.

2) **Key Drivers of Satisfaction** are indices comprised of the average of responses to 22 questions grouped into five topic areas (five drivers) with the 3 areas below asked of all respondents[3].

- *Using E-Verify*

- *TNC Resolution*

- *Photo Matching*

In addition, there were two areas that are asked of only new E-Verify enrollees.

- *Registration*

- *Tutorial*

Also computed for each driver is an "impact number." The impact number indicates how much a 5-point improvement in that driver will change the total Customer Satisfaction Index. If the driver increases by less than or more than five points, the resulting change in CSI would be the corresponding fraction of the original impact.

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[2] These questions are asked of all participating Agencies and other entities involved in the CFI and/or ACSI Group benchmarking measures.

[3] 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." mean responses to these items are converted 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."

3) Outcomes of Satisfaction are shown as three single-attribute outcome behaviors that 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. They are also converted to the same 1-100 scale as the satisfaction drivers. The impact number indicates how much a 5-point improvement in CSI will change the total individual outcomes score. If the CSI increases by less than or more than five points, the resulting change in outcome would be the corresponding fraction of the original impact.

 Non-Modeled Components are those where the percentage of respondents who use a given area is too low to include it in the model or where the question provides additional information on user behavior but was not meant for incorporation into the ACSI methodology model.[4]

Findings

Customer Satisfaction Index for E-Verify

 Satisfaction with E-Verify remains high this year with **the 2014 Customer Satisfaction Index of USCIS E-Verify rising one point from last year for a score 87 (on a scale from 1-100) for all and existing users, and 86 for new enrollees**. Since 2010, users have been highly satisfied with E-Verify and the E-Verify CSI number has never scored below the low 80s.

Below is a historical summary of E-Verify CSI scores for the past 5 years.

E-Verify CSI Scores

Figure 1 - E-Verify CSI Scores
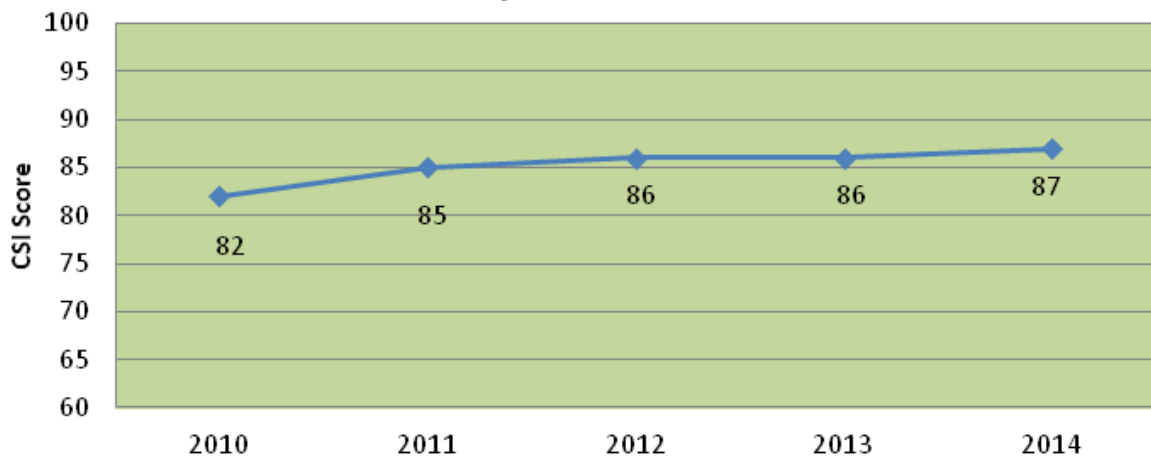
Source: ASCI, 2014

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4 Scores are still provided; however, impacts cannot be calculated.

This number exceeds the overall national average CSI number of 76, and exceeds the CSI average for Federal Government entities of 64 by 23 points.

Customer Satisfaction Driver Model Results

Results for the five drivers - *Using E-Verify*, *Registration*, *Tutorial*, *TNC Resolution*, and *Photo Matching* are as follows.[5]

For new enrollees, both the *Registration* driver (score of 87, impact of 1.7) and *Tutorial* driver (score of 87, impact of 1.3) were highly rated and have sizeable impacts on new enrollee satisfaction. For every five point increase in scores with these two drivers for new enrollees, CSI is expected to increase by 1.7 for *Registration* and 1.3 for *Tutorial* respectively.

With respect to the *Registration* driver, respondents reported that enrollment instructions are clear, as is the memorandum of understanding, while user name, password and E-Verify web addresses are all quickly received by users. Contributing to the high score for the *Tutorial* driver are the high ratings given for the online training being easy to access as well as being easy to understand. The amount of time to take the tutorial is not generally seen as burdensome. Both the User Manual and online training provide useful information. Ninety-one percent of new enrollees think training is useful in helping employers pass the mastery test and 92% think the tutorial and mastery test adequately prepares employers to use E-Verify.

For existing users, the driver *Using E-Verify* (which includes questions on ease use and speed of system response) is rated very highly at 91, and has the most impact of all drivers on CSI with the E-Verify program. Submitting I-9 information and navigating the E-Verify site are reported as being easy for users, and, after the initial contact is made, the response of the E-Verify representative is received in a timely manner and the next steps are clearly described.

The *Photo Matching Process* remains the highest rated driver for both new enrollees (94) and existing users (95). The process is easy and users report *Photo Matching* is very helpful in preventing fraud.

Customer Satisfaction Non-modeled Components Results

Only 12% of all respondents (400 out of 3,377) contacted Customer Service by phone in the past six months (a drop of 3% from last year). Only 3% (100 out of 3,377) contacted Customer Service by e-mail. E-Verify representatives remain proficient in resolving calls quickly. Ninety-six percent of callers had their issue resolved and of those, 92% of those had their issue resolved during the first call. Most (91%) found the wait time that they experienced to be acceptable.

The vast majority (82%) of all respondents prefer e-mail as the mode for getting information about changes or updates to E-Verify. E-mail (41%) also remains the most

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[5] The sub-questions that comprise the drivers for *Registration* and *Tutorial* were only asked of new enrollees so are in the model for new enrollees only.

preferred method of contacting E-Verify for help, while one-third (34%) preferred making a phone call. Use of the E-Verify website rose 2 percentage points from 2013 as the preferred mode for getting information (11%) and rose 3 percentage points from 2013 as the preferred method to get help (16%).

Priority Matrix

By plotting performance scores (along the vertical axis) against impact on satisfaction (along the horizontal axis), it is possible to identify those drivers that require the most attention. The Priority Matrix below illustrates the performance of each satisfaction driver compared to the impact it has on CSI. 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.

New Enrollees Priority Matrix

Figure 2 – New Enrollees Priority Matrix

Existing Users Priority Matrix
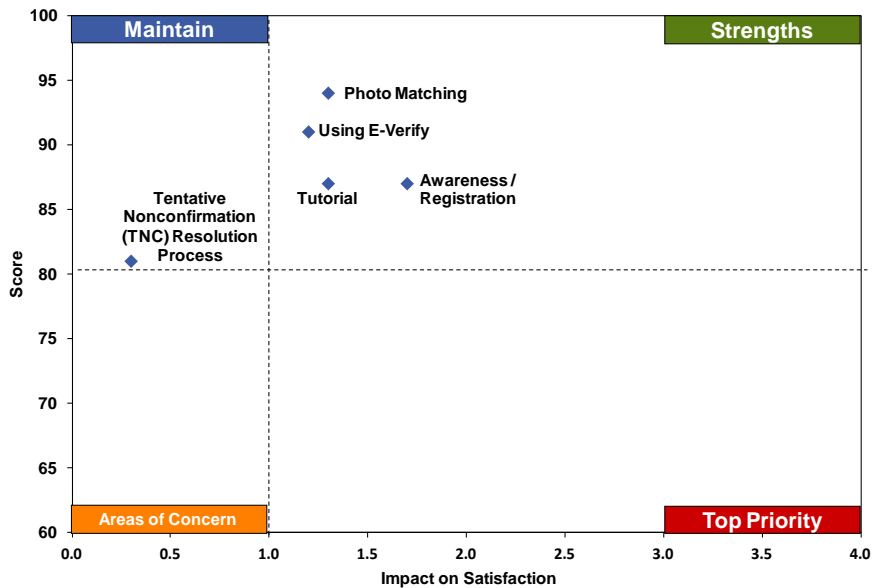
Figure 3 – Existing Users Priority Matrix

Figure 3 – Existing Users Priority Matrix
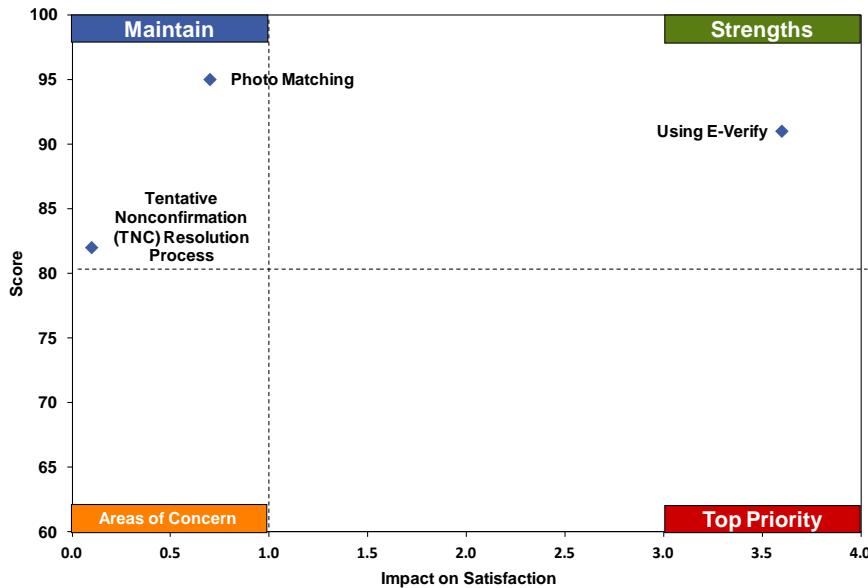
Additional Data

System Integrity (All Users)

Nearly two-thirds of all users (65%) believe E-Verify is doing enough to ensure companies adhere to policies and 72% believe adequate safeguards exist to ensure employers use the E-Verify system properly. Those who believe E-Verify is Doing Enough to Ensure Compliance and Employ Adequate Safeguards have a higher Customer Satisfaction Index (CSI) scores than those who do not or who don't know.

Conclusions/Recommendations

Major program improvements should be based on areas that demonstrate both high impact on CSI and low performance levels (as shown on the Priority Matrix). This year no items fall into this category, suggesting that the E-Verify program should focus on maintaining the current high level of performance. The following are recommendations based on the findings from the survey:

- Sharing these results of this survey to the front line employees who interact with customers will provide positive feedback on the work they have been doing.

- *Telephone Customer Service Representatives* are well-regarded (90). The percentage of people reporting the *Wait Before the Transfer* was acceptable (91%) improved 4 percentage points from last year. Respondents are equally satisfied with Customer Service's handling of the call both prior to and after being transferred. Continue to build on those practices that enable better understanding of the caller's questions and providing guidance to the caller.

- *Using E-Verify* has the highest impact on the CSI for existing users and performance is very strong. Given the high score and impact of this area, the focus should predominantly be on maintaining the current level of support.

- *Registration* has a high impact on the CSI for new enrollees and performance is very strong. Ensuring that instructions remain clear to users and continuing to streamline/simplify the registration process should continue provide a benefit to users. Any improvements that can clearly delineate the users' responsibilities and next steps would continue to provide a favorable first impression to new users.

- *TNC Resolution* has a modest impact on the CSI and respondents seem relatively satisfied, however, *TNC Resolution* was the lowest rated driver. Any improvements to clarify steps involved in the resolution process may have a positive effect on the speed and ease of resolving the case, and improve driver scores

- The *Photo Matching Tool* remains easy to use and is regarded as useful in preventing fraud. There is no need to address the *Photo Matching Tool* at this time.

DETAILED REPORT

Introduction

This report describes findings of the 2014 survey of customer satisfaction with the E-Verify program. E-Verify is 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.

This survey is the sixth annual report measuring user satisfaction with E-Verify and examining the determinants (drivers) that contribute to that satisfaction level.

CFI Group was contracted to assess the experience of employers with the E-Verify system using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI was founded through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and CFI Group, which offers the patented ACSI methodology. The distinguishing feature of the ACSI methodology is its patented cause-and-effect approach to customer satisfaction measurement. The technology behind the ACSI identifies key drivers of satisfaction and computes the impact that each of these drivers has on customer satisfaction and loyalty.   While CFI Group uses the same methodology as the ACSI, the ACSI is a separate entity[6].

Methodology

This study was conducted by CFI Group using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI is a national indicator of customer evaluations of the quality of goods and services available to U.S. residents. 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. The use of this methodology allows for comparisons between the public and private sector participants and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers.

The original E-Verify questionnaire was developed through a collaboration between USCIS and CFI Group in 2009. The questionnaire used in this survey was designed to be agency-specific to USCIS in terms of activities, outcomes, introductions to the questionnaire, and specific question areas. However, the three core questions that

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[6] The comparison score for the National ACSI (Public and Private) comes from a series of independent surveys conducted throughout the year. The overall Federal Government ACSI score is the result of a separate 2014 ACSI Federal Government Report based on 1,772 random users unrelated to this survey.

comprise the Customer Satisfaction Index (CSI) number follow a format common to all the ACSI federal agency questionnaires so as to allow for a comparable benchmark. See Appendix A for the full questionnaire.

Between October 22, 2014 and November 14, 2014, USCIS provided CFI Group with a random sample of employers who enrolled in E-Verify and who have used the system since Jan. 1, 2012. Respondents were contacted via email and invited to complete the survey online.

The E-Verify questionnaire followed a format common to CFI Group surveys of other Federal agencies which use the methodology of the ACSI. This allows for benchmarking across sampled agencies via comparing responses to three core ACSI questions. A total of 3,377 responses were submitted. A response was considered submitted if 67% or more of the modeled questions (questions that have some effect on satisfaction model) were completed. The responses were segmented for analysis and reporting into the following groups: New Enrollees, Existing Users and All User (both new and existing users combined). New Enrollees are E-Verify employers who registered in the last year and personally completed the registration and/or tutorial programs. Existing Users are all others not considered New Enrollees and who did not complete the survey questions related to registration.

Customer Satisfaction Models

The same customer satisfaction model, developed for the 2009 baseline study, was used to evaluate five areas (drivers) which are hypothesized to affect satisfaction with E-Verify. The Customer Satisfaction Model is comprised of three components: 1) the Customer Satisfaction Index or CSI, 2) Key Drivers of Satisfaction, and 3) Outcomes of Satisfaction[7]. Each of these is discussed below.

The Customer Satisfaction Index (CSI). The CSI is the average score of three core survey questions (shown below) which are asked of all participating Agencies and other entities involved in the CFI and/or ACSI Group benchmarking measures. The question wording is customized for each agency, hence the specific reference here to E-Verify. The scores are converted into a 1-100 scale and averaged. All CSI scores are reported for All Users (both new and existing users combined) unless otherwise noted.

Figure 4 – CSI Model Explanation

CSI Core Questions

Overall Satisfaction
"Consider your overall experiences during the past year with E-Verify. How satisfied are you with E-Verify?"

Met Expectations
"To what extent has E-Verify met your expectations?"

Compared to Ideal
"Now, imagine the ideal online verification service. How well does E-Verify compare with that ideal?"

Customer Satisfaction Index

Most of the questions in the survey are rated 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

Drivers of Satisfaction are indices comprised of the response averages to 22 questions grouped into five topic areas, called drivers. Questions on *Using E-Verify, TNC Resolution,* and *Photo Matching* are asked of all respondents. In addition, new E-Verify enrollees answered questions on the *Registration* and *Tutorial* processes. Attribute scores are the mean (average) respondent scores of 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."

Responses to these items are converted to a 0-to-100 scale for reporting purposes. It is important to note that these scores are score averages, not percentages. The score

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[7] Additional questions that are not included in the key driver indices, and thus not included in the actual satisfaction model, are still asked to provide information on use and satisfaction of E-Verify. Discussion of those results is provided separately.

is best thought of as an index, with 0 meaning "poor" and 100 meaning "excellent." Key Drivers of Satisfaction are used in the model to explain the relative importance of each area to satisfaction experience.   In addition to the score, each driver also has an "Impact number." The impact number for each driver indicates how much a 5-point improvement in that driver would change the CSI score (see fig. 5 below full list of questions comprising the drivers). If the driver increases by less than or more than five points, the resulting change in the CSI would be the corresponding fraction of the original impact.

Survey Items comprising Drivers of E-Verify Customer Satisfaction

Figure 5 – Drivers of Customer Satisfaction

     i. Driver 1) **Using E-Verify**

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

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

        3. Clarity of next steps as described in the response

        4. Ease of Navigating the E-Verify Site

     ii. Driver 2) **Registration** (New Enrollees Only)

        1. Speed of receiving User Name, Password and E-Verify Web Address

        2. Ease of submitting registration information

        3. Clarity of instruction on how to enroll

        4. Memorandum of understanding makes responsibilities and next steps clear

        5. Ease of registration process overall

     iii. Driver 3) **Tutorial** (New Enrollees Only)

        1. Ease of taking online training in terms of understanding content

        2. Ease of accessing online resources

        3. Helpfulness of information in User Manual

        4. Ease of training process overall

        5. Usefulness of online resources

        6. Ease of completing online training in terms of time required

     iv. Driver 4) **TNC Resolution**

        1. TNC Referral Process

        2. Speed of resolving the case

3. Ease of resolving the case

4. Further action notice process

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

   v. Driver 5) **Photo Matching**

1. Ease of photo matching process

2. Helpfulness in preventing fraud

Outcomes of Satisfaction The third component of the models are called outcomes, shown as three single-attribute outcome behaviors that 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*. They are also converted to the same 1-100 scale as the satisfaction drivers. The impact number indicates how much a 5-point improvement in CSI will change the total individual outcomes score. If the CSI increases by less than or more than five points, the resulting change in outcome would be the corresponding fraction of the original impact. These three questions address:

Outcomes:

- Willingness to Recommend

- Confident in Accuracy

- Future Participation

Figure 6 – Customer Satisfaction Outcomes

Recommend

How likely would you be to recommend the E-Verify program to others?

Confident

How confident are you in the accuracy of the E-Verify program?

Future Participation

How likely are you to continue to participate in the E-Verify in the future?

Non-Modeled Components. The questions below are those where the number of respondents who use a given area is too low to include their answers in the model or where the question provides additional information on user behavior but was not meant for incorporation into the ACSI methodology model.[8]

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[8] Scores are still provided; however, impacts cannot be calculated.

Non Modeled Components

I.   Customer Service

    1. Professionalism

    2. Communication Skills

    3. Ability to understand your question/issue

    4. Ease of accessing representative

    5. Providing guidance on policy/questions

II.   Technical Assistance

    6. Professionalism

    7. Communication Skills

    8. Knowledge of technical issues

    9. Ease of accessing representative

    10. Technical guidance resolving your issue

III.   Experience with E-Verify Listens

IV.   Internet Usage

Driver and Satisfaction Model Functionality Illustrations

As stated previously, the Customer Satisfaction Model is comprised of drivers of satisfaction and the CSI. The figure below addresses the drivers and their relationship with satisfaction.

Figure 8 – CSI Model Illustration
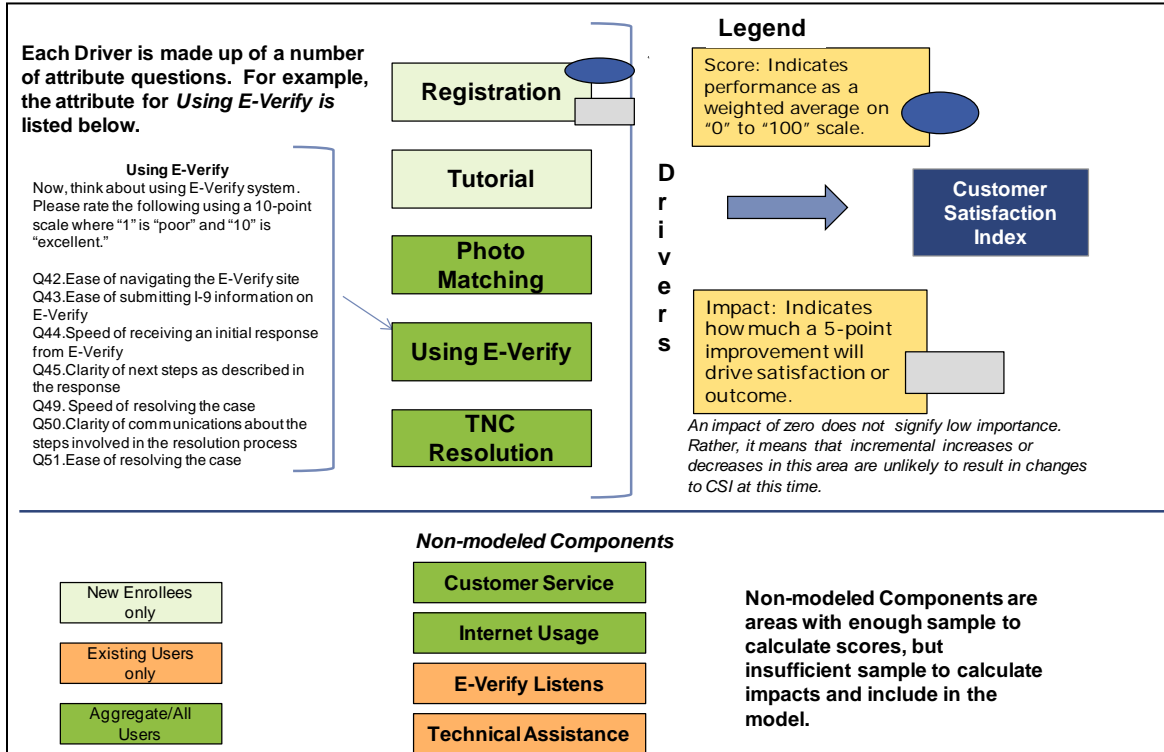
On the left-hand side of the each model, each of the satisfaction drivers is shown. Driver scores, shown in the blue ovals, are the mean (average) aggregate respondent scores for each individual question that was asked in the survey. Respondents were asked to rate each item on a 1-to-10 scale with 1 being "poor" and 10 being "excellent." CFI Group converts the 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."

Impacts, shown in the gray rectangles, should be read as the effect on the CSI. If the initial driver were to be improved or decreased by five points. For example, if the score for *Registration* increased by five points (87 to 92), CSI would increase by the amount of its impact, or 1.7 points (86 to 87.7). If the driver increases by less than or more than five points, the resulting change in the CSI 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 the CSI would be the sum of the impacts. CSI, 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 use E-Verify in the future.

The impact that CSI 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 for New Enrollees. 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 85 for *Recommend* means that the average respondent is very likely to recommend E-Verify and not that 85% of respondents would recommend E-Verify.

It is recommended to focus improvement on those key drivers with the lowest scores and highest impacts.

There were additional question topics that were included on the survey but not enough respondents reported having any experience with these areas (e.g., Customer Service) to allow for statistical analysis. As a result, the percentage of respondents was too low to include in the model since impacts could not be calculated. Scores for these areas are still provided for reference and are reviewed later in the report.

Appendix B contains tables of responses to non-modeled questions which are categorical and "Yes/No" type questions where a response is not on a 1-to-10 scale. Non-modeled questions are questions that are included in the survey but are not included as key drivers and thus not included in the actual satisfaction model.

Outcomes of Satisfaction are represented by the three single-attribute outcome behaviors below that were measured in the survey. They are scored and converted on the same 1-100 scale as the satisfaction drivers.

Appendix C contains score tables for questions that were rated on a 1-to-10 scale at an aggregate level and segmented by groups.

Customer Samples and Data Collection

USCIS provided CFI Group with random samples of employers enrolled in E-Verify (All, Recent and FAR) who have used the system since Jan. 1, 2012.

- All Users – employers that have used E-Verify since Jan. 1, 2012

- Recent Users – Employers that have used E-Verify since Jan 1, 2013

- FAR Users – Employers enrolled in E-Verify as Federal Contractors and have used E-Verify since Jan 1, 2013

Respondents were contacted via email between October 22, 2014 and November 14, 2014. Each email contained a URL that launched a survey when clicked. A response was considered submitted if 67% or more of the modeled questions (question that have some effect on satisfaction model) were completed. The sample sizes and response rates for each group are reported below.

Figure 9 – All. Recent. Far Response Rates

	Number of Survey Invitations	Number of Valid Complete Surveys	Response Rate
All Users	42,071	3,377	8.0%
Recent Users	30,785	2,337	7.6%
FAR Users	4,685	441	9.5%

In addition, the All Users sample was segmented for reporting purposes into New Enrollees and Existing Users. New Enrollees have registered in the last year and have personally completed the registration and/or tutorial programs. Existing Users are the subset of "All Users" that are not considered New Enrollees. These two groups are distinct because they were asked slightly different sets of questions as appropriate. Since these groups are segments of the All Users group and not sampled separately, response rates are not reported. Most of the results presented in this report are based on responses received from the random cross-section sample of "All Users" unless otherwise noted. Results for two other sample groups (Recent Users and FAR Users) are shown in Appendix C.

Figure 10 – New and Existing Users Completes

	Number of Survey Invitations	Number of Valid Complete Surveys
New Enrollees	42,071	403
Existing Users	42,071	2,974

Respondent Distribution

The table below shows respondents by state. For the most part, frequencies by state were similar to last year. Georgia (9%), North Carolina (7%) and South Carolina (7%) comprise the largest proportion of respondents. Other states that comprise 5% or more of the total responses include: Alabama (6%), Arizona (6%), California (6%) and Florida (5%). Collectively, these seven states account for 46% 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.

Figure 11 – State Distribution

State	2013 Percent	2013 Frequency	2014 Percent	2014 Frequency
AL	3%	14	7%	124
AK	1%	3	0%	3
AR	0%	2	0%	5
AZ	4%	16	7%	134
CA	7%	32	6%	116
CO	3%	14	2%	43
CT	1%	5	1%	11
DC	1%	5	0%	1
DE	0%	0	0%	2
FL	7%	28	5%	94
GA	5%	20	10%	188
GU	0%	0	0%	0
HI	1%	6	0%	4
ID	1%	3	0%	8
IA	1%	3	1%	11
IL	3%	12	2%	33
IN	2%	7	3%	51
KS	2%	9	1%	17
KY	1%	3	1%	10
LA	1%	6	1%	26
MA	2%	8	1%	25
MD	4%	16	1%	26
ME	0%	1	0%	2
MI	3%	13	2%	34
MN	2%	7	2%	30
MO	4%	17	5%	86

State	2013 Percent	2013 Frequency	2014 Percent	2014 Frequency
MS	1%	4	2%	31
MT	1%	4	0%	3
NC	3%	12	7%	126
ND	0%	1	0%	5
NE	1%	3	2%	34
NH	0%	2	0%	6
NJ	2%	7	2%	31
NM	1%	3	0%	8
NV	1%	5	0%	6
NY	1%	5	2%	33
OH	2%	8	1%	26
OK	2%	8	2%	34
OR	2%	8	1%	12
PA	3%	14	2%	42
PR	0%	1	0%	3
RI	0%	0	0%	6
SC	1%	5	9%	163
SD	1%	5	0%	3
TN	1%	5	3%	48
TX	4%	15	3%	64
UT	1%	6	3%	48
VA	7%	29	2%	30
VT	0%	1	0%	0
WA	4%	18	2%	30
WI	2%	7	1%	16
WV	0%	0	0%	2
WY	0%	1	0%	2
Number of Respondents	**427**	**427**	**1,896**	**1,896**

Note: Percentages are rounded to the nearest whole number.

Organizational Size and Industry of Respondent Business

Organizations that employ between 30 and 99 people account for the largest segment (29%) of response. The largest companies (1,000 or more employees) account for 7% of responses.

Figure 12 – Number of Employees

How many people do you employ?	2014 Percent	2014 Frequency
1-4	4%	147
5-29	28%	933
30-99	29%	974
100-299	21%	726
300-999	11%	378
1,000-9,999	6%	188
10,000+	1%	31
Number of Respondents	**3,377**	**3,377**

The percentage of respondents considers their organization a small business (67%) remains unchanged from 2013.

Figure 13 – Considered Small Business

Do you consider yourself a small business?	2014 Percent	2014 Frequency
Small business	67%	2,253
Not a small business	29%	988
Don´t know	4%	136
Number of Respondents	**3,377**	**3,377**

The composition of respondents' industries remains similar to that from last year. Manufacturing (13%) and Construction/General Contracting (12%) are most mentioned and account for one-quarter of respondents.

Figure 14 – Primary Industry

Primary industry in which your company or organization conducts business	2014 Percent	2014 Frequency
Agriculture/Food	2%	57
Defense/Defense Industry	1%	33
Communications/Media	1%	33

Primary industry in which your company or organization conducts business	2014 Percent	2014 Frequency
Construction/General Contracting	12%	422
Education	4%	145
Engineering	3%	106
Financial Services	2%	72
Healthcare/Public Health	8%	281
Hospitality	6%	209
Information Technology	4%	147
Manufacturing	13%	448
Non-Profit/Not-for-Profit	5%	183
Sales - Retail or Wholesale	7%	246
Staffing/Personnel	3%	93
Transportation	4%	123
Utilities/Energy/Natural Resources	1%	26
Professional Services/Consulting	5%	172
Government Services	5%	157
Other	13%	424
Number of Respondents	**3,377**	**3,377**

Most respondents consider themselves as General Users of E-Verify (90%). Respondents are split in their reported frequency of use of E-Verify, with a slight majority using it at least once a month (53%).

Figure 15 – Organization Description and Frequency of Use

Which best describes your organization as a user of E-Verify	2014 Percent	2014 Frequency
General User	90%	3,053
Temporary Agency or Employment Agency	4%	124
E-Verify Employer Agent	6%	200
Number of Respondents	**3,377**	**3,377**

Which best describes how frequently you use E-Verify	2014 Percent	2014 Frequency
Once a week or more	19%	632
Two or three times a month	20%	668
About once a month	14%	484
Once every few months	28%	938
Once or twice a year	15%	512
Number of Respondents	**3,377**	**3,377**

DETAILED FINDINGS

Customer Satisfaction Index

The Customer Satisfaction Index (CSI), the average of the three core questions (see question definitions below) is the central measure of this report. **The 2014 Customer Satisfaction Index (CSI) for All USCIS E-Verify users gained one point from last year to climb to 87 on a scale of 0 to 100.** [9]   The CSI for New Enrollees was 86. For Existing users, FAR and Recent users, the CSI score was 87.

Below is a historical summary of E-Verify CSI scores for All users in the past 5 years:

Figure 16 – Trending E-Verify CSI Scores
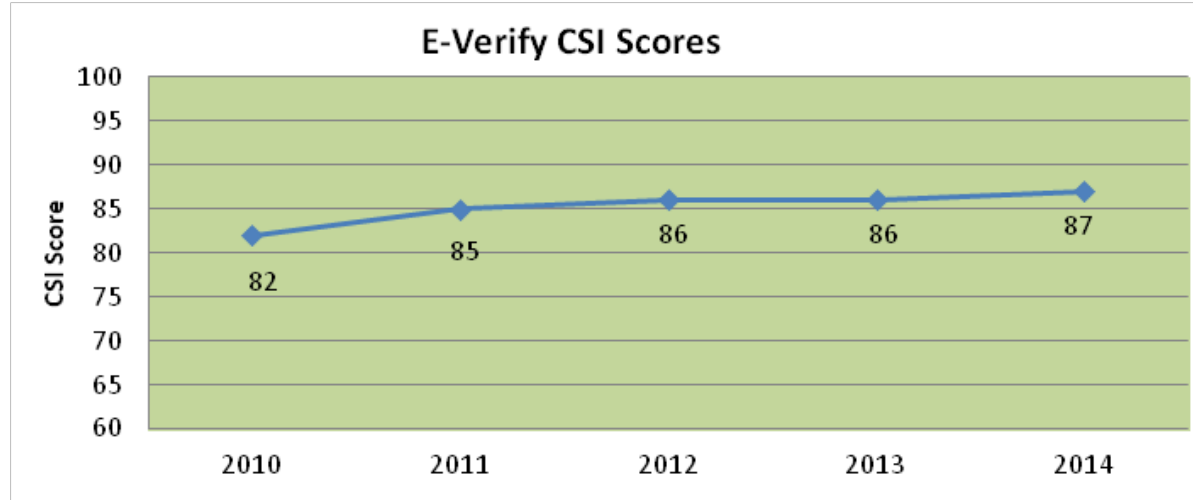
Since 2010, users have been highly satisfied with E-Verify and the E-Verify CSI number has never scored below the low 80s. This number exceeds the overall national average CSI number of 76, and exceeds the CSI average for Federal Government entities of 64 by 23 points.

The Customer Satisfaction Index (CSI) scores for each of the three index sub-questions are provided in the chart below with *Overall Satisfaction* (88), *Satisfaction Compared to Expectations* (88) and *Satisfaction with E-Verify Compared to the Ideal Online Verification Service* (85) shown. Both *Satisfaction Compared to Expectations* and *Compared to Ideal* experienced a statistically significant rise of 1 point from last year.

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[9] Increase was statistically significant at 90% confidence interval.

E-Verify Customer Satisfaction Index - 2014

Figure 17 – E-Verify Customer Satisfaction Index

2014 New Enrollees N=399

2014 Existing Members N=2,952
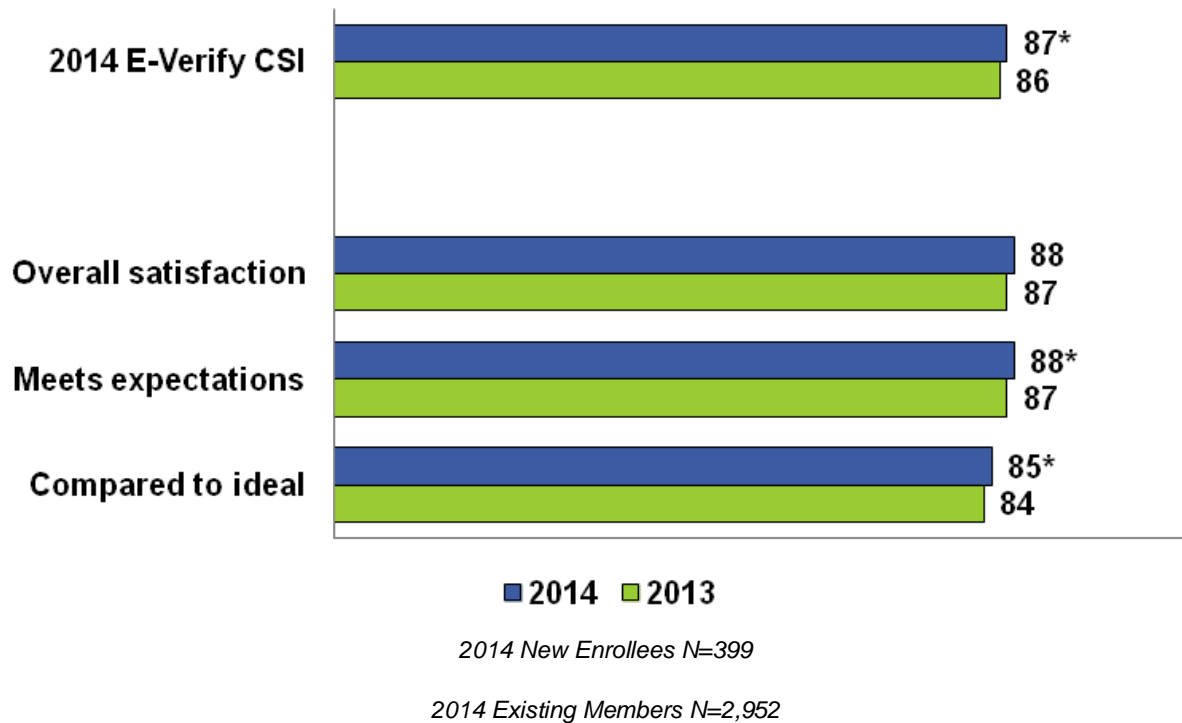
Question Definitions

Overall Satisfaction- Please consider your overall experiences during the past year with E-Verify, how satisfied are you with E-Verify?

Meets Expectations- To what extent has E-Verify met your expectations from "has not met your expectations" to "exceeds your expectations?"

Compared to Ideal- How well does E-Verify compare with your online verification service?

The 90% confidence interval around the E-Verify customer satisfaction index is +/- 0.5 points (The probability that the Customer Satisfaction Index ranges -0.5/+0.5 points is 90%).

Comparison with the 2014 ACSI Benchmark Study

The ACSI Federal Government Report 2014 (which uses the same Customer Satisfaction Index methodology) provided a national satisfaction index. All agencies are asked the same three core questions, so comparisons can be made across organizations. E-Verify user satisfaction again scores very high, outscoring National private sector satisfaction levels as well as those reported for the Federal government as a whole. Agency scores from other FCG/CFI measurements ranged from 45 – 90.

ASCI Comparison 2014
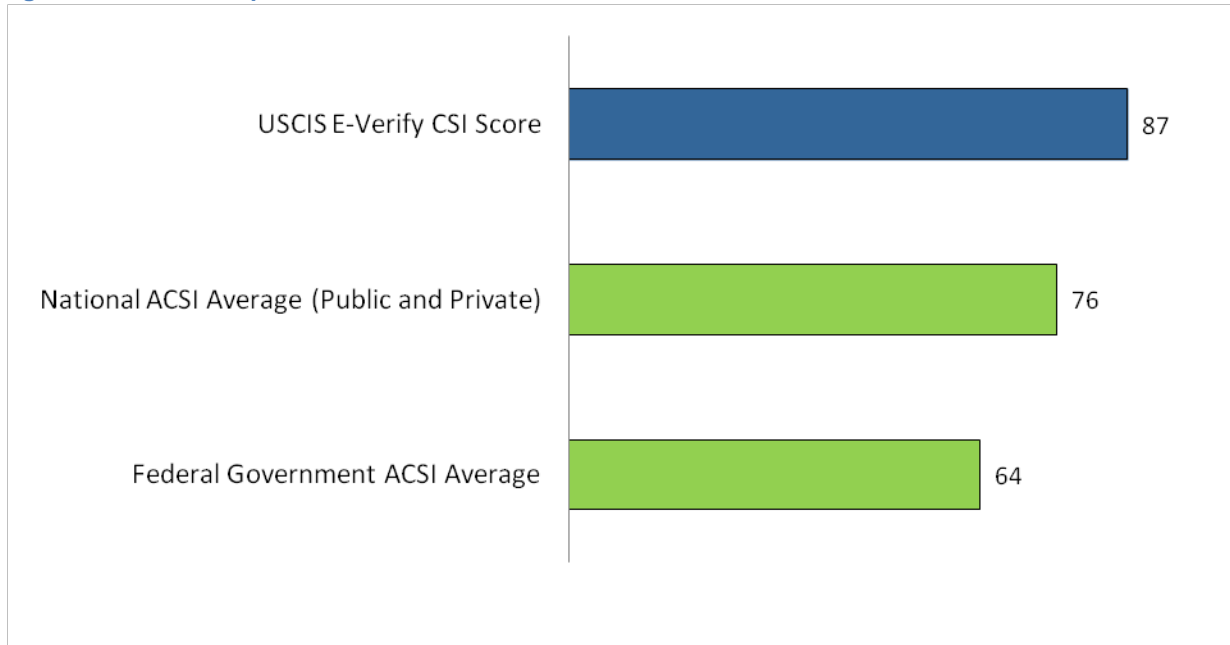
Scores are averages on a "0" to "100" scale; they do not represent percentages.

Drivers of Satisfaction Results

Drivers of Satisfaction are indices comprised of the average responses to 22 questions grouped into five topic areas. Questions on *Using E-Verify, TNC Resolution,* and *Photo Matching* are asked of all respondents, while only new E-Verify enrollees answer additional questions on satisfaction with *Registration* and the *Tutorial* processes[10]. These drivers are then used in a proprietary regression type model to determine the impact each of the drivers has on the CSI. The "impact number" for each driver indicates how much a 5-point improvement in that driver will change the CSI number. The results for each are shown below.

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[10] 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."

Registration (New enrollees only)

The questions comprising this driver address the:

> *Speed of receiving user name, password and E-Verify web address*

> *Ease of submitting registration information*

> *Clarity of instruction on how to enroll*

> *Memorandum of understanding makes responsibilities and next steps clear*

> *Ease of registration process overall*

From organizations that had enrolled in 2014, most respondents (79%) had personally registered their organization with E-Verify. The rating for *overall ease of the registration process* (85) rose two-points from last year.

As shown in the chart below, users receive their User Name, Password and Web Address in an acceptably timely manner, and submitting registration information remains easy.

Registration Scores

Figure 19 – Registration Scores
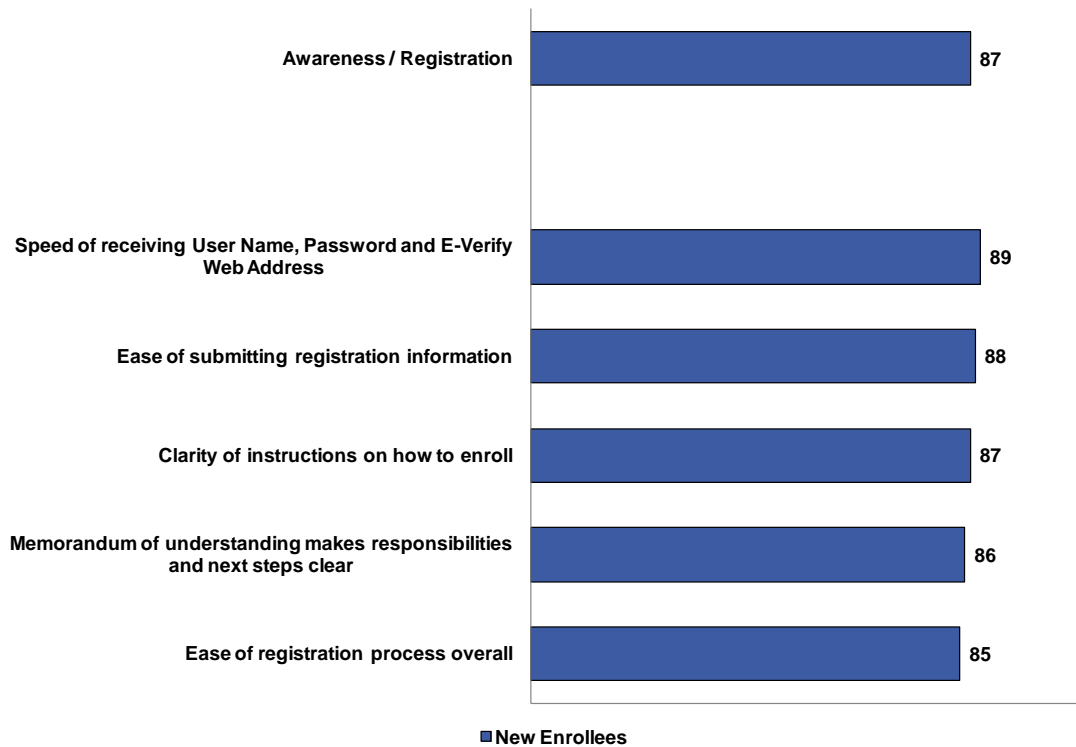
New Enrollees N=317

Tutorial (New enrollees only)

The questions comprising this driver address the:

> *Ease of taking online training in terms of understanding content*

> *Ease of accessing online resources*

> *Helpfulness of information in User Manual*

> *Ease of training process overall*

> *Usefulness of online resources*

> *Ease of completing online training in terms of time required*

Online Resources, User Manual and Training provide useful information and are easily accessible. Almost all (95%) respondents who enrolled in E-Verify in the past 12 months (from survey completion date) *completed the training and online tutorial*. Of these, 91% thought the *training was useful in helping employers pass the mastery test* and 92% thought *the tutorial and mastery test adequately prepare employers to use E-Verify*.

The content in the tutorial is *easy to understand* (89) and overall *the training process* (87) 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 84.

Tutorial Scores

Figure 20 – Tutorial Scores
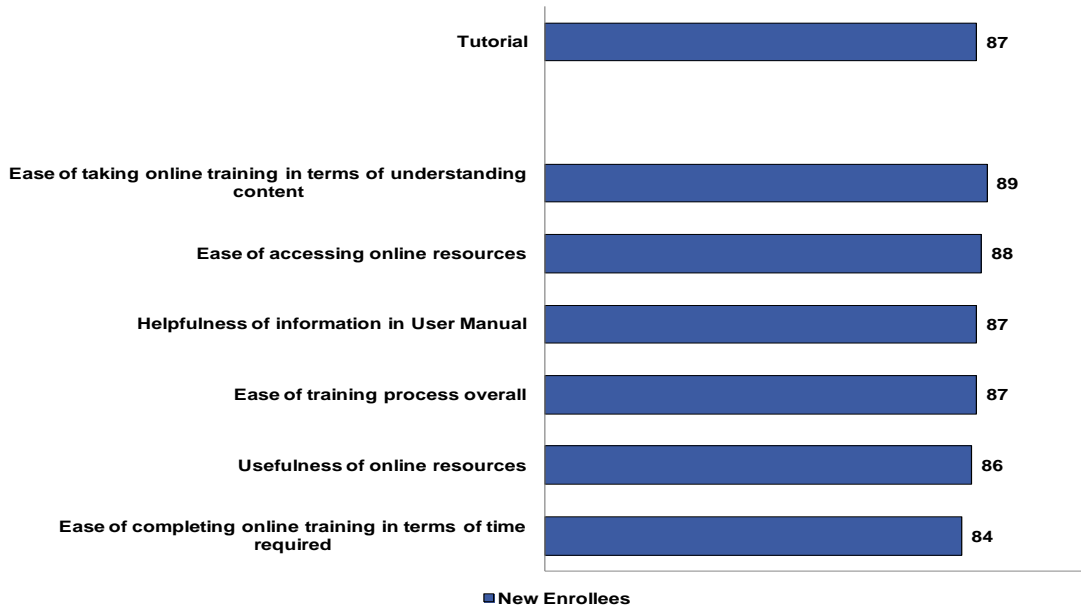
New Enrollees N=381

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. These comments can be accessed **here: Appendix D**.

Using E-Verify

The questions comprising this driver address the:

Speed of receiving an initial response from E-Verify

> *Ease of submitting I-9 information on E-Verify*

> *Clarity of next steps as described in the response*

> *Ease of Navigating the E-Verify Site*

Nearly all (95%) of both new and existing users combined had used E-Verify in the past six months. Maintaining current levels of performance is critical as declines in the score would have a negative impact on the CSI.

As shown in the chart below, Existing users rate the *speed of initial response* from E-Verify more favorably as there is a statistically significant difference between New (93) and Existing Users (95). *Submitting I-9 information* is easy for both groups as is *navigating the E-Verify site*.

Using E-Verify Scores

Figure 21 – Using E-Verify Scores
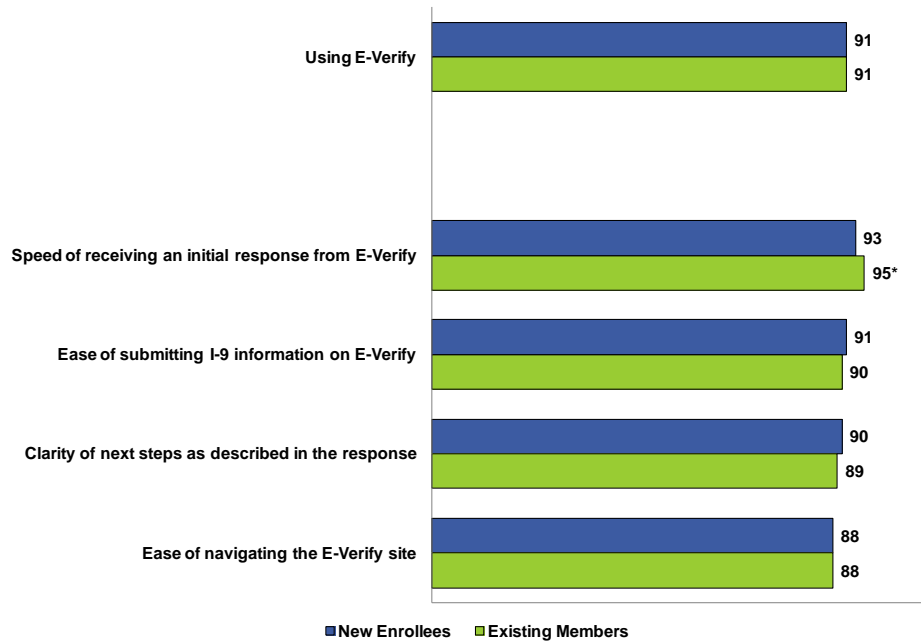
New Enrollees N=400

Existing Members N=2,964

Tentative Non-confirmation Resolution

The questions comprising this driver address the:

> *TNC Referral Process*

> *Speed of resolving the case*

> *Ease of resolving the case*

> *Further action notice process*

> *Clarity of communications about the steps involved in the resolution process*

Twenty percent of new enrollees and 17% of existing users received a Tentative Non-confirmation in the past 6 months (from survey completion date). While scores in the lower 80s indicate this area is likely meeting most users' needs, TNC Resolution is the lowest scoring driver for all groups.

TNC Resolution Process Scores

Figure 22 – TNC Resolution Process Scores
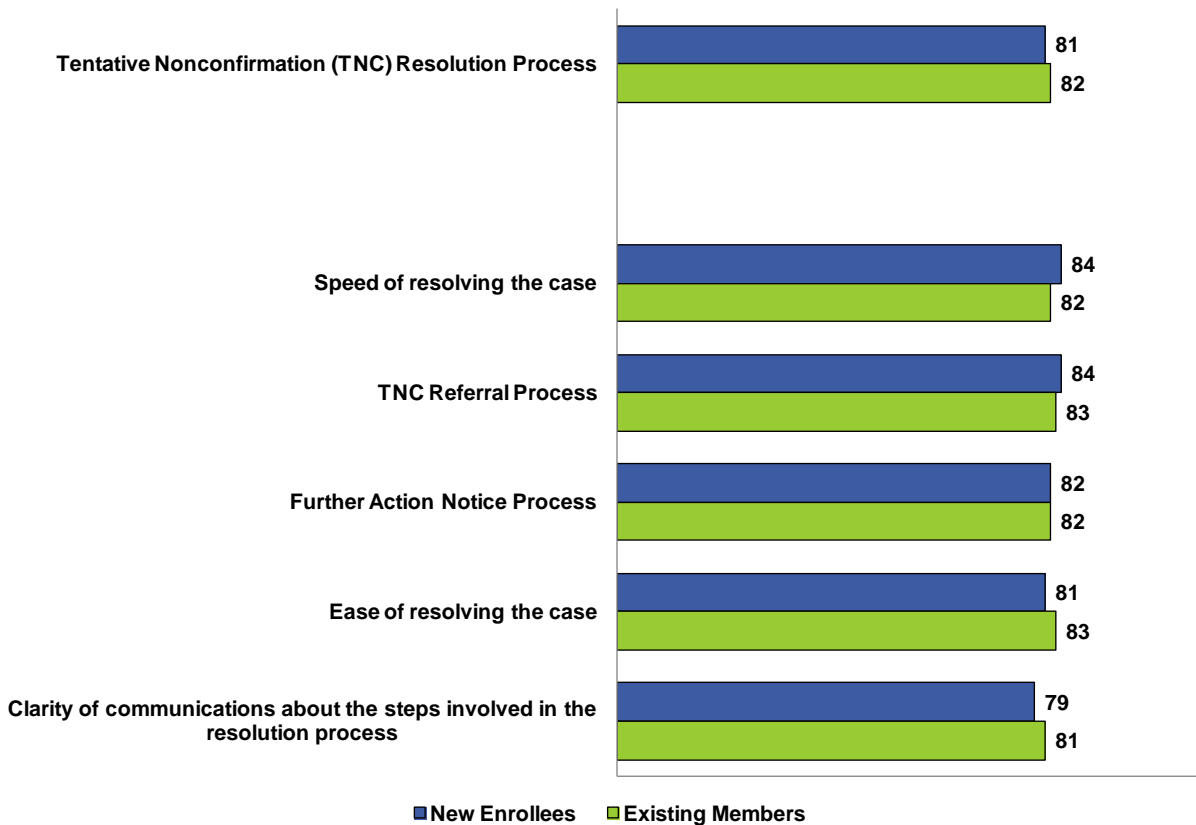
Those who rated the ease of resolving the case lower than "6" (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. These

comments can be accessed here: Appendix D - Question 52. The complete list of verbatim comments is included in the Appendix D of this report.

Photo Matching

The questions comprising this driver address the:

> *Ease of photo matching process*

> *Helpfulness in preventing fraud*

The Photo Matching process is considered to be very easy and helpful in fraud prevention. 43% of new enrollees and 47% of existing users were prompted to match a photo in the past six months (from survey completion date). Most respondents (91%) have convenient access to the technology to complete the process. Photo Matching remains the highest rated of all driver areas.

Photo Matching Scores

Figure 23 – Photo Matching Scores

Photo Matching
- New Enrollees: 94
- Existing Members: 95

Ease of photo matching process
- New Enrollees: 94
- Existing Members: 95

Helpfulness in preventing fraud
- New Enrollees: 94
- Existing Members: 94

■ New Enrollees ■ Existing Members
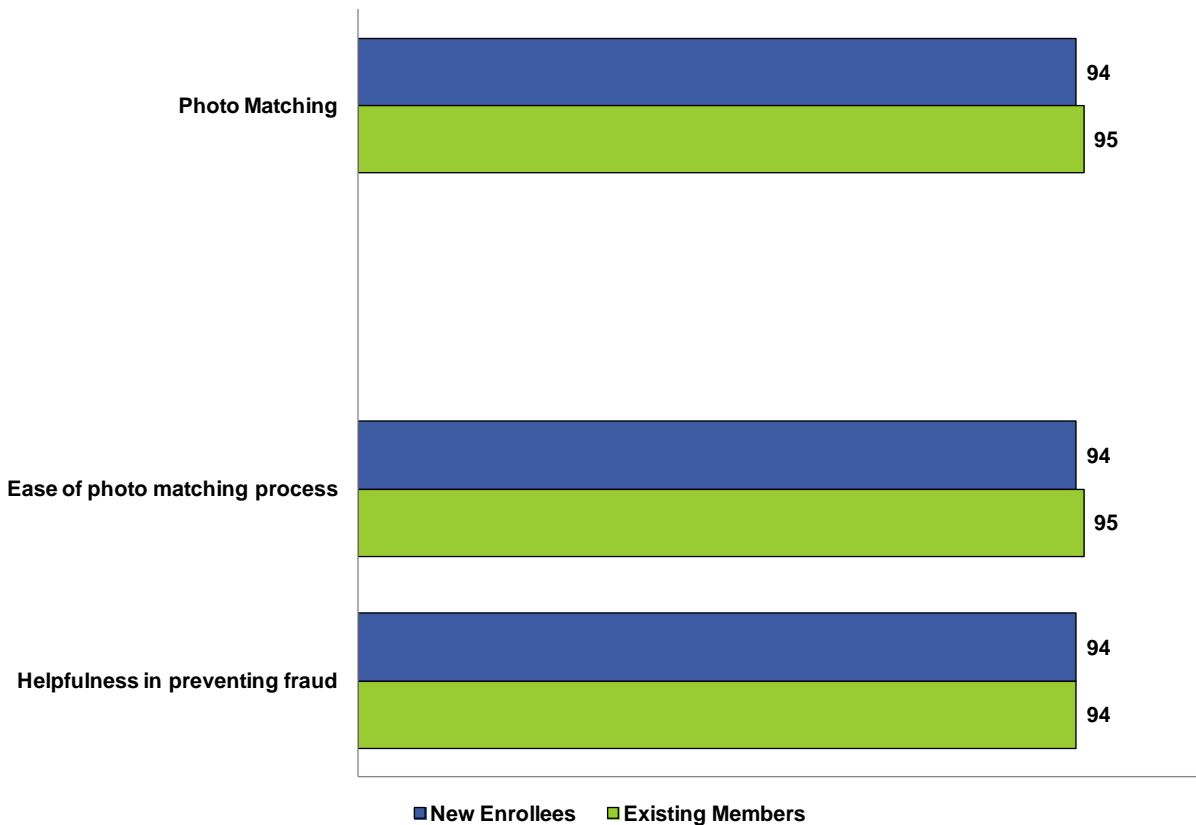
New Enrollees N=174

Existing Members N=1,386

USCIS E-Verify Customer Satisfaction Models

The first model shown below is for New Enrollees, those who have registered in the last year and have personally completed the registration and/or tutorial programs.

USCIS E-Verify Customer Satisfaction Model – New Enrollees

Figure 24 – New Enrollees CSI Model

Drivers	Score	Impact
Registration	87	1.7
Tutorial	87	1.3
Photo Matching	94	1.3
Using E-Verify	91	1.2
TNC Resolution	81	0.3

Customer Satisfaction Index — 86
N=403

Outcomes

	Score	Impact
Recommend	85	4.9
Confident	89	3.1
Future Participation	92	2.6

Non-modeled Components

	Score
Customer Service	89
Internet Usage	76

Non-modeled Components are areas with enough sample to calculate scores but insufficient sample to calculate impacts and include in the model.

Legend

Score: Indicates performance as a weighted average on "0" to "100" scale.

Impact: Indicates how much a 5-point improvement will drive satisfaction or outcome.

Impacts, shown in the gray rectangles, should be read as the effect on the CSI if the initial driver average were to be improved or decreased by five points. For example, if the score for *Registration* increased by five points (87 to 92), the Customer Satisfaction Index (CSI) would increase by the amount of its impact, or 1.7 points (86 to 87.7). If the driver increases by less than or more than five points, the resulting change in CSI 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 the CSI would be the sum of the impacts. CSI, in turn, drives outcome behaviors shown on the right-hand side of the model. These outcomes include *Recommending E-Verify*, C*onfidence in Accuracy* and *Likelihood to use E-Verify in the Future*.

The impact that the CSI 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 (CSI) will drive the likelihood to recommend up by 4.9 points. Scores for Outcomes (R*ecommend, Confidence in agency* and *Future Participation*), are averages reported on a 0 to 100 scale and not percentages. Thus, the score of 85 for Recommend means that the average

respondent is very likely to recommend E-Verify and <u>not</u> that 85% of respondents would recommend E-Verify.

The second model is based on Existing Users, those that are not considered New Enrollees. Since the drivers of *Registration* and *Tutorial* only apply to New Enrollees, they are not included in the Existing Users model.

USCIS E-Verify Customer Satisfaction Model – Existing Users

Figure 25 – Existing Users CSI Model

Drivers

Using E-Verify	91	3.6
Photo Matching	95	0.7
TNC Resolution	82	0.1

Customer Satisfaction Index — 87

N=2,974

Outcomes

Recommend	87	5.4
Confident	89	3.8
Future Participation	95	2.0

Non-modeled Components

Customer Service	90
Technical Assistance	88
E-Verify Listens	77
Internet Usage	70

Non-modeled Components are areas with enough sample to calculate scores but insufficient sample to calculate impacts and include in the model.

Legend

Score: Indicates performance as a weighted average on "0" to "100" scale.

Impact: Indicates how much a 5-point improvement will drive satisfaction or outcome.

When comparing the two models, you can see that for new enrollees, *Registration* had the most impact (1.7) while *Using E-Verify* had the most impact for existing users (3.6). For new enrollees, both *Registration* (87) and *Tutorial* (87) remain highly rated and have a sizeable impact on satisfaction (CSI).

Satisfaction with all of the drivers is also particularly high among existing users, and the highest impact on the CSI is also *Using E-Verify.* To better illustrate these effects, the impact scores are shown on the priority matrices below.

Priority Matrix

By plotting performance scores (along the vertical axis) against impact on satisfaction (along the horizontal axis), it is possible to identify those drivers areas that require the most attention. The Priority Matrix below illustrates the performance of each satisfaction driver compared to the impact it has on the CSI. 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.

New Enrollees Priority Matrix

Figure 26 – New Enrollees Priority Matrix
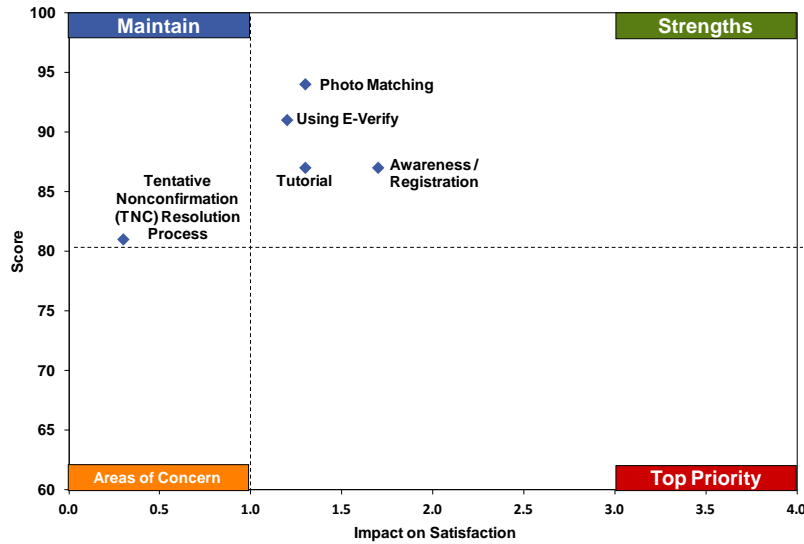
Existing Users Priority Matrix

Figure 27 – Existing Users Priority Matrix
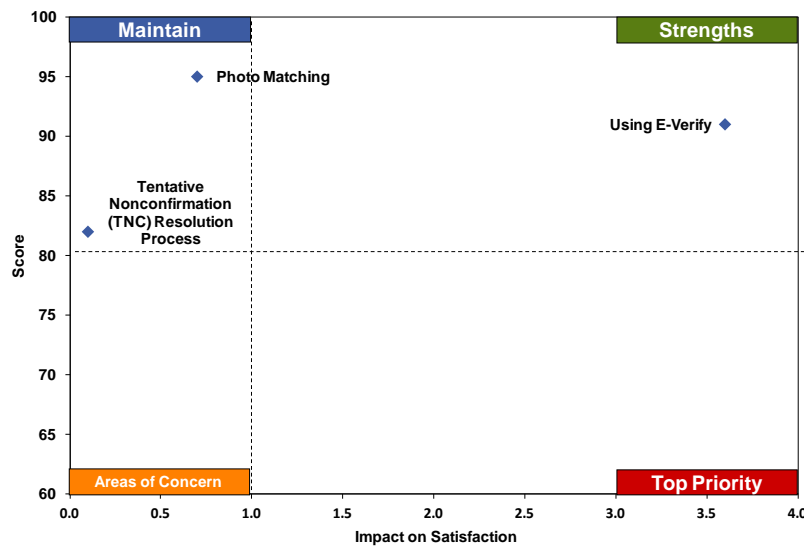
Non-Modeled Components

The following areas are components where the percentage of respondents who use a given area is too low to include in the model. Scores are still provided; however, impacts cannot be calculated.

Customer Service (E-Verify Phone and E-mail)

> *Professionalism*

> *Communication Skills*

> *Ability to understand your question/issue*

> *Ease of accessing representative*

> *Providing guidance on policy/questions*

Fourteen percent of new enrollees and 12% of existing users contacted *Customer Service by phone* in the past six months. With scores in the high 80s and low 90s, Phone Customer Service professionals demonstrate strong communication skills and provide excellent guidance on policy and questions.

Customer Service – Phone Scores

Figure 28 – Customer Service – Phone Scores
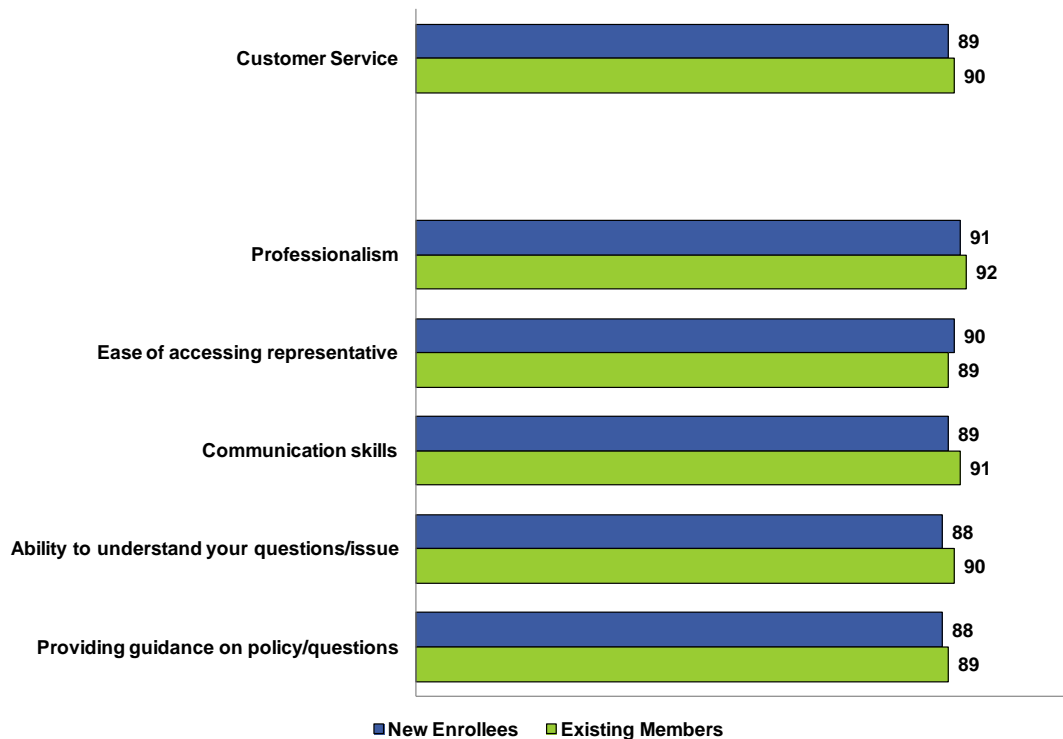
New Enrollees N=55

Nearly all who contacted customer service reported having their issue resolved (96%). Of those, 92% had their issue resolved on the first call (first call resolution).

Of those who contacted Customer Service via phone, 25% of all callers were *transferred during their call*. Most (91%) found the *wait time* they experienced to be acceptable. Of those transferred, 87% *were transferred only once* and 12% were *transferred twice*. Scores for *Customer Service prior to transfer* and *after transfer* are on par with one another with only minor differences between the two.

Figure 29 – Customer Service – New vs. Existing Members

	New Enrollees Scores	New Enrollees Sample	Existing Members Scores	Existing Members Sample
Customer Service Before Transfer	**89**	**49**	**91**	**309**
Ease of accessing representative	91	49	90	309
Professionalism	90	49	92	309
Communication skills	89	49	91	309
Ability to understand your questions/issue	88	49	90	308
Providing guidance on policy/questions	88	48	90	302
Customer Service After Transfer	**91**	**47**	**91**	**295**
Ease of accessing representative	92	47	90	293
Professionalism	93	47	92	295
Communication skills	91	47	91	295
Ability to understand your questions/issue	91	47	91	295
Providing guidance on policy/questions	90	47	90	291
Sample Size	**49**	**49**	**309**	**309**

Customer Service- E-mail

Three percent of respondents contacted *customer service by e-mail*. Satisfaction scores for e-mail customer service tend to be lower than those for phone. Just over four-fifths (81%) of those contacting E-Verify by e-mail have their *issue resolved*.

Customer Service – E-mail Scores

Figure 30 – Customer Service – E-mail Scores
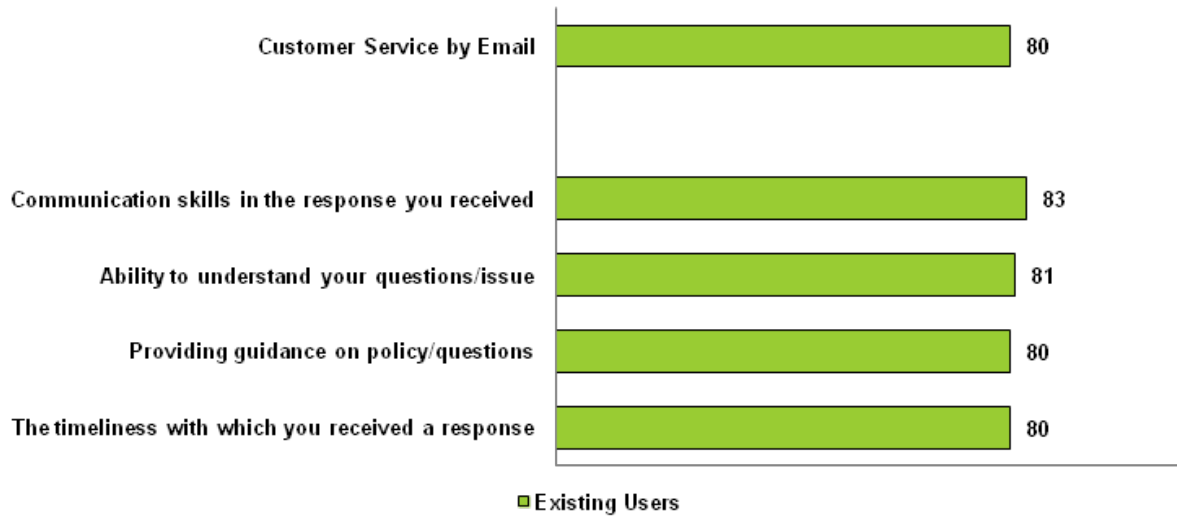
Existing Members N=77

Insufficient responses to calculate scores for New Enrollees

Technical Assistance

> Professionalism

> Communication Skills

> Ability to understand your question/issue

> Knowledge of technical issues

> Ease of accessing representative

> Technical guidance resolving your issue

Just 3% of all respondents had *contacted Technical Assistance* in the past six months. Customers find Technical Assistance to be knowledgeable of technical issues, are able to understand questions asked, possess strong communication skills and are highly professional. Technical Assistance staff still remains highly-rated with scores in the high 80s for all attributes. Technical Assistance continues to resolve issues, as 93% of respondents who contacted Technical Assistance had their *issue resolved*.

Technical Assistance Scores

Figure 31 – Technical Assistance Scores

Technical Assistance	88
Knowledge of technical issues	88
Ease of accessing representative	86
Ability to understand your questions/issue	89
Technical guidance resolving your issue	87
Professionalism	90
Communication skills	89
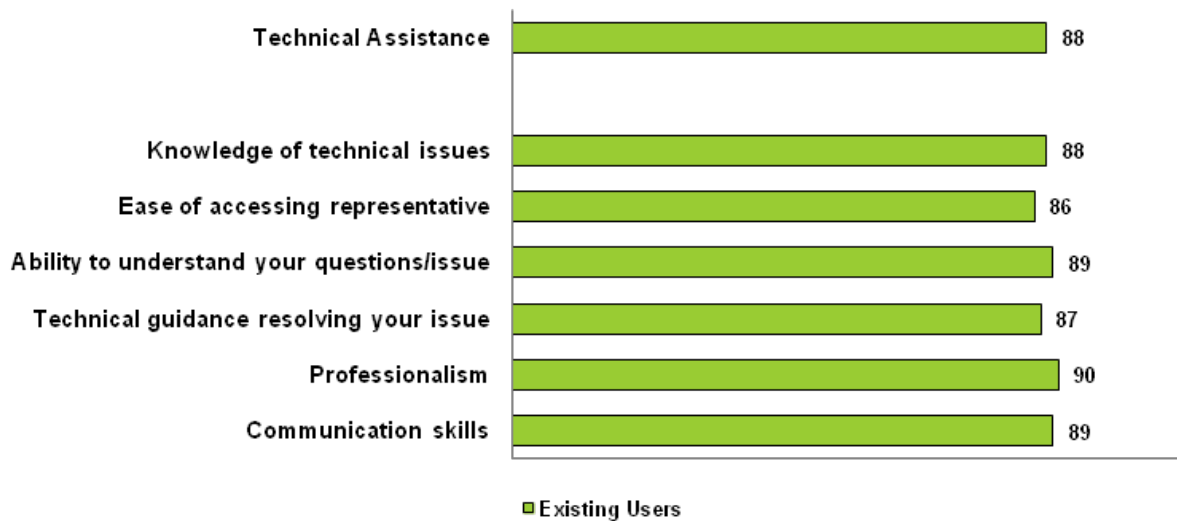
■ Existing Users

Existing Members N=87

Insufficient responses to calculate scores for New Enrollees

Internet Use

Respondents were asked to rate 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."

New enrollees (76) were more interested *in using the Internet to get assistance* than Existing users (70).   This difference is statistically significant.

Internet Use – Interest in using Internet Help Scores

Figure 32 – Internet Use – Interest in using Internet Help Scores
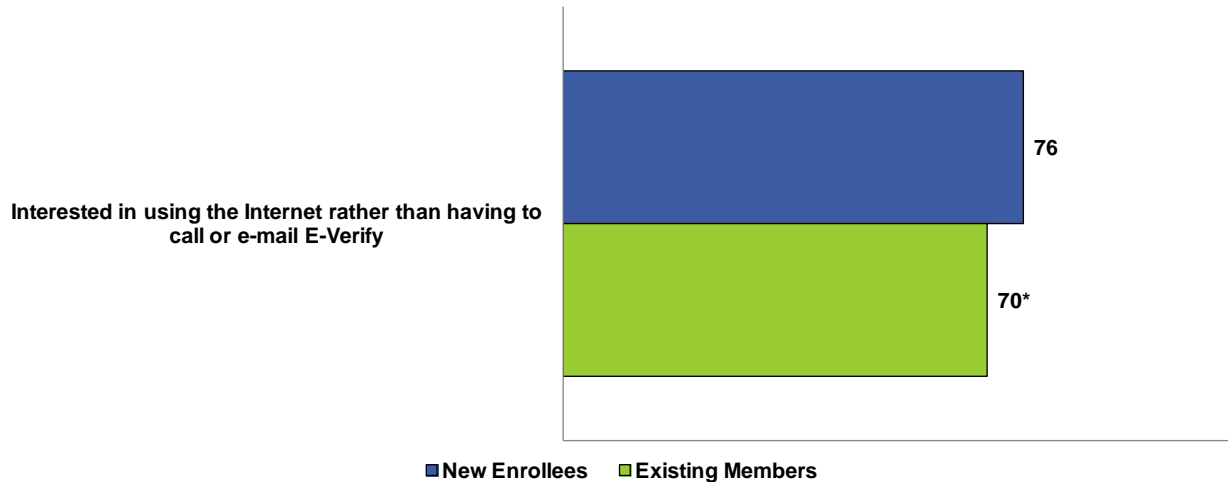
New Enrollees N=379

Existing Members N=2,772

*Statistically Significant at 90% confidence level

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

System Integrity

Nearly two-thirds of the total sample (65%) believe E-Verify is doing enough to ensure companies adhere to E-Verify policies. Likewise, 72% believe adequate safeguards exist to ensure employers use the E-Verify system properly. These numbers are a slight increase from 2013. Those who believe E-Verify is Doing Enough to Ensure Compliance and Employ Adequate Safeguards have higher Customer Satisfaction Index (CSI) scores than those who do not or who don't know.

System Integrity – Policies and Safeguards

Figure 33 – System Integrity – Policies and Safeguards Charts

E-Verify is doing enough to ensure companies using E-Verify adhere to policies

2014

65% (CSI- 90*)

35% (CSI- 82)

■ Yes ■ No / Do Not Know

Adequate safeguards to ensure employers use E-Verify system properly

2014

72% (CSI- 89*)

28% (CSI- 81)

■ Yes ■ No / Do Not Know

N=3377
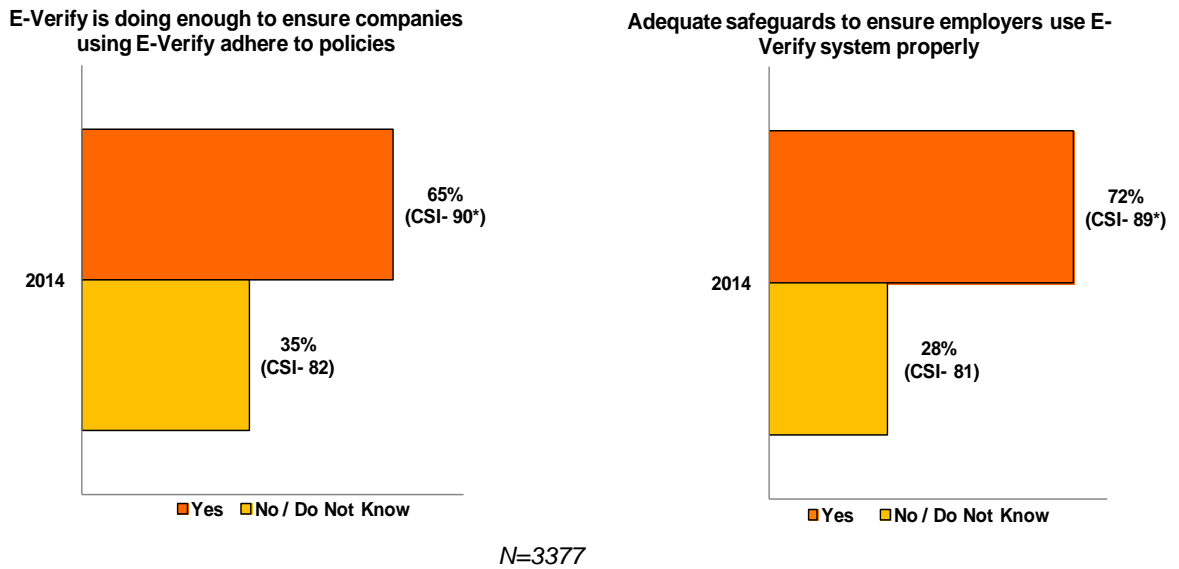
Figure 34 – System Integrity – Policies and Safeguards Tables

E-Verify is doing enough to ensure companies using E-Verify adhere to policies	2013 Percent	2013 Frequency	2013 Satisfaction	2014 Percent	2014 Percent	2014 Satisfaction
Yes	64%	1,007	88	65%	2,183	90
No / Do not know	36%	570	82	35%	1,194	82
Number of Respondents	**1,577**	**1,577**	**1,577**	**3,377**	**3,377**	**3,377**

Adequate safeguards to ensure employers use E-Verify system properly	2013 Percent	2013 Frequency	2013 Satisfaction	2014 Percent	2014 Percent	2014 Satisfaction
Yes	69%	1,088	88	72%	2,427	89
No / Do Not Know	31%	489	82	28%	950	81
Number of Respondents	**1,577**	**1,577**	**1,577**	**3,377**	**3,377**	**3,377**

Outreach and Communications

When all users were asked how they first learned about E-Verify, the employee's *Company/HR/Corporate Office* (28%) remains the most mentioned resource in 2014. *Local, State or Federal Government* receives the second highest percentage of responses (15%) and *E-Verify materials* and the *E-Verify website* collectively account for 15% of mentions. This year's findings are similar to last year's, with little variation.

Figure 35 – How Did You Learn About E-Verify

How did you first learn about E-Verify	2013 Percent	2013 Frequency	2014 Percent	2014 Frequency
E-Verify materials or presentation	7%	117	8%	274
E-Verify website	7%	110	7%	239
USCIS or SSA materials or presentation	5%	85	5%	172
USCIS or SSA website	2%	32	1%	47
My Company/HR/Corporate Office	28%	435	28%	938
Colleague/Employee	4%	64	5%	168
Local, State or Federal Government	15%	238	15%	516
Print advertisement	1%	13	1%	39
Online advertisement	0%	6	0%	16
Radio advertisement	0%	1	0%	5
Billboard advertisement	0%	1	0%	2
Media coverage	5%	78	4%	140
Information from a client	6%	87	4%	147
Information from a professional organization	9%	141	10%	334
U.S. Immigration and Customs Enforcement audit or visit	1%	12	1%	27
Other	10%	157	9%	313
Number of Respondents	**1,577**	**1,577**	**3,377**	**3,377**

In 2014, of those who were required to use E-Verify (N=2,195), *Local, State and Federal Government* (28%) and *Company/HR/Corporate Office* (26%) remain the most mentioned when users were asked how they learned about the requirement. *E-Verify materials* and the *E-Verify website* still collectively account for 14% of mentions for this question.

Figure 36 – How Did You Learn About E-Verify Requirements

How did you learn about requirement to participate in E-Verify	2013 Percent	2013 Frequency	2014 Percent	2014 Frequency
E-Verify materials or presentation	7%	74	8%	173
E-Verify website	7%	82	6%	141
USCIS or SSA materials or presentation	5%	52	2%	43
USCIS or SSA website	1%	8	1%	25
My Company/HR/Corporate Office	23%	249	26%	579
Colleague/Employee	1%	14	3%	72
Local, State or Federal Government	28%	304	28%	624
Print advertisement	0%	4	1%	16
Online advertisement	0%	0	0%	5
Radio advertisement	0%	0	0%	2
Media coverage	5%	56	3%	70
Information from a client	7%	73	5%	103
Information from a professional organization	9%	97	9%	193
U.S. Immigration and Customs Enforcement audit or visit	0%	4	0%	6
Other	7%	77	7%	143
Number of Respondents	**1,094**	**1,094**	**2,195**	**2,195**

Improving Ability to Verify Work Authorization (39%) and *Required Participation either from State, Local* (35%) or *Federal Government* (31%) remain the most mentioned reasons for signing up. These findings have not changed extensively compared to a year ago.

Figure 37 – When Did Your Company Sign Up For E-Verify

Why did your company sign up for E-Verify~	2013 Percent	2013 Frequency	2014 Percent	2014 Frequency
Parent company required participation	10%	160	9%	311
State or local government required participation	37%	586	35%	1,176
Federal government required participation	35%	554	31%	1,061
To satisfy a client request	9%	147	8%	255
Believed using E-Verify would help avoid an ICE audit	12%	192	9%	300
To improve ability to verify work authorization	38%	595	39%	1,307
Believed it would make us more competitive with others in our industry	6%	92	4%	137
Other	4%	63	5%	158
Number of Respondents	**1,577**	**1,577**	**3,377**	**3,377**

~multiple answers allowed

Three-fifths (60%) of those who were required to use E-Verify reported they would be *very likely to continue to do so even if not required* and another quarter (25%) would be *somewhat likely to continue to use it without a requirement*

Figure 38 – Likelihood To Continue Using E-Verify

Likelihood to continue using E-Verify if no longer required to do so	2013 Percent	2013 Frequency	2014 Percent	2014 Frequency
Very likely	62%	676	60%	1,317
Somewhat likely	24%	268	25%	540
Not Too Likely	7%	81	9%	193
Not At All Likely	6%	69	7%	145
Number of Respondents	**1,094**	**1,094**	**2,195**	**2,195**

The vast majority of all users (82%) prefer e-mail as the mode for *getting information about changes or updates to E-Verify*. E-mail (41%) remains also most preferred method of *contacting E-Verify for help* while one-third (34%) prefer a *phone call*. Use of the E-Verify website made minor gains as both *the preferred mode for getting information* and *help*.

Figure 39 – Preferred Contact Method Charts

How would you prefer to contact E-Verify for help

Method	2014
E-mail	41%
Phone call	34%
Through the E-Verify website	16%
Text or web chat	9%
Mail	0%
Fax	0%
Other	1%

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

Method	2014
E-mail	82%
Through the E-Verify website	11%
Mailer	3%
E-Verify system broadcast message	2%
Fax	0%
Phone call	0%
Live presentation	0%
Other	0%

N=3377

Figure 40 – Preferred Method About Hearing Changes

How would you prefer to get information about changes or updates to E-Verify	2013 Percent	2013 Frequency	2014 Percent	2014 Frequency
E-mail	85%	1,337	82%	2,785
Fax	0%	4	0%	9
Mailer	3%	42	3%	92
E-Verify system broadcast message	2%	38	2%	76
Phone call	0%	3	0%	9
Through the E-Verify website	9%	140	11%	383
Live presentation	0%	3	0%	8
Other	1%	10	0%	15
Number of Respondents	**1,577**	**1,577**	**3,377**	**3,377**

Figure 41 – Preferred Method For Receiving Help

How would you prefer to get information about changes or updates to E-Verify	2013 Percent	2013 Frequency	2014 Percent	2014 Frequency
E-mail	47%	736	41%	1,394
Fax	0%	1	0%	0
Mail	0%	6	0%	6
Text or web chat	7%	109	9%	292
Phone call	33%	513	34%	1,144
Through the E-Verify website	13%	200	16%	524
Other	1%	12	1%	17
Number of Respondents	**1,577**	**1,577**	**3,377**	**3,377**

Outcomes

Three single-attribute 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. In other words, it is not 95% of respondents that would be likely to use/participate in E-Verify in the future but rather the average respondent rates their likelihood to participate in E-Verify in the future at a score of 95. Existing users tend to score slightly higher than new enrollees on future participation and likelihood to recommend using E-verify. Both groups remain highly likely to use E-Verify again in the future, with scores in the 90s.

Outcome Behavior Scores

Figure 42 – Outcome Behavior Scores

Future Participation
New Enrollees N=400
Existing Members N =2,947
- New Enrollees: 92
- Existing Members: 95*

Confident in Accuracy
New Enrollees N=398
Existing Members N =2,908
- New Enrollees: 89
- Existing Members: 89

Recommend
New Enrollees N=396
Existing Members N =2,910
- New Enrollees: 85
- Existing Members: 87

■ New Enrollees ■ Existing Members
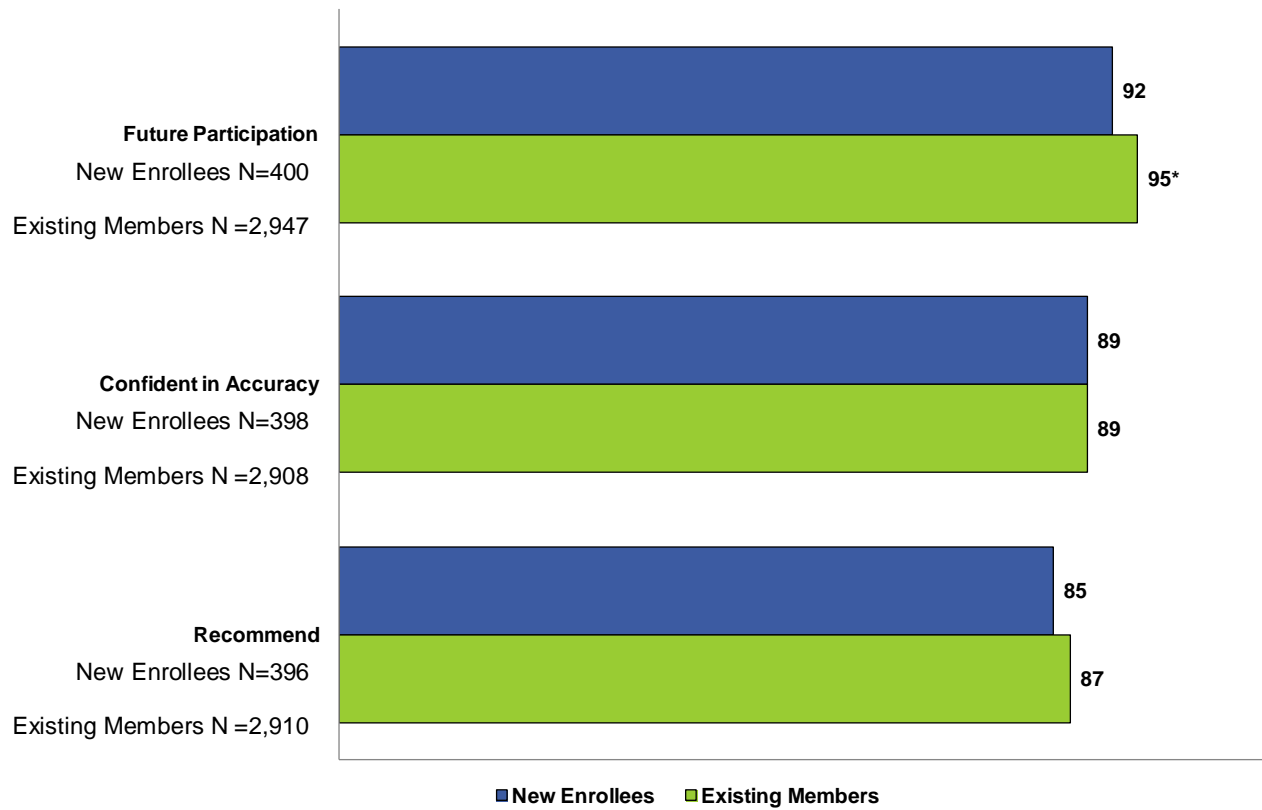
Statistically Significant at 90% confidence level

Overall Findings and Recommendations

Key Findings

This report describes findings from the 2014 survey on customer satisfaction of companies currently enrolled in the E-Verify program.

Historically, users have been highly satisfied with E-Verify. Since 2010, satisfaction with E-Verify has ranged from the low to high 80s. Satisfaction with E-Verify remains high this year with the CSI rising slightly to 87 (on a scale from 1-100) for all and existing users and scoring 86 for new enrollees.

The same customer satisfaction model that was developed in the 2009 baseline study was used to identify five areas (drivers) which potentially drive satisfaction (CSI) with E-Verify and serve as the basis for the satisfaction model. Those five drivers are: *Using E-Verify, Registration, Tutorial, TNC Resolution,* and *Photo Matching*. *Registration* and *Tutorial* were only included for new enrollees. For new enrollees, *Registration* had the most impact (1.7) while *Using E-Verify* had the most impact for existing users (3.6).

For new enrollees, both *Registration* (87) and *Tutorial* (87) remain highly-rated and have a sizeable impact on the CSI. With respect to *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. Ninety-one percent of new enrollees think training is useful in helping employers pass the mastery test and 92% think the tutorial and mastery test adequately prepares employers to use E-Verify.

For existing users, the driver, *Using E-Verify* (which includes ease use and speed of response) is rated at 91 and has the most impact on satisfaction (CSI) with the E-Verify program. Submitting I-9 information and navigating the E-Verify site are easy for users. After the initial contact is made, the response of the E-Verify representative is received in a very timely manner and the next steps are clearly described in the response.

The *Photo Matching Process* remains the highest rated driver for both new enrollees (94) and existing users (95). The process is easy and users report Photo Matching is very helpful in preventing fraud.

Only 12% of all respondents (400 out of 3,377 total new and existing users) contacted Customer Service by phone in the past six months (a drop of 3 percentage points from last year.) Only 3% (100 out of 3,377) contacted Customer Service by e-mail. Customer Service continues to be highly rated by users for its professionalism, communication, question handling and guidance. The 2013 scores for Customer Service Prior to Transfer (the rating of the Customer Service representative who initially answered the call before transferring the caller to another person/department)

held steady in 2014 and scores for Customer Service Prior to Transfer and After Transfer remain on par with each other.

E-Verify representatives remain proficient in resolving calls quickly. Ninety-six percent of callers had their issue resolved and 92% of those had their issue resolved during the first call. Most (91%) found the wait time they experienced to be acceptable.

The vast majority (82%) of all respondents prefer e-mail as the mode for getting information about changes or updates to E-Verify. E-mail (41%) remains also most preferred method of contacting E-Verify for help while one-third (34%) prefer a phone call. Use of the E-Verify website made minor gains as both the preferred mode for getting information and help.

Conclusions/Recommendations

Major program improvements should be based on areas that demonstrate both high impact on overall satisfaction and low performance levels. This year, no items fall into this category, suggesting that the E-Verify program should focus on maintaining the high level of performance across most areas. The following are recommendations based on the findings from the survey.

- 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.

- *Using E-Verify* has the highest impact on satisfaction (CSI) for existing users and performance is very strong. Given the very high score and impact of this area, the focus should predominantly be on maintaining the current level of support.

- *Registration* has a high impact on satisfaction (CSI) for new enrollees and while performance is very strong, ensuring that instructions remain clear and continuing to streamline/simplify the registration process should provide a benefit to users. Any improvements that can clearly delineate the users' responsibilities and make their next steps clearer would continue to provide a favorable first impression to new users.

- Although it has a modest impact the CSI and respondents seem relatively satisfied, TNC Resolution may also be an opportunity for improvement since it is the lowest rated driver compared to the others, so there is a little more room for increases. Any improvements that could assist users with clarifying the steps involved in the resolution process may not only improve this particular attribute but it might also have a positive effect on the speed and ease of resolving the case.

- The *Photo Matching Tool* remains easy to use and is regarded as useful in preventing fraud. There is no need to address the Photo Matching Tool at this time.

- *Telephone Customer Service Representatives* are well regarded (90). The percentage of people reporting the wait was acceptable (91%) improved 4

percentage points from last year. Respondents are equally satisfied with Customer Service's handling of the call both prior to and after being transferred. Continue to build on those practices that enable better understanding of the caller's questions and providing guidance to the caller.

- Lastly, while *Customer Service by e-mail* is very infrequently used, based on respondent comments, there may be an opportunity to provide better guidance in this area on policies and questions. A review of the comments may provide

APPENDIX A: SURVEY QUESTIONNAIRE

E-Verify Customer Survey 2014

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 <u>first learn</u> 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. ICE audit, raid, or fine
6. To improve ability to verify work authorization
7. Believed it would make us more competitive with others in our industry
8. Other (Please Specify: _____)

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

Q4. If your company was no longer required to use E-Verify, how likely is it that you would continue to use it anyway?
1. Very likely (SKIP TO Q7.)
2. Somewhat likely (SKIP TO Q7.)
3. Not Too Likely (CONTINUE)
4. Not At All Likely (CONTINUE)

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

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

Q6. If your company participates in E-Verify because it is required to do so, how did you learn about that requirement? (Select only one.)
1. E-Verify materials or presentation
2. E-Verify Web site
3. USCIS or SSA materials or presentation
4. USCIS or SSA Website
5. My Company / Human Resources (HR) / Corporate Office
6. Colleague / Employee
7. Local, State or Federal Government
8. Print advertisement
9. Online advertisement
10. Radio advertisement
11. Billboard advertisement
12. Media coverage (other than advertisements)
13. Information from a client
14. Information from a professional organization
15. U.S. Immigration and Customs Enforcement (ICE) audit or visit
16. Other (Please Specify: _____)

Q7. When did your organization enroll with E-Verify?
1. Within the last six months
2. Within the last six to 12 months
3. One or two years ago (SKIP TO USE Q32.)
4. More than two years ago (SKIP TO USE Q32.)

Q8. Did you enroll your organization with E-Verify?
1. Yes, I personally enrolled our organization (CONTINUE)
2. No, someone else in our organization enrolled us with E-Verify (SKIP TO TUTORIAL Q15.)
3. Don't Know (SKIP TO TUTORIAL Q15.)

Final Report

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 E-Verify User Manual?
1. Yes   (CONTINUE TO Q25)
2. No   (SKIP TO Q29)

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

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

Q26. Did you use the table of contents to find information about a topic?
1. Yes
2. No
3. Don't remember

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

Q29. Is the training provided useful in helping employers pass the required test?
1. Yes
2. No (IF NO, ASK 30)
3. Don't Know

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

Q31. Do the tutorial and required test adequately prepare employers to use E-Verify effectively?
1. Yes
2. No
3. Don't Know

Use

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

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

Q33. Have you ever used E-Verify?
1. Yes (CONTINUE)
2. No (SKIP TO Q36.)
3. DK (SKIP TO Q36.)

Q34. About how long has it been since you last used E-Verify?
1. Seven to 12 months
2. One to two years
3. More than two years

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

[CHECK ALL THAT APPLY]
a. Have not hired any new employees in past six months
b. No longer want to participate in E-Verify
c. It was too hard / difficult to use the E-Verify system
d. No longer see any value to using E-Verify
e. Using E-Verify required us to let go of some existing employees
f. Using E-Verify made us less competitive in the market-place
g. No one on our current staff has completed the E-Verify tutorial
h. Other (Please Specify: _____)
[ALL IN Q35. SKIP TO Q37.]

Q36. Why have you never used E-Verify?

[CHECK ALL THAT APPLY]
1. Have not hired any new employees since enrolling in E-Verify
2. Do not want to participate in E-Verify
3. It seems too hard / difficult to use the E-Verify system
4. Do not see any value to using E-Verify
5. Using E-Verify may require us to let go of some existing employees
6. Using E-Verify will make us less competitive in the market-place
7. No one ever completed the E-Verify tutorial
8. Other (Please Specify: _____)
[ALL IN Q36. SKIP TO D1]

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

1. 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-Tentative Nonconfirmation (TNC) check page to correct any typos before you submit a case?
1. Yes
2. No
3. Don't know

Now, think about using E-Verify system.
Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."
[ROTATE "Q42" THRU "Q45".]

Q42.   Ease of navigating the E-Verify site

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

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

Q45.   Clarity of next steps as described in the response

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

Q47. Have you received a TNC in any of the cases you have submitted to E-Verify in the past 6 months?
    1. Yes (CONTINUE)
    2. No (SKIP TO PHOTO MATCHING Q55.)
    3. Don't know (SKIP TO PHOTO MATCHING Q55.)

Q48. Approximately how many TNCs have you received in the past 6 months?
    1. 1
    2. 2 - 5
    3. 6 - 9
    4. 10 - 24
    5. 25 or more
Now think about the TNC resolution process. Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."
[ROTATE Q49 AND Q50; Q51 MUST BE LAST.]

Q49.   Speed of resolving the case

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

Q51.   Ease of resolving the case
(IF Q51. IS RATED LOWER THAN "6" ASK Q52.)

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

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

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

Q54a. Do you find the duplicate case alert useful?
    1. Yes
    2. No
    3. I don't know/Not sure

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

Photo Matching

Q55. In the past 6 months while using E-Verify have you been prompted to match a photo?
  1. Yes (CONTINUE)
  2. No (SKIP TO CUSTOMER SERVICE Q60.)
  3. Don't Know (SKIP TO CUSTOMER SERVICE Q60.)

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

Q56.   Ease of photo matching process

Q57.   Helpfulness in preventing fraud

Q58. Do you typically have convenient access to the required technology (e.g. fax, digital camera, copier, scanner, etc.) that is necessary to complete the photo matching process?
  1. Yes
  2. No
  3. Don't Know

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

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

Q107. How would prefer to contact E-Verify for help? (Select only one.)
  1. E-mail
  2. Fax
  3. Mail
  4. Text or Web chat
  5. Phone call
  6. Through the E-Verify Website
  7. Other (Please specify: _____)

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

E-Verify Listens

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

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

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

ACSI Benchmark Questions

ACSI-1. First, please consider your overall experiences during the past year with E-Verify.
Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with E-Verify?

ACSI-2. To what extent has E-Verify met your expectations?
Please use a 10-point scale on which "1" means "not met your expectations" and "10" means, "exceeds your expectations."

ACSI-3. Now, imagine the ideal online verification service. How well does E-Verify compare with that ideal?
Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

Outcomes

ACSI-4. If asked how likely would you be to recommend the E-Verify program to others?
Please use a 10-point scale where "1" means "Not Very Likely" and "10" means "Very likely."

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

ACSI-6. How likely are you to continue to participate in the E-Verify program in the future?
Please use a 10-point scale where "1' means "Not Very Likely" and "10" means "Very Likely."

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

Monitoring and Compliance

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

　　Yes

　　No (skip to next section)

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

　　　　b. Phone call

　　　　c. Desk review

　　　　d. Site visit

　　　　e. Other

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

Demographics

D1. In which state are you located?

D2. How many people do you employ?
1. 1 – 4
2. 5 - 29
3. 30 - 99
4. 100 - 299
5. 300 – 999
6. 1,000 - 9,999
7. 10,000+

D3. Do you consider yourself a small business?
1. Yes
2. No
3. Don't Know

D4. Which category among the list below best describes the **primary industry** in which your company or organization conducts business? (Select one)
1. Agriculture / Food Processing
2. Defense / Defense Industry
3. Communications / Media
4. Construction / General Contracting
5. Education (all levels)
6. Engineering (of any kind)
7. Financial Services (Banking, Insurance, Finance, etc.)
8. Healthcare / Public Health
9. Hospitality (Hotel / Motel / Restaurant, etc.)
10. Information Technology
11. Manufacturing
12. Non-Profit / Not-for-Profit
13. Sales – Retail or Wholesale
14. Staffing / Personnel
15. Transportation
16. Utilities / Energy / Natural Resources
17. Professional Services / Consulting (Medicine, Law, Architecture, Research etc.)
18. Government Services

19. Other (Please Specify: _____)

Thank you for participating in this survey.

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

APPENDIX B: NON-MODELED RESPONSES

These tables show % of respondents. Modeled responses are in Appendix C.

Figure 43 – 13v14 Demo 1

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
How did you first learn about E-Verify				
E-Verify materials or presentation	7%	30	8%	161
E-Verify website	6%	25	7%	127
USCIS or SSA materials or presentation	5%	21	5%	98
USCIS or SSA website	2%	8	2%	31
My Company/HR/Corporate Office	34%	144	28%	526
Colleague/Employee	2%	8	5%	98
Local, State or Federal Government	14%	59	15%	278
Print advertisement	0%	2	1%	21
Online advertisement	0%	0	0%	9
Radio advertisement	0%	0	0%	5
Billboard advertisement	0%	0	0%	1
Media coverage	4%	17	4%	85
Information from a client	9%	38	4%	78
Information from a professional organization	8%	33	10%	185
U.S. Immigration and Customs Enforcement audit or visit	0%	1	1%	20
Other	10%	41	9%	173
Number of Respondents	**427**		**1,896**	
How did you learn about requirement to participate in E-Verify				
E-Verify materials or presentation	5%	17	8%	87
E-Verify website	7%	26	6%	73
USCIS or SSA materials or presentation	3%	12	2%	19
USCIS or SSA website	1%	2	1%	12
My Company/HR/Corporate Office	29%	104	27%	303
Colleague/Employee	1%	2	3%	38
Local, State or Federal Government	27%	97	29%	331
Print advertisement	0%	1	1%	8
Online advertisement	0%	0	0%	4
Radio advertisement	0%	0	0%	1
Media coverage	3%	11	4%	44
Information from a client	9%	33	3%	35
Information from a professional organization	7%	24	9%	102
U.S. Immigration and Customs Enforcement audit or visit	0%	1	0%	3
Other	8%	29	7%	80

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
Number of Respondents	359		1,140	
Why did your company sign up for E-Verify				
Parent company required participation	12%	51	9%	177
State or local government required participation	26%	111	36%	675
Federal government required participation	63%	270	24%	450
To satisfy a client request	11%	48	7%	131
Believed using E-Verify would help avoid an ICE audit	10%	44	9%	176
To improve ability to verify work authorization	28%	120	40%	767
Believed it would make us more competitive with others in our industry	6%	26	4%	68
Other	2%	10	6%	105
Number of Respondents	427		1,896	

Figure 44 – 13v14 Demo 2

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
Likelihood to continue using E-Verify if no longer required to do so				
Very likely	67%	240	60%	682
Somewhat likely	22%	78	24%	274
Not Too Likely	6%	20	9%	104
Not At All Likely	6%	21	7%	80
Number of Respondents	359		1,140	
When did your organization enroll with E-Verify				
Within the last six months	3%	11	3%	53
Within the last six to twelve months	7%	29	10%	186
One or two years ago	23%	98	28%	536
More than two years ago	68%	289	59%	1,121
Number of Respondents	427		1,896	
Did you enroll your organization with E-Verify				
I personally enrolled our organization	85%	34	80%	191
Someone else in our organization enrolled us with E-Verify	15%	6	17%	40
Don´t know	0%	0	3%	8
Number of Respondents	40		239	
Completed training and online tutorial during E-Verify sign up process				
Completed the training	98%	39	95%	226
Did not complete the training	3%	1	5%	13
Number of Respondents	40		239	
Is the training provided useful in helping employers pass the required test				

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
Training provided is useful	92%	36	92%	208
Training provided is not useful	3%	1	1%	3
Don´t know	5%	2	7%	15
Number of Respondents	**39**		**226**	
Tutorial and required test adequately prepare employers to use E-Verify				
Test prepares employers	92%	36	94%	213
Test does not prepare employers	3%	1	2%	4
Don´t know	5%	2	4%	9
Number of Respondents	**39**		**226**	
Have you used E-Verify in the past six months				
Used E-Verify past 6 months	96%	411	96%	1,823
Have not used E-Verify in past 6 months	3%	14	4%	71
Don´t know	0%	2	0%	2
Number of Respondents	**427**		**1,896**	
Have you ever used E-Verify				
Used E-Verify	100%	16	100%	73
Have not used E-Verify	0%	0	0%	0
Don´t know	0%	0	0%	0
Number of Respondents	**16**		**73**	

Figure 45 – 13v14 Demo 3

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
About how long has it been since you last used E-Verify				
Seven to twelve months	88%	14	84%	61
One to two years	13%	2	12%	9
More than two years	0%	0	4%	3
Number of Respondents	**16**		**73**	
Which best describes your organization as a user of E-Verify				
General User	90%	384	90%	1,714
Temporary Agency or Employment Agency	5%	23	4%	71
E-Verify Employer Agent	5%	20	6%	111
Number of Respondents	**427**		**1,896**	
Which best describes how frequently you use E-Verify				
Once a week or more	19%	82	18%	343
Two or three times a month	26%	109	21%	389
About once a month	15%	62	15%	287
Once every few months	25%	107	28%	535
Once or twice a year	14%	59	14%	273
Less than once a year	2%	8	4%	69

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
Number of Respondents	427		1,896	
Received a TNC in the past 6 months				
Received TNC	22%	92	19%	369
Did not receive TNC	74%	314	71%	1,344
Don´t know	5%	21	10%	183
Number of Respondents	427		1,896	
How many TNCs received in the past 6 months				
One	52%	48	60%	221
2-5	39%	36	34%	126
6-9	3%	3	2%	8
10-24	4%	4	3%	11
25 or more	1%	1	1%	3
Number of Respondents	92		369	
Past 6 months while using E-Verify have you been prompted to match a photo				
Prompted to match a photo	54%	229	46%	868
Not prompted to match a photo	40%	172	50%	944
Don´t know	6%	26	4%	84
Number of Respondents	427		1,896	
Have access to the required technology to complete the photo matching process				
Have convenient access	92%	210	91%	792
Do not have convenient access	5%	11	3%	25
Don´t know	3%	8	6%	51
Number of Respondents	229		868	
Contacted E-Verify customer service by phone in the past 6 months				
Contacted customer service	16%	67	12%	236
Did not contact customer service	81%	346	85%	1,618
Don´t know	3%	14	2%	42
Number of Respondents	427		1,896	

Final Report

Figure 46 – 13v14 Demo 4

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
Satisfaction with your experience when you contacted E-Verify customer service				
Very satisfied	81%	54	76%	180
Somewhat satisfied	12%	8	18%	42
Somewhat dissatisfied	3%	2	4%	9
Very dissatisfied	4%	3	2%	5
Number of Respondents		67		236
Transferred during most recent call to E-Verify customer service				
Transferred during the call	15%	10	24%	53
Not transferred during the call	70%	47	60%	134
Don´t know	15%	10	16%	35
Number of Respondents		67		222
Amount of time you had to wait before the transfer was acceptable or too long				
Acceptable	90%	9	92%	49
Too long	10%	1	8%	4
Number of Respondents		10		53
During that call how many times were you transferred				
Once	90%	9	85%	45
Twice	10%	1	13%	7
Three times	0%	0	2%	1
More than three times	0%	0	0%	0
Number of Respondents		10		53
Issue resolved during most recent call to E-Verify customer service				
Issue resolved	96%	64	96%	226
Issue not resolved	1%	1	2%	5
Don´t know	3%	2	2%	5
Number of Respondents		67		236
How many calls were needed to resolve your issue				
Resolved during first call	92%	59	92%	209
Needed to call back one additional time to resolve issue	5%	3	7%	15
Needed to call back two additional times to resolve issue	3%	2	1%	2
Needed to call back three or more additional times to resolve issue	0%	0	0%	0
Number of Respondents		64		226
Contacted E-Verify customer service by email in the past 6 months				
Emailed customer service	3%	14	3%	54
Have not emailed customer service	94%	402	95%	1,800

Final Report

	2013		2013	
	Percent	Frequency	Percent	Frequency
Don´t know	3%	11	2%	42
Number of Respondents	**427**		**1,896**	
Satisfaction with your experience when you emailed E-Verify customer service				
Very satisfied	50%	7	61%	33
Somewhat satisfied	36%	5	22%	12
Somewhat dissatisfied	14%	2	7%	4
Very dissatisfied	0%	0	9%	5
Number of Respondents	**14**		**54**	

Figure 47 – 13v14 Demo 5

	2013		2014	
	Percent	Frequency	Percent	Frequency
Question answered or issue resolved after emailing E-Verify customer service				
Issue resolved after emailing	86%	12	76%	41
Issue not resolved after emailing	7%	1	19%	10
Don´t know	7%	1	6%	3
Number of Respondents	**14**		**54**	
Have you contacted E-Verify technical assistance in the past 6 months				
Contacted technical assistance	5%	22	3%	58
Have not contacted technical assistance	92%	393	94%	1,787
Don´t know	3%	12	3%	51
Number of Respondents	**427**		**1,896**	
Amount of time before the call was transfer was acceptable or too long - TA				
Acceptable	95%	21	90%	52
Too long	5%	1	10%	6
Number of Respondents	**22**		**58**	
Was your reason or issue you called technical assistance resolved				
Issue resolved	91%	20	93%	54
Issue not resolved	5%	1	5%	3
Don´t know	5%	1	2%	1
Number of Respondents	**22**		**58**	
E-Verify is doing enough to ensure companies using E-Verify adhere to policies				
Yes	67%	287	64%	1,205
Not Sure / Do not know	32%	137	35%	669
No	1%	3	1%	22
Number of Respondents	**427**		**1,896**	

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
Adequate safeguards to ensure employers use E-Verify system properly				
Yes	72%	308	70%	1,329
Not Sure / Do not know	26%	113	29%	543
No	1%	6	1%	24
Number of Respondents	**427**		**1,896**	
How would you prefer to get information about changes or updates to E-Verify				
E-mail	86%	367	82%	1,558
Fax	0%	1	0%	4
Mailer	2%	7	2%	47
E-Verify system broadcast message	4%	15	2%	38
Phone call	0%	2	0%	6
Through the E-Verify website	7%	32	12%	231
Live presentation	0%	1	0%	4
Other	0%	2	0%	8
Number of Respondents	**427**		**1,896**	

Figure 48 – 13v14 Demo 6

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
How would prefer to contact E-Verify for help				
E-mail	45%	193	40%	762
Fax	0%	0	0%	0
Mail	0%	2	0%	3
Text or web chat	9%	37	9%	166
Phone call	33%	142	35%	656
Through the E-Verify website	12%	51	16%	299
Other	0%	2	1%	10
Number of Respondents	**427**		**1,896**	
How many people do you employ				
1-4	3%	12	4%	73
5-29	21%	91	27%	507
30-99	27%	114	31%	579
100-299	24%	101	23%	429
300-999	15%	65	11%	212
1,000-9,999	9%	37	5%	88
10,000+	2%	7	0%	8
Number of Respondents	**427**		**1,896**	
Do you consider yourself a small business				
Small business	56%	241	67%	1,262

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
Not a small business	40%	170	29%	559
Don´t know	4%	16	4%	75
Number of Respondents	**427**		**1,896**	
Primary industry in which your company or organization conducts business				
Agriculture/Food	1%	3	2%	36
Defense/Defense Industry	5%	20	1%	11
Communications/Media	0%	2	1%	21
Construction/General Contracting	19%	82	10%	181
Education	1%	4	5%	94
Engineering	11%	46	2%	40
Financial Services	2%	8	2%	43
Healthcare/Public Health	8%	33	9%	166
Hospitality	0%	1	8%	150
Information Technology	5%	20	4%	71
Manufacturing	15%	63	13%	255
Non-Profit/Not-for-Profit	4%	15	6%	115
Sales - Retail or Wholesale	1%	6	8%	160
Staffing/Personnel	4%	17	3%	55
Transportation	4%	19	3%	53
Utilities/Energy/Natural Resources	2%	7	1%	15
Professional Services/Consulting	5%	22	5%	87
Government Services	4%	18	5%	89
Other	10%	41	13%	254
Number of Respondents	**427**		**1,896**	

Figure 49 -13v14 Demo 7

	2013		2014	
	Percent	**Frequency**	**Percent**	**Frequency**
State				
AL	3%	14	7%	124
AK	1%	3	0%	3
AR	0%	2	0%	5
AZ	4%	16	7%	134
CA	7%	32	6%	116
CO	3%	14	2%	43
CT	1%	5	1%	11
DC	1%	5	0%	1
DE	0%	0	0%	2
FL	7%	28	5%	94
GA	5%	20	10%	188
GU	0%	0	0%	0

	2013		2014	
	Percent	Frequency	Percent	Frequency
HI	1%	6	0%	4
ID	1%	3	0%	8
IA	1%	3	1%	11
IL	3%	12	2%	33
IN	2%	7	3%	51
KS	2%	9	1%	17
KY	1%	3	1%	10
LA	1%	6	1%	26
MA	2%	8	1%	25
MD	4%	16	1%	26
ME	0%	1	0%	2
MI	3%	13	2%	34
MN	2%	7	2%	30
MO	4%	17	5%	86
MS	1%	4	2%	31
MT	1%	4	0%	3
NC	3%	12	7%	126
ND	0%	1	0%	5
NE	1%	3	2%	34
NH	0%	2	0%	6
NJ	2%	7	2%	31
NM	1%	3	0%	8
NV	1%	5	0%	6
NY	1%	5	2%	33
OH	2%	8	1%	26
OK	2%	8	2%	34
OR	2%	8	1%	12
PA	3%	14	2%	42
PR	0%	1	0%	3
RI	0%	0	0%	6
SC	1%	5	9%	163
SD	1%	5	0%	3
TN	1%	5	3%	48
TX	4%	15	3%	64
UT	1%	6	3%	48
VA	7%	29	2%	30
VT	0%	1	0%	0
WA	4%	18	2%	30
WI	2%	7	1%	16
WV	0%	0	0%	2
WY	0%	1	0%	2
Number of Respondents	**427**		**1,896**	

APPENDIX C: MODELED RESULTS/INDEX SCORE TABLES

For all tables within this section, statistically significant differences at 90% are noted with a "" in the Significant Difference column.*

Note: Due to variable breakouts, some items will have small sample sizes. Large score fluctuations often occur with small sample sizes.

All (Cross-Section)

Figure 50 - All Score Table

	2013		2014		Significant Difference
	Score	Sample Size	Score	Sample Size	
Sample Size	1,577		3,377		
Awareness / Registration	**86**	**202**	**87**	**317**	
Clarity of instructions on how to enroll	86	201	87	316	
Memorandum of understanding makes responsibilities and next steps clear	86	200	86	314	
Ease of submitting registration information	87	201	88	316	
Speed of receiving User Name, Password and E-Verify Web Address	89	200	89	312	
Ease of registration process overall	83	201	85	316	
Tutorial	**86**	**236**	**87**	**381**	
Helpfulness of information in User Manual	86	94	87	163	
Ease of taking online training in terms of understanding content	88	236	89	381	
Ease of completing online training in terms of time required	85	236	84	381	
Ease of accessing online resources	88	226	88	377	
Usefulness of online resources	86	225	86	376	
Ease of training process overall	86	236	87	381	
Using E-Verify	**90**	**1573**	**91**	**3364**	
Ease of navigating the E-Verify site	89	1562	88	3338	
Ease of submitting I-9 information on E-Verify	90	1506	90	3212	
Speed of receiving an initial response from E-Verify	94	1563	95	3345	
Clarity of next steps as described in the response	89	1532	89	3317	
Tentative Nonconfirmation (TNC) Resolution Process	**80**	**332**	**82**	**581**	
Speed of resolving the case	80	309	82	561	
Clarity of communications about the steps involved in the resolution process	81	332	81	580	

	2013		2014		Significant Difference
	Score	Sample Size	Score	Sample Size	
Ease of resolving the case	80	309	82	566	
TNC Referral Process	--	0	83	490	
Further Action Notice Process	--	0	82	491	
Photo Matching	**95**	**729**	**95**	**1560**	
Ease of photo matching process	95	729	95	1560	
Helpfulness in preventing fraud	94	690	94	1456	
Customer Service	**91**	**211**	**90**	**396**	
Ease of accessing representative	89	211	89	396	
Professionalism	92	211	92	396	
Communication skills	91	210	91	395	
Ability to understand your questions/issue	91	211	90	396	
Providing guidance on policy/questions	90	204	89	384	

All (Cross-section) (cont.)

Figure 51 - All Score Table (cont.)

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	**1,577**		**3,377**		
Customer Service Before Transfer	**88**	**31**	**91**	**358**	
Ease of accessing representative	87	31	91	358	
Professionalism	91	31	92	358	
Communication skills	87	31	91	358	
Ability to understand your questions/issue	86	31	90	357	
Providing guidance on policy/questions	86	29	90	350	
Customer Service After Transfer	**89**	**31**	**91**	**342**	
Ease of accessing representative	89	31	90	340	
Professionalism	90	31	92	342	
Communication skills	89	31	91	342	
Ability to understand your questions/issue	90	31	91	342	
Providing guidance on policy/questions	87	30	90	338	
Customer Service by Email	**82**	**61**	**79**	**95**	
Ability to understand your questions/issue	82	60	81	92	

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	1,577		3,377		
Customer Service Before Transfer	**88**	**31**	**91**	**358**	
The timeliness with which you received a response	83	61	80	95	
Communication skills in the response you received	83	59	83	91	
Providing guidance on policy/questions	81	55	80	88	
Internet Use	**73**	**1470**	**70**	**3151**	*****
Interested in using the Internet rather than having to call or e-mail E-Verify	73	1470	70	3151	*
Technical Assistance	**87**	**66**	**86**	**97**	
Ease of accessing representative	88	65	85	97	
Professionalism	87	66	87	96	
Communication skills	88	66	87	97	
Ability to understand your questions/issue	87	66	87	97	
Knowledge of technical issues	89	65	87	97	
Technical guidance resolving your issue	87	66	85	97	
Interested in Communicating with Peers	**36**	**1489**	**35**	**3181**	
Interested in communicating with peers about E-Verify or using the system	36	1489	35	3181	
E-Verify Listens	**--**	**0**	**79**	**75**	
Experience with E-Verify Listens	--	0	79	75	
Satisfaction	**86**	**1571**	**87**	**3351**	*****
Overall satisfaction	87	1563	88	3332	
Meets expectations	87	1548	88	3306	*
Compared to ideal	84	1508	85	3194	*
Recommend	**86**	**1552**	**86**	**3306**	
How likely would you be to recommend the E-Verify program to others	86	1552	86	3306	
Confident in Accuracy	**88**	**1544**	**89**	**3306**	*****
How confident are you in the accuracy of the E-Verify program	88	1544	89	3306	*
Future Participation	**95**	**1568**	**95**	**3347**	
Likelihood to continue to participate in the E-Verify program in the future	95	1568	95	3347	

New Enrollees

Figure 52 - New Enrollees Score Table

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	250		403		
Awareness / Registration	**86**	**202**	**87**	**317**	
Clarity of instructions on how to enroll	86	201	87	316	
Memorandum of understanding makes responsibilities and next steps clear	86	200	86	314	
Ease of submitting registration information	87	201	88	316	
Speed of receiving User Name, Password and E-Verify Web Address	89	200	89	312	
Ease of registration process overall	83	201	85	316	
Tutorial	**86**	**236**	**87**	**381**	
Helpfulness of information in User Manual	86	94	87	163	
Ease of taking online training in terms of understanding content	88	236	89	381	
Ease of completing online training in terms of time required	85	236	84	381	
Ease of accessing online resources	88	226	88	377	
Usefulness of online resources	86	225	86	376	
Ease of training process overall	86	236	87	381	
Using E-Verify	**91**	**250**	**91**	**400**	
Ease of navigating the E-Verify site	90	246	88	395	*
Ease of submitting I-9 information on E-Verify	91	241	91	385	
Speed of receiving an initial response from E-Verify	94	246	93	398	
Clarity of next steps as described in the response	91	242	90	397	
Tentative Nonconfirmation (TNC) Resolution Process	**84**	**46**	**81**	**79**	
Speed of resolving the case	84	42	84	76	
Clarity of communications about the steps involved in the resolution process	84	46	79	79	
Ease of resolving the case	83	42	81	76	
TNC Referral Process	--	0	84	61	
Further Action Notice Process	--	0	82	64	
Photo Matching	**96**	**96**	**94**	**174**	
Ease of photo matching process	96	96	94	174	
Helpfulness in preventing fraud	95	92	94	164	
Customer Service	**92**	**40**	**89**	**55**	
Ease of accessing representative	90	40	90	55	
Professionalism	93	40	91	55	
Communication skills	92	40	89	55	
	2013		**2014**		**Significant Difference**

	Scores	Sample Size	Scores	Sample Size	
Ability to understand your questions/issue	92	40	88	55	
Providing guidance on policy/questions	91	36	88	54	
Customer Service Before Transfer	**--**	**6**	**89**	**49**	
Ease of accessing representative	--	6	91	49	
Professionalism	--	6	90	49	
Communication skills	--	6	89	49	
Ability to understand your questions/issue	--	6	88	49	
Providing guidance on policy/questions	--	6	88	48	

New Enrollees (cont.)

Figure 53 - New Enrolles Score Table (cont.)

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size		**250**		**403**	
Customer Service After Transfer	**--**	**6**	**91**	**47**	
Ease of accessing representative	--	6	92	47	
Professionalism	--	6	93	47	
Communication skills	--	6	91	47	
Ability to understand your questions/issue	--	6	91	47	
Providing guidance on policy/questions	--	6	90	47	
Customer Service by Email	**--**	**8**	**--**	**18**	
Ability to understand your questions/issue	--	7	--	16	
The timeliness with which you received a response	--	8	--	18	
Communication skills in the response you received	--	8	--	16	
Providing guidance on policy/questions	--	7	--	15	
Internet Use	**79**	**236**	**76**	**379**	
Interested in using the Internet rather than having to call or e-mail E-Verify	79	236	76	379	
Technical Assistance	**--**	**13**	**--**	**10**	
Ease of accessing representative	--	12	--	10	
Professionalism	--	13	--	10	
Communication skills	--	13	--	10	
Ability to understand your questions/issue	--	13	--	10	
Knowledge of technical issues	--	13	--	10	
Technical guidance resolving your issue	--	13	--	10	
Interested in Communicating with Peers	**36**	**230**	**36**	**376**	
Interested in communicating with peers about E-Verify or using the system	36	230	36	376	
E-Verify Listens	**--**	**0**	**--**	**10**	

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size		250		403	
Experience with E-Verify Listens	--	0	--	10	
Satisfaction	**87**	**249**	**86**	**399**	
Overall satisfaction	87	248	87	397	
Meets expectations	88	243	87	393	
Compared to ideal	87	233	85	378	
Recommend	**85**	**244**	**85**	**396**	
How likely would you be to recommend the E-Verify program to others	85	244	85	396	
Confident in Accuracy	**88**	**241**	**89**	**398**	
How confident are you in the accuracy of the E-Verify program	88	241	89	398	
Future Participation	**93**	**247**	**92**	**400**	
Likelihood to continue to participate in the E-Verify program in the future	93	247	92	400	

Existing Members

Figure 54 - Existing Members Score Table

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size		1,327		2,974	
Awareness / Registration	**--**	**0**	**--**	**0**	
Clarity of instructions on how to enroll	--	0	--	0	
Memorandum of understanding makes responsibilities and next steps clear	--	0	--	0	
Ease of submitting registration information	--	0	--	0	
Speed of receiving User Name, Password and E-Verify Web Address	--	0	--	0	
Ease of registration process overall	--	0	--	0	
Tutorial	**--**	**0**	**--**	**0**	
Helpfulness of information in User Manual	--	0	--	0	
	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Ease of taking online training in terms of understanding	--	0	--	0	

content					
Ease of completing online training in terms of time required	--	0	--	0	
Ease of accessing online resources	--	0	--	0	
Usefulness of online resources	--	0	--	0	
Ease of training process overall	--	0	--	0	
Using E-Verify	**90**	**1323**	**91**	**2964**	
Ease of navigating the E-Verify site	89	1316	88	2943	
Ease of submitting I-9 information on E-Verify	90	1265	90	2827	
Speed of receiving an initial response from E-Verify	94	1317	95	2947	
Clarity of next steps as described in the response	89	1290	89	2920	
Tentative Nonconfirmation (TNC) Resolution Process	**80**	**286**	**82**	**502**	
Speed of resolving the case	79	267	82	485	
Clarity of communications about the steps involved in the resolution process	80	286	81	501	
Ease of resolving the case	79	267	83	490	*
TNC Referral Process	--	0	83	429	
Further Action Notice Process	--	0	82	427	
Photo Matching	**94**	**633**	**95**	**1386**	
Ease of photo matching process	95	633	95	1386	
Helpfulness in preventing fraud	94	598	94	1292	
Customer Service	**91**	**171**	**90**	**341**	
Ease of accessing representative	89	171	89	341	
Professionalism	92	171	92	341	
Communication skills	91	170	91	340	
Ability to understand your questions/issue	90	171	90	341	
Providing guidance on policy/questions	90	168	89	330	
Customer Service Before Transfer	**--**	**25**	**91**	**309**	
Ease of accessing representative	--	25	90	309	
Professionalism	--	25	92	309	
Communication skills	--	25	91	309	
Ability to understand your questions/issue	--	25	90	308	
Providing guidance on policy/questions	--	23	90	302	

Existing Members (cont.)

Figure 55 - Existing Members Score Table (cont.)

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	**1,327**		**2,974**		
Customer Service After Transfer	**--**	**25**	**91**	**295**	

Ease of accessing representative	--	25	90	293	
Professionalism	--	25	92	295	
Communication skills	--	25	91	295	
Ability to understand your questions/issue	--	25	91	295	
Providing guidance on policy/questions	--	24	90	291	
Customer Service by Email	**82**	**53**	**80**	**77**	
Ability to understand your questions/issue	82	53	81	76	
The timeliness with which you received a response	82	53	80	77	
Communication skills in the response you received	82	51	83	75	
Providing guidance on policy/questions	81	48	80	73	
Internet Use	**71**	**1234**	**70**	**2772**	*****
Interested in using the Internet rather than having to call or e-mail E-Verify	71	1234	70	2772	*
Technical Assistance	**87**	**53**	**88**	**87**	
Ease of accessing representative	88	53	86	87	
Professionalism	87	53	90	86	
Communication skills	88	53	89	87	
Ability to understand your questions/issue	87	53	89	87	
Knowledge of technical issues	88	52	88	87	
Technical guidance resolving your issue	86	53	87	87	
Interested in Communicating with Peers	**36**	**1259**	**35**	**2805**	
Interested in communicating with peers about E-Verify or using the system	36	1259	35	2805	
E-Verify Listens	**--**	**0**	**77**	**65**	
Experience with E-Verify Listens	--	0	77	65	
Satisfaction	**86**	**1322**	**87**	**2952**	*****
Overall satisfaction	87	1315	88	2935	
Meets expectations	87	1305	88	2913	*
Compared to ideal	83	1275	85	2816	*
Recommend	**86**	**1308**	**87**	**2910**	
How likely would you be to recommend the E-Verify program to others	86	1308	87	2910	
Confident in Accuracy	**88**	**1303**	**89**	**2908**	*****
How confident are you in the accuracy of the E-Verify program	88	1303	89	2908	*
Future Participation	**95**	**1321**	**95**	**2947**	
Likelihood to continue to participate in the E-Verify program in the future	95	1321	95	2947	

Recent Users

Figure 56 - Recent Users Score Table

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	1,523		2,337		
Awareness / Registration	**87**	**198**	**87**	**214**	
Clarity of instructions on how to enroll	87	197	87	214	
Memorandum of understanding makes responsibilities and next steps clear	86	196	87	211	
Ease of submitting registration information	87	197	88	213	
Speed of receiving User Name, Password and E-Verify Web Address	89	196	90	210	
Ease of registration process overall	84	197	85	213	
Tutorial	**86**	**232**	**87**	**255**	
Helpfulness of information in User Manual	86	93	89	101	*
Ease of taking online training in terms of understanding content	88	232	89	255	
Ease of completing online training in terms of time required	85	232	85	255	
Ease of accessing online resources	88	222	88	251	
Usefulness of online resources	86	221	86	250	
Ease of training process overall	86	232	87	255	
Using E-Verify	**90**	**1519**	**91**	**2334**	
Ease of navigating the E-Verify site	89	1508	89	2315	
Ease of submitting I-9 information on E-Verify	90	1456	91	2228	
Speed of receiving an initial response from E-Verify	94	1510	95	2318	
Clarity of next steps as described in the response	89	1479	89	2296	
Tentative Nonconfirmation (TNC) Resolution Process	**80**	**327**	**82**	**423**	
Speed of resolving the case	80	305	83	407	*
Clarity of communications about the steps involved in the resolution process	81	327	81	422	
Ease of resolving the case	80	307	83	412	*
TNC Referral Process	--	0	84	345	
Further Action Notice Process	--	0	83	351	
Photo Matching	**95**	**715**	**95**	**1111**	
Ease of photo matching process	95	715	95	1111	
Helpfulness in preventing fraud	94	678	94	1036	
Customer Service	**91**	**205**	**91**	**285**	
Ease of accessing representative	89	205	90	285	
Professionalism	92	205	93	285	
	2013		**2014**		**Significant**

	Scores	Sample Size	Scores	Sample Size	Difference
Communication skills	91	204	92	284	
Ability to understand your questions/issue	90	205	92	285	
Providing guidance on policy/questions	90	198	91	275	
Customer Service Before Transfer	**88**	**31**	**92**	**258**	
Ease of accessing representative	87	31	91	258	
Professionalism	91	31	93	258	
Communication skills	87	31	92	258	
Ability to understand your questions/issue	86	31	92	257	
Providing guidance on policy/questions	--	29	92	253	

Recent Users (cont.)

Figure 57 - Recent Users Score Table (cont.)

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	**1,523**		**2,337**		
Customer Service After Transfer	**89**	**31**	**92**	**245**	
Ease of accessing representative	89	31	91	243	
Professionalism	90	31	93	245	
Communication skills	89	31	93	245	
Ability to understand your questions/issue	90	31	92	245	
Providing guidance on policy/questions	87	30	92	241	
Customer Service by Email	**82**	**59**	**77**	**59**	
Ability to understand your questions/issue	82	58	81	56	
The timeliness with which you received a response	82	59	77	59	
Communication skills in the response you received	83	58	80	56	
Providing guidance on policy/questions	81	54	79	53	
Internet Use	**72**	**1422**	**70**	**2175**	*
Interested in using the Internet rather than having to call or e-mail E-Verify	72	1422	70	2175	*
Technical Assistance	**87**	**65**	**89**	**63**	
Ease of accessing representative	88	64	86	63	
Professionalism	87	65	90	62	
Communication skills	88	65	89	63	
Ability to understand your questions/issue	87	65	90	63	
Knowledge of technical issues	88	64	88	63	
Technical guidance resolving your issue	86	65	87	63	

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	1,523		2,337		
Customer Service After Transfer	89	31	92	245	
Interested in Communicating with Peers	36	1441	36	2206	
Interested in communicating with peers about E-Verify or using the system	36	1441	36	2206	
E-Verify Listens	--	0	79	44	
Experience with E-Verify Listens	--	0	79	44	
Satisfaction	86	1517	88	2324	*
Overall satisfaction	87	1514	88	2319	*
Meets expectations	87	1496	89	2292	*
Compared to ideal	84	1457	86	2202	*
Recommend	86	1499	87	2285	
How likely would you be to recommend the E-Verify program to others	86	1499	87	2285	
Confident in Accuracy	88	1493	90	2286	*
How confident are you in the accuracy of the E-Verify program	88	1493	90	2286	*

FAR Users

Figure 58 - FAR Users Score Table

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	427		441		
Awareness / Registration	85	33	--	24	
Clarity of instructions on how to enroll	84	33	--	24	
Memorandum of understanding makes responsibilities and next steps clear	86	33	--	24	
Ease of submitting registration information	85	33	--	24	
Speed of receiving User Name, Password and E-Verify Web Address	89	33	--	24	
Ease of registration process overall	82	33	--	24	
Tutorial	86	38	--	29	
Helpfulness of information in User Manual	91	18	--	15	
Ease of taking online training in terms of understanding content	88	38	--	29	
Ease of completing online training in terms of time required	85	38	--	29	

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Ease of accessing online resources	90	36	--	29	
Usefulness of online resources	87	36	--	29	
Ease of training process overall	86	38	--	29	
Using E-Verify	**90**	**424**	**91**	**440**	
Ease of navigating the E-Verify site	88	422	88	437	
Ease of submitting I-9 information on E-Verify	90	411	91	423	
Speed of receiving an initial response from E-Verify	94	420	95	436	
Clarity of next steps as described in the response	89	412	89	431	
Tentative Nonconfirmation (TNC) Resolution Process	**76**	**92**	**82**	**60**	*
Speed of resolving the case	76	88	82	60	
Clarity of communications about the steps involved in the resolution process	76	92	81	60	
Ease of resolving the case	76	88	84	60	*
TNC Referral Process	--	0	84	49	
Further Action Notice Process	--	0	83	47	
Photo Matching	**94**	**229**	**95**	**243**	
Ease of photo matching process	95	229	95	243	
Helpfulness in preventing fraud	93	217	95	222	
Customer Service	**91**	**56**	**95**	**51**	*
Ease of accessing representative	88	56	92	51	
Professionalism	92	56	96	51	*
Communication skills	92	56	95	51	*
Ability to understand your questions/issue	91	56	95	51	*
Providing guidance on policy/questions	91	55	95	50	*
Customer Service Before Transfer	**89**	**10**	**94**	**45**	
Ease of accessing representative	88	10	94	45	*
Professionalism	92	10	96	45	
Communication skills	87	10	94	45	
Ability to understand your questions/issue	89	10	94	45	
Providing guidance on policy/questions	91	10	94	44	

FAR Users (cont.)

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size		427		441	
Customer Service After Transfer	**92**	**10**	**95**	**42**	
Ease of accessing representative	92	10	95	42	
Professionalism	92	10	96	42	
Communication skills	93	10	96	42	
Ability to understand your questions/issue	92	10	96	42	
Providing guidance on policy/questions	92	10	95	42	
Customer Service by Email	**82**	**13**	**--**	**9**	
Ability to understand your questions/issue	80	13	--	9	
The timeliness with which you received a response	84	13	--	9	
Communication skills in the response you received	82	13	--	9	
Providing guidance on policy/questions	81	12	--	8	
Internet Use	**72**	**401**	**69**	**413**	
Interested in using the Internet rather than having to call or e-mail E-Verify	72	401	69	413	
Technical Assistance	**89**	**22**	**--**	**7**	
Ease of accessing representative	91	22	--	7	
Professionalism	89	22	--	6	
Communication skills	90	22	--	7	
Ability to understand your questions/issue	88	22	--	7	
Knowledge of technical issues	92	21	--	7	
Technical guidance resolving your issue	86	22	--	7	
Interested in Communicating with Peers	**37**	**404**	**34**	**415**	
Interested in communicating with peers about E-Verify or using the system	37	404	34	415	
E-Verify Listens	**--**	**0**	**--**	**10**	
Experience with E-Verify Listens	--	0	--	10	
Satisfaction	**86**	**425**	**88**	**439**	
Overall satisfaction	88	425	89	438	
Meets expectations	87	420	89	432	*
Compared to ideal	84	407	86	408	
Recommend	**86**	**419**	**87**	**431**	
How likely would you be to recommend the E-Verify program to others	86	419	87	431	
Confident in Accuracy	**88**	**421**	**91**	**435**	*
How confident are you in the accuracy of the E-Verify program	88	421	91	435	*
Future Participation	**95**	**426**	**96**	**440**	

	2013		2014		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Likelihood to continue to participate in the E-Verify program in the future	95	426	96	440	

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

Figure 60 - Consider Small Business Scores

	Small business		Not a small business		Don´t know	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Sample Size	1,053	2,253	462	988	62	136
Awareness / Registration	**87**	**87**	**81**	**86**	**93**	**79**
Clarity of instructions on how to enroll	87	88	81	86	94	81
Memorandum of understanding makes responsibilities and next steps clear	87	86	81	86	85	76
Ease of submitting registration information	87	89	80	86	94	81
Speed of receiving User Name, Password and E-Verify Web Address	90	90	82	88	94	76
Ease of registration process overall	84	85	80	84	96	78
Tutorial	**86**	**87**	**85**	**87**	**96**	**79**
Helpfulness of information in User Manual	86	88	84	87	94	56
Ease of taking online training in terms of understanding content	88	89	86	88	97	85
Ease of completing online training in terms of time required	84	84	85	84	99	76
Ease of accessing online resources	88	88	86	88	94	80
Usefulness of online resources	86	86	84	87	94	76
Ease of training process overall	86	87	85	87	97	80
Using E-Verify	**90**	**90**	**90**	**91**	**93**	**92**
Ease of navigating the E-Verify site	89	87	89	90	90	91
Ease of submitting I-9 information on E-Verify	90	90	90	91	93	91
Speed of receiving an initial response from E-Verify	94	95	94	95	97	95
Clarity of next steps as described in the response	89	89	89	89	92	91
Tentative Nonconfirmation (TNC) Resolution Process	**81**	**82**	**78**	**81**	**89**	**80**
Speed of resolving the case	81	84	78	81	90	78
Clarity of communications about the steps involved in the resolution process	82	81	79	81	88	79

	Small business		Not a small business		Don´t know	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Ease of resolving the case	81	83	78	82	91	76
TNC Referral Process	--	84	--	82	--	81
Further Action Notice Process	--	82	--	82	--	82
Photo Matching	**96**	**95**	**93**	**94**	**97**	**95**
Ease of photo matching process	96	95	94	94	97	95
Helpfulness in preventing fraud	95	95	92	93	97	95
Customer Service	**90**	**89**	**91**	**91**	**96**	**92**
Ease of accessing representative	89	88	89	90	95	91
Professionalism	92	91	92	93	96	93
Communication skills	91	90	91	91	96	93
Ability to understand your questions/issue	90	89	91	90	95	93
Providing guidance on policy/questions	89	89	90	90	98	93
Customer Service Before Transfer	**86**	**90**	**89**	**91**	**98**	**92**
Ease of accessing representative	86	90	87	91	100	92
Professionalism	89	91	92	92	100	93
Communication skills	83	91	90	91	100	91
Ability to understand your questions/issue	85	90	87	90	100	92
Providing guidance on policy/questions	85	89	87	91	89	92

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

Figure 61 - Consider Small Business Scores (cont.)

	Small business		Not a small business		Don´t know	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Sample Size	**1,053**	**2,253**	**462**	**988**	**62**	**136**
Customer Service After Transfer	**87**	**90**	**90**	**92**	**98**	**93**
Ease of accessing representative	86	89	90	91	100	93
Professionalism	88	91	90	93	100	93
Communication skills	86	90	90	92	100	93
Ability to understand your questions/issue	88	90	90	92	100	94
Providing guidance on policy/questions	85	89	90	92	89	94
Customer Service by Email	**81**	**75**	**84**	**84**	**85**	**29**
Ability to understand your questions/issue	79	80	86	84	81	44

	Small business		Not a small business		Don´t know	
	2013	**2014**	**2013**	**2014**	**2013**	**2014**
	Scores		Scores		Scores	
The timeliness with which you received a response	82	77	82	83	85	0
Communication skills in the response you received	81	80	86	86	89	44
Providing guidance on policy/questions	79	78	84	84	85	22
Internet Use	**72**	**70**	**74**	**71**	**74**	**72**
Interested in using the Internet rather than having to call or e-mail E-Verify	72	70	74	71	74	72
Technical Assistance	**85**	**85**	**90**	**87**	**96**	**96**
Ease of accessing representative	85	82	91	87	100	96
Professionalism	84	85	90	89	96	96
Communication skills	84	85	92	88	96	96
Ability to understand your questions/issue	84	86	90	88	96	96
Knowledge of technical issues	85	87	92	85	96	96
Technical guidance resolving your issue	84	84	88	85	96	96
Interested in Communicating with Peers	**33**	**33**	**41**	**39**	**44**	**41**
Interested in communicating with peers about E-Verify or using the system	33	33	41	39	44	41
E-Verify Listens	**--**	**79**	**--**	**80**	**--**	**61**
Experience with E-Verify Listens	--	79	--	80	--	61
Satisfaction	**86**	**86**	**86**	**88**	**88**	**90**
Overall satisfaction	87	87	88	89	89	90
Meets expectations	87	88	87	89	89	90
Compared to ideal	84	85	83	86	86	87
Recommend	**85**	**85**	**88**	**88**	**88**	**91**
How likely would you be to recommend the E-Verify program to others	85	85	88	88	88	91
Confident in Accuracy	**88**	**89**	**88**	**91**	**91**	**91**
How confident are you in the accuracy of the E-Verify program	88	89	88	91	91	91
Future Participation	**94**	**94**	**95**	**95**	**96**	**96**
Likelihood to continue to participate in the E-Verify program in the future	94	94	95	95	96	96

(Cross Section) How many do you employ?

	1-4		5-29		30-99		100-299	
	2013	2014	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores		Scores	
Sample Size	60	147	419	933	433	974	364	726
Awareness / Registration	**85**	**85**	**85**	**84**	**87**	**91**	**90**	**87**
Clarity of instructions on how to enroll	84	84	85	85	86	92	92	88
Memorandum of understanding makes responsibilities and next steps clear	86	86	85	83	86	91	90	86
Ease of submitting registration information	87	86	85	86	88	91	90	88
Speed of receiving User Name, Password and E-Verify Web Address	89	87	88	87	91	94	89	88
Ease of registration process overall	81	79	80	82	85	88	90	87
Tutorial	**86**	**84**	**82**	**85**	**87**	**88**	**89**	**88**
Helpfulness of information in User Manual	87	80	86	89	88	87	82	85
Ease of taking online training in terms of understanding content	89	87	84	87	88	89	92	89
Ease of completing online training in terms of time required	86	82	81	82	84	85	90	87
Ease of accessing online resources	85	86	86	85	89	90	91	89
Usefulness of online resources	85	85	85	83	87	88	88	88
Ease of training process overall	86	83	82	86	87	87	89	89
Using E-Verify	**88**	**84**	**89**	**89**	**91**	**92**	**91**	**93**
Ease of navigating the E-Verify site	86	80	87	86	90	89	89	91
Ease of submitting I-9 information on E-Verify	89	83	88	89	92	92	91	92
Speed of receiving an initial response from E-Verify	93	91	94	94	95	96	95	96
Clarity of next steps as described in the response	89	82	88	88	90	90	89	91
Tentative Nonconfirmation (TNC) Resolution Process	**92**	**83**	**76**	**83**	**86**	**80**	**79**	**83**
Speed of resolving the case	94	90	75	84	88	82	80	84
Clarity of communications about the steps involved in the resolution process	91	83	76	82	85	78	79	82
Ease of resolving the case	89	90	75	84	87	80	80	83
TNC Referral Process	--	91	--	86	--	79	--	85
Further Action Notice Process	--	91	--	85	--	78	--	84
Photo Matching	**94**	**98**	**95**	**94**	**96**	**96**	**95**	**95**
Ease of photo matching process	96	98	96	94	96	96	95	95
Helpfulness in preventing fraud	93	97	93	94	95	95	94	94
Customer Service	**100**	**87**	**88**	**92**	**92**	**88**	**91**	**92**
Ease of accessing representative	100	87	87	90	89	87	92	92
Professionalism	100	89	89	93	94	89	92	94
Communication skills	100	89	88	92	92	89	92	92

	1-4		5-29		30-99		100-299	
	2013	2014	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores		Scores	
Ability to understand your questions/issue	100	84	88	92	93	89	91	92
Providing guidance on policy/questions	100	84	85	91	92	87	90	91
Customer Service Before Transfer	**--**	**90**	**79**	**91**	**90**	**89**	**99**	**93**
Ease of accessing representative	--	91	80	92	89	89	98	93
Professionalism	--	90	80	92	94	91	100	94
Communication skills	--	91	76	92	85	90	100	93
Ability to understand your questions/issue	--	89	78	91	89	89	98	93
Providing guidance on policy/questions	--	90	82	89	89	88	96	93

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

Figure 63 - How Many Do You Employ Scores (cont.)

	1-4		5-29		30-99		100-299	
	2013	2014	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores		Scores	
Sample Size	60	147	419	933	433	974	364	726
Customer Service After Transfer	**--**	**88**	**81**	**91**	**93**	**89**	**99**	**94**
Ease of accessing representative	--	90	81	91	93	88	100	94
Professionalism	--	90	81	92	93	90	98	95
Communication skills	--	88	80	92	94	90	100	94
Ability to understand your questions/issue	--	86	81	91	93	89	100	94
Providing guidance on policy/questions	--	85	81	90	93	88	96	94
Customer Service by Email	**--**	**77**	**63**	**79**	**87**	**68**	**92**	**87**
Ability to understand your questions/issue	--	78	61	78	86	79	91	83
The timeliness with which you received a response	--	77	64	83	89	70	92	90
Communication skills in the response you received	--	77	66	79	85	81	93	90
Providing guidance on policy/questions	--	75	60	75	85	77	91	84
Internet Use	**71**	**72**	**72**	**70**	**71**	**70**	**72**	**70**
Interested in using the Internet rather than having to call or e-mail E-Verify	71	72	72	70	71	70	72	70
Technical Assistance	**--**	**96**	**81**	**88**	**80**	**82**	**94**	**86**
Ease of accessing representative	--	94	81	86	83	78	93	83
Professionalism	--	96	81	89	79	83	95	86
Communication skills	--	96	80	87	81	82	94	87
Ability to understand your questions/issue	--	96	81	88	79	83	94	89
Knowledge of technical issues	--	94	81	92	82	85	94	86
Technical guidance resolving your issue	--	98	81	88	78	81	95	83

	1-4		5-29		30-99		100-299	
	2013	2014	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores		Scores	
Interested in Communicating with Peers	**32**	**30**	**33**	**32**	**32**	**35**	**39**	**37**
Interested in communicating with peers about E-Verify or using the system	32	30	33	32	32	35	39	37
E-Verify Listens	**--**	**81**	**--**	**86**	**--**	**73**	**--**	**81**
Experience with E-Verify Listens	--	81	--	86	--	73	--	81
Satisfaction	**81**	**78**	**84**	**85**	**88**	**89**	**87**	**89**
Overall satisfaction	83	79	84	86	89	89	88	90
Meets expectations	82	79	84	86	89	89	88	90
Compared to ideal	81	76	82	83	86	87	85	87
Recommend	**75**	**75**	**83**	**83**	**88**	**88**	**88**	**90**
How likely would you be to recommend the E-Verify program to others	75	75	83	83	88	88	88	90
Confident in Accuracy	**84**	**83**	**87**	**88**	**89**	**90**	**89**	**91**
How confident are you in the accuracy of the E-Verify program	84	83	87	88	89	90	89	91
Future Participation	**90**	**89**	**93**	**93**	**95**	**96**	**96**	**96**
Likelihood to continue to participate in the E-Verify program in the future	90	89	93	93	95	96	96	96

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

Figure 64 - How Many Do You Employ Scores (cont.)

	300-999		1,000-9,999		10,000+	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Sample Size	185	378	95	188	21	31
Awareness / Registration	**82**	**86**	**60**	**78**	**--**	**--**
Clarity of instructions on how to enroll	86	84	63	67	--	--
Memorandum of understanding makes responsibilities and next steps clear	81	84	56	72	--	--
Ease of submitting registration information	82	89	59	83	--	--
Speed of receiving User Name, Password and E-Verify Web Address	86	88	63	83	--	--
Ease of registration process overall	77	83	59	83	--	--
Tutorial	**85**	**86**	**84**	**93**	**--**	**100**
Helpfulness of information in User Manual	87	90	78	91	--	100
Ease of taking online training in terms of understanding content	88	88	83	96	--	100
Ease of completing online training in terms of time required	83	86	83	89	--	100
Ease of accessing online resources	88	86	83	93	--	100

	300-999		1,000-9,999		10,000+	
	2013	2014	2013	2014	2013	2014
	Scores		**Scores**		**Scores**	
Usefulness of online resources	83	86	83	93	--	100
Ease of training process overall	85	86	85	93	--	100
Using E-Verify	**91**	**91**	**87**	**90**	**88**	**85**
Ease of navigating the E-Verify site	91	90	87	89	88	81
Ease of submitting I-9 information on E-Verify	90	91	88	89	88	85
Speed of receiving an initial response from E-Verify	95	95	90	93	93	91
Clarity of next steps as described in the response	89	89	84	87	83	84
Tentative Nonconfirmation (TNC) Resolution Process	**81**	**83**	**78**	**79**	**81**	**80**
Speed of resolving the case	80	82	76	79	78	78
Clarity of communications about the steps involved in the resolution process	82	84	80	79	82	78
Ease of resolving the case	79	84	76	80	81	84
TNC Referral Process	--	84	--	80	--	83
Further Action Notice Process	--	84	--	80	--	80
Photo Matching	**95**	**94**	**92**	**93**	**93**	**89**
Ease of photo matching process	95	94	94	94	94	92
Helpfulness in preventing fraud	94	93	91	92	91	86
Customer Service	**93**	**92**	**90**	**86**	**87**	**86**
Ease of accessing representative	92	91	86	83	87	85
Professionalism	93	93	92	89	90	89
Communication skills	93	93	91	87	89	88
Ability to understand your questions/issue	94	92	89	86	83	82
Providing guidance on policy/questions	94	93	91	84	84	85
Customer Service Before Transfer	**84**	**91**	**90**	**87**	**87**	**86**
Ease of accessing representative	81	91	93	86	89	88
Professionalism	89	92	93	88	89	88
Communication skills	83	91	93	88	89	86
Ability to understand your questions/issue	82	91	85	86	89	83
Providing guidance on policy/questions	82	93	85	86	78	86

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

	300-999		1,000-9,999		10,000+	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Sample Size	**185**	**378**	**95**	**188**	**21**	**31**
Customer Service After Transfer	**84**	**93**	**90**	**87**	**89**	**87**
Ease of accessing representative	82	93	89	84	89	84
Professionalism	88	93	89	90	89	90
Communication skills	82	93	89	87	89	88
Ability to understand your questions/issue	85	93	93	87	89	87
Providing guidance on policy/questions	82	93	89	86	89	86
Customer Service by Email	**94**	**90**	**72**	**76**	**70**	**77**
Ability to understand your questions/issue	91	95	70	78	82	78
The timeliness with which you received a response	95	87	74	70	56	79
Communication skills in the response you received	93	93	72	78	78	76
Providing guidance on policy/questions	97	94	72	77	67	76
Internet Use	**76**	**71**	**78**	**73**	**73**	**73**
Interested in using the Internet rather than having to call or e-mail E-Verify	76	71	78	73	73	73
Technical Assistance	**90**	**89**	**91**	**88**	**82**	**72**
Ease of accessing representative	89	87	90	88	96	81
Professionalism	89	88	90	93	81	78
Communication skills	91	88	91	93	89	72
Ability to understand your questions/issue	91	89	91	86	74	72
Knowledge of technical issues	91	89	92	84	100	61
Technical guidance resolving your issue	91	89	90	83	67	69
Interested in Communicating with Peers	**41**	**39**	**46**	**45**	**55**	**51**
Interested in communicating with peers about E-Verify or using the system	41	39	46	45	55	51
E-Verify Listens	**--**	**81**	**--**	**60**	**--**	**76**
Experience with E-Verify Listens	--	81	--	60	--	76
Satisfaction	**88**	**88**	**82**	**86**	**84**	**85**
Overall satisfaction	89	89	85	87	83	87
Meets expectations	89	89	83	87	85	86
Compared to ideal	86	86	77	84	83	82
Recommend	**90**	**89**	**87**	**88**	**87**	**81**
How likely would you be to recommend the E-Verify program to others	90	89	87	88	87	81

	300-999		1,000-9,999		10,000+	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Confident in Accuracy	**91**	**90**	**85**	**89**	**84**	**89**
How confident are you in the accuracy of the E-Verify program	91	90	85	89	84	89
Future Participation	**96**	**95**	**93**	**96**	**96**	**96**
Likelihood to continue to participate in the E-Verify program in the future	96	95	93	96	96	96

(Cross Section) When did your organization enroll?

Figure 66 - When Did Your Organization Enroll Scores

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2013	2014	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores		Scores	
Sample Size	73	110	177	293	507	940	820	2034
Awareness / Registration	**89**	**86**	**85**	**87**	**--**	**--**	**--**	**--**
Clarity of instructions on how to enroll	88	86	86	88	--	--	--	--
Memorandum of understanding makes responsibilities and next steps clear	88	85	85	87	--	--	--	--
Ease of submitting registration information	89	88	86	88	--	--	--	--
Speed of receiving User Name, Password and E-Verify Web Address	91	90	88	89	--	--	--	--
Ease of registration process overall	87	83	82	85	--	--	--	--
Tutorial	**90**	**86**	**84**	**87**	**--**	**--**	**--**	**--**
Helpfulness of information in User Manual	89	83	85	88	--	--	--	--
Ease of taking online training in terms of understanding content	91	88	86	89	--	--	--	--
Ease of completing online training in terms of time required	89	83	83	85	--	--	--	--
Ease of accessing online resources	91	88	87	87	--	--	--	--
Usefulness of online resources	88	86	85	86	--	--	--	--
Ease of training process overall	90	86	84	87	--	--	--	--
Using E-Verify	**93**	**91**	**91**	**90**	**90**	**90**	**90**	**91**
Ease of navigating the E-Verify site	92	89	89	88	88	87	89	89
Ease of submitting I-9 information on E-Verify	91	92	92	90	90	90	90	91
Speed of receiving an initial response from E-Verify	96	94	94	93	94	94	94	95
Clarity of next steps as described in the response	93	90	90	89	88	88	89	90
Tentative Nonconfirmation (TNC) Resolution	**77**	**72**	**86**	**84**	**79**	**80**	**80**	**82**

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2013	2014	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores		Scores	
Process								
Speed of resolving the case	78	79	86	86	81	81	79	82
Clarity of communications about the steps involved in the resolution process	77	70	87	83	79	80	81	82
Ease of resolving the case	76	71	86	85	80	81	79	83
TNC Referral Process	--	74	--	86	--	80	--	84
Further Action Notice Process	--	72	--	85	--	79	--	83
Photo Matching	**98**	**95**	**95**	**93**	**94**	**94**	**94**	**95**
Ease of photo matching process	98	95	95	94	95	94	95	96
Helpfulness in preventing fraud	98	95	94	93	94	94	94	94
Customer Service	**89**	**90**	**93**	**89**	**88**	**90**	**92**	**90**
Ease of accessing representative	84	92	92	89	87	88	91	89
Professionalism	91	90	94	92	89	91	93	92
Communication skills	89	89	94	89	89	91	92	91
Ability to understand your questions/issue	90	90	93	87	87	90	92	90
Providing guidance on policy/questions	92	88	90	88	86	90	92	89
Customer Service Before Transfer	**89**	**90**	**78**	**89**	**96**	**90**	**87**	**91**
Ease of accessing representative	89	92	76	91	95	89	87	91
Professionalism	89	90	80	90	95	91	92	92
Communication skills	89	89	76	89	95	91	86	91
Ability to understand your questions/issue	89	89	78	88	95	91	85	90
Providing guidance on policy/questions	89	88	80	88	98	90	84	91

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

Figure 67 - When Did Your Organization Enroll Scores (cont.)

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2013	2014	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores		Scores	
Sample Size	73	110	177	293	507	940	820	2,034
Customer Service After Transfer	89	95	82	89	95	90	88	91
Ease of accessing representative	89	95	82	90	95	89	88	90
Professionalism	89	95	82	92	95	91	90	92
Communication skills	89	95	80	89	95	91	88	91
Ability to understand your questions/issue	89	95	82	88	95	91	90	91
Providing guidance on policy/questions	89	95	82	87	94	90	86	90
Customer Service by Email	100	89	79	72	85	85	79	78
Ability to understand your questions/issue	100	97	76	76	84	85	80	80
The timeliness with which you received a response	100	89	80	74	84	84	80	78
Communication skills in the response you received	100	97	82	77	85	84	80	82
Providing guidance on policy/questions	100	96	80	77	85	86	77	78
Internet Use	78	77	79	75	71	70	71	70
Interested in using the Internet rather than having to call or e-mail E-Verify	78	77	79	75	71	70	71	70
Technical Assistance	88	51	88	78	82	90	91	88
Ease of accessing representative	89	48	89	84	82	89	91	85
Professionalism	89	48	86	73	81	92	91	89
Communication skills	86	48	89	71	82	90	91	89
Ability to understand your questions/issue	86	48	89	79	82	91	90	88
Knowledge of technical issues	89	63	89	86	82	89	93	87
Technical guidance resolving your issue	89	48	88	75	82	88	89	87
Interested in Communicating with Peers	45	42	32	33	37	35	36	35
Interested in communicating with peers about E-Verify or using the system	45	42	32	33	37	35	36	35
E-Verify Listens	--	86	--	94	--	70	--	78
Experience with E-Verify Listens	--	86	--	94	--	70	--	78
Satisfaction	88	86	86	86	85	85	86	88
Overall satisfaction	88	87	87	87	87	86	87	89
Meets expectations	89	87	87	87	86	86	87	89
Compared to ideal	88	85	86	85	83	83	84	86

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2013	2014	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores		Scores	
Recommend	**87**	**84**	**84**	**86**	**85**	**84**	**87**	**88**
How likely would you be to recommend the E-Verify program to others	87	84	84	86	85	84	87	88
Confident in Accuracy	**89**	**90**	**88**	**89**	**88**	**88**	**89**	**90**
How confident are you in the accuracy of the E-Verify program	89	90	88	89	88	88	89	90
Future Participation	**95**	**94**	**93**	**92**	**94**	**94**	**95**	**96**
Likelihood to continue to participate in the E-Verify program in the future	95	94	93	92	94	94	95	96

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

Figure 68 - Frequency Of Use Scores

	Once a week or more		Two or three times a month		About once a month	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Sample Size	286	632	341	668	235	484
Awareness / Registration	**86**	**87**	**89**	**88**	**87**	**87**
Clarity of instructions on how to enroll	90	89	88	89	87	86
Memorandum of understanding makes responsibilities and next steps clear	87	86	88	87	82	85
Ease of submitting registration information	84	87	89	88	90	89
Speed of receiving User Name, Password and E-Verify Web Address	87	90	91	91	89	88
Ease of registration process overall	82	85	87	86	86	87
Tutorial	**85**	**89**	**89**	**86**	**87**	**87**
Helpfulness of information in User Manual	82	87	86	86	84	85
Ease of taking online training in terms of understanding content	88	91	91	88	88	88
Ease of completing online training in terms of time required	84	88	88	82	87	86
Ease of accessing online resources	88	88	90	87	87	88
Usefulness of online resources	83	88	88	86	87	87
Ease of training process overall	83	89	89	86	88	88
Using E-Verify	**90**	**91**	**91**	**92**	**91**	**92**
Ease of navigating the E-Verify site	90	90	90	90	89	90
Ease of submitting I-9 information on E-Verify	90	90	91	91	91	92

	Once a week or more		Two or three times a month		About once a month	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Speed of receiving an initial response from E-Verify	94	94	95	95	94	96
Clarity of next steps as described in the response	88	89	90	91	89	91
Tentative Nonconfirmation (TNC) Resolution Process	**80**	**81**	**80**	**83**	**86**	**81**
Speed of resolving the case	80	81	80	84	87	83
Clarity of communications about the steps involved in the resolution process	81	80	81	82	86	80
Ease of resolving the case	80	82	79	84	85	81
TNC Referral Process	--	82	--	84	--	83
Further Action Notice Process	--	81	--	83	--	82
Photo Matching	**94**	**94**	**94**	**94**	**94**	**97**
Ease of photo matching process	95	95	95	94	94	97
Helpfulness in preventing fraud	94	92	93	94	93	96
Customer Service	**91**	**90**	**94**	**91**	**94**	**88**
Ease of accessing representative	89	88	92	89	93	88
Professionalism	92	92	94	92	95	91
Communication skills	91	91	94	91	94	89
Ability to understand your questions/issue	90	88	95	91	93	87
Providing guidance on policy/questions	90	89	94	91	93	85
Customer Service Before Transfer	**88**	**91**	**98**	**90**	**74**	**89**
Ease of accessing representative	88	90	97	90	76	90
Professionalism	92	92	100	91	78	91
Communication skills	88	91	100	90	67	91
Ability to understand your questions/issue	86	89	97	90	73	88
Providing guidance on policy/questions	86	90	96	91	76	86

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

Figure 69 - Frequency Of Use Scores (cont.)

	Once a week or more		Two or three times a month		About once a month	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Sample Size	**286**	**632**	**341**	**668**	**235**	**484**
Customer Service After Transfer	**89**	**91**	**99**	**91**	**78**	**91**
Ease of accessing representative	88	90	100	91	78	89
Professionalism	90	92	97	92	78	93
Communication skills	88	91	100	91	78	93
Ability to understand your questions/issue	90	90	100	92	78	91
Providing guidance on policy/questions	88	89	96	91	78	91
Customer Service by Email	**82**	**77**	**94**	**93**	**78**	**68**
Ability to understand your questions/issue	84	76	93	94	78	76
The timeliness with which you received a response	81	76	94	92	80	74
Communication skills in the response you received	84	79	96	93	77	83
Providing guidance on policy/questions	81	76	95	94	79	83
Internet Use	**79**	**73**	**72**	**70**	**72**	**71**
Interested in using the Internet rather than having to call or e-mail E-Verify	79	73	72	70	72	71
Technical Assistance	**92**	**84**	**95**	**84**	**85**	**83**
Ease of accessing representative	94	86	94	78	86	81
Professionalism	91	86	95	84	87	81
Communication skills	93	85	95	84	84	81
Ability to understand your questions/issue	91	83	95	88	84	81
Knowledge of technical issues	95	82	95	86	86	89
Technical guidance resolving your issue	90	81	95	84	85	81
Interested in Communicating with Peers	**47**	**44**	**35**	**36**	**39**	**36**
Interested in communicating with peers about E-Verify or using the system	47	44	35	36	39	36
E-Verify Listens	**--**	**75**	**--**	**80**	**--**	**89**
Experience with E-Verify Listens	--	75	--	80	--	89
Satisfaction	**86**	**88**	**87**	**89**	**86**	**88**
Overall satisfaction	88	89	88	90	87	89
Meets expectations	88	89	88	89	87	89
Compared to ideal	84	86	85	87	84	86
Recommend	**89**	**89**	**89**	**89**	**84**	**88**
How likely would you be to recommend the E-Verify program to others	89	89	89	89	84	88
Confident in Accuracy	**89**	**90**	**89**	**91**	**89**	**90**
How confident are you in the accuracy of the E-Verify program	89	90	89	91	89	90
Future Participation	**96**	**96**	**96**	**96**	**94**	**95**
Likelihood to continue to participate in the E-Verify program in the future	96	96	96	96	94	95

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

Figure 70 - Frequency Of Use Scores (cont.)

	Once every few months		Once or twice a year		Less than once a year	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Sample Size	419	938	234	512	62	143
Awareness / Registration	**86**	**89**	**88**	**85**	**61**	**76**
Clarity of instructions on how to enroll	85	89	88	85	59	77
Memorandum of understanding makes responsibilities and next steps clear	87	89	90	83	61	77
Ease of submitting registration information	86	90	88	87	57	76
Speed of receiving User Name, Password and E-Verify Web Address	90	90	90	89	69	75
Ease of registration process overall	82	85	84	83	59	74
Tutorial	**84**	**88**	**89**	**85**	**66**	**81**
Helpfulness of information in User Manual	89	92	89	83	56	81
Ease of taking online training in terms of understanding content	86	89	89	87	69	82
Ease of completing online training in terms of time required	82	85	87	83	61	80
Ease of accessing online resources	88	89	90	86	69	84
Usefulness of online resources	87	87	89	85	65	81
Ease of training process overall	84	88	88	85	63	81
Using E-Verify	**91**	**91**	**89**	**88**	**85**	**82**
Ease of navigating the E-Verify site	89	89	87	84	83	78
Ease of submitting I-9 information on E-Verify	90	91	88	88	85	82
Speed of receiving an initial response from E-Verify	94	95	94	93	91	88
Clarity of next steps as described in the response	90	90	88	87	85	81
Tentative Nonconfirmation (TNC) Resolution Process	**77**	**81**	**80**	**95**	**50**	**86**
Speed of resolving the case	78	81	81	95	50	89
Clarity of communications about the steps involved in the resolution process	77	80	79	95	50	89
Ease of resolving the case	78	81	79	95	50	83
TNC Referral Process	--	83	--	95	--	--
Further Action Notice Process	--	81	--	95	--	83
Photo Matching	**96**	**95**	**95**	**93**	**90**	**97**
Ease of photo matching process	96	95	96	93	100	96
Helpfulness in preventing fraud	96	95	94	93	67	100
Customer Service	**88**	**92**	**88**	**89**	**64**	**78**
Ease of accessing representative	87	91	86	87	67	78

	Once every few months		Once or twice a year		Less than once a year	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Professionalism	89	92	89	90	67	78
Communication skills	88	93	87	90	61	78
Ability to understand your questions/issue	88	93	89	89	67	78
Providing guidance on policy/questions	86	92	87	87	56	78
Customer Service Before Transfer	**89**	**93**	**100**	**91**	**--**	**76**
Ease of accessing representative	86	92	100	92	--	78
Professionalism	92	93	100	92	--	76
Communication skills	89	93	100	92	--	76
Ability to understand your questions/issue	89	93	100	92	--	76
Providing guidance on policy/questions	89	93	100	90	--	76

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

Figure 71 - Frequency Of Use Scores (cont.)

	Once every few months		Once or twice a year		Less than once a year	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Sample Size	**419**	**938**	**234**	**512**	**62**	**143**
Customer Service After Transfer	**91**	**92**	**100**	**89**	**--**	**81**
Ease of accessing representative	92	92	100	89	--	80
Professionalism	92	93	100	89	--	82
Communication skills	92	92	100	89	--	80
Ability to understand your questions/issue	92	92	100	89	--	82
Providing guidance on policy/questions	89	91	100	88	--	82
Customer Service by Email	**74**	**80**	**94**	**72**	**39**	**76**
Ability to understand your questions/issue	73	87	93	75	28	76
The timeliness with which you received a response	73	79	94	75	50	78
Communication skills in the response you received	73	87	96	75	50	74
Providing guidance on policy/questions	72	83	94	64	28	73
Internet Use	**71**	**70**	**69**	**69**	**75**	**69**
Interested in using the Internet rather than having to call or e-mail E-Verify	71	70	69	69	75	69
Technical Assistance	**67**	**90**	**93**	**93**	**48**	**94**
Ease of accessing representative	67	85	93	92	56	94

	Once every few months		Once or twice a year		Less than once a year	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Professionalism	65	90	93	93	44	94
Communication skills	69	92	93	92	44	94
Ability to understand your questions/issue	68	91	93	94	56	94
Knowledge of technical issues	68	90	93	93	44	94
Technical guidance resolving your issue	67	90	93	92	44	94
Interested in Communicating with Peers	**34**	**34**	**28**	**28**	**24**	**23**
Interested in communicating with peers about E-Verify or using the system	34	34	28	28	24	23
E-Verify Listens	**--**	**80**	**--**	**86**	**--**	**70**
Experience with E-Verify Listens	--	80	--	86	--	70
Satisfaction	**87**	**88**	**85**	**84**	**76**	**77**
Overall satisfaction	88	88	86	85	78	78
Meets expectations	88	89	85	85	76	78
Compared to ideal	85	86	82	82	75	74
Recommend	**87**	**87**	**83**	**80**	**73**	**71**
How likely would you be to recommend the E-Verify program to others	87	87	83	80	73	71
Confident in Accuracy	**88**	**90**	**87**	**87**	**81**	**80**
How confident are you in the accuracy of the E-Verify program	88	90	87	87	81	80
Future Participation	**94**	**95**	**95**	**93**	**88**	**83**
Likelihood to continue to participate in the E-Verify program in the future	94	95	95	93	88	83

(Cross Section) Which best describes your organization?

Figure 72 - Which Best Describes Organization Scores

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2013	**2014**	**2013**	**2014**	**2013**	**2014**
	Scores		**Scores**		**Scores**	
Sample Size	1,405	3,053	89	124	83	200
Awareness / Registration	**86**	**87**	**85**	**85**	**95**	**92**
Clarity of instructions on how to enroll	86	87	85	87	94	91
Memorandum of understanding makes responsibilities and next steps clear	86	86	85	83	94	94
Ease of submitting registration information	86	88	81	83	95	94
Speed of receiving User Name, Password and E-Verify Web Address	89	89	89	90	98	95
Ease of registration process overall	83	85	87	85	97	86
Tutorial	**86**	**87**	**91**	**80**	**88**	**86**
Helpfulness of information in User Manual	86	86	81	91	92	89
Ease of taking online training in terms of understanding content	88	89	90	84	88	88
Ease of completing online training in terms of time required	84	85	92	75	88	82
Ease of accessing online resources	88	88	90	78	88	88
Usefulness of online resources	86	86	89	79	87	87
Ease of training process overall	85	87	92	81	89	87
Using E-Verify	**90**	**91**	**93**	**92**	**89**	**90**
Ease of navigating the E-Verify site	89	88	93	91	87	87
Ease of submitting I-9 information on E-Verify	90	90	94	91	88	90
Speed of receiving an initial response from E-Verify	94	95	95	94	93	95
Clarity of next steps as described in the response	89	89	90	90	88	87
Tentative Nonconfirmation (TNC) Resolution Process	**80**	**82**	**83**	**76**	**77**	**80**
Speed of resolving the case	80	83	81	77	76	76
Clarity of communications about the steps involved in the resolution process	80	82	84	75	80	80
Ease of resolving the case	80	83	81	80	75	80
TNC Referral Process	--	83	--	80	--	80
Further Action Notice Process	--	82	--	80	--	79
Photo Matching	**94**	**95**	**96**	**94**	**95**	**95**
Ease of photo matching process	95	95	97	95	95	96
Helpfulness in preventing fraud	94	94	95	95	96	93
Customer Service	**90**	**90**	**95**	**92**	**90**	**88**

	General User 2013	General User 2014	Temporary Agency or Employment Agency 2013	Temporary Agency or Employment Agency 2014	E-Verify Employer Agent 2013	E-Verify Employer Agent 2014
	Scores		Scores		Scores	
Ease of accessing representative	89	89	96	89	90	86
Professionalism	92	91	96	93	90	92
Communication skills	91	90	96	93	90	90
Ability to understand your questions/issue	90	90	93	93	92	86
Providing guidance on policy/questions	90	89	91	92	91	84
Customer Service Before Transfer	**88**	**90**	**89**	**92**	**84**	**91**
Ease of accessing representative	87	90	89	91	84	92
Professionalism	90	91	93	93	91	92
Communication skills	87	90	89	93	84	93
Ability to understand your questions/issue	87	90	89	93	82	90
Providing guidance on policy/questions	88	90	87	93	78	89

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

Figure 73 - Which Best Describes Organization Scores (cont.)

	General User 2013	General User 2014	Temporary Agency or Employment Agency 2013	Temporary Agency or Employment Agency 2014	E-Verify Employer Agent 2013	E-Verify Employer Agent 2014
	Scores		Scores		Scores	
Sample Size	1,405	3,053	89	124	83	200
Customer Service After Transfer	**90**	**91**	**87**	**92**	**87**	**88**
Ease of accessing representative	90	90	87	91	84	90
Professionalism	89	92	89	93	91	92
Communication skills	90	91	87	92	84	89
Ability to understand your questions/issue	90	91	89	92	89	85
Providing guidance on policy/questions	89	90	85	92	84	84
Customer Service by Email	**81**	**79**	**86**	**87**	**92**	**75**
Ability to understand your questions/issue	79	81	89	88	96	76
The timeliness with which you received a response	81	80	83	84	96	74
Communication skills in the response you received	81	83	89	88	91	77
Providing guidance on policy/questions	80	80	87	88	87	73
Internet Use	**73**	**70**	**76**	**75**	**71**	**71**

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2013	2014	2013	2014	2013	2014
	Scores		Scores		Scores	
Interested in using the Internet rather than having to call or e-mail E-Verify	73	70	76	75	71	71
Technical Assistance	**86**	**87**	**100**	**81**	**92**	**85**
Ease of accessing representative	85	84	100	81	98	92
Professionalism	85	88	100	81	91	84
Communication skills	86	88	100	81	94	81
Ability to understand your questions/issue	85	88	100	81	89	81
Knowledge of technical issues	86	87	100	81	100	92
Technical guidance resolving your issue	85	86	100	81	87	79
Interested in Communicating with Peers	**35**	**34**	**52**	**51**	**41**	**41**
Interested in communicating with peers about E-Verify or using the system	35	34	52	51	41	41
E-Verify Listens	**--**	**79**	**--**	**82**	**--**	**70**
Experience with E-Verify Listens	--	79	--	82	--	70
Satisfaction	**86**	**87**	**89**	**90**	**86**	**85**
Overall satisfaction	87	88	91	91	86	85
Meets expectations	87	88	90	91	86	85
Compared to ideal	84	85	88	87	85	84
Recommend	**86**	**86**	**93**	**90**	**85**	**86**
How likely would you be to recommend the E-Verify program to others	86	86	93	90	85	86
Confident in Accuracy	**88**	**89**	**92**	**91**	**87**	**89**
How confident are you in the accuracy of the E-Verify program	88	89	92	91	87	89
Future Participation	**95**	**95**	**96**	**97**	**91**	**94**
Likelihood to continue to participate in the E-Verify program in the future	95	95	96	97	91	94

APPENDIX D: VERBATIM COMMENTS

Hyperlink Directory of Verbatim Comments

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Q1. How did you first learn about E-Verify? (Other)

2 hour panel after work

A contractor we were going to do work for.

A Human Resources Seminar

A human resources seminar through [redacted]

A previous job with a federal contractor

A Student Intern on Option Practical Training requiring E-Verify

account

accountant

Accountant

Accountant

Accountant

Accountant

accountant

[redacted]

[redacted] Resource

Advertisement when E verify was started long back

Another company

Another school division

[redacted]

[redacted] Congress Meeting

Approved for Government Contracts & they require it

[redacted] to utilize E-Verify

As a sub contractor we were required to enroll by the org with the grant

As an HR professional I've known of eVerify for years. Don't recall exactly how.

Association of County Officials

Attended an HR seminar that suggest e-Verify

Attorney

[redacted] manditory

Being used company wide.

Bid requirement by City

Board Member

Bookkeeper

broker website

[redacted] Employers Association

Candidate

Cannot remember

Cannot remember

Can't answer this.

can't remember

Can't remember

can't remember

Class in Personnel Management

College

Company Accountant

company already using when I started my position

Company Attorney

company lawyer

Company signed an [redacted] Agreement

company was signe dup when I was hired

company we contract to

compliance organiztion

Compliance with parent company who was already using E-Verify

Construction Contract with the [redacted]

Contract

contract requirement

Contract requirement Agency

Contract Review - FAR requirement

Contractors we work for require you to use everify

CPA

Customer

Customer contract requirement

customer requirement

Customer requirement

[redacted] government agency

[redacted]

[redacted] audit

[redacted] Requirement

[redacted] mandate

do not remember

Don't recall

Don't recall but believe from a government agency

Don't remember

don't remember

don't remember

don't remember - it was 5 years ago

Don't remember but we started with the pilot program many years ago.

Don't remember, was using it at previous employment

[redacted] Requirement for Franchisees

[redacted] Franchise

Education

[redacted] consultant

Electronic Paperworks Company

email

Email blast from a vendor

Employment Law Seminar

family that owns a business

FAR clause contract requirements

Federal Contract requirement

Federal contract requirement

Federal contract requirement

[redacted] requirement

[redacted] told us

[redacted] Webinar (Labor Attorney)

Forced to use it for a construction contract.

Former employer used SAVE, which I think was a pre-cursor to E-Verify

Former Employer.

Franchisor

Franchisor requires for new hires

From our corporate franchisor

FROM OUR HEALTH CARE CONVENTION

From out Accountant

From previous employeer/experience

Funding sources require that we participate

General Contractor we were working with at that time.

[redacted] Restaurant Association

google search

Government Contract

Government contract

government contract

Government contract requirement

Government contract requirement

Government Contractor

Government Contracts

Government Contracts

Gov't contract required it

[redacted]

[redacted]

[redacted] Application Requirementt

have always known of everify

[redacted] requirement

Heard it was supposed to be done to find out about illegals

Honestly can't remember.

Honestly don't remember

HR Attorney

HR Audit by 3rd Party Professional

HR Conference

HR Consultant

HR Consultant

HR Newsletter

HR rep at another company a couple years ago

HR seminar

hr seminar

HR Seminar

HR training

HR Training Seminar

I believe it was required by the [redacted] after I established my LLC.

I cannot recall; have been participating for a very long time now.

I cannot remember how I first heard of E-Verify.

I cannot remember how I heard about E-Verify

I can't remember

I can't remember now

I do not remember as I've been using E-Verify for a number of years.

I don't recall

I don't recall

I don't recall

I don't recall.

I dont remember

I don't remember

I don't remember

I don't remember

I don't remember how I learned about it

I don't remember how nor when I first learned of it.

I don't remember. Best guess was when you went from paper to electronic

I don't remember. We've been doing it for quite a while.

I found this online myself

I have used E-Verify in the past

I learned of E-verify when I worked for the [redacted].

I operated the E-Verify system for a previous employer.

I really can't remember

i saw the sign that states " this is an e-verify employer " ata a local chain store

I think I was advised by our [redacted].

I used the service at a prior company

i utilized E-Verify with my prior employer

I was part of the Pilot program in 2006 with another Company

I went to the internet to see if something like this existed.

I worked in one of the initial pilot plants

[redacted] program information that I received

[redacted] Attorney

[redacted] Law Firm

In connection with government contracts

info search online

Information from a local university when attempting to hire a foreign student with a work visa.

Information from a vendor

information from our Payroll Provider [redacted]

[redacted]

Insurance company

Is the law to verify every new employee as an employer

It has been a while but I think emails regarding e-verify.

it was a long time ago and I do not remember

It was a requirement for us to do business with [redacted].

It's been too long, I can't remember, I think advertisement

Knowledge gathered from news media.

Law Seminar

lawyer

lawyer

letter letting us know it was mandatory

Listed as part of Construction Contract that we would E-Verify

Local Bank

Local Employers Association

mail stating this was the new policy to verify employees

mandatory for Section 3 projects - request came from general contractors

Mandatory to do in [redacted]

mandatory training by company

My accountant made me aware of e-verify

My Corporate Office. We are a Franachise

MY LAST EMPLOYMENT

my other job

My own awareness

My payroll agent

My previous employer

My son used E-verify for his business.

My understanding is that we were part of a test group prior to the rollout of E-Verify

[redacted]

Not sure

Not sure, have been doing this for a long time

notice from [redacted]

Notice of a raid at a business and it was mentioned

Notification from legal firm re: mandated enrollment [redacted]

Online research regarding legal requirements for new hires

online search of new governmental policies

Our Accountant

our Accountant

Our accountant

our accounting firm

Our Attorney

OUR CPA

Our CPA that provides out tax returns

Our GC required we join for federal contracts

Our [redacted] Forced it on us

Our immigration attorney

Our labor lawyer

OUR NATIONAL OFFICE WE ARE A FEDERAL AGENCY

Our owners informed us

Our parent company [redacted], decided to begin using E-Verify, I am not quite sure what went into the decision making process.

our payroll company

our payroll company [redacted]

our payroll provider

participated in the initial trials

Past employer

past experience with background screening

Payroll Class

Payroll company

payroll company

PAYROLL PROVIDER

Payroll Provider

payroll provider

Payroll service

Payroll Service

Payroll Service

Payroll Vendor

Pilot program

Pilot Program for EVerify

Pilot program some many years ago

Poster in a business stating they used e-verify

Previous companies I have worked for.

Previous company used E-Verify

Previous employer

previous employer

Previous employer

Previous Employer Use

Previous Employer Used it

Previous employer was E-Verify user

Previous employer.

Previous Employment

previous employment

Previous place of employement used the service

Prime Contractor made it mandatory for us to sign up to do a project

Prime government contractor

prior company used it

pur accountant

[redacted]

Radio & television coverage of the requirement to participate

Received notification of requirement to participate by mail.

Required as part of our Government contract work.

Required by a defense client to bid a job

Required by Contractor

Required by our contract

Required by state Domestic Violence contract

Required for business license

required for our federal contracts

Required for response to REquest for Proposal

Requirement from general contractor Dec 2010

Requirement of our contracts with the government

Requirement of our Government Contract

Requirement to do business with vendor - Government Contract

requirement when working with some general contractors

Save Program

Saw article back in 2007 on topic - not sure of source but probably SSA

SBA loan. Had to do it to comply

searched online

Seminar

SHRM

SHRM

SHRM

SHRM

SHRM

SHRM

SHRM and law firm seminar

Signig up for E-Verify was required in a client's contract with us

[redacted]

Society for Human Resource Management

Society of Human Resources Management

[redacted]

 law required the use of e-verify

State and Federal grants received require use of E-verify

State Employment Program

State Requirements for contractors

Tax Office

The Association Accountants

The companies Accountant

The Employers Association

Through the FAR clauses on our [redacted] contract

transitioned from the Basic Pilot Program

[redacted]

tv news

TV news

[redacted]

unfortunately, I don't remember

unsure it's been several years

[redacted] subcontract requirement

[redacted]

contract entered into

used at former place of employment

used e-verfiy at a past job

Used E-Verify at my previous employer

Used it at a prior company. Our motiviation to use it here and there was from hearing from a propective employee that is was required for OPT extensions under a student visa.

Used it with my previous employer

used service at a previous company

Used system with last employer

Used the service at my previous employer

[redacted] a company we subcontract from, required our participation.

Vendor

Via my parent company

Was aware of when it was becoming a requirement and training

Was in place when I started working here

WE ARE A PEO

We are required to use E-Verify

We entered into a State contract that required us to be a member.

We have been aware for years

We performed E-Verify at my previous employment

We receive government grants and believe that we are obligated to e-verify new hires

We wanted to hire someone who had a student visa and someone from the school indicated we needed to be an E-Verify company to hire him.

We were notified that we were required to use E-Verify. We were already reporting new hires to [redacted]

web search

Web search

We're Contractor's [redacted] It is part of the contract to have all employees run through E-verify.

We've been doing E-Verify for many years now - I do not recall how I first heard about it

When hired in March employer told me about it.

When it was in its test pilot I implemented it in our company

When our company was enrolled

Worker's comp agent

working as a federal contractor and hiring employee's against contract positions

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

17 month STEM extension

A Student Intern on Option Practical Training requiring E-Verify

A way to be sure that those working were eligible to work and the government was behind us in the matter.

accountant recommended it

Accountant suggestion

Advised by board member

Advised by our ICE Auditor

also became a Federal Contractor after signing up for Everify

an effort to be sure we are hiring those who actually are authorized to work in the US

An employee on an F-visa could extend his work permit for an additional year because we signed up for E-Verify

Applied for a grant and it was a requirement for the grant writing process

As far as I remember HR Director said it was mandatory. We are not a contractor.

because I thought I had to

because of employee's with visas and the requirement that we must participate

believe that it is required to do everify

believed it to be required by government

Believed it was mandatory for all businesses.

Believed it was required

Believed it would become law

Believed it would become mandatory at some point and wanted to be pro-active with compliance; also, company would like the potential to bid for state contracts and it is mandatory for compliance in these situations

By company

Company already using E-verify when I started working here

company is growing and looking to maximize administrative efficiencies and needs.

Compliance, customer requests and extension for OPT visa candidates

comply with state requirements

Condition of a business loan

Contractor who works all government jobs from county to federal

Corporate decision in light of our industry

do not know

Due to a grant

Ease of administration with an increase in accuracy of an applicants ability to work in the USA

Ease of verifying citizens and non-citizens authorization to work

Easier to use. Takes less time. Better website that Social Security website

Employees on OPT needs to work for e-verify company so they can extend their work authorization

Enrolled to assist with OPT employees obtain additional time with company

expected this to become a requirement

F1 STEM Extension

fear of punishment for not using this terrible program

Federal Contracts and the ability to extend OPT for STEM degree employes

felt it was the right thing to do

Foresee that it will eventually become a requirement

[redacted]

grant required

H1-B employees

Have been using since 2013, thought that this was a requirement, and enjoy to ability to easily verify information

Heard about it when it first came out as Basic Pilot, signed up to be initial users.

heard on news your are required to Everfiy if you you have 12 or more employees.

Hired a candidate with a student visa requiring OPT extension

Hoping to acquire federal contracts for our business

HR Manager participated in previous Pilot Program at previous employer

I am unaware of the reason

I am unsure as this was a decision at our corporate level.

I believe it is required for local governments??

I believe it is required, but I am not sure by whom.

I felt it would be good for me to have knowledge on how to do E-Verify

I figured this would be mandatory in the future so I wanted us to go above and beyond on this.

i have no idea as they were signed up before i worked here

I like the immediate response.

I think it's mandatory

I thought if you had employees you had too.

I thought it was required of municipalities

I thought that I was required to as a business owner by federal law

I wanted my company to be in compliance with federal and state immigration laws.

I was informed that the Federal Government might require E verify with all contracts.

I was concerned that our staffers had to understand all of the documents that could be used

I was hired as the first HR Manager and always used it in previous jobs once it became available.

I was not working at this company when they signed up.

I was told it was now a requirement

I WAS TOLD IT WAS REQUIRED [redacted]

I wasn't provided with this information

[redacted]

partnership

Implemented new HR system and it was available through that system

Isn't it a Federal requirement?

It is the law

It was a Corp. policy passed down to the locations. I did not make the decision.

It was going to be mandatory in our state at some point.

It was highly recommended at a seminar I attended

It's the right thing to do.

Knew it would soon be required by Federal/State Government.

Liked doing on computer instead of paper

mandatory per company policy

My recollection is that we received mandate correspondance

Needed for an employee who is not an American citizen to apply for work visa

new employee documents stated verify prior to employment

[redacted] was in the pilot program

Not sure of exact reason but perhaps ensuring compliance with Federal/state laws

not sure on this.

Not sure, I wasn't involved in desicion making

Our Accountant advised us we had to sign up

Our company requires everify

Our CPA said it was required.

Our HR Dept. would be able to answer this question correctly

Part of a candidate's visa requirements

Part of the initial test group

payroll company requires us to use it

Per an employee's visa requirements: we instituted company-wide

Pilot Program

quick response to verify

quicker

recommeded by federal and state organizations

Recommendation

Required

Required - we E-Verify our client company's new hires as well as our own.

Required by my contract holder.

required by one of our insurance carriers, [redacted]

Required by state in order to receive quality jobs tax credits.

Required for employees with OPT status

Required for immigrant employees

Required for processing an H1B request

required from franchise

REQUIRED [redacted] FOR OUR CLIENTS

Required in order to hire a worker with OPT work status.

Required in some states due to size of employee population

Required to by federal government / not because of federal contractor

Required to due to hiring students on OPT

required to enable a particular post graduate co-op

required to for federal government funded employees

Required to hire a person on visa in STEM program

requirement by law

Requirement for State Program

Requirement of the contract with one of our clients

since we receive medicare/medicaid payments, we thought we might need to do it to be in compliance, but we were't sure

Somehow heard it was something that we were supposed to be doing

[redacted] credits

STEM Extension

The accountant told us that we had to several years ago.

They were signed up before I joined the firm so I don't know the exact reasons; however, if I had to guess, it would be to comply with regulations.

Though I was not in HR here when we started using it, I am pretty sure it was because it is required for STEM Extensions

Thought it was federally mandated.

Thought it was mandatory

Thought it was mandatory

thought it was required and later found out it was not for this size firm

thought it was required by federal law

Thought it was required.....I process e-verity for four companies

To apply for a microenterprise tax credit

To assure we comply with government regulations

To be able to hire someone who held a student visa, who was going to be applying for an H1B visa

To be compliant and to hire individuals that are allowed to work in this country

To benefit our employees

To ensure compliance and emploe best practices

To ensure employees are authorized to work in the United States.

To ensure full compliance with federal and state laws in pertinence to work eligibility.

To improve ability to check emplyee information, but also because our administrator felt it was something coming in the future that would be required to be done.

To make sure applicants were authorized to work in the US

to participate with [redacted]

To satisfy work requirements from local university.

to sponser H1-B Visas

To stay in compliance

To verify employee information to make sure we are in compliance.

to verify employment when employees didn't have their social security card on them

to verify we are compliant and doing things correct

Unknown

Unknown - decision was made prior to my involvement

Verifies SS#

wanted to be in compliance

Was hiring someone who is not a citizen and needed to verify authorization to work

We are a payroll company and offer this service to our clients

We created a company after finishing our college and one of us is international student.

we deal with federal/government contracts

We do payolls for other companys and had to register ourselves first.

We knew it was coming, so we wanted to be on board with it ahead of time

We thought it was mandatory by the government

we thought it was required

We were hiring a gentleman on a student visa and were told it was a requirement to use everify

We were required to by our contract with [redacted] Dept of Human Resources

Would help to automate our processes and assist us with compliance.

Q5. Why do you say that? (Reference to Q4: If your company was no longer required to use E-Verify, how likely is it that you would continue to use it anyway?)

100% of our employees have been eligible to work in the United States.

98 % of our employees were born in the USA. We know most of their families.

A hassle

Added workload/extra steps

Additional process that I do not feel benefits us

All employees have been US citizens

All my employees are us citizen

Alldecisions made at corporate office and are effective company wide

As a Federal Agency, we don't bring anyone aboard until the pass an OPM background check. eVerify is redundant.

As an accounting office I have more than enough work with deadlines to keep us busy.

As an employer we are required to report on so many things, I eliminate anything unnecessary

Because an I-9 is completed on all employees. This appears to be duplicate work.

because i always have problems getting into the sight with the password.

Because I feel safety to use this side

Because I hire US citizens only.

Because it is a waste of time. Small business have limited resources Those resources could be better spent on something that really makes a difference to our growth and profitability. Busy work assigned by the government is always a waste. Why...

Because it requires employee hours to learn and process each new hire.

Because it was difficult to set up multiple accounts for all entities. Each required a different password, user name, etc. It was sometimes hard to get assistance with the website. A small company may need access to different kinds of accounts....

Because it would be one less step in the hiring process and less paperwork.

Because its extra work and we don't have cultural people in this area.

Because of the additional time it takes to enter the information online.

Because of the size of the company (fewer then 10 employees) there is very little benefit.

Because the website is incredibly difficult to navigate. I really dont like it. Plus the horrible tests before they "let" you enroll

Because we conduct FBI and state police criminal background checks on all employees and that will generally provide the same information needed to assess whether someone is illegal or not.

Because we do not hire people and we report to the IRS so its pointless and just more work put upon us.

Because we have Form I-9 and it has the same information.

Because you make it to hard on us to keep it going. I have so many duties to have to stop and take more test myself if i have been doing it all along. i dont have time to keep messing around with test and update my password.

Burdensome

Confident in validating person's identification.

Could use the time to complete other tasks instead.

"cumbersome

very unlikely to have an illegal alien"

cumbersome, little value

cumbersome, no value to me

Currently using electronic I-9system.

Did not like taking the tutorials. It took too much time.

Do not hire many applicants

do not see a great benefit

Doesn't appear to be as helpful as national background checks or local background checks...

Don't find it has value for our company

Don't have a large turn over in employees

Don't see the point

Due to the nature of our business and our location, the likelihood of hiring an unauthorized worker is extremely low. For us, having new hires comply with the I-9 form is sufficient.

Employee type does not fall into an immigration category.

Employees are hired thru temp services and are screened by them.

Employees must already provide proof of citizenship.

Enough paperwork in this world as it is, too many hoops and hurdles when it should be simple.

Everify has not shown to be an effective tool in verifying work authorization. Infact, it has shown the opposite in many situations.

e-verify is ONLY for non-us citizens. if we don't have non-US citizens, why would I use e-verify???

"E-Verify is required for my company in order for my company to contract to the federal government, other wise not needed."

exposure to non-US citizens is negligible.

Extra work

extra work

Extra work

Extra work

extra work

Extra work load

extra work that has yet proven to be beneficial; expense of paper and man power

Federal law doesn't require us to use E-verify and if state law didn't require it, we wouldn't use it.

Find it discriminatory, and invasive.

For our location, questions regarding citizenship status have not been a concern.

For our type of company, I really do not see a need to verify.

For what we do E Verify is more cumbersome than helpful.

Generally speaking, we don't live in a very transient area within the State.

Governor makes decision

Hassle

Hassle to complete for all new hires, just more paperwork.

Have only had one person in over two years that didn;t provide valid ID which is a low ratio vs the people that were verified. All the overhead from fed gov to our company to manage a program that fileterd out one person seems wasteful

Have under 40 employees with low, low turnover.

[redacted]

I already report company information to far too federal and state agencies, and that responsibility increases every year. I've become less a human resources professional and more of a civil servant. Not only is it redundant, it's tiresome.

I am a small business owner who felt overwhelmed remaining compliant with state/federal mandates before E-Verify became mandatory. It's short 3-day window makes things very difficult when on-boarding new employees in a turnover heavy industry. I want...

I am a very small company, and employees are usually recommended by friends.

I AM EMPLOYED WITH CITY GOVERNMENT FOR A SMALL TOWN, WHERE EVERYONE KNOWS EVERYONE. WE HAVE VERY FEW EMPLOYEES OR TURNOVERS.

I can tell by the documents presented whether or not an employee is eligible to work in the US.

I do little hiring and know most of the people I hire.

I do not feel that E-Verify is necessary for our company and its extra paperwork to complete- I don't always have time in my busy schedule each day to get it done. And it seems a little redundant to me.

I don't feel our company falls within the parameters of hiring potential illegal employees.

I don't like to be re-tested almost every time that I use it.

I don't see the purpose. We use an electronic I-9 system and it keeps track of everything. I see no benefit to E-Verify. There has only been one issue in the entire time we have been using it.

I dont think I would have illegals applying for my business.

I don't think it deters anyone from seeking employment

I hate your drawn out website password changes and constant training

I have hired over 2,000 employees in the past 20 years and I can always tell if they are legal by the Social Security card. Most illegals avoid the national chains, but I did have an illegal 16 year old try to get a job without a social security card....

I hire less than two employees a year. It is a waste of my time.

I know my employees are US citizens.

I know my employees from being former customers.

I liked the system we had before, this one is too time consuming and that is one thing I have very little in my position...time.

I must follow the rules the agency provides.

I see the purpose of E-verify and it is easy to use. However, it can be time consuming with all the other steps we have to complete upon hiring a new employee before we can even get them to start doing actual work.

I think the 3 day period too short.

I use what is required by the company I work for.

I work for an accounting firm that does payroll for clients. Without payroll, we wouldn't need it.

I would follow the company policy & directives.

I would use it if I had a question of citizenship. I have not had one yet.

If it is not a requirement why waste the time

If it is not mandated by law, why would I continue to do it?

If my company no longer required it. I wouldnt use it.

if no benefit, then I do not want to waste time doing it.

Illegal immigrants are allowed to enter and stay in the U.S.

In 13 years of business and with high staff turnover of hundreds of workers, we have never come across anyone not a US citizen.

In order to reduce work load for HR

In our area I don' see illegal immigration as a big issue

It appears that USA citizenship is not important in many facets of life in the USA.

It duplicates the I-9 form that we already do

It has not provided any real benefit to our organization. We have never had an employee who was not authorized to work in the US.

It is not that easy to use, they make you take tutorials after every change they make, and for a period of time it was not compatible with Internet Explorer which I found amazing.

It is a hassle for us since each location has to fax their paperwork to our corporate office and once person has to enter all forms online. It is too time comsuming for our business with high turnover.

It is a hassle, and I don't have much appreciation of restrictive US immigration laws.

It is a hassle.

It is a hassle. We are a small company and three or our employees are family members.

It is a huge logistical challenge to complete and track all the required eVerify docs for an organization of our size.

it is an awful burden on small business the software is much to difficult to use and it is the federal governments job to control immigration at the border, not my job to play police man

It is an extra step during the Onboarding process.

It is an extra step in our hiring process that takes time. We are a small office with limited resources.

It is an extra step in the bureaucratic process.

It is an unnecessary way to spend my limited time as a business office. I use it because I have to.

It is another hoop to jump through in getting someone hired.

It is another process to follow - it is another chance to make an honest mistake that can cause the company embarrassment and financial penalties. We still have to do the I-9 which is hard enough for administrative people to get right, then add this on...

It is another step to go through when hiring employees. Then I have had to take time to learn how to use and pass a test. Time consuming.

It is currently the company's policy to participate in E-Verify and if the company's policy changes I would be required to follow the new policy.

It is extra time that could be used for other work.

It is hard to get people to turn in paperwork. I already have to do New Hire for state. That should be enough.

It is hard to get the needed information from our clients

It is hard to verify an employee within 3 days

It is inconvenient. It also only allows three days to complete the new emp. profile and I'm not always available to complete the process in that time. I'm also not concerned with hiring illegals. I was also not given a choice to participate in this...

It is not helpful for us. Just one more thing to have to do. I've not had any need for it thus far.

It is not really needed in our situation. We hire very infrequently.

It is not value added, it is a bureaucratic process

It is time consuming and your actions based on results is limited.

It is useless at confirming eligibility. Because we require a driver license for almost all new hires now and because our state determines immigration status via the licensing process, E-verify is superfluous. What would have been really useful for...

It is very time consuming to have to fill out both the I9 Form and E-Verify.

It just adds the our paperwork.

It makes it harder to Recruit employees.

It provides no benefit to us while adding cost and trouble to our business process.

It take long time; the process is confusing and complicated; we should not be responsible to police potential employees.

It takes additional time and seems quite unecessary.

It takes more time away from our business, and time is money.

It takes too much time to enter information into the website

It would be an extra step that is not necessary

It would be unnecessary.

It's a hassle and is very hard to do within the 3 day limit. We do not hire very many people yearly except teenagers for our pool.

It's a huge pain to use.

It's an added step above the I-9 process that cause admin headaches.

It's an extra step that we wouldn't "have" to do. We don't really get any feedback from it. It doesn't help with criminal records or anything of that nature - only with work permits/authorizations etc & we do not employ very many people who were born...

It's an extra step to completing employee paperwork

It's an extra step when hiring a new employee.

Its not my job or my companies job to do what the government is hired (or I pay taxes for) to do. I have to pay a person 30min per applicant to fill out unnecessary forms when an I9 should be sufficient

It's pointless. too much government envolvement

It's too complicated a system to use as rarely as we need to.

Just an extra step and more paper to file

Just another hassle and it seems every time we use it (only 1 or 2 x/year) I have to get another password and take another refresher course.

Just another step that eliminates potential workers.

Just another thing to do to get people working.

Just more time and paperwork that I don't need. I'm not worried about the citizenship of the employees we hire.

just that without having to do the steps in e-verifying makes the I-9 process more simplified.

Lack of resources.

Less work of admin

Limited time/resources.

Live in an area where we have very few people other than US citizens.

Low employee turn over and no illegals.

Most applicants have more than adequate ID to determine citizenship

Most of our employees are licensed in the state...we also do fingerprinting and background checking so it is likely someone not authorized to work would be flagged with these checks

most of our employees come through an agency and they have already done extensive background checks. Furthermore, we do not use temporary or migrant laborers

Most of our employees have Active Clearances

Most of the people I hire I know

Most of the staff we employ are US based professionals and verification of eligibility in US can be verified by reviewing I-9 information

Mostly hire people I know.

Never used anything like this before E-Verify in the hiring of any employees. See no need to

New hires require substantial paperwork processing and not using e-verify would reduce the number of steps used in the hiring process. We are a small town and have very little risk of selecting non-citizens for open positions.

no comment

NO NEED

No need - don't have a problem with hiring people who are not legal.

no need to waste my time if not required.

No reason to.

Not a likely issue for our business. Employees fingerprinted already.

Not a lot of turn over with our company

not enough time in a day

not important

Not likely we would look at hiring a non US citizen

Not much need in our business. Little, if any, immigrant labor. We have never had an employee not be approved.

Not necessary if you have identification required.

Not relevant to the types of employees we hire.

Not sure we would want to "investigate" our employees in that way.

Not user friendly.

Obtain ID information and feel comfortable with the information we are receiving from new employees.

One less task to do.

Our businesses do not attract immigrant workers.

Our company has a verification program we interface with our [redacted] annually before printing W-2's to ensure accurate SSN & Alien ID

Our company has had very few cases of new employees who are not US Citizens.

Our company hires primarily government security cleared candidates, so there is virtually zero risk of candidates not being authorized

Our company is extremely small & we do not have a need for it.

Our employees are highly skilled in a niche industry. It would be highly unlikely that we would be involved in a raid or fine situation .

Our new hires are typically known to us prior to hiring, and there is rarely any doubt about their status as citizens

Our parent company now uses the ADP I9 verification system to check status. It requires less steps.

Our part of the US is very rurual with a small amount of employee turnover.

Our President does not even enforce Immigration laws!

Our work force of professionals has very straight forward documentation.

Our workers are from the union. They have been vetted

overly arduous process.

Owner screens applicants for employment fairly well and we do not believe we need to E-verify for business purposes.

Paperwork reduction

people I employ I know them and their families and their backgrounds

pointless for my staff

Prior to the [redacted] requiring e-verify our company worked an entirely Hispanic crew. Taxes were paid on their behalf as required by law. Since AL implemented the E-verify system our company has hired 85 people to fill the 5 vacancies created....

Report to enough government agencies already

Save time in doing paperwork

Short staffed and it is time consuming.

Small company

small company with few employees

Small company with minimal new hires.

Somewhat easy process, but one more thing we would not be required to spend work time on with being a small business and finding enough office space to place all of the different language posters for right to work.

Streamline onboarding activities

The 3 day time frame to use E-verify is hard to stick to since we are closed on Mondays. Entering information is a hassle when the question do not follow the information on the I-9 (you flip back and forth between pages) and it is annoying to remember...

The E-Verify legislation is a good way to keep people that want to work out of the United States.

The fewer times we have to input employees personal information on the web, the better.

the frequency of password changes and restrictions make using the site difficult. It seems every time we have a new hire my password has expired and it takes several tries to get one that will fit the criteria.

The I9 verification is enough. It is time consuming and a waste of time.

The old system of using the I-9 form and getting appropriate ID seemed as good a system as any.....it is just a matter of paying attention to whether they match or not.

The owners of this company would rather not have to do this. I personally think it is wonderful and would like to continue it.

the people we employ have local qualifications and certifications which imply that they are legal to work here

the process is cumbersome. I keep copies of the required I-9 documentation on file.

The process is very cumbersome.

The system is a little complicated to use and needs care and attention. If you make a mistake, it may be that the employee being screened will inadvertently not be accepted. So, it's a little hair-raising.

THE SYSTEM REQUIRES YOU TO GET INFORMATION IN IN 3 DAYS SOMETIMES THAT IS HARD FOR US TO DO. ALSO WITH GOVERNMENT ALLOWING ILLEGALS TO COME TO THE COUNTRY DON'T KNOW WHY THIS HAS GOT TO BE USED.

The three day rule is hard to manage, and we've never had anyone not authorized for employment.

The time it takes to e-verify, the paper work and storage.

The way things are set up it is way to time consuming for us to continue it if it is not required. Between having to change passwords every couple of months, retesting on anything new to just entering new hires takes on average 6 to 8 hours per week...

There are 300+ million LEGAL residents and only 12 million Illegals. We are in America and are Americans. We should not be burdened with having the prove the right to work in our own country.

this is a small company and any added, non-billable paper work is a burden.

TIME

TIME CONSUMING

time consuming

Time consuming!

Time consuming, and we have not had a problem w/ illegals in the past.

Time restraints and not cost efficient.

To better compete against local competitors that employees illegal workers. There is no fear or consequences of hiring illegals for businesses or their owners because of the lack of federal compliance to address the issue.

To cumbersome

Too burdensome and time-consuming. It should not be the employer's responsibility to verify immigration documents.

Too complicated for my small business.

Too cumbersome trying to change log-in info every time we need it. Can't see that it has made any difference in our hiring practices.

too difficult

Too hard to use. The quizzes are ridiculous to require to use the site, we are not 6th graders.

Too many employees and not enough staff to facilitate the task.

Too many steps already in the New Employment process. Already fill out the I9 form and obtain proper identification, everify just doesn't seem necessary and takes too much time.

Too much bureaucracy

Too much government control over us - loss of freedom and liberty to big brother

too much password management

Too much regulation.

Too much trouble

Two reasons 1. Changes to often 2. Closing the business as of 11/10/2014 someone else is buying

Typically, we do not have foreigners submit resumes or be offered a job through our company. All of our employees in the US are US citizens.

Unable to hire enough workers with E-Verfy

Unless required by law it's probably not necessary for us

Unncessary

Useless information

Using E-Verify to fulfill federal contract requirements only.

usually know the person's background

verification though Social Security Business Services Online is good enough for us.

Very difficult to navigate, for a small company, having to change passwords so frequently, and its ease of use is limiting.

Very low quantity of elegibility issues.

Very small community and everyone knows everyone.

very small company. don't think it would be necessary.

Very time consuming and onerous

Very time consuming for a small business. Having to take tests each time I use it, etc.

Waste of Time

Waste of time

Waste of time- no seen benefit

WE ABIDE BY OUR PARENT COMPANIES POLICIES AND PROCEDURES.

We already collect the documents from employees and have not had any reason to doubt the documents authenticity.

We already do a background checks which checks SSN.

We already do background checks on all employees since they are working with chidldren and always require social security information for employees. We have never had an issue with our hiring process. This is truly an additional step that we do not...

We already have too many requirements.

We already require and perform criminal investigative checks, e-verify is just another step and paperwork to file

We already run State police checks, and fingerprints

"We are a church organization ; We screen the people we employ closely."

We are a small business who rarely have applications by anyone who would not be eligible for employment.

We are a small company and do a background check of our own before hiring.

We are a small company and hire locally and have a low turnover. Most employees are professionals e.g. doctors, nurses, coders. We rarely use temporary workers and then they are high school or college students.

We are a small company in small town America. Usually we know our applicants or have checked their background before higing, so e-verify is a waste of my time.

We are a small hometown recreation department. Our employees have come through our program and have lived here all their lives as our directors and myself. If we did not know someone or doubted their citizenship I would recommend E Verify. Also, the...

We are a small office that is stretched pretty thin and it is simply a matter of time.

We are a small organization and most of our employees come to us by personal referral or knowledge. We have very little chance of hiring someone who would not be eligible to work for us.

We are a soil & water conservation district who are required to e-verify our summer interns. We hire local students who we usally know.

We are a union shop. Not likely that an unauthorized worker would be in the union.

We are a very small company and most of our employees come from our community.

We are a very small company and when you go back to use it you have to update and take more exams, I am the only secretary here and to me it takes to much time and for us I do not think it is not necessary.

We are a very small company who does not hire often.

We are a very small company, with only 4 employees. We are confident in our own ability to establish the credibility of our employees and their right to work in the USA>

We are a VERY small company. We know everyone we hire personally. I don't have time to do things that are unnecessary in regards to our employment.

We are a very small municipality and the local governing board tends to hire the same part-time employees every year. In order to comply with state government requirements, we are required to validate each one each year.

We are a volunteer fire department with part time employees and it takes much time to keep up with everything we have to do. These people working here are already working full time somewhere else.

We are a white-collar business and we run background checks before hiring employees.

We are confident that the people we hire are not illegal immigrants. We also do a thorough background check.

We are in a field where the majority of our new hires are american-born citizens.

We are in a very rural area of [redacted] and have not had one employee who was not verified okay.

We are not at a high risk of hiring illegal aliens.

We are small, do limited hiring, and it doesn't have much of a perceived value for us.

We bill clients for this service and unlikely they would want us to do this if not legally obligated.

we confirm status, site very hard to work with

We did not use it before being required to. We do not believe it has any substantial benefit to us.

We did very well on our own before this became mandatory.

We do background checks and I9 forms anyway. This seems like just one more hoop.

We do background checks and only hire U.S. citizens

We do background checks through an independent company.

we do background screenings

We do not have much need for a process on eligibility outside of I9. We have also never encountered an issue.

We do not hire often enough and most people we hire have been referred by other employees.

We do not need the system to follow the law

We don't consider ourselves to be at risk for potentially hiring those unable to legally work in the US.

We don't even contact potential candidates who have less than 10 years of US work experience and we check for any indication they are not a US Citizen so the likelihood of even talking to someone who is not a US citizen is quite remote.

we don't have employees that are high risk illegal immigrants

We experience little need in verifying prospective employees.

We fill out I-9 forms for employees and are satisfied with that step to determine eligibility.

We follow Corp Policy and Procedure. If we are instructed to discontinue by our Corp office we will do it. However it is very unlikely they will cease using e-verify.

We have never had issues in the past with fraudulent or illegal hires

We have never had problems in the past with hiring illegal immigrants.

We have not been required to provide proof of participation very ofter.

We have not had an applicant that did not have a social security card and current driver's license. We also have not had an applicant that through their application, reference check, DMV check and criminal background check we were unable to determine...

We have not had any instances of unauthorized workers in all the years we have participated, so it doesn't seem like it is worth the work.

We have not needed the extra step to verify employee's identity and employment status.

We have registered thousands of employees and have only had one with a green card.

We have such a high number of employees going in and out, it is almost a waste of time.

We have to have a SS card and a valid drivers licensed to hire someone and that should be enough information.

We have very little turnover or diversity in our community.

We hire few people whose status is questionable.

We hire legal americans

We hire local pastors only & know their background ahead of time.

We hire too few folks and not often. the system is complicated and hard to navigate.

We hire US citizens to workon federal contracts. 75% are former US military, and all have required I9 identification. All of our work is technical, aviation and maritime related. We do not work in construction or agriculture or seasonal occupations....

We just don't need this except for contractors who require it. Our company is country wide and we handle our own background checks on employees.

We live in [redacted] and the mass majority of our employees are US Citizens

We live in a small town and know almost everyone that we hire.

We mostly hire local college & high school students, so I am not too worried about their eligibility to work in US.

We only have a small number of employees located [redacted]. Never have had anyone questioned or denied the whole time we have been using it. Plus changing the password so often is a pain and the tutorials that are required are long.

We only hire individuals with a social security card. If they have a social security card, their right to work has already been established by the social security administration. We don't feel like it is necessary for the employer to do it again.

We only use it due to a contractual requirement.

We outsource our printing and all of our hires are professional people. Not likely to be a non-citizen. To much to do for little return.

We prefer to process our I-9's in-house.

We require the same documentation anyway of new hires as E-verify requires.

We require two forms of identification with our I-9. Living in a small community, most of our applicants are people that we know.

We typically do not have any applicants who are not US citizens.

We use it through an on-line LOOKOUT SERVICES agreement. The information require is tedious. And the constant update "tests" are lame.

we would keep the documentation in their employee file

we would never employ a staff member who wasn't authorized to work in this country, and require all employees to complete and I-9 and present the appropriate documents.

When you are a department of 1, all of these compliance tasks add up and take up a lot of time. Then, when your company goes many months without hiring anyone, remembering that you have to submit information to E-verify within a couple of days of hire...

why if not necessary

WHY WOULD WE IF NOT REQUIRED

With only 10 employees and most are police officers so they already have had background checks.

With the rigorous clearance process our employees go through, they have been thoroughly vetted already.

Would be on less thing to have to do when hiring employees. Also our internet connection is not very reliable and I try to do as little as possible that requires the use of the internet.

Would just be another requirement we have to follow for our hiring process and our track record to this point has been excellent

Would take up less of my time not to have to enter I9s into e-verify.

Would use it if not necessary

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

account

accountant

accountant

Accountant

Accountant

Accountant

Accountants

ADP Resource

advertisement of some sort, hard to remember

advice from lawyer

always known

Association of County Officials

At a previous employer who was also a federal contractor

audit

Bank

became familiar with industry requirements are we signed up

Bid information for construction contract

Certain contractors require it that we are subs for

Client communication

Company Accountant

Company signed an [redacted] Agreement

compliance company

contract

Contract

contract

Contract Clause

Contract documents

contract language

Contract specified it

Contract terms

Contractor

Corporate Compliance

CPA

CPA

customer

[redacted]

[redacted]

[redacted]

do not recall

dont know

don't remember

Don't remember

don't remember

Don't remember

Don't remember

don't remember

Don't remember. It was when you changed forms.

[redacted] Requirements for Franchisees

EEO/AA consultant

email blast from another vendor

experience in federal contracting

FAR requirement

FARR

Federal Contract Requirement

Federal government contract

federal gov't subcontract requirement

[redacted]

[redacted] Coporate

[redacted] requirement

[redacted].

FRANCHISOR REQUIREMENT

From an RFP for a contract

from general contractors we work with

From our Contract

From our customer

From Prime Contractor

From the client

General Contractor Section 3 projects

General Contractor that we were working with at that time.

Goverment projects that we work on require it

goverment sales manager

Government Contract

Government contract

Government Contract Clause

Government contract solicitation

Grant Requirements

[redacted].

[redacted].

Happened before I was hired.

HR Attorney

HR Audit by 3rd Party Professional

HR Consultant

HR newsletter

HR Newsletter

hr seminar

HR Seminar

HR Training- HR [redacted]

Human Resources from another company/church

I don't recall

I don't recall

I don't recall how we were originally informed - We've been participating for many years now

I don't remember

I saw it hanging up at another business establishment and checked in to it when we opened our own business. Unfortunately, if I had not seen that, I would not have known. If it's required, perhaps it should be given when one applies for a business licen

I used E-verify at my previous employer

[redacted]

[redacted]

Info from federal contractor

INFO FROM OUR NATIONAL OFFICE

Information from our parent company

information presented by our company's Legal Counsel

Informmed by Parent Company Senior HR management

Initially started E-Verify before being a Federal Contractor and we learned about it from a Homeland Security Agent during an audit.

It was used at my previous employment

listed in the contract with the vendor as a requirement

[redacted]

[redacted]

Local Contractors

my accountant

n/a

NACO

new government contract

Not clear

Not 100% sure it is required, but received materials that made me believe it was at the time.

not required to do so

others [redacted] requiring our participation

Our Accountant

Our Association Accountants

Our company voluntarily chose to participate in E-verify to protect it's business operations and to ensure compliance with all laws.

Our corporate office. We are a Franchise

Our CPA

Our internal auditors

Our labor lawyer

Our owners informed us

our payroll provider

participated in pilot program so many years ago

Payroll class

Payroll firm

Payroll Provider

payroll service

Payroll Service [redacted]

Payroll/HR Seminar

Personnel Manager Seminar

Previous employee

Prime contractor made it mandatory for a project

Project Bid Documents

Quick Books

Required by contractor/contract

Required for participation in Federal Grant program

Required via our sub-contract

requirement of contract

Requirement was in a specification or a contract.

search online

SHRM

SHRM

SHRM

[redacted]

[redacted]

notified us.

The Employers Association

The owner - I don't know where he found out about it. Assume state informed him

Throgh a University

Through information for H1B application for employee.

Through my company and Suitability Training.

Told about it by the C P A we use

tv news

unknown

Vendor

Via our contract

Was aware of the requirement through news and training

Was in place when Istarted with the company

We started using E-Verify long before our client made it a requirement.

word of mouth. the state did a terrible job of letting people know about this in 2012

Q14. What is your reason for rating ease of registration process overall lower than "6"?

All the tutorials required before I could register were annoying. I learned nothing new through them. They should be optional.

Directions are confusing and frustrating. Was trying to sign up as an employer, and somehow signed up as a parent organization. Had to recreate my account and take the test again.

Due to it being very confusing for me to understand the process of enrollment.

Had problems getting registered. When I was called I was working and didn't realize I would need some information when I was called. Therefore had to call back and had to wait along time

I can see the purpose for the test, but it took quite a while.

I have had to do required testing for the previous employers and I am very familiar with the site and the process. Takes a lot of time to go through it again.

I have worked for other companies and took the test, my current employer has three companies and I had to take the test for all three again. It would be nice if you could jump to the test without going over the all the material.

I just wasn't sure what I was doing. it all seemed very confusing. i felt very uncomfortable. confusing and complicated. TOO complicated...

I was able to verify one person, then I hired another a few months later and could not get a new password.

It took much longer than I had been told. Just a minor frustration.

It was long and laborious sign up process

it was not necessary and was a waste of time

It was redundant. Too many words, very condescending. Less is more!

It was too long ago to remember.

Its all a pain!!

Lengthy process that not all would understand

Lots of room for improvement

process is combersome.

Required testing is a little bit involved, takes time to study and understand the process, it should be easier to just check someone's eligibility to work legally in US...

Testing is tedious and time-consuming.

testing requirements were time consuming

testing was ridiculously time consuming and silly

The required material and testing were time consuming and often redundant.

The tutorial and test were time consuming

The tutorial was a waste of my valuable time. I am a smart enough individual to figure out how to use the website without that tutorial.

Q22. What could E-Verify do to make these resources more useful in helping you understand E-Verify processes and policies?

Actually, I hate to compliment the government on anything but this really is a good website and system. Phone support is great.

all is well

All the reports are very easy to understand

All users here agree that the resources are excellent. We cannot think of anything you need to change.

All very good - no suggestions

Allow more time to enter new hires into system. I seldom get complete paperwork in 3 days

An email to let you know when an employee has been verified, if not done immediately.

Cannot think of anything at this time

Cheat sheet with common how to's. For example, how to deactivate/delete an employee that is no longer with the company.

Clearly understand and have no issues.

Create a downloadable manual if one does not already exist.

Did not have trouble understanding.

DK/NA

Don't know.

Easier access for employer to find the register link.

Eliminating the program or having a third party (payroll vendor) handle it.

Every part of E-Verify is clear.

Everything is very straight forward. Easy to understand and follow.

Explain more about the "receipts" until new hire receives the original documents.

Has the look and feel that it was prepared by lawyers. Not simple and user-friendly

Have no suggestions

Hiring is few and far between. I do not use your website very often. I think I have only used it once. I do not anticipate using it again for at least another 6 months. You can make your website more helpful by not sending me so many emails and...

I didn't have to use this resources yet.

I don't know. Everything has worked fine and I haven't had any issues.

I don't think it could be any easier to understand = I thought the process was very easy to understand.

I FOUND IT VERY USEFUL AND GLAD THAT WE PUT THE POLICY INTO PLACE

I had one issue, but I called & was helped by the call center to understand something clearly and I am very pleased with the system. So I guess keep doing what you are doing, because it really does work.

I haven't had to use many of the resources because everything thus far has been self explanatory.

I think it is done well as is.

I think the content is good. I did not find the tutorials to be very helpful because it is a requirement before even using the website, so it was difficult to understand at first.

I think they are already very helpful as they currently appear.

I was very frustrated with all of the repetition on the site. I felt like it took much much longer than necessary due to repeating information again and again.

I'm not sure if it can be made easier while still meeting guidelines.

I'm not sure it is very easy to understand or to call with questions

In general the process is good. Like most processes, however, it can be challenging for occasional users.

information seemed scattered throughout the web site, difficult to find quick answers. The information just didn't seem to flow.

It can't be too tough if I can get a grasp of it.

It was a very self explanatory process. The website is very well put together and I was able to find everything I needed, even when a question came up.

It was difficult to get approval to use the logo - to post on our website that we use E-Verify. Once we got the approval it was fine but it took some time to get approval and we had to follow up on this a few times.

It was easy to complete and use.

It was not clear that I didn't need to register employees that were not hired recently.

It would be useful to have tutorials on the unusual or extra-ordinary employees. My first e-verify was a Green Card holder and the second was in the process of getting his Green Card. I had to call the call center to find out what I was doing wrong -...

It's an easy system to use. Rated 5, due to length of time when the training was done to this survey.

Keep it in one place, less scattered documentations.

Make it easier to find. I didn't know all of these options existed.

Make it simple and user intuitive....simplify

make the computer programs common enough for all subscribers to use.

make the process more user friendly

make the system more user friendly

May be eliminate the tutorial process ? :)

N/A

N/A

n/a

n/a

NA

NA

never had need of additional information

No changes needed as this was an easy process

No, there was plenty of information available to the user.

None - already very easy and helpful

not much worked pretty good

Nothing

nothing

nothing

nothing

Nothing at this time

Nothing at this time. We feel comfortable using the system.

NOTHING I CAN THINK OF

nothing really

Nothing.

Nothing. I found them redundant.

Partner up with [redacted] to provide information for federal contractors

Require all companies in the United States to use.

Signing up for web services should have a lot more information to make the process for creating web services easier

SImplify the information and present in a more concise manner.

Site is very user friendly. I felt the online training was a bit redundant, could have taken half the time.

still too new for me, but so far so good.

The core reason for using e-verify is simply not clear. HOW to report non-US citizens employees/consultants .. just isn't clear. If someone knows what they are doing, then maybe the website and materials is fine. but take someone who has NO IDEA what...

THE ONES I DIDN'T RATE A 10, I DID SO BECAUSE I DIDN'T NEED TO USE THEM.

The process was easy, didn't need a lot of resources

The resources I used were very helpful in obtaining registration with E-Verify.

The tutorials , website, and reference guides were all helpful and were understanding, not talking in legal language

The tutorials and test assisted my understanding of E-Verify. All was easy to understand and use.

The tutorials were a bit long, but informative.

There is a question after you complete the match asking if you intend to keep the person employed. We do e-verify BEFORE starting an employees assignment, so, I always find the wording of that question confusing.

Though I rated everything very high, I am concerned that others in my field of expertise are not aware of the program and how easy it is to utilize. It builds a comfort zone to ensure someone is legal to work in the USA>

tutorials and testing are a waste of time - the site is very easy to use so instructions should reflect this simplicity

Unsure at this time. Thank you

Very good. no suggestions

Well please make sure everyone has the manuals and other information to help them if they have to sign up on e-verify.

Worked well so far

You are doing a good job

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

About average, but lots of room for improvement

Already have taken tutorial from previous employers...just clicked through entire tutorial. Not much has changed.

because I'm neutral

Felt is was totally unnecessary

I felt the training was too long...it took too much time

Long and laborious

not user friendly

See previous comment. These tutorials should be optional.

Tedious and time-consuming.

The training/testing required too much time

Too much reading and not enough of time to be able to work on it.

Took too long

tutorial waste of time

waste of time

Q27. What feature of the user manual was most helpful?

all

all of it

Being able to look up "how to do" things like updating points of contact & glossary of terms.

Can't say - I couldn't find the answer to my question.

Clarity of instructions

content

Denials and errors

DK

ease of use

ease of use

easy to find answers to most questions sectioned good

Easy to find the information I needed

Easy to read and uderstand

Easy to search

enrollment vs. registration

Every topic I looked up was helpful.

Everything you need to know seems to be in there. Just go through the table of contents until you find what you want.

EXPLAINING THE ENROLLMENT PROCESS

getting information proper

guide on what each TNC or other item meant

Hard printed document - I am still a paper manual type of person

I appreciate that the user manual had pictures to help illustrate what I needed to do.

I do not remember; I was able to find what I needed.

I haven't used it of late, so I really don't remember, but I am sure whatever it was it was very helpful.

I was able to find the answers that I need.

IF the person's social security number was wrong.

Index

Index- step by step explanation when setting up a case the first time.

Instructions

it didn't answer my question so it wasn't helful.

It was comprehensive yet concise when I reviewed it. I found everything I needed to know in the manual.

Just having a manual was helpful. The manual is in proper order and made it easy to find what I was looking for.

most

nothing stands out. It is helpful.

online access

Only used once to verify procedure containing a name change. I was able to locate and get the information needed very easy

Overview

Pictures and "real life" references to documents and how to find information. Very inclusive information. I found everything I was looking for.

Protocol

Rules and Responsibilities overview on page 7, Initial Verification

search capabilities

STUPID QUESTION

Table of Contents

Table of Contents

Table of Contents

Table of contents

table of contents

Table of contents - didn't want to read what I didn't need.

Table of contents ...

table of contents to search

The entire manual is very useful, with each section containing information that is equally as important as all other sections.

The manual is clear to follow and provides concise, useful information.

The overall thoroughness in taking you through each scenario step by step.

The table of contents

The Tentative Non-Confirmation section is most helpful.

The whole interface works very well.

Understanding the memorandum section

Used it to learn about recertifying for an employee in Georgia whose original I-9 was done in Nebraska. The manual was very helpful.

user friendly language - does not read as if you are reading a law book

Q28. What feature of the user manual was least helpful?

Again - the unusual - the information on entering any non-US citizen is very sparse. The manual was of no use to me.

ANOTHER STUPID QUESTION

Can't think of anything. It is a very good manual.

DK

dna

don't know

How to handle an employee that was not in compliance

I do not remember; I was able to find what I needed.

I don't know if there was anything that was not helpful.

i don't recall ..was there an index ? searchable is key.. but i don't recall if it was searchable.

I don't remember

I used the manual to look up non-compliance information and didn't find what I was looking for regarding Social Security that's Valid for Work Only with DHS Authorization.

It is rather lengthy.

IT WAS ALL HELPFUL

Length...but it is all inclusive so I understand the need for the detail.

n/a

N/A

n/a

n/a

N/A

N/A

N/A

N/A

N/A

na

NA all very helpful

non

Non of whihc - most of them are helpful

None

not sure

Nothing

Nothing

nothing

Nothing

Nothing

Nothing so far.

nothing stands out.

nothing that I recall

there are a few questions that are not brought up so you have to call to find out info

There were no unhelpful features.

Thickness

We do not have a software necessary to complete the process. Whatever our state uses is not available without additional expense. We are a very small business.

When my employee's student visa expired the manual was not helpful in explaining why I didn't get a notification. I had to call the help line (which is great) and was referred to the general I-9 user manual. Maybe the E-Verify manual could reference...

Q30. Why was the training and online tutorial not helpful in passing the test?

All one needs to do is read the material and rules

I did not understand enough about E-Verify before being required to take the tutorial.

too simple - test not meaningful, not tied to actual use.

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

all employees hired provided - Employment authorization proof like US passport or Greencard or EAD card or employment authorization documents

[redacted].

e-verify done by someone else now

Forgot to use on most recent hire

have hired only US citizens in the last 6 months

Have HR Assistant to do EVerify

have not employeed any new federal funded employees

have not had the opportunity to use it...there are two others on staff that are certified for the E-Verfy process.

Hired another company to do it

HR manager does it. I am a backup user

HR moved to parent company

I am no longer in Hunam Resources

I have assigned staff to use E-Verify

I have to e veryfy 3 employees

Just filled out I-9 for new employees.

Management company required us to pay for and use an independent service

My position don't requiered the use of e-veryfi

NA

No longer required to participate

others in office do

Our company uses it, but I don't use it personally any more; I have hired staff who perform this function.

Our company was acquired and we are now required to verify through our ADP system.

Outsource the requirement with Payroll to ADP

switch jobs; position does not require usage.

Technical problems that have now been resolved

The Director completes E-verify on new employees.

We lease our employees now

We now have a payroll administration service that does the verification

We use a payroll company who does the e-verify for us. The first company was our employer, the payroll company we are with now enrolled us at our request due to state and federal regulations.

we use it regularly, I personal do not submit the information generally as our HR coordinator does

we use outside source

Q36. Why have you never used E-Verify? (Other)

Everything is done through [redacted], so no action is required on my end.

HR Mgr uses to verify employment, I just set us up.

professional company does it for us

The accountant handles this for me

We verify via background checks

Q46. Do you have any suggestions to make the case creation process easier?

1 page I9 instead of current 2 page format

3 business days is too short a time requirement. I would suggest 5 business days. Also I would like clarity on what to do about first responders that are hired but may not actually work for months.

A longer period of time to input I-9 information after employee's hire date.

A longer requirement to report new employee - three day period is short for small company HR when wearing multiple hats

a photo of the person will be helpful for all cases and not just for green card holders and work authorizations.

Ability to correct a case rather than create a new one, when a typo has occurred.

Ability to make a correction when something was entered incorrectly without having to create a new case.

Actually, I don't know what all the complaints have been about. I've always found the process quite easy to use.

Add print prompt

Aliens Authorized to Work are very difficult to complete a case on. Need help on inputting the correct name format.

align the paper with the website.

All i should have to enter is the SSN. No passwords no individual accounts not other garbage, one question, is this SSN authorized to work in the US. Done.

All in all it is easy.

All of the date fields could be more user friendly. When you are trying to enter a new hire's start date it doesn't default to "today" or even to the current year.

Allow individual to input their own data

allow more than 3 days from start date to complete

Allow more time to complete the process, more like a week after the first day of hire. We are a smaller company and time is a factor to get the new employee oriented and trained and they we get to filing the rest of the paper work. There has been a...

Allow more time to enter new employees.

allow the "backspace" button to be used, without kicking us out and having to start over. That's can be frustrating at times.

American citizens with a valid passport or birth certificate should not be subject this process. It should only be used for forigne nationals

An electronic I9 would be very helpful. Also, the ability to see the E Verifies that other user's within my organization have run.

Any change made to the UI, mandatory "training", or forms would have to be an improvement. It really makes me take a quiz on the way to use the site? This is awful design.

As an infrequent user, being prompted to re-test almost every time I use it is quite annoying.

as far as the actual e-verify FORM go back to ONE page

As we stated before, we need more than three days in our business to submit the E Verify application. The time limit is unreasonable.

Auto emails would be helpful as reminders that X has not been competed. [redacted] contact customers to follow-up if still not cleared.

Automatically close a case once employment is verified step

Avoid governmental jargon. Avoid using abbreviations ("TNC"??).

Be more lenient on the 3 day time frame. With weekends, holidays, amount of hire paperwork, it is difficult at times to meet that deadline.

Be nice to get an email if there are updates that requires the user to learn and take a quiz before getting in to the site to start a case. This way we can log in and learn the new materials and take the test periodically.

Better clarity on which forms are acceptable.

better location of login icon

Better notification to users when the website is down and a projected time it will be recovered.

Better up front directions

Cannot think of any. It is pretty basic to me.

Can't think of anything

Changing of the password so frequently is a nuisance. I would love to be able to keep my same password until I decide to change it.

changing the password less often

Clearer information for required materials/next steps for non-US citizens.

Closing the case questions are confusing.

COMPLETING A CASE WAS NOT CLEAR WHAT THE NEXT STEP IS. THE PAGE SAYS SAVE AND COMPLETE, BUT THE REAL BOX TO CLICK ON IS AT THE BOTTOM OF THE PAGE WHICH IS OFF MY SCREEN AND CAN ONLY BE FOUND BY SCROLLING DOWN A LITTLE MORE

Consistency of number fields - DOB, DOH and Document Expiration should be numerical and advance just like the SSN.

Constant changing password requirement is frustrating and counter-productive.

Could be more user friendly.

DATA ENTRY OF DATE,USE DIDGET INSTEAD OF SELECTING MONTH

did not know how to make a correction if an error was submitted.

do away with it

Do away with it.

Do away with it. It is a waste of taxpayer money

Do away with stupid questions, like does the person continue to work for us after receiving a confirmation. Stop making us change the password every other month, and making it have to be so complicated a password. The three day time limit is also...

Don't change anything.

Don't make passwords reset so often.

don't require password changes

Don't use it very often to note any issues in it's use.

Drop down lists are not user friendly. New I-9 form with 2 pages constantly has you flipping pages to put in data.

EASIER FORM FOR FOREIGN STUDENTS

easier use of entering the employees information from documents

Easy and simple process. I think this is a good process that keeps the structure of verifying employment eligibility.

Either get rid of the I-9 or eVerify. Why staff & pay (taxpayers) for both

Eliminate the 3 day rule

Eliminate the i9 as there is no reason to have to do both, governmental inefficiency

eliminate the paper I-9 requirement altogether and replace with e-verify.

Eliminate the ridiculous password requirements.

employee steps on TNC can be hard to explain

enter all information on a single page, rather than having to click through various pages. Also change date fields to allow numeric entering (ie type 1 for Jan, instead of having to use a drop down)

Enter months as numbers rather than alphabetic names.

Entering email address is cumbersome

E-Verify has been very user friendly for me. I have no complaints or suggestions at this time.

E-verify is supposed to notify me when there is a duplicate case and at one point it was notifying me. However, now it does not notify me and I have found a few cases that are duplicates after both case have been closed.

every e-verify case should have a photograph!

Everything is excellent

Expand the three day deadline to somewhere between five and ten business days. This would help small businesses that do not have a designated HR department.

Explain when changes or done so we will know what we are required to enter. For example, we are no longer required to enter the driver's license or id number on the form. We didn't know why or when it changed, we just knew there wasn't a field for it...

EXTEND 3 DAY TO 5 OR 8 DAYS TO EVERIFY A NEW EMPLOYEE

Extend the 3 day period to 5 days for entering new employees in the system.

Extend the time limit for putting associates in the system

extremely difficult to find the login page

Extremely helpful. Feels secure and safe.

final report to print to one page instead of two

FOr a company of 5 employees, it is just another thing that takes time away from trying to do my job, make money, etc.

For a very small business like mine, the requirement to submit a copy of the document used to verify citizenship, like a passport page, is time-consuming.

"For each use it is hard to locate where we enter the system confusion between e-verify and enroll in system"

for the admin let us use our own passwords and stop with the test each time i use it... i don't have the time to mess around

Force ALL Companies to use it.. Most do not.

free flow typing instead of drop down menus. When I'm processing these, it takes longer with drop downs

front-end remote user single time authorization for notaries for US based remote hires and international hires who will be working in US at some point.

Get rid of Everify, or get rid of I9. Redundant.

Get rid of the "legalese" in the documents!

Give a more time to submit after hiring employees.

Going backward creates a duplicate record.

great program, easy to use and understand!

Hate the question about why paperwork not submitted within 3 days of receipt

Have a link or place we can go to ask questions regarding various issues for example, various types of IDs submitted to find out if they are valid, etc.

have a screen to remind user the last step is to close the case

Have more training available for uncommon identifications

Have the periodic knowledge checks more difficult to complete.

Have the system be more forgiving when using Hispanic names with 2 last names... right now, if you do not enter the name exactly as the system has it, it will reject the entry.

Having a "finish later" option might be helpful. In my case, many of my employees are first time arrivals in the U.S. and I must first take them to get a social security number issued. In these cases I am unable to complete their E-Verify entries...

having to take the tutorial if not using the website frequently is not necessary

I already suggested putting the "continue" buttons at the top of the page, not the bottom. I also think the instructions for what to do when you have an employee with a problem could be easier to understand. That whole process is difficult for our...

I always am getting kicked out of the system in the middle of submitting a case and then I have to log back in and its the biggest issue I have with E-Verify. Wastes a lot of time and is very frustrating.

I am not sure what to suggest but each time we were required to use E Verify we had to contact the support desk for assistance

I did not see the tentative pre-non-confirmation, but this would have been useful in one case where we had a typo that caused a non-confirmation

I didn't even know there was a page to correct things once I put someone's hire date in as a birthday and had to fix on the phone or something I don't remember it was just a problem

I do not know how it could be any easier. Thank you for making it easy to use.

I don't have any suggestions, but I think that it is worth mentioning that when I do have an e-verify issue or problem and have emailed the customer support, I have had a positive experience and they helped me navigate through my problem.

I don't like the drop down menus for entering dates. I'd prefer to simply type them in.

I don't. The system is very user friendly.

I find it annoying to have to change the password almost every time I log on.

I find it very easy to use.

I find the system to be very user friendly.

I HAD to download google to use your program, it should be available on all web browsers.

I hate flipping he I-9 because E-Verify doesn't go with the flow of the I-9. Very time consuming for our people in the field. I also don't believe 2 pages are necessary for a confirmation. Should be 1 page only.

I have had a handful of incidences when the website was down and would not allow me to create a case in the 3 day time period. This concerns me as I would like to have a case on each employee.

I have no concerns with the E-Verify service.

I have one employee who did not pass. What further steps do I need to take. I advised employee and he is taking steps to rectify. Do I just close out case???

I have used e-verify so few times I just follow the step by step instructions. I don't remember any problems.

I just think that it should be easier to see and find the employer log-in from the home page.

I like it the way it is

I like the elecronic I-9 to be generated from the info input into e-VErify...and to store it...making paper storage unnecessary.

I like the speed at which E verify verify the case. Hats off to everify.

I like using E-Verify, but when I called the 800 number service center (once) I found the people on the line to be curt and a bit rude.

I love the ease of submitting an I-9. The website is VERY user friendly. You don't have to go through ALOT of steps

I really like the user friendly changes.

I think E-Verify is a great tool and is easy and efficient to use.

I think is quick and easy the way it is.

I think it is a good system. Even when I was not clear, I called the customer support line and they were very helpful as well.

I think It is getting easier, but some of the old immigration id's are hard to decide what number to use where. But this has improved

I think it would be helpful if electronic data entry fields were placed in the same order as the fields on the I-9. Currently I find I have to flip from section one to section two and back again while entering E-Verify data.

I think that the password changes are to frequent. If I don't use it in 60 days it request password change. I have since changed it so many times I do not know it anymore. I will not start over and waste the enormous amount of time it takes to go...

I think the 3-day requirement after an employee has been hired is too short of a time. I believe either 5 to 7 days would be better.

I think the process of creating a case is very easy. The hard part is processing in the small time frame that is required.

"I think there are too many clicks involved and it is very confusing that you have to ""close"" cases Also, I accidently saved the wrong log in page once and could not get access into E-Verify to get my new hires in within the 3 day limit . It is very..."

I think this website is VERY easy to use and I wouldn't change a thing.

I think you should give 7 days before requiring an explanation. Often takes more than 3 days to get a valid drivers license and social security card

I understand the security issue, but I feel like I having to constantly change passwords

I understand why we need to change our passwords so often but I honestly don't think it's necessary to change them that often.

I use e-Verify infrequently and having to go through the tutorial every time I use it is a hassle. Maybe you could have the quiz and only force the tutorial if you fail the quiz.

I usually have to hunt for the correct place as an employer to login. I think I now have it bookmarked, but I'm surprised there isn't a link to it when I point my browser at www.everify.gov

I was blocked and required to take refresher training. I completed the training and printed the certificate but I was still blocked stating I needed to complete the training. Since then, I have decided not to use e-verify.

I wish the passwords were easier and didn't expire so often.

I would like to be able to click enter on my keyboard rather then click on the continue button. It used to be that way but now when you hit enter it clears everything out and you have to enter data again. Thank you,

I would like to have more understanding of what my administrators should do when they receive a tentative non-confirmation response. Still confusion as to how long it should take when an employee has been referred to the Social Security Administration...

I would like to see portraits of all E-verify requests, not just the aliens...

I would like to see the two questions that follow the case closed but before printing the case record oddly placed. I would like to know why they are asked at this stage of the verification process and not earlier in the process.

I would love to have an electronic I-9 so I can keep all of my information in one place!

I-9 questions on E-Verify should match the order of questions on the I-9. As it is now, we have to flip pages back and forth to complete the information fill-in

If you don't know immigration rules/regs, the next steps are hard to understand. More basic clarity would be good.

IF a rare non-verified response is received-it would be helpful to know exactly why-sometimes it is unclear.

If the filing of the I-9 PLUS state requirement to report new hires could all be done through one entry on the e-verify system it would be most beneficial and time saving. If system allowed employer to pick a specific state or states and forward it...

If updated training is required would rather receive an email at that time rather than be delayed in logging in while trying to enter a new employee.

If you happen to enter the same applicants information 2 times I wish it would tell you.

I'm actually happy. I heard of lot of business owners complaining, but have found it easy to use. Before e verify, I validated SSNs through the SSA to be sure the names and numbers matched for payroll purposes for each new hire. I believe eVerify...

"In my company we constantly hire and due to the nature of the job, we rehire employees within a year. I think it would be helpful to have on a main screen a bottom to indicate whether or not is a rehire.

This way the information will be pull from the..."

Include more DMV records in the Photo matching tool

Instead of scrolling down when entering dates to find month, date, and year, it would be faster to just type in mm/dd/yyyy.

It can get a little confusing at times.

It has gotten better, but a couple months ago, the site would kick you out at random times. I've had to log back in 4-5 times to create one case.

It is a little redundant in some of the questions which makes it a little longer than necessary

It is a pretty easy process. I wish there was a way we could pull up a case and reprint the results. I can't find that option on the website now.

It is a very simple process

It is already a very easy process.

It is part of the process we use with Lookout Services I-9. It is automatic and only tells us if there is a problem. We really don't see anything unless there is an error.

"It is time consuming to have to change my passwordso often."

It is too time consuming to re-take the tutorials every time I visit the site to e-verify a new employee.

It is very user friendly and easy to understand.

It really is so easy and self-explanatory. I love how simple and fast the process is now.

it should not be so complicated

It takes a lot of time when you only navigate the site maybe once a year. You are required to go through the entire process and exam. This is very time consuming for a small work force.

it was challenging to figure out the first couple of times i used it. Now i am used to it so it works well for me

It will be good if the email of the employee can be entered to send them a request to fill the form in electronic form.

It works as is. no change needed

It works great for this company.

It works just fine as it is.

It works well, its quick and easy

It would be helpful for a note to be placed IN LARGE LETTERS IN PLAIN SIGHT to let us know WHAT portion of a 5-name individual would most likely be used as a middle name. Some of these people from other countries have ridiculously long and/or multiple...

It would be helpful not to have to take a test the few times I have to go into the system. It is not that difficult to navigate and the test is unnecessary unless something major has changed.

It would be lovely if the information requested on the E-verify site where in the same order as the I-9!

It would be nice if the I9 and E-Verify weren't separate and E-Verify could stand alone.

It would be nice if we where notified when the Everify site was down. I also wish instructions could be shorter in the TNC letters because employees dont take the time to read them.

It would be nice that once you submit the birthdate that when it asks for the expiration on the license it would capture the month and day of the birth so you are not entering it twice

It would be very helpful if we didn't have to change the password so often. Especially since we are not frequent users.

It would greatly help to receive notices when updates are made that require training. It is a very frustrating experience to login to use E-Verify and be required at that point to take additional training. If training is very short, that might not...

It would save time if we didn't have to answer the 2 questions after we get the confirmation. Also, it would be nice if the printout was just one page instead of two.

Items listed under Foreign Passports + something else rarely list what I need.

It's a bit annoying to have to spend 30 minutes re-training for small, intuitive changes in the process.

It's been great so far!

It's not hard to use now. I like it.

It's very easy to use the system for US Citizens. Using it to verify non-US citizens (H1-B visa) a bit more difficult.

I've only used the system once, and it's been quite a few months since then, so I don't remember anything specifically.

J-1 Students can be more difficult, not sure can make easier

J1 Visa Students are very hard to process. They should be pre-screened with E/V, before coming to work, they do not have a social security card and by the time they apply and receive it, the summer is over and they have went back home.

KEEP IT SIMPLE. IF SOME INFORMATION IS NOT NECESSARY TO OBTAIN A RESPONSE IT SHOULD NOT BE INCLUDED IN THE WEBSITE QUESTION PAGES FOR EXAMPLE CASE ID NUMBER OR EMAIL ADDRESS. MAYBE THE CASE ID NUMBER SHOULD BE GENERATED IF NEEDED.

Law enforcement seems to know if ID is bogus. Why doesn't E-Verify?

Leave as is, don't change it or "improve" it. It works and is easy and quick!

leave it alone, it works great as is

less clicks! We use E-verify via a webservice, so likely not your fault.

LET US TYPE IN DATES BY NUMBER INSTEAD OF THE MONTHS BEING WORDS

Let users know when you change something and require the user to go thru a tutorial before using the system instead of being stuck doing one when you are in a hurry and need to get a new employee entered - extremely irritating!

Link with local government so only report worker one time. Child support collection, etc.

log in for employers should be more visible

logging into the site is a nightmare and it is always locking me out, forcing me to have to reset my password

longer password time period - seems like I need to change password every time I log in

make it easier for more than one person to access the account, simplify user password

make it easier to for the employer to get to the site by searching google and other search engines.

Make it less cumbersome to set new passwords and allow me to change my password less often - maybe never, unless I request it.

Make it more obvious that you have to close the case to be done.

Make it so I don't have to take a tutorial and test every time I infrequently sign in.

Make printing a second MOU easier

Make the employer login easier to find on your home page. The site seems to be designed for first-time users. Since I am an infrequent user, I always have to search to find the log in button.

Make the information more linear so it is easier to see what information goes where

Make the login easier to find on the home page.

make the password easier .

make the password last longer or not be so difficult to be accepted each time.

Make the purge required time more simple instead of figuring years (which is longer........)

make the system more user friendly

Making the links to "print an I-9 form" and "log in" more prominent and on every page (in the left menu panel?) would make it easier to use.

Many of the steps needed to comply with I9 verification and E-Verify can be misunderstood.   I field questions daily and we actually use an internal test and training to address some of the more confusing items. changes have been in place since we...

Maybe if all the questions were on one page and not numerous it would make it faster.

mo

More clarification/help bubbles with info on the types of I-9 identification that is allowed to be used.

More clearly define the coding on USCIS issued cards which need to entered into E-Verify. And this would be helpful for determining if the document presented is reasonable and genuine.

More instructions on when e-verify can be done, what circumstances it can be done, etc.

More time to finish the case

my only irritation with the site is the constant requirement to change passwords.

n/a

N/A

N/A

n/a

N/A

N/A

n/a

n/a

n/a

N/A

N/A

N/A

NA

NA

NA

Need more than 3 day window.

no

No

no

no

no

No

no

No

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No
No - it is very user friendly.
No - it's a very straight forward and easy to uses system.
no - it's one of the easiest things to do on my new employee onboarding check list. great service - thanks for providing it.
No , Not at this time.
No further comments
No I do not!
No I don't.
no I think it works fine.
No I work very fast through the system.
No it is great!
No it is pretty simple to follow

No it is pretty simple.

no it is very user friendly

no it pretty easy already

No it works fine.

No not at this time.

No suggestion at this time. Everything is fine!

No Suggestions

no suggestions

no suggestions

No suggestions

No suggestions - pleased with the ease of this system.

No suggestions at this time. All of my cases were verified without issue.

No suggestions for that but I despise the process of picking passwords and how sensitive it is to login in.

No suggestions.

No suggestions. Excellent service thus far.

NO- very easy to use.

no, but we don't hire many employees

No, creating a case is easy and self-explanatory. We only run into issues when we get TNC's. They are just confusing for some employees, but the process seems easy enough for us as an employer.

No, everything seems to be working just fine

No, I believe it's working as supposed to.

No, I have never had a problem with creating a case. The system is really user friendly.

No, I think that it's very smooth.

NO, I THINK THE SITE IS VERY USER FRIENDLY, MAKING MY JOB EASIER AND I DO NOT THINK MUCH SHOULD CHANGE WITH THE SITE, IF ANYTHING.

No, I think this is a great program.

No, it has actually made my job much easier and helps me with my recordkeeping as well.

no, it is pretty clear

NO, it is very self explainatory

No, it works good as is.

No, it's perfect just the way it is.

No, it's pretty easy

No, I've been using E-Verify with our firm since probably 1994 or 1995 without any complications.

No, not at this time.

No, the E-Verify is very user friendly and easy to use.

No, the site is very user friendly.

No, the system is very intuitive

no, the website is very clear, as is the employer handbook.

No, works very well.

No.

No.

No.

No.

No.

No.

No.

No.

No.

No. I find it very easy to navigate.

NO. It is a very easy program to use

No. It is currently very quick and easy to use.

No. It is straight forward and easy to use. However, all of the applicants that I have entered haven't had an issue. I have not had to deal with any problems.

No. It works very well.

No. I find it easy to use.

No. It is already pretty simple.

No. It is good.

No. It is very easy to use.

No. It only takes a few minutes to complete as it is and the directions are clear.

no. it works fine.

No. It works fine. I haven't had any issues

No. I've never had any problems using the site. It kind of seems like overkill since I already enter them into the Social Security Verification site and the [redacted] site, but it couldn't be any easier than it already is.

No--I believe you have made it pretty easy to navigate.

None

None

NONE

None

None

None

None

None

None

None

None

None

None at the moment.

None at this time

None at this time

None at this time

None at this time

none at this time

None at this time

none at this time

None at this time

None at this time

none at this time

None at this time.

None at this time.

None in particular

none, but then again, due to our low turn over rate, I don't use it much.

none, i think the site is excellent, any mistakes were my own data entry. Wish all sir\tes were this easy and responsive

None.

None. Fine as is.

Nope.

NOPE. I FOUND THE E-VERIFY PROCESS EXTREMELY EASY TO USE

Nope. It's easy, clear, and fast.

not at this time

Not at this time

Not at this time

not at this time

Not at this time

Not at this time

Not at this time

Not at this time.

Not at this time.

Not at this time.

Not at this time.

Not at this time.

Not changing password so often!

Not have to go through the tutorial every time. Too time consuming.

Not having to use it... The training is time consuming.

Not make you take so many refresher courses. It's easy to use so it's kind of redundant.

not now

Not really unless there is information you ask us to enter that truly isn't needed for the purpose of e-verifying - the less data entry, the better.

Not really. It works very well.

Not right now

Not sure that much can be done because the site is great and does what it needs to do - the process just takes time but I wish it was somehow faster; I know a great password is necessary too but the password process (and updating the password) takes a...

Not the case creaton process, but I have a lot of trouble accessing the site even when my user name and PW are correct.

Not too thrilled about making new passwords all the time. Maybe let the password work for a longer period of time?

nothing at this time

Nothing. The site is very easy to use.

Notifications that it is time to update a case would be good.

Notify when there are changes that we will be quizzed on as soon as the changes are made. Because there is a time requirement of logging new employees, the additional unknown quizzing could make it so meeting that time requirement isn't possible.

On the "home page", under START HERE, if a participant knows to select "Log in to E-Verify", instead of "Agent Log In", it's smooth sailing. I didn't know and chose "Agent Log In" over, neither my ID or password worked. Choosing the correct ended that...

On-line I-9

Online I-9 form that has some data already populated.

Our biggest hurdle is when a person (usually a woman) marries and changes her last name. She typically receives her marriage license and changes her last name on her State ID or Drivers License, but never changes it with SSA. I think individuals should...

Our state gives us 20 days to report. I wish we had more time to report. I feel like a criminal if Im late in reporting.

Overall pleased with the service and website!

Password change restrictions are excessive.

Password creation is cumbersome

Password is to cumbersome need to simplify to many character requirements

password requirements are way too awkward

Password restrictions make it difficult to manage

password too complicated

phrasing of some of the questions are confusing. You verify and individual because they are working for you then it asks is that person employed or still employed? don't understand that question. only applies if you are late in creating the case and...

Please get an online I-9 form

Please go back to a one-page form instead of two pages.

Please simplify the system for organizations such as churches

Please warn users via email at least two weeks before password is about to expire... its frustrating to want to enter a new employee into the system only to have to create a new password... would like to know ahead of time so I can create the password...

PLease, Please----creating a new password can be difficult because of the requirements and the poor explanation in how to create a new password. Please simplify the process. THank you

Pretty easy overall.

quit making us change password so often, no need to re-train for users who are familiar with site, password requirements are cumbersome due to size and "rules"

Reduce steps. Make it as one pager.

reduce tutorials and testing to get started

Runs smoothly and very well. Satisfied.

Seems I9 & E-Verify are the same, if you have the documentation to complete. Are you supposed to use E-Verify after filling out the I9? I think we should just have E-Verify. Having both is redundant.

Seems to work fine.

Set up query process to be identical & in identical order to the I-9 form where the info is pulled from. Remove search parameters of "open", "pending", "closed", etc., you have to perform the same search 5 or 6 times instead of just once.

Setting up default settings and allowing for change whenever needed.

Should not be required for small family owned businesses.

Should not be so picky about the employers systems updates. Every time I log into E-Verify I am asked to download comparable software such as Google chrome which I never have any other use for It's annoying.

Should not have to read and agree to the terms every time I log on.

Show examples of types of identification, and location of needed information (I have been able to use on occasion) We don't have that many new hires, so consequently every time we log on , it seems the system is requiring a change to the password.

Simplicity

Since I do not use e verity often, I should not have to take a review test before I enter new employees. Takes to much time.

Since the i9 form went from one side with all the pertinent data needed, to two sides, it is more cumbersome to enter data as you have to flip the pages over. The form and website should be as similar as possible. For example, both should require...

Since we don't hire very often I am forced to go through the tutorial every time I log on the site....VERY time consuming!!

Since we only use it a few times a year, our password is always expired. Is there a way to allow passwords to be active longer? Also, because we do only use it a few times a year, we end up having to sometimes take a new tutorial and pass tests in...

Some navigational moves erase what you have entered. It would be nice to have some well known keyboard controls (Tab, Shift + Tab, etc.) to move around the screen.

Sometimes I wish the questions were in a different order. I do a lot of internationals and a helpful reminder would be to check the dates -- some countries put the date first and month second.

Sometimes need more than 3 days to submit.

sometimes the website is very slow and it is difficult to access FAQ's or training materials

Sometimes you can't correct a mistake once you have submitted the information which makes it hard so you either have to submit it knowing it will be wrong or discard it all together.

sometimes, with visas, it can be confusing what number to enter where. Sometimes, I feel like I have to search to match up the boxes between an I-9 and the website.

Standardize the requirements. If one state requires the DL number then all states should require the DL number.

STOP changing the password. Hard to create a password.

stream line it to follow the I-9 form including the use of date numbers. allow more than 3 business days especially for agents who E-verify for multiple companies. Nobody, especially college students and younger carries anything other than a driver's...

streamlined, especially the initial log in page and password page

System is easy to navigate and works great

System works fine.

Tab key should take user to next input field & skip "?" fields. Questions on website should follow order information is entered on I-9 front to back.

Tab to next question - I often miss answering some of the questions because the page does not flow to the next blank.

take out the tests!!

TESTING A PERSON BEFORE USING SYSTEM IS GREAT. BUT HAVING TO RETEST EVERYTIME I RETURN IS NOT NECESSARY. GIVE ME SOME INTELLECTUAL CREDIT.

the "date of hire" field moves depending on the supporting documents named (if they also require an expiration date). It would be helpful if this field were held in a consistent position on the form.

The "Employer Log In" should be top and front. Shouldn't have to hunt for it in a line of options.

The "log-in" area is difficult to find. It would be helpful if it was more prominent.

The 3 day requirement is too limited. When we get busy the paperwork gets backlogged and as long as we have the hard copy of employee ID verification it is not a priority.

The flow of information requested in E-Verify could flow with the actual I-9

The form and E-Verify should be aligned from a data integrity perspective, i.e, fields for suffixes etc as well as special characters.

The I-9 information page is unclear on the numbers needed off the authorized work visas. If they are required to have a us social security number and ID we should be able to use those documents along with the passport number.

The I-9 paper form has some information on first page and other needed information on second page to complete E-Verify. It would be nice to have all needed information on first page or an online I-9 to upload the information in the case you are...

the last few questions are an example of how overly complicated this whole process is.. i have no idea what those long technical terms mean. HOW COULD I POSSIBLY know what those words mean if I use the system rarely? the system was NOT built for me,...

The link to signon should higher on the webpage.

The log in and changing passwords is very difficult because we don't use it enough to remember a complicated password. Sometimes it has denied me access because we are a small company and don't hire many people. I passed the 6-month mark.

The MOU's are confusing. Not really sure which report to use when a potential client requests it for a proposal. Not sure where to get it. State site? federal site? It all is just not clear. And it's hard to find where to log in to report a new employee.

The need to change sign in password so often is very annoying

The need to submit within three days of hire is administratively burdensome. Up to 7 days or 10 days would provide more flexibility.

The password requirements are cumbersome.

The password requirements are too complicated. Not easily remembered and constantly changing.

The password requirements are very strenuous. It sometimes take awhile to create a new password that adheres to the requirements.

The passwords gt to be very long and frustrating and are required to be changed too often.

The problem that we have had in the past is loging on to the website to begin with. Every time we log on we have to change our password and it is very difficult to do and requires too many characters and symbols. That is the only part we hate about...

The process is fairly simple to understand but the non-confirmation process is not very detailed to sufficiently explain the corresponding steps necessary for the appropriate action needed.

The process is smooth and website is easy to navigate. I would look for ways to take completion time out of the process. This is one step of many in the hire process (which is a time-consuming task).

The process is very easy.

The process is very easy. I would prefer a little longer grace period to get the form completed (about 5 days instead of 3).

The process takes way too much time and sometimes I cannot access it at all.

The questions at the end seem redundant. You are hiring this person, but it asks if the person is still employed by you...

"The requirement of not using E-Verify until after the employment date should be moved back so it can be used as the pre-employment process. To wait until cost the company time and money in some cases. The three day limit makes it hard on me. There..."

The screens that ask for List B documents is redundant. Let us pick documents and assign the state on the same page if DL is a list B document

The selection of dates (especially years) is awkward and time consuming. Some selections start with latest date on top, other start with latest date on bottom. Most documents expire within a year or so, but some pop up menus begin 10 or more years in...

The site is very cumbersome to enter and use.

The system works great

The tutorials and tests that occasionally pop up are too time consuming and hamper my ability to efficiently complete the e-verify process.

There are times when an everify case is late and the reason code is not available. The first reason is occassionally our offsite managers are unable to do the section due to customer visits or travel. Having a day or two longer to do everify would be...

There is not a problem with the case creation as far as I can see.

There may be a glitch in the system allowing those with an out of state drivers license to e-verify when they might not otherwise be able to do so.

There should be a page where you can re-confirm the information entered so you would not process a case, made an error and had to do it all over agai. The idea for an electronic will help only in the case you can view that information while processing...

There should be an easily identifiable link to the E verify log in page from this website. http://www.uscis.gov/e-verify/what-e-verify

they layout of 1-9 where dates go for each document is a little confusing should be laid out differently.

This is one government site that is done quite well.

"This needs to be compatible with other browsers. New training comes up often. A small company employee does not have time to stop and take training again before inputting a new case."

This survey makes me question whether or not I need to use E-Verify. I thought every employer was required to verify every new employee.

This system could not be made any simpler than it already is.

Tighten borders, enforce the immigration laws and we won't need it

To date, I have been very pleasure with my use of the E-Verify system

to much on website...should be two buttons for users..one to intitate new employee and other to verify one that may hsve been pending thats it then the steps under each tab to just fill in blanks and get response after submit

too many steps prior to entering I-9 information

use English teachers to write text instead of programmers

Use common sense language instead of legal language.

Use software that is commonly used by most businesses and does not require additional software purchase.

User login page/button should be clearly visible. It seems to be buried in secondary web pages. Instead it needs to be header of every page so it is easy to find and login. Thanks

Using MVR pictures to verify all employees.

Very easy to use. You couldn't make the process any easier. Only takes about 2 minutes once I'm signed in.

Very easy, takes only a few minutes to process an e-verify case.

VERY PLEASED WITH SPEED OF RESPONCES

Very user friendly

Very user-friendly process - well developed and very useful.

we do our everify through our background checking company so we do not use the site directly

We have been enrolled in E-verify since 2008. We find it very useful in our business.

We have employees who have been with us 10 years and now we are being asked why they were not entered in e-verfy when employed. Impossible situation to comply with. You need a field to handle these situation

We have integrated into our vendor system. We use it for all new hires, no exceptions. It is automated and is well managed by the vendor. Response time is excellent.

We have more than one company that is monitored for E-Verify. It is very annoying to keep re-taking tutorials for every company when trying to verify a new employee. Maybe there could be an information page that could be printed instead? - Thank you

We have over 100 general users in 67+ accounts, about 70 Program Administrators and use E-Verify daily, but not myself. What is the Pre TNC page? In general most of my users find it easy, but they tend to create a lot of red flags. We are a SRM...

We haven't run into any issues or cases.

We rarely use it and all our cases have been very straight forward, so it has been easy.

We use a 3rd party that starts the case based on the electronic I9 information completed; it would be helpful to have tips on entering employee names when they have multiple first/last names

We use a payroll company who does the actual filing. The verification comes back very fast so that is the only one I can answer.

We use a third party [redacted], to initiate our E-Verify cases.

We would like there to be a edit button where if you put info in wrong, you can go back and correct without starting a new case. SO a correct button. :-)

We would like to see if anyone from our company has ever run an eVerify before, not just the current user

website design is very poor. for example, having to tab through some numbers while others are automatically moved to next entry, hitting back space erases everything, positioning of fields are not in order, too many screens with one or two responses...

Website seems very government like. It is not set up as easy as private websites. It should flow better for repeat users who want to add a new case

When tabbing from area to area, tab to land on email address box first, not the Help symbol.

When the subject of the inquiry is not a citizen allow the employer to enter the document we have and tell us if it is appropriate or what alternative documents to request from candidate

when you transmit out of page 1 the font gets real small - can we fix this problem?

Wording and verbiage could be easier to understand.

WORKS EXCELLENT--VERY EASY TO USE

Works extremely well

Works well

WOULD BE EASIER IF YOU DIDN'T REQUIRE NAMES OF THE MONTHS BUT ALL WAS NUMERICAL

Would be helpful if the input screen look exactly like the I-9 form

Would be nice to submit information for more than one company under a single log in.

would like to enter dates as 10/10/10 instead of Oct 10 2010

Would prefer 5 day allowance instead of 3 to enter data

Yes, if there is only one HR person and they are out of the office we do not hire until that person returns. The three day rule puts a halt in hiring if no one is going to be in the office.

Yes, need a way to correct mistakes that are inadvertently made.

Yes, the questions asked when closing the case could all appear on one page. Too many pages.

Yes, trying to figure out new passwords so often in the way you ask is aggravating and time consuming....it shouldn't be made so difficult.

You require password changes too often, and your rules about passwords are unduly restrictive and difficult. And too many tutorials required for users. Very non-friendly site for users.

You should be able to print after corrections are made to MOU's and employee verification pages showing the correct information. You should only have to verify those that are not US Citizens by birth and only one time if you are working with multiple...

Your password reset process is time consuming and tedious.

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

Actually had to call with cases of new company transfers with L visas

again, it was always bad data entry on my part, typos...

Anything regarding the DHS response in a TNC usually take longer and communication between groups is very sparse. We usually have to call them to get a response as opposed to the other way around.

Because we have to send the TNC to one of our stores and the managers, who I cannot always get to understand the process, have to deal with it. It is NOT easy to get them to know what to do!

clarity for user to understand that if they are confirmed NC that they are not eligible to work.

Clear instructions and follow up emails have been helpful

"Confusing about the steps involved. Takes awhile to get back."

confusing. the person that we had an issue with knew it would come up a problem and I don't believe he ever did what he needed to do to solve it.

Delays in the process, closed offices (SSA) poor communication with DHS. These are the reports from our employees. Those contesting the TNC have had delays in resolving but were successful. We have had a number that have chosen to not contest and...

Did not rate lower than 6

difficult on getting all information from the employee

Difficult to complete resolution.

difficulty on the phone, difficulty representing internationals people are RIGID on the phone and not helpful at all

does not provide clear instructions, especially upfront instructions should something be questioned, etc.

Employee did not wish to contest therefore there was no need to resolve the case.

Even though it said the employee has 8 federal business day to resolve the issue, sometimes it'd take USCIS or SSA a lot longer to update the status in the system.

For us other than verifying that there has not been a typo the process is out of our hands and depends on the employee getting their information straightened out with Social Security so we have to hope that they will take the initiative to get things...

I don't really understand how to resolve a case.

I entered info incorrectly and had to do a brand new case.

I had to wait for the employee to go change her name with the social security office. EVerify wouldn't take her passport.

I typed in something incorrectly

In Most cases it is out of our hands and has to be resolved at an SSN office

Incredibly confusing for both employee and employee, often due to a misunderstanding of proper way to process

Instructions are not clear and have ended up cancelling a few of the I-9s and starting from scratch.

It is at 6. It is rather easy though since you hand the info to the employee to take care of. It is up to them after that. The problem is when the employee never completes the process or returns to work. How do you resolve that?

it is confusing for the employer if the person proves not to have proper docs it seems we cannot terminate but it we are also not authorized to employ them ?? catch 22 not a website problem but creates a dilemma for employer.

It seems to complicated if the error was caused by employer (typo) to have to wait. It would be easier to quickly notify that there was a typo and move forward immediately.

It was cleared up immediately because I had made an error when entering the employee's information

it was easy for the individual to do, they had married and not updated the SS record.

It's a confusing process for an employer. The step that an employer has to take is not clear. If an employee refuses to meet with HR after receiving the TNC there is no way to put that in the system.

Just time consuming

Language is difficult to understand by someone who is not an attorney!

n/a

N/A

N/A

n/a

NA

na

no

No one who has received a TNC has ever returned to try to resolve case.

NO REASON

No. In our case, the individual went to SSA and it was resolved in a day or two.

None

Not applicable.

not easy to correct errors

Not sure what to do if we speak to an employee and give them the paperwork and never hear from them again.

Once talked with employee, found that the initial case data was incorrect. So, closed case and did a new case with correct data. I am unable to attest to the ease of resolving the case.

Our employees are overseas by the time e-Verify is completed. The resolution steps have been complicated for someone who is not within the United States.

Overly complicated process for resolution.

Some are duplicate invalid cases or don't get resolved by the employee. Out of 10,453 cases, we had 275 TNCs in the last quarter. Most of those were closed as invalid. I try to coach on making sure that the input info is correct, but we seem to have...

Speed is rated 6, somtimes it takes several dayd

SSA did not have correct information on file for employee. Employee has spent 10+ hours at the SSA office because they keep on submitting the wrong information to Everify. Huge headache because it seems that either SSA doesn't know what they are...

System did not provide an option to review it and correct typos which caused the TNC issue.

System does make it easy to correct a typo in SS#, for example.

Takes a long time sometimes

Takes forever, leaves employee and us in limbo, since i don't have an answer I am forced to keep training AND paying and employee who can't work. Never had a case resolved with a positive result out of over 50 attempts

the potential employee never showed back up when we went over the process with her

The case may be resolved by the agency quickly, however the update into the system isn't always timely.

The case was solely due to an employee with a right to work card not having his SS card. When he was not verified it was not at all clear how to resolve the issue. My assistant is handling.

The error came from not being able to read a SS# clearly. Easily fixed and re-verified.

The system does not clearly state when an individual must take further action to clear case. If the notification of tentative non confirmation could be sent via email that would speed the process and would help with over looking non confirmations.

The text that explains the process is very confusing & hard to follow. It reads as if it were written by attorneys and not end-users.

The TNC document says information purpose only, unclear as to weather this form is to be given to the employee.

The TNC was a result of an error listed on the I-9. The process to correct was not as easy as we would have preferred. It would be nice if there was a way to update an existing case for corrected information.

There is a case in my pending that has been in there for months and never been resolved or removed. Often the resolutions take too long and there is no reason for the non compliance of the employee.

There is too much paperwork involved.

there seems to be minimal communication between E-verify and DHS/SSA. a TNC case referred to SSA frequently needs to be re-run, instead of showing up as completed after following the steps. In some cases, TNC leads to FNC, though the employee is...

There was some confusion about whether an employee had a current EAC, which he did. Had to call twice to get the desired outcome-- second time we called the representative said the first person we spoke with must have made an error in their decision. ...

They are infrequent so often times the specific managers do not remember the process in detail. The employees also can be daunted by the resolution process, and sometimes just skip it and find a job where they don't use E-Verify.

This is a construction company that has many projects out of state. Although crew supervisors are notified via phone that a new employee has a TNC result it takes several days to get the paperwork to an out of state location. 99% of the time, the new...

This process was easy when I was the one entering the wrong information.

TNC instructions are confusing. It's especially hard to explain to candidate.

To date no one that produced a TNC resolution resolved it. It is basically just ignored. The employee in question remains employed.

Too slow receiving the TNC

Typo errors are readily resolved very quickly, but social security numbers, passport numbers, etc. seem to make it a bit more difficult to reassess the previous case to assert resolution.

Unclear on how to proceed when all the info gathered is correct and verifiable but still get TNC

Usually is due to a typo so I end up redoing it

We can explain until we are blue in the face, but some just don't get it.

We had to call and talk to someone several times to get an answer so we could move on

We received a Defnitive Non Confirmation and the reason given was the employee did not contact DHS, but the employee contacted them while being in our HR Dept and she was told to fax the copies of her documents. That information was never added to the...

When I approached the employee, he quit.

When we have problems resolving a case it is usually with SSA. Due to our employee's name's being foreign, SSA does not know how to handle. For example, our employee's name may be FNU (First Name Unknown) or LNU (Last Name Unknown). These employee's...

When you get a TNC and you do the Further Action Notice it they Contest the system lets you know what to do. They system doesn't tell the employer what to do if they Not Contest. Do they continue to work for our Company? Or can they be let go?

Working with a vendor on electronic onboarding and the process is confusing

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

all photos have matched

All Photos have matched

All photos have matched at this point

All photos have matched so have not had to send photo.

All photos have matched.

Always have matched

always matched

Answer should be don't know/not applicable. We have never had a photo not match.

As required by e-verify program

At this time, all of the photos have matched.

Call central

call everify customer service

Copy provided by applicant

did not happen to us yet.

Did not have such incident yet

Did not need to use. Photos matched.

Didn't have to so far

Direct Communication

Does not apply, I have not had the situation where the photo does not match the photo presented.

Doesn't apply - it hasn't happened yet. They have matched. Also - you need to correct the word in the question to Photo - you have PHONE....

Doesn't match the "phone" provided by the employee. I think you meant photo. If so, it has not happened yet.

Done through our payroll company

don't know

Don't know -- have never not had a match

Don't know what this is

Employers fill out the forms and get the IDs, sometimes they are dark and I have to ask several times for a better copy in order to complete the E-verify process. The photo ID is not always convenient for a agent who only gets a faxed copy of paperwork...

has always matched

Has never happened

has never happened

Has never happened

Has never happened

has never happened here.

has never happened to me

Has never happened.

Has never happened.

Has not been necessary

Has not been necessary - all photos have matched our personnel

Has not happened

Has not happened

Has not happened

Has not happened

Has not happened

Has not happened

Has not happened

has not happened

has not happened

has not happened yet

Has not happened yet

has not happened yet

Has not happened.

Has not happened.

Has not happened.

Has not happened.

Has not happened.

Has not happened. Also, second line of your question. I believe Phone should read "Photo"

Has not occured

Has not occured

Has not occurred

Has not occurred

Has not occurred

Has not occurred.

Has not occurred.

Has not yet happened. Plan is to upload a scanned copy.

Hasn't been the case at this point

hasn't happened

Hasn't happened

hasn't happened

Hasn't happened

hasn't happened

hasn't happened

hasn't happened

Hasn't happened (typo in your question - Phone vs photo)

hasn't happened yet (you have a typo in this question)

Hasn't happened yet.

Hasn't happened yet.

Hasn't happened yet.

Hasn't happened yet. If it did I would scan and e-mail.

hasn't happened, yet

hasn't occured

Hasn't occurred

hasn't occurred yet

Have never been in this situation

Have never encountered this.

Have never had a non-matched photo.

Have never had a photo not match

Have never had a photo that did not match.

Have never had a photo that didn't match

Have never had a photo that didn't match

Have never had a situation where the photo does not match

Have never had it happen

Have never had that happen yet so do not know what I would use, but I suspect the scan and upload if that ever happens

have never had that issue

Have never had that problem

Have never had this happen

have never had this happen

Have never had this happen

Have never had this happen.

Have never had this issue.

Have never had to

Have never had to complete that step

Have never had to do this.

Have never had to do this.

have never had to submit a photo.

Have never needed to do so

have never used or needed to use

have not had this occur

Have not come across that situation

Have not come across this issue yet

Have not come across this yet but would probably scan & upload into E-Verify

have not come across this yet.

Have not dealt with this

have not done it yet

Have not done yet

Have not encounter situation

Have not encounter this situation.

Have not encountered a non-match yet.

Have not encountered a photo that did not match the employee

Have not encountered this problem

have not encountered this situation.

Have not encountered this.

Have not ever had a photo that did not match

Have not experienced a case where the photo did not match

Have not experienced a no match situation

Have not experienced this

Have not experienced this

Have not experienced this situation.

Have not experienced this to know the answer.

Have not experienced this yet

have not experienced this yet

Have not had a "no match" yet.

Have not had a case where photo did not match.

Have not had a case where photo did not match.

have not had a case where the photos have not matched.

Have not had a non-match.

Have not had a non-matching photo.

Have not had a photo not match

Have not had a photo not match.

Have not had a photo that did not match

Have not had a photo that did not match

Have not had a situation in which the photo did not match.

Have not had a situation where the photos don't match

Have not had an instance where a photo has not matched

have not had an instance where photo does not match.

Have not had any

Have not had any cases

Have not had any cases where the photo does not match

have not had any incidents yet

Have not had any issue with photo id at this time

Have not had any issues yet

Have not had any that do not match

Have not had happen

Have not had one

Have not had one match

Have not had one that did not match

Have not had one that did not match.

Have not had one that didn't match

Have not had one that does not match.

Have not had photos from e-verfy not match photo i have

have not had that experience

Have not had that happen yet

Have not had that happen.

Have not had that happen.

Have not had that happen.

Have not had that issue.

have not had that problem

Have not had the issue

have not had the problem

have not had this experience

Have not had this happen

Have not had this happen

Have not had this happen so there was no need to submit a photo.

have not had this happen yet.

Have not had this happen. Note, in the question I assume "phone" should be "photo".

Have not had this happen.You appear to have a typo in this question. "phone"

have not had this issue

Have not had this issue as yet.

Have not had this issue come up. However, if I did I would scan and upload into E-Verify.

have not had this occur

have not had this situation

Have not had this situation

HAVE NOT HAD THIS SITUATION HOWEVER WOULD SCAN AND UPLOAD

Have not had this situation occur but would most likely scan and upload to E-Verify.

Have not had this situation.

have not had to

have not had to complete

have not had to do it. Photos always match

Have not had to do that

Have not had to do that, yet. Photo has always matched.

Have not had to do that.

have not had to do this

Have not had to do this

have not had to do this

Have not had to do this

Have not had to do this

have not had to do this

Have not had to do this but would scan and upload if I did.

have not had to do this yet but I would scan and upload to everify

Have not had to do this yet.

Have not had to do this.

Have not had to do this.

Have not had to do this.

have not had to do yet

Have not had to do yet

Have not had to upload any photo's but my choice would be to scan and upload if it is necessary.

Have not had to use this

Have not had to.

Have not incurred this problem

Have not needed to do this

Have not needed to do this, but have a scanner available to use

have not needed to submit

Have not ran into this problem -- but you need to correct the question -- the photo is not matched to a phone

have not run across this yet

have not run into that yet

Have not run into this issue yet.

Have not used it yet. All the photos have matched that I have e-verified.

Have not used this feature

Have not used this feature yet.

Have only had a matching photo.

haven't com across that yet.

Haven't come across this situation

Haven't encountered this problem.

Haven't encountered this situation

Haven't ever had to do this

haven't had a case where photos do not match

Haven't had a failed match!

Haven't had a photo not match yet.

Haven't had a photo that didn't match.

Haven't had a picture that doesn't match

Haven't had any

haven't had any photos that didn't match

Haven't had any that did not match

Haven't had any yet

Haven't had cases where photos don't match

haven't had happen yet

Haven't had it not match

Haven't had one that didn't match

Haven't had one that didn't match

Haven't had one that doesn't match

Haven't had one.

Haven't had opportunity to do

haven't had that happen

haven't had that happen

haven't had that happen

Haven't had that happen yet.

Haven't had that happen.

Haven't had that situation. Would probably scan and upload if it did happen.

Haven't had the need to do that. All pictures have matched.

haven't had this happen

haven't had this happen

Haven't had this happen

haven't had this happen

Haven't had this happen

Haven't had this happen

haven't had this happen to me as of yet, so i don't know how i'd handle this?

Haven't had this happen.

Haven't had this happen. See typo in your question.

haven't had this issue yet

Haven't had this situation happen yet.

havent had to

Haven't had to do it

Haven't had to do it.

Haven't had to do that

Haven't had to do that.

Havent had to do this

Haven't had to do this

haven't had to do this part

haven't had to do this so I don't know

Haven't had to do this yet.

Haven't had to do this.

Haven't had to do this. All photos matched

Haven't had to submit information for a photo that doesn't match.

Haven't had to use

havent had to use it yet

haven't had to yet, would scan though

Haven't needed to do so yet.

Haven't run into that

Havne't had this happen yet.

How do you submit information for cases where the photo presented by E-Verify doesn't match the phone provided by the employee? - Photo matching the phone? I don't understand this question.

I am assuming that the word phone is supposed to be photo submitted by the employee. This has not happen in any of my situations.

I am not understanding this question

i did not encounter yet a case like that.

I do not believe I have had to submit information for this requirement.

I don't know

I don't know how you match a photo to a phone

I don't know that my users do this

I don't really understand this question

I go back to the individual and tell him that his passport photo does not match what you have in your database. I then give him the contact information for your agency.

I have never been faced with a photo not matching

I have never experience non-matching photo. It always matches.

I have never experienced a photo not matching

i have never had a "no match".

I have never had a case in which it did not match

I have never had a case where the photo did not match.

I have never had a case where the photo does not match the photo on file.

I have never had a case where the photo doesn't match

I have never had a case where the photo hasn't matched

I have never had a case where the photos of our employees did not match the photo from E-Verify.

I have never had a mis-match.

I have never had a photo not match the employee's passport photo

I have never had a photo not match.

I have never had a photo not match.

I have never had a photo not match. Also, there is a typo above: How do you submit information for cases where the photo presented by E-Verify doesn't match the "phone" (should be photo) provided by the employee?

I have never had a photo that did not match

I have never had a photo that didn't match

I have never had a problem with photos not matching

I have never had an instance where the photo did not match the one the employee presented.

I have never had one that did not match

I have never had that happen

I have never had that happen yet.

I have never had that happen, so I don't know what I would do.

I have never had that happen.

I have never had that issue

I have never had that issue.

I have never had that issue.

I have never had that problem.

I have never had that problem.

I have never had this experience.

I have never had this happen

I have never had this issue happen to me.

I have never had this problem.

I have never had to do

I have never had to do this, however, if available - I would use the scan and upload feature.

I have never had to do this.

I have never had to do this.

I have not come across this issue

I have not experienced a mis-match

I have not experienced this situation.

I have not had a case where photo didn't match the photo provided by the employee.

I have not had a case where the photo does not match

I have not had a case where the photo does not match.

I have not had a case where the photo doesn't match the copy of ID

I have not had a cases where the photo does not match

I have not had a photo not match

I have not had a photo not match.

I have not had a photo not match.

I have not had a photo that did not match.

I have not had a photo that does not match.

I have not had a photo that doesn't match the identification.

I have not had a photo that doesn't match.

I have not had a time when the photo did not match.

I have not had an incident where a photo did not match. But, if it were to happen I would use the scanner approach.

I have not had an instance where the photo did not match

I have not had an instance where the photo did not match.

I have not had an occasion where the photo didn't match

I have not had any photos that do not match therefore have no experience with this process.

I have not had any that did not match.

I have not had one that did not match

I have not had that occur

I have not had that problem

I have not had this happen

I have not had this happen

I have not had this happen yet

I have not had this happen.

I have not had this happen.

I have not had this happen.

I have not had this happen.

I have not had this issue.

I have not had this problem yet.

I have not had this situation

I have not had this situation occur.

I have not had this to happen.

I have not had to deal with this.

I have not had to submit

I have not had to submit a photo that doesn't match.

I have not had to submit any photos

I have not had to submit one yet. I will scan and upload if need be.

I have not had to submit this information.

I have not had to submit this information.

I have not have a case where E-Verify doesn;t match the photo provided by the employee.

I have not have that experience

I HAVE NOT NEEDED TO DO THIS.

I have not yet run into this issue when using E-Verify.

I have only been requested to view the photo that appears on E-verify website and do a visual between the ID and the picture on screen. I have never had to use a scanner or upload a photo.

I have only done e-Verify once in the past 2 years and the photos matched.

I have only had to "match" a photo on a passport and it has always matched.

I haven't been presented with this problem.

I haven't come accross a case where the photo doesn't match the ID as of yet.

I haven't encounter that cituation

I haven't encountered this situation.

I haven't had a case that didn't match

I haven't had a case where the photo doesn't match.

I haven't had a case where the photo doesn't match.

I haven't had a photo not match.

I haven't had any but would use a scanner.

I haven't had any cases so far.

I haven't had any cases that require this step

I haven't had any cases where the photo presented does not match.

I haven't had that incident occur as of yet

i havent had that issue

I haven't had that issue

I haven't had this happen

I haven't had this happen

I haven't had this happen yet

I haven't had this happen yet.

I haven't had this instance yet.

I HAVEN'T HAD THIS PROBLEM

I haven't had this proplem

I haven't Had this.

i haven't had to do this yet

I haven't had to do this.

I haven't had to experience it

I haven't had too

I haven't received a picture that doesn't match

I just had to verify a photo already in the system

I never had a photo not match

I never had this circumstance

I never had this happen yet. I would hope that the e verify system will tell me my next step.

i think this sentence has a typo, it is unclear.

I think you mean photo where it says phone? I sent it by mail.

If prompted, scan and upload capabilities are available.

I'm not familiar with this process. I've never had a photo not match.

it has always matched

It has never come up

it has never happened

it has never happened

It has never happened.

It has never happened.

it hasn't happened

It hasn't happened.

It hasn't yet happened

It never happened with me.

it's never happened

It's never happened.

It's never happened.

I've always had a match - so I don't know how to answer

I've never encountered a mismatch

I've never had a photo not match

I've never had a photo not match.

I've never had a photo not match.

I've never had a photo not match. BTW - there is a typo in the question, shouldn't phone be photo?

I've never had a photo presented by E-Verify not match the photo provided by an employee

I've never had a photo that did not match

I've never had a photo that did not match yet

I've never had a photo that didn't match.

I've never had a situation in which the photo presented by E-Verify didn't match the photo provided by the employee? If that was the case, I would scan and upload into E-Verify.

I've never had it not match

I've never had one but I would upload

I've never had the photo not match, so I don't know how to answer that question.

I've never had the photo not match.

I've never had the photo not match.

I've never had the photos not match.

I've never had this happen to me

I've never had this happen to me.

I've never had this happen.

I've never had this issue.

I've never had to do this

I've never had to do this so not sure what way I would use. Probably scan and upload.

I've never had to provide a photo.

I've never had to submit anything as all documents matched what was in the system. N/A.

I've never had to submit information for a mismatched photo.

I've never had to submit information.

I've never had to submit information. The photos have always matched.

I've never needed to do this.

I've never received a mismatch

I've not had any that did not match.

I've not had to do this, all the photos have matched

I've not had to use this

Just a note: should the word "phone" above be replaced with "photo"?

Load into Lookout Service's product which loads into E-Verify

mail or email

Managers gather I-9 docs from new hires and can see the new hire in person to compare to the photo.

N/A

N/A

N/A

N/A

N/A

n/a

n/a

n/a

N/A

N/A

N/A

n/a

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A - haven't run into a mismatch of a photo since I've used the system from 2009 to present.

N/A Have never had a non-match

n/a haven't had to use this step

N/A we have not had the need to submit a photo to E-Verify

N/A; it has never happened

NA

NA

NA

NA

never

Never came across such a situation.

Never done that.

Never done this.

Never experienced an incident where the e-verify photo did not match the employee's photo.

never experienced this before. Not sure what options are available.

Never ha it not match

Never had a case where the 2 photos did not match

Never had a case where the photo did not match

Never had a case where the photo did not match.

Never had a case yet.

Never had a mismatch

Never had a mismatch.

Never had a mismatched photo

Never had a photo not match

never had a photo not match

Never had a photo not match

Never had a photo not match if that is what this question is asking. The verbage says, "doesn't match the phone provided etc..." Should it say PHOTO rather than PHONE?

Never had a photo not match the ID

Never had a photo not match.

never had a photo that did not match

Never had a photo that didn't match

never had a photo that doesnt match

Never had an instance where photo did not match so have never submitted

never had an issue where the photo doesn't match

Never had issue

never had it come up

never had it happen

never had it happen

never had it happen

Never had it happen to me!

never had it happen, do not know what I would do.

Never had it not match

Never had mismatch

Never had one not match

Never had one so have not had to submit

Never had one that did not match

never had one that did not match.

Never had one that did not match.

Never had one that didn't match
Never had one that didn't match
Never had photo that doesn't match.
Never had problem yet
never had that experience.
never had that happen
never had that happen
never had that happen
Never had that happen yet
Never had that happened
Never had that issue.
Never had that problem
Never had that problem
never had that problem
never had that problem
Never had that situation occur
never had the issue
never had the issue where the photo doesn't match
NEVER HAD THE ISSUE, YET
never had the photo not match
Never had the photo presented not match E-Verify
Never had the problem
NEVER HAD THE PROBLEM
Never had this experience, however; I would call customer service
Never had this happen
never had this happen
Never had this happen (n/a should be an option on this one)
Never had this happen.
never had this happen-there is a typo in the question-should be photo?
Never had this instance.
Never had this issue
NEVER HAD THIS ISSUE
Never had this issue
never had this occur
never had this problem
Never had this problem
Never had this situation
never had this situation
never had this to happen
never had to
Never had to
NEVER HAD TO
Never had to
never had to
Never had to do it.

never had to - photo has always matched
never had to do
never had to do it
Never had to do it
Never had to do it. Pictures have always been correct.
Never had to do so
Never had to do so far.
never had to do submit additional information.
Never had to do that
Never had to do that
Never had to do that
Never had to do that
never had to do this
never had to do this
Never had to do this
never had to do this process
never had to do this.
Never had to do this.
Never had to do this. Photos have always matched.
Never had to do.
Never had to provide
Never had to submit
Never had to submit anything .. ps you have a typo on this question!
never had to submit information
never had to use so I don't know how to proceed in that situation
never had to.
Never happen before.
Never happened
never happened
Never happened
never happened
Never Happened
never happened
never happened
never happened
Never happened
Never happened
Never happened
never happened yet but would scan and upload
never happened yet.
Never happened. AND you have a typo... phone = PHOTO?
never happens
never has happened
Never has happened so far
Never have had too

Never have ran into that issue.

Never needed to do.

never needed to use it

never occured

never occurred

Never used

No cases where photo did not match.

no experience with this.

No instances

No photo has not matched

NONE

none cases generated

Not applicable - never not had a match

not applicable; have not had a mismatch

Not experience yet.

not experienced that

Not had a case where they did not match

not had t submit

NOT HAD TO DO THIS

not needed

Not sure

Not Sure

On line photo has always been there.

Only had 1 photo match and it looked OK as far as the picture went.

Our agency has not had this happen

phone?

Phone? I'm assuming this is to be photo. Never had one that didn't match.

Photo has always matched

photo has always matched

Photo has always matched.

photo matched

Photo will not match phone.

photos always matched

photos always matched

Photos have always matched so far.

Photos have always matched, so far.

Photos have always matched, so I have never had to submit.

PHOTOS HAVE ALWAYS MATCHED.

photo's have always matched.

Photos have always matcned

Pictures have always matched

question is incorrect. We don't match a "phone"

question to employee first

regular mail

Situation not encountered

So far all photos have matched the photo presented via E-Verify. If this situation arises, we should be able to scan and upload the information to E-Verify.

That has never happen to me while using E-Verify.

That has never happened.

That has never happened. Photos always match. I believe I would scan and upload into e-verify.

That has not happened to me

That has not happened yet

that has not happened yet

that has not happened.

The E Verify provided a picture and I only had to confirm it was a match to what I had on file

The photo has never not matched.

The photos come from our [redacted].

The photos have always matched

The photos have always matched. I have not had to do this.

The situation has not occurred.

"the word phone must mean photo.

I have never had the situation of a photo not matching the E-Verify photo."

There is a typo in your question. And we haven't had this situation happen

There is seldom a photo. I have not had a non-match

they have always matched

They have always matched.

They have never not matched.

this has never happened

This has never happened for me.

This has never happened to me.

This has never happened to me.

This has never happened to me.

This has never happened to me.

This has never happened to us yet

This has never happened.

This has never happened.

This has never happened.

This has never happened.

This has never happened.

This has not happened

This has not happened in our experience.

This has not happened so I do not have a response on how I would go about doing this.

This has not happened to me; it is not applicable.

This has not happened to us.

this has not happened yet

This has not happened yet

This has not happened yet

This has not happened yet- photo always matches.

this has not happened.

This has not happened.

This has not happened.

This has not happened...They have always matched. We would scan and upload should this happen.

this has not occured

This has not occurred yet.

This has not occurred.

This hasn't been an issue for us (yet)

this hasnt happened yet

This hasn't happened yet.

This is NA for our organization. I have not come across this issue in 5 years.

This question doesn't apply - photos always match.

This scenario has not happened. All photos have matched.

This situation has not happened

To date all have matched.

typo in the question

typo in the question. I don't match phones. Also, a photo mismatch has not yet occurred at my workplace.

typo? Phone matches photo?

Uncertain of the question (phone)? If this should be photo I have not had a problem with photos not matching.

unknown- has not happened

Unsure of question, photo doesn't match phone provided by employee?

Up to date, all of our photos have matched.

Usually the photo will match.

We have had one situation where we needed to match photo. The photos matched.

We have never experienced this issue. I would research and follow the directions

We have never had a case where the photo presented did not match hte one in e-Verify.

we have never had a photo not match

we have never had a photo not match everify photo

We have never had a photo that did not match.

We have never had a photo that didn't match

We have never had that happen to date, but we would use the scanning option.

We have never had that issue.

We have never had that situation.

We have never had to do this

We have never seen the photos not match each other.

We have not come across a situation like this yet.

We have not experienced this situation.

We have not experienced this.

We have not had a mismatch on photo.

We have not had any cases where the photo does not match.

We have not had any situations of unmatched photos.

We have not had any yet where the photo didn't match, all non citzens have been found through the numbers on ss cards, resident cards, work permit cards.

We have not had one that didn't match

We have not had this come up as of yet.

We have not had this happen yet.

We have not had this issue therefore, we have not submitted information.

We have not had this issue.

we have not had this situation

We have not had this situation yet

We have not had to deal with this problem.

we have not had to do that

We have not had to do this

We have not had to do this yet.

We have not taken any action on sending the non matching photo for everify. We verify with the employee concerning the issue.

We haven't had any that didn't match.

We haven't had any that don't match

We haven't had to do this.

we never had that situation

We not had an instance where the photo provided by E-Verify did not match the photo provided by the employee.

We use a TPA. I would scan and upload to their website.

we've never come across that situation

We've never experienced this.

We've never had this happen

We've never had this happen.

Will Inform the employee of the DHS Tentative Nonconfirmation and give him or her the option to contest.

You have a typo in the question, I believe...

Your question does not make sense. I have never had any such cases where the phote presented by E-Verify doesn't match the PHONE provided by the employee?

Your question is erroneous - Photo doesn not match phone?

Your question states: doesn't match the "phone" provided by the employee?" Do you mean photo????

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

A link on the Everify website was one letter wrong and I couldn't access the log in and the operator made me feel it was my fault but it was incorrectly listed on the Everify website.

Attitude of customer service rep was less than friendly; very curt

E-verify is supposed to notify me when there is a duplicate case and at one point it was notifying me. However, now it does not notify me and I have found a few cases that are duplicates after both case have been closed.

good ones and bad ones / some participants not knowledgeable other were great.

Had the wrong information listed and needed to correct it.

I am on my second analyst and I don't get as much assistance as I use to.

I called in 3 different times to find out what type of account our company needed and got 3 different answers.

I did not select that I was dissatisfied. I just think in general the system is not very user friendly and there is not very good resources to create the account and understand how to navigate within it.

I don't feel like the customer service team was helpful at all. They didn't have the proper tools to answer the questions we were asking. I felt like they were reading general answers that had nothing to do with what I was asking.

I had to make 3 phone calls to find out if this was a legitimate survey.

I have always found them to be very helpful when I have questions.

I have numerous Program Administrators who transfer to other locations and I have tried to have them by-pass the tutorial but I got different responses on whether they can by-pass or not.

I was satisfied.

I wasn't confident in the information I received from the agent.

Individual was not very pleasant when responding to my question when I asked for clarifying of something I was not comfortable with my interpretation of - Individual basically read back what I could already see on the site in a rather demeaning manner...

It didn't work. I gave up.

It was difficult for me to determine what went wrong and customer service was not easy to work with to figure out what went wrong. They gave me several different answers. It was hard to move forward.

it was not an easy process without contacting the service desk for support.

Late response

Login process is slow and there are too many requests to change password.

long wait before I got to speak to a person.

More time was spent authenticating my identity as a user of e-verify than resolving my technical/process/policy questions. the customer service operators seem to have no authority to make changes on cases, and are reluctant to answer difficult policy...

Mostly frustration in setting up accounts for multiple subsidiaries. Again, it would have been nice to be able to set up one account to be able to select any subsidiaries that I support.

N/A

N/A

N/A

N/A

N/A

N/A

N/A

no comment

Not dissatisfied at all. Customer service knew exactly why I was having a password problem (I was on the wrong E-Verify site.

Not get clear responses.

Not helpful and didn't answer my question.

Not user friendly.

on occasion we have recieved different answers form different people or been transferred several times

Password requirements are difficult

Phone messages not returned when inquiring to audit team. I had to keep trying to reach. Email I received from audit team was unclear.

See last comment - rude and curt on the phone. She seemed like she just wanted to get me off the line.   We are all learning here, so have some patience please.

she was not willing to give help - just said I was making it more complicated then it was

slow response to procedural question.   Had to get help for an answer

Sometimes the customer service representative was confused and didn't seem qualified to answer the question.

Telephone service was bad

The caseworker told me to enter my situation - i made a mistake - into the employee's record. I couldn't figure out where to put my comments. I spent 30 minutes on the darn website and couldn't figure out where I was supposed to write my story. I gave...

The customer service was great.

The fact that I had to call at all -- could you make a small employer portal??

The fact that I had to call in the first place. I couldn't take care of the issue online.

The one TNC we had seemed difficult to process and know what to do

The person I spoke with did not seem "excited" to help me with my request. I was asked if I knew what my password was....well, no. That's why I'm asking for a reset!

The reps usualy aren't very helpful if you are returning a call. Each time they don't know who it was that left you a voicemail or why even with the case ID number

the small font after transmitting the first page and to find our MOU

The time I called the agent was very helpful and answered my question in a timely manner.

There was a technical glitch in the system and we called about it.

They act like you should know all the answers to the questions you are asking.

They answer quickly and professionally but some times it seems as though the answers are very broad and I don't always have a comfortable feeling that the response is clear cut.

They could not answer my question if a shareholder (not employee) in our firm is required to have an I-9 and be E-verified.

They need to be more knowledgeable of the system, more understanding to the problem the caller is having and easier to understand when they speak.

Unable to submit online

Wanted to make sure we were doing a step properly.

Was not dissatisfied. The individual was very patient and friendly - very helpful!!

Wasn't dissatisfied.

When E-Verify tells me in an email that I have un-closed cases but when I go online to E-Verify and it does not say I have an cases that need to be closed. And customer service explanation for the email makes no sense whatsoever. If a case needs to...

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

Contacted customer service on [redacted], but have not received a reply to my question as [redacted].

Didn't answer my question. Failed to reply.

Didn't receive a response back.

hard to figure out what was necessary to fix the issue. i had to email 6 or seven times for same issue and then i figured it out on my own they never did understand my question.

I asked a specific question about a visa and the reply was some paragraphs taken out of the E-verify procedures manual. I asked three times specifically and was never given a specific answer.

I have used email to contact e-verify twice since the start of using the service. I did not receive a reply either time. At least calling the helpline I can usually get someone's attention.

I haven't received a response and it's been over 7 days.

I only contacted them regarding my weekly email notifications. I get the emails on Sundays and they are usually regarding a webinar that took place the previous Wednesday. They had no resolution for me.

It was an auto reply which provided a link to a manual. I read the manual, but the solution to my problem was not very clear.

length of time to respond to email

No response to e-mail

They didn't understand my question and just gave me a standard response.

They responded to me.

they were very rude responses

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.

A more well rounded check list - the ability to print out a completed I-9 (for the employee file) after certification from USCIS is confirmed - e-signatures.

All companies that employee people should be obligated to use e-verify. It is a great system to ensure companies do not employ illegal aliens.

All states should have to use e-verify for EVERY employee they hire. If not, they should be fined on each occassion.

Audits

Because of the previous questions answered, I now know there is a toll free number we can call to get answers to our questions. It would be helpful to have a class on the step-by-step processes with examples of various scenarios and then an open forum...

Did not realize that it must be used prior to hiring.

dk

don't know

FEES AND FINES FOR EMPLOYERS THAT DO NOT USE E-VERIFY,MORE SECURITY ON WEBSITE TO PROTECT EMPLOYEES.

I believe many companies do not comply with e-verify. They may e-verify some but not all of their employees. I do not have a recommendation as to how to address this issue.

I believe that companies using Everify directly are required to have training and safeguards in place. However, we also work with a web service provider, and on that site there is no training around how the system should be used. I think Everify...

I believe that employers should be required to use this program on all employees and not just new hires. I believe that employers should be allowed to pre-verify new hires rather than having to hire and release. This process causes a great deal of...

I believe that the system is only as good as the information that is being put into it. If an individual wasn't complying with the regulations, they could still appear to be doing checks properly in the end. I believe in honesty and integrity, but not...

I don't think some know that they need to close a person when they are no longer employed, such as our seasonal pool employees. I did not know this in the beginning.

I feel that there are employers [redacted] that do not use E-Verify even though they are required to.

I have competitors that just put illegals to work if they know that the illegal cannot pass E-Verify although the contract calls for all employees to be E-Verified. These contyractors only use these illegals for 1 to 2 weeks so they do not get caught....

I have had several submissions result in a TNC because the social security number does not match the person. These are clearly illegal aliens. Nothing gets done. They just keep working here.

I just don't think this system is full proof nor do I believe everyone is doing it.

I know of employers who do not use E-verify at all but nobody is contacting them like we were warned would happen. If it is to be required it should be required by all and reinforced for those who do not comply.

I received an "Employee Authorized" to work on someone I accidentally marked as a Citizen, however they were in fact a permanent resident.

I strongly feel that the company we use [redacted] is wrong on allowing all their verification systems and questions are done by [redacted] I have called the number they gave us for system issues and when called I have a hard time with...

I think it should flag cases due for expiration so that there is better control and compliance.

I think that E-Verify should be mandatory for companies.

I worry that family members that are illegal are using another legal family member's credentials and if no photo is matched, I cannot be sure the person standing in front of me is the same person as the credentials presented.

Indicate that you only have to E-Verify an employee one time, even if you employ foreign nationals who have changes in their visa status'

It should be mandatory

It will be helpful to have the possibility of updating the new work authorization in E-Verify in order to keep truck when expires again.

make it easier and quicker to enter information. eliminate useless questions like is employee still working, and extra screen to close file

Make the program a pre-employment function, not a post employment function.

Make the system more user friendly. Clarify your directions. Simplify.

More advertising about the Service - clearer communication about if it's mandatory, or not and when it becomes mandatory.

More education should be sent out to employers about eVerify.

Need to be very specific on when E-verify should be done, in what circumstances it can be done, etc. Need a handbook like the I-9 does

Not one government agency is verifying that our company is using E-Verify

Other companies in town must not use it to verify employees since they hire undocumented workers

People that abuse the system are going to always find a way to get around the system.

site inaccessible in off hours, SSA site unavailable, many technical issues when tring to access on weekends

The forms should be standardized, so that they are easily recognized as legitimate.

There are so many workers that have to be undocumented.

There have been a few times where I accidently do a typo and it takes forever to correct it. It should not be that difficult.

There is no follow up or audits to insure the accuracy of the information.

There is no reconciliation of payroll records to the e-verify system. Nothing to verify it's being used for all hired employees

USCIS should communicate with small businesses about requirements and new regulations more often.

With the law the way it is, I find e-verify unnecessary since nothing is being done to inforce illegals from coming here

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

[redacted] payroll service

All of the above

email [redacted]

Everify tutorial

E-Verify Website and Webinars

i dont want changes

Notify our vendor who we connect to Everify with

Our E-Verify Agent

[redacted] does this for us.

Phone & e-mail

Secure e-mail

the way you do it now..is fine

through [redacted]

Through my company

Through my vendor

through payroll service

Through [redacted]

Q107. How would prefer to contact E-Verify for help? (Other)

[redacted] payroll service

All of the above

Any method providing immediate response or a "call back" option

Any of the above

both email & phone

Chat

Chat

email and text / web chat and phone

Email or Phone

Email/website/webchat

In whatever manner I could assure a quick and accurate, response that I can document for future reference

It depends on the problem; chat is fine if they can answer; phone if it's a complex problem, email for stuff that can wait.

live chats are helpful

online chat

Our E-Verify Agent

[redacted] takes care of this

preferred method would vary depending on location and accessibility (i.e. internet speed, copier, etc.); would prefer web chat or poss. website. Othertimes, it's best to pick up the phone.

Singular issue website, complex issue phone call

through [redacted]

through payroll service

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

"1) I believe it is mandatory that I participate in the program, so many of these questions were irrelevant. 2) As I have hired two employees in the past three years, it is frustrating that everytime i login, I have to re-credential myself and change..."

3 days is not enough time for extremely busy employers. Would rather not feel like I blew it because I cannot get to it fast enough. Employees are verified on day 1 but there are many details involved in onboarding. EVerify information is treated as...

A longer period of time to input employees into E-Verify after their hire date would be helpful.

a photo match should be included with all drivers license and I.D. documents

"A simpler process must be put in place for establishments that hire someone once every 3The e-verify is good at its base but must be simplified, & website cleaned up to be more user intuitive. Very ""busy"" & complex..."

"A very accurate and easy system to verify eligibility to work and everyone should use."

Adding photo verification for all employees. Upload drivers license photo for those who aren't already included in E-Verify.

adding the 1-9 electronic verification to the system would be HUGE! It makes sense because every employer who does the E-verify will also be doing I-9. Bottom line, if you wanted more participation in E-verify you could do this by promoting and...

"Again - Please consider increasing the 3day allowance to register.Thank you."

Allow 5 business days to enter data

Allow for more space for other names for searching.

Allow more than 3 days from start date. For remote hires, the i9 is done immediately, but field supervisors don't have access to send in the I9 info and photos immediately, so the timeframe is an issue.

allow more than 3 days from start of work to complete.

Allow more time for submitting new hire information.

Am satisfied with the process.

An electronic I-9 system would only be beneficial if there was a way for the employee to have it authorized without actually seeing anyone at the company, which right now is impossible.

An online I9 form where we can send our remote employees to would be a big help.

any

Appreciate the simplicity of the system.

As a new subscriber and user to E-Verify, so far so good

"As a very small company, with minimal turnover of employees and my need of a experienced employee, it is a waste of time and cost to my company that I think is unnecessary. I only learned of e-verify when I heard from them about an employee that was..."

As I said before, I don't think it's necessary and don't feel like it is being enforced.

as I said earlier - it is difficult to find the employer login screen - I have now bookmarked this screen for future use.......

AS I said earlier I have not had any problems with the system. The agents that I have communicated with have been very helpful and the system works fine.

As indicated before I think it is much easier to use than the old way and gives me confidence in the verification process.

As long as we don't have outside countries controlling our personal records. The E-Verify systems(websites)need to be all within the United States control and people from other countries should not be able to see our personal records.

as previously stated - great service, easy to use, saves me time and headache. Wish all the other state and federal systems were this slick.

At the end questions it asks if the person is still working there. Why? We just hired them, of course I'm going to answer Yes... It makes no sense.

Basically A SOLID PROGRAM

Be more selective about who you ask to take the survey. This is a very small company which has hired less that 10 people in more than 10 years. Our experience with E-Verify is so limited that our responses are meaningless in the overall survey.

Because our e-verify submissions have been US Citizens, problems have not been encountered. I understand the three-day filing requirement in the event that someone does not "pass", but sometimes it is hard to submit within the three day time period.

Being able to use 1 sign on for multiple companies.

Better clarification is needed for prime contractors and the documentation they need from subcontrators: both independant subcontractors, and subcontracting companies. The documentation is unclear as to what is required of the prime. It is also...

Better GUI Interfaces, User friendliness and ease of use features should be added.

Better response to the e-mail questions - really the only "deficit" I have seen in using the system for over two years.

Better service through customer service number

Bipartisan, sustainable reform should replace the whole E-Verify system as soon as possible. Or just insert a chip into all of us at birth, and monitor us 24/7.

by emailing for any chenge or update to inproved the system

By pass the TNC, employees do not take resolve the problem unless actually legal. Hard to get signed paperwork back and then have to term them. Would prefer to Refer Employees to SSA or DHS, the process would be much faster.

Can't really come up with anything. It works fine for us. We are a small business providing professional consulting.

Change password requirements.

Change the emphasis on locations. We have a lot of employees that work remotely because they travel to customer sites.

change the password less often

change the password system

Changing a password is a royal pain in the butt, I have been trying to change mine for a month now to something that fits the requirement. This is the most restrictive password system I have ever seen and is way over the top.

Combine e-verify and I-9 process. No need for two processes if the one combined process if effective. Paper I-9s do not keep up with today's ever changing technology world

Combining the E-Verify system with an online I-9 would be ideal.

"Completion of I-9 form as part of the Everify process would be helpful.

Completing I-9 forms can be cumbersome and with the Everify, already having the clearance, it would be great if this I-9 form could go along with the Everify is some sort of process."

Congress should be encouraged to make it MANDATORY FOR ALL EMPLOYERS

Continue to upgrade system with new technology as it is developed.

Could it be used to verify naturalization numbers for voters - not an employee?

Cut down on the frequency that you have to change your password and make it where you can use a previous password. TOO COMPLICATED TO KEEP UP WITH!!!

Difficult at first, like riding a bike with system improvements and user increased experience.....like any new system.

Discontinue the program.

Do away with always having to go through the tutorial and quiz to use it. We don't hire that often and when we do it's a pain and time consuming.

Do away with it. Surely the government can identify by social security numbers.

Do not require frequent password changes.

Doing Great. Keep it up!

Don't force password changes so often.

Don't force us to go through tutorials about updates before we can proceed to processing a new hire. Sometimes, we don't have time at that particular moment. We are never given the option to skip it and come back later.

Don't have any.

don't know

Don't like the 3 day requirement. Sometimes it takes longer then that to get all the documents/info and we can't wait that long to start someone to work.

Don't require tutorial every time something changes.

Don't think it is necessary for the fire department to have to do this.

Due to the state of the Federal Government it is difficult to trust any system verifying anything. We will continue to use E-Verify in hopes with the upcoming elections over the next 2 years our government will change for the better. By the...

e- verify is fast, easy and accurate

E Verify is very friendly and easy to use. I would like to be able to do for employees who receive a TNC, but overall it is an excellent way to make sure we complying with the law.

E- Verify, is very good in that it help the employer to stay in the guideline of employment.

EASE UP ON THE TESTING

easy to use

Either make the password selection process easier (able to use variations on past passworkds)or make the time the password is good for longer.

Electronic I-9 form would be great. I'd love it if I could log a new hire into the site, have them fill in the appropriate text fields, then an electronic, saveable, printable file is created for me, while the employee is simultaneously run through...

Electronic I9 would be wonderful paperless system but I would need proof of compliance for program audits

e-mail alerts when employee document information is about to expire

e-mail notification that there is an update--I we don't have new employees to add for a few months or so there can be an update we should know about but would not know until we happen to utilize the site again to do a new case.

Enrollment process was extensive but I understand that learning the system up front helps in the better overall accuracy of usage.

E-Verify gives me confidence that I am hiring legal employees.

E-Verify has proven to be the right tool for our business.

E-Verify has worked well for our company since we've enrolled. There have been very few issues, and the website is extremely user-friendly. I'm extremely satisfied with the system and have no recommendations at this time.

E-Verify is a great tool when verifying against List A documents. However, List B & C documents are easier to falsify. Identity theft has become so much more prevalent and employers are in put in a difficult position when the list b & c documents pass...

E-verify is a stupid, waste of time. It exists because of paranoid idiot republicans who are afraid of immigrants. Any illegal alien who has the chutzpah to obtain fake ID in order to work in this country deserves a job and a better life than the god...

"E-Verify is a very good service in hiring legal citizens to work in the Continental United States. I would recommend it to any employer.

Thank you!"

E-Verify is a very good way to verify eligibility of employment. System is good.

E-Verify is a wonderful on line tool. Long time ago, I had to call social security to get the credential for new hired employees. I appreciate this tool very much because it makes my life easier!!

E-Verify is an essential tool in helping us to retain qualified and experienced individuals to fill our employment needs.

EVerify is difficult to use. The tutorial has incorrect information. The user ID password requirements are difficult to use Basically the system seems to have been designed by monkeys.

E-Verify is forced on us. Nothing against the people running it but it should be my job or have to hire someone especially to check people. We used to submit I-9 if something was wrong we were contacted and corrected the problem.

eVerify is very easy to use.

Everify is very user friendly and I have never had a problem using it.

eVerify is very user friendly, and doesn't need to be changed at all. Only if our company would do the same.

E-verify listens is a joke I see the same complaints over and over but nothing has changed to fix those issues. The main ones I see are have the website follow the same form as the I-9 such as date format and allow more than 3 business days esp. for...

EVerify program is a very effective tool to hire legal workers in this country. This tool is well designed to serve its intended purpose.

E-Verify provides an excellent service to employers in verifying employability of employees.

Everify should eliminate the need to do an I-9. If u cannot do that for businesses than why bother with everify. Ever icy works great, well designed and does its job....please let us use it in place of i9's!!!!!!!!!!!!!!!!

E-Verify should replace the I-9. A duplicative process is costly and inefficient. If EV were mandatory for all employers then the system could keep all the records electronically and employers could stop keeping files locally.

E-verify works better than paper documents to back up the I-9 form. I've had only one employee not approved immediately and that was because his Driver's license had the wrong birth date. This caught an error that needed correcting that he was not...

E-Verify works fine.

E-Verify works for us. I only have two comments: 1) We have multiple locations where employees are completing paperwork and even though the paperwork is completed within the first two days, the human resources department doesn't receive it within in...

E-Verify works very well for us through our vendor integration. We haven't had any issues, other then the time when there was the government shutdown.

E-Verify works well for our company and we will continue to use it.

E-verify would be perfect if it also incorporated checking a state driver's license or state issued picture ID.

everything is great.

Everything is working great so far.

Everything ok.

everything seems to work smoothly.

Excellent system. You can absolutely be confident of the eligibility of a person to work in the US.

Except for the password creation procedure{overly confusing and complicated] and periodic tutorials with a test[also can be confusing) I like the the system and how rapid I can get an authorization.

Experience in using the E-Verify has been a great asset, will continue to use.

Extend the due date to 2 weeks of initial employment. While info is in hand it may not be possible to file with E-Verify within the 3-day period.

Extending the timeframe to enter data. For those manager that are offsite, they do not always have computer/scanning access right away due to traveling or being at a customer site.

False-negative TNC and FNC cases are a serious problem for e-verify. they waste your time and my time, and they scare the hell out of employees who are just trying to exercise their right to work. Every effort should be made to eliminate or reduce the...

Fast and efficient

font becomes very small - hard to read sometimes

For all that's good in the world STOP requiring such complex and frequent password changes. When I use e-verify I'm typically in a rush. Requiring participation in a seminar and test in order to continue using the service is a nuisance and I simply...

For me being a small company, this works very well.

For one thing, we need more than 3 days to get new employees in the e-verify system. Most of the time it takes the new employee the 3 days to fill out all the forms they have to fill out.

For small businesses required by the state to use it, they don't remember there password, too time consuming to take a test once every year when they log in. Its just useless for them.

FORGET IT! LET THE FOREIGNERS WORK!

Get rid of it.

Give more than 3 days to enter information online

Good job, guys!

GOOD PROGRAM NO CHANGES

Good services

Good system, easy to use and very fast.

Great Job

Great program. We use it for every new hire. Please improve customer service.

Great system - work on your customer service.

Great system.

Great tool for ensuring compliance; makes verifying simple.

have professional web designer redesign format of entry. Make it simpler and quicker to use. don't make us go through all the training questions and answers and require x correct answers.

Have the public file on the website and bring employers the completed paperwork so we do not have to go through the process ourselves.

Have to change password practically every time I use e-verify. Why is this necessary?

Having to change password so frequently is quite cumbersome.

Having to do tutorials and take tests is ridiculous for someone who has successfully used the website for 2 years

Having to go through the tutorial more than once is degrading. I am not a child and the manner in which the whole tutorial process is presented treats the participant in a very degrading and childlike manner.

How confident am I? Hahaha - it is run by our gov't. How confident should I be? However, so far it has done a good job, I really can't complain. Sometimes the photos don't really look like the person standing in front of me, because people's...

How do you submit information for cases where the photo presented by E-Verify doesn't match the phone provided by the employee? --- question has an incorrect word in it. make the password reset time longer.

I am a [redacted] and we change our Management arounf throughout the different locations. I would like the access of changing them without having to creat them again for that particular new location. It's a...

I am a satisfied user of E-Verify! Thank you for all that you do!

I am a very infrequent user due to extremely little turn-over in our company. Because of this, every time I log on to E-Verify I must take a tutorial because something has been updated. I hate this! I just need to go on, work my way through the...

I am absolutely happy with Everify

i am happy with e-verify. this survey is too long.

I am pleased with how smooth the system runs and how quick the response is.

I am required to use E Verify for Federal contracts. otherwise I wouldn't use it. I hope I never need to contact E Verify for information because I do not have good luck dealing with government agencies.

I am satisfied with E-Verify.

I am satisfied with the program. Have used for years and is easy to navigate.

I am satisfied.

I AM UNDER THE IMPRESSION THAT E VERIFY IS MANDATORY AND AM SURPRISED THAT YOU HAVE ASKED IF WE ARE LIKELY TO CONTINUE USING IT. I AM PLEASED WITH THE SYSTEM AND THINK ALL EMPLOYERS SHOULD USE IT AND THEREBY STOP HIRING ILLEGAL WORKERS. PLEASE LET ME...

I am very pleased overall with E-Verify and its user-friendly format. It would be most desirable if all government sites were this user friendly! ;)

"I apologize but have not had the opportunity or need to use e-verify for several years except for a call today. I rely on you to be accurate and we are required to participate."

I appreciate the E-Verify system and it is a step in the right direction, however, I think it should be available prior to hiring someone that may not have the appropriate/proper documents to work in the US. It is very costly to go through the hiring...

I believe I have stated my concerns in the earlier sections

I believe that E-Verify should be used BEFORE an employee starts.

I believe the system is simple enough for anyone to use. I like he system.

I can enter in spelling errors of people names and the system still lets the case go through as approved. Something like that should be caught as an error and given the opportunity to fix before the final submission goes through.

I cannot think of any improvements at this time.

I cannot think of any thing to improve on it.

I can't think of anything at this time. My experience has been very good.

I did not realize participation was an option. We really cannot see any benefit and it creates additional work and expense. Typical government program

I didn't realize I had a choice to use E verify or not. I'll now investigate my ability to opt out.

I do it because I am supposed to and not because I want to. The survey was too long.

I do not have any comments at this time.

I do not have experience with any other verification system. However, I have used the E-Verify system for the past five years and have not had any problems other than the need to reset my password from time to time. The system, from my perspective,...

I do not like how I have to spend approximately 30 min to 1 hour taking tests when you log into the system. I do not use the system very often and every time I login I usually have to complete some test to make sure I understand the changes. This make...

I do not really like that you have to change your password so often.

I do not use the E-Verify website. I just put the I0 information into our PEO's [redacted] website and they take it from there.

I don't believe there is any followup on Social Security's part when people are not allowed to work in the US. They seem to just get lost in the system.

I don't find M&C that helpful since they only provide limited information. I don't even use their emails for coaching because they don't provide the details.

I don't have any.

I don't have to use it very often so I'm not sure of any improvements

I don't have to use very often so every time I log in it is time to change passwords and I already have too many to keep up with. I usually have a challenge logging in but am fine once I get there.

I don't like having to change my password all the time when there has been a long period between logins.

I don't think there is anything to improve.Its already an amazing system.

I don't understand why this is not compulsory for all companies. The whole process is so simple. Shouldn't all employers be checking whether their employees are eligible to work in the US?

I enjoy the fact that I can use E-Verify on the first day of a new employee and have the process completed within the first hours.

I feel as though the creators of E-Verify have done a good job in making the system easy and quick to use. The training tutorials take care of any issues one may have before even using the system so you know what to expect. No improvements needed in...

I feel that the verification process is very self-explanatory. I don't believe the tutorials that basically tell you the directions that are later shown on the screen in the verification process are necessary. I think the tutorials and testing should...

I felt that the e-verify process was very easy to use when entering an american citizen but when I had an authorized to work alien it was more difficult and I had to call the customer service in order to get the correct forms and numbers to enter them...

I find E-Verify very easy to use and it does not take very long to complete the process. I'm satisfied with the overall experience I've had.

I find it to be very satisfactory.

I find it very difficult to come up with a suitable password.

I find it very easy to use and have no complaints about it.

I find it very easy to use and I have not had any issues when submitting applications; almost too easy where it seems suspect :)

I find some of the follow up requirements to the TNC's to be a little difficult to follow.

I get at least 3 requests to take a survey every day and most of them I don't take. It would have been nice to know just how much time it would take to participate in this one. It was more than a few moments and could not stop with the option of...

I had an incident where I knew the employees Drivers License was fake. E-Verify however verified his eleigibility to work. I called the state where the drivers license was issued and was told that the socical security number was never issued a license...

I had trouble signing on once while not being able to observe the layout for the "I Agree" button. I spent several minutes trying to get in and became somewhat frustrated.

I have already made my comments.

I have always found e-verify easy to use and rely on them to clear employees for work.

I have been pleased with this program. I signed up during the initial pilot program [redacted] and have found numerous illegal aliens with invalid documentation or new hires who have married or divorced but had not changed their legal name with Social...

I have been using E-verify for less than six month and I'm very satisfied with the current process and responses. I have no further comment at this time.

I have been working with E-verify voluntarily [redacted] and it has continued to improve at a rapid rate.

I have found when using passports for verification, there seems to be problems. I then have to request additional identification from employees to complete their verification

I have had no problems with E-verify.

I have never had any problem with it.

I have no choice but to use E-Verify my company requires it.

I have no comments at this time.

I have no comments.

I have no final comments at this time.

I have no problems at all with the program. I wish other websites could be as easy and quick to use as yours.

I have no problems with e-Verify.

I have no suggestions. It is pretty straightforward.

I have none at this time

I have not had any issues with the system so I find it's use very acceptable. It's great to have the photo's.

I have responsibility for E-verify for 2 companies, my employer and a subsidiary. It would be very helpful to me if I didn't have to go through the tutorial multiple times, especially given that there is very limited (maybe once or twice a year) with...

I have used E-Verify for 6 employees and have never had a problem. The testing process was very easy to navigate and understand. The case process is quick to return verification. I don't know how it could be improved. My experience with E-verify have...

I just think we could be given more time to respond.

I keep running out of ideas for passwords. Is there some way to make passwords easier to create?

I know I I used a lot of "10" scores, but I find everify to be very easy to use. It may be easy to use, because I have relatively "easy" cases. If it didn't work the first time, it was usually my error. When the system was down and I was not able...

I like the convenience and accuracy of E-Verify. Also, the confidence it builds in me when I am required to verify an employee.

I like the fact that occasionally you have a test to make sure you understand and are using the system correctly

I like the program. Did feel the training was a bit long.

I love it but I would prefer a week to get new employees into everify instead of 3 days. :)

I love the service. Takes the guess work out of hiring legal employees.

I mentioned this earlier I do not like the difficulty in switching passwords every so often. And then I can choose 10 before it finally accepts mine. It is the downfall of the program.

I never had any problems to using E-Verify for new employees, yet I hope when I have some difficulty can get help easily.

I never receive a TNC and in the next question I flaged ONE because there isn't "none"

"I noted this earlier, but please provide some email notification when additional training is required. It really is frustrating to discover this when logging in to use the tool and then being required to immediately take training! We had one usage..."

i only use everify bacause I am forced to. We should alow anyone who wants to work for a living to do so, everify leads to crime, unemployment and me being forced to hire low quality american workers who don't do the job over hard working non-citizens...

I only use E-verify because a client required it. Compared to the paper version it seems to be time intensive, especially after you factor in the studying and tutorials etc. I'm sure it has benefits over the paper version but I don't prefer the extra...

I only use it because I have to per my contract. I'm not sure what you use the information for or what you do with the input data to verify anyone.

I ONLY USE THIS ABOUT ONCE A YEAR OR LESS. HAVING TO CHANGE THE PASSWORD ALL THE TIME IS A BIG HASSLE. OTHER THAN THAT, IT'S A GREAT SYSTEM.

I participate in EVerify SOLEY because it is required by [redacted]. In my 30 years in the industry, I have never had a federal inspector ask to see my EVerify forms, I-9s, 940s, or 941s. If there is no enforcement, then what is the point. The...

I realize that security is very important but as a manager of the department at the company who uses eVerify I do not login very often so I always have to change my password. It takes forever to find a combination of letters and numbers to get one...

I really like E-verify. Some in my company feel it's a burden, but after using it for 7+ years, I don't think that's the case. I think it's helpful and haven't had very many problems at all. My biggest problem is when an employee presents a receipt...

I really like the E-Verify process it is one of the best tools. I think it should be a requirement that every employer is required to use this system period. Some employees come in her not even knowing their real legal name.

I strongly feel that e-verify should be the primary form of employment verification for all companies. This service should not be optional.

I think all cases should have a picture verification, this way nobody can use someone else's information.

I think e verify is great. It actually has helped some of our employees when SS had information incorrect. Great hiring tool.

I think E Verify is successful in this company because [redacted] involvement and knowledge

I think E-Verify is Awesome system especially when an employee does not provide enough info on license like expired cases..Thanks for the system

I think E-verify might be better suited to filing after an employee has been with a company for maybe a month or longer, for example ... we hire some one fill out all e-verify paper work, and the employee quits a few weeks later, that's a lot of lost...

I think E-Verify should be mandatory for every company in the country and immigration laws regarding employment should be followed.

I think it is a good idea. Not too thrilled having to take time on new tutorials but I understand the necessity.

I think it is a great program for our company.

I think it is a user friendly and valuable service to employers. I trust the information received from E verify.

I think it is Great!

I think that 3 days is way toooooo short. Small Business are at a severe disadvantage.

I think the deadline of 3 days is a little extreme. This rule needs to be changed to at least 10 days.

I think the driver's license pictures should show up as well for verification.

I think the program works great.

I think the questions at the end, after the verification has taken place are useless and not necessary.

I think the rules for choosing a password could be more lenient.

I think the site is great. Please don't make any changes!

I think the site operates exceedingly well.no suggestions

I think the system works perfect and is very helpful to correct any error in personal information, that way we can help our employees to fix any issue in their personal record (ex. an error on DOB..)Also have the right verification of legal document to...

I think the system works well.

I think there should be a link when an employee is no longer working with you. So many new hires do not work out and have to be let go within a few weeks that I feel it distorts any employment numbers you may use it for. But then you may not use it...

I think they have improved the usage of it within the last few years when they made it easier to enter the information and also the TNC easier to do.

I think you're doing a great job. Thank you for the website. It makes my job easier.

I thought e-verify was required. If it's not, I'm sure a lot of municipalities may not do it because we normally hire people within the community for positions in our city and we know them. Is it a requirement? Do you have to do it? I know during...

I thought this program was mandatory for all employers and a replacement for the I-9 form.

I understand it is voluntary. I'm okay with submitting the I-9 and will continue to do that.

I understand it's for security reasons, but I feel like I have to change my password too often. Also, I felt the most recent required training to continue was unnecessary. An email with the updates would have been sufficient.

I use e-verify (mandatory by state) once a year or less. The process is lengthy because it is not easy to remember, and most times I am expected to sit through a tutorial and test of the tutorial ... again a lengthy process for something so simple. ...

I use it because [redacted] requires it.

I use the [redacted] e-verify and find the system excellent. A few years ago, when I first enrolled, it was onerous and time-consuming; but now it is easy to use and the personnel are extremely helpful and efficient.

I used E-Verify only once about two years ago and was asked to answer these questions after two years and of course I didn't remember most of them. I believe it would be much more practical and efficient if the user takes the survey a few weeks after...

I wish I could go back in and correct typos after I submit a case. (For me a misspelled name doesn't trigger a TNC.)

I wish that changing the password was not so hard and not so often.

I wish the photo matching process would be true for all documents, to include driver's license.

I wish the survey would say what page out of the total pages

I wish we did not have to change the password so frequently.

I wish we had more than 3 days to get the process done.

I wish you could do it anytime after hiring.

I work in the office alone most of the time and would like more time to get someone entered. Three days is hard to meet. Thanks

I would actually allow LESS time for a no match to provide proper documents.

I would appreciate information about who has to be verified, for example, a contract (one time worker)- a non-employee?

I would just like update alerts. Other than that, the system is great.

I would like a class that will show me exactly how to use E-Verify and then have open forum for asking questions.

I would like E-Verify to replace the paper I-9 requirement.

I would like to be able to change information when I know I have made a mistake before submitting it. I would like the I-9 to be on line

I would like to be emailed with there is a tutorial on some change in using E-Verify, rather than going into the system to run a case and find that you are stuck with having to endure a sometimes lengthy tuition before being allowed to use the system.

I would like to not have to change my password so often! Other than that and the aforementioned difficulty finding the employer log in button, I have found E-Verify to be fast, efficient and easy to use.

I would like to see the number of days from time of hire to E-Verify from days to 5 days.

I would like to think everyone working in the United States is legal to work.

"I would not continue to use E-Verify if it were not required by my state. We've never had someone not authorized to work, and the three day rule is difficult to manage with a one-person office."

I would prefer not having to change my password every 30 days, every 90 days would be better.

I would rather not change my password so often.

I'd like to stress that I think having to complete the E-Verify process within three days of hire is too short a time frame. Of course, there are a million things going on in running a small business. A little more leeway in that 3-day window would be...

If a person is e-verified successfully we should not be required to keep a paper I-9. Extend the 3 days to e-verify to 5 days.

If E-Verify would return with a tenatative non-confirmation when it is found that the social security number presented is being used in more than one state or three or more employers in the same state, I believe it would eliminate a loop hole.

If every employer played by the same rules, some type of e-verify system would be welcome.

If the information requested on the website were organized in the same way as the paper I-9

If there is any way to make the picture that I am trying to match clearer that would help.

I'm happy the way it currently is.

I'm very pleased with how the E-Verify works. It is a very necessary tool in our company when we hire new prospective employees. Very good for our business.

Im very satisfied with the Everify website and services

In general I think E-Verify is just an excellent system!

In light of the current situation where the government is seeming to try to appease illegal aliens, this website seems to be a waste of time for employers. The folks who are going to hire illegal aliens are going to find a way to do so anyway and those...

In my experience, all cases created have had an immediate result. we have had no problems.

[redacted], we also submit new hire reporting thru a different website. It would be great if we could do the

e-verify and [redacted] reporting on the same site.

Incorporate the I-9 form into the system.

"Increase the 3 day time frame of reporting a new hire. Thank You"

Inputting dates could be done better.

Integrating the I-9 with E-verify could be a very good idea--dependent on how the process flows. Looking forward to see what comes of this.

Is working perfect for us.

It appears that before you can use the system many times you have to go in and take a test which delays the entry. I am also assigned to be able to do E-verify for each of my locations and have to take a test on all locations whenever there is an...

It does get very frustrating when I sit down and go to run a E-Verify on someone, and I get a message that I have to take a tutorial before I can. Letting us know in advance by email would make things go smoother.

It drives me nuts that I cannot export our employees full social security numbers from the E-Verify system when running an audit. This makes it extremely difficult for companies to run audits and ensure we are in compliance when we only get the last 4...

It is a good and very useful service to verify the work eligibility for future employee hires.

It is a pretty simple system to use. I have put in wrong information before and it will prompt you to look again. I haven't had any out of the ordinary entries so I can't say anything in that regards.

It is an excellent service

It is easy and very fast.

It is extremely easy to do and meets the requirement by our state laws. I'm not sure if anything is being "enforced" so it seems those who are doing it will always comply to the laws.

It is fine just the way it is now.

It is good the way it is for me. Thank you!

it is something new i have had to do in my job of 16 years i understand that we have to do it for the purpose of the government. i just wished i could set my passwrod and use when i needed to instead of haveing have my company reset it . they are only...

It is very time consuming to have to change the file designation to a strange file extension. Why not use a pdf file like all other governmental agency? The fax number is usually busy and requires multiple times to send the MOU.

it should be mandated and should be used by all employers in the country.

It will be nice to receive an email notification to change password every 90 days.

It would be great if you could make corrections after a case is closed. Example: An employees year date of hire was accidently entered as the employees birth year. I would be nice if we could correct that in the system once we are noticed by Compliance.

It would be helpful if we could use the program for applicants that are being seriously considered, not only after they are hired. It's a lot of work to hire someone and then let them go if they are not work authorized.

It would be helpful to provide photo matching for all verification, including US citizens, instead of just for aliens.

It would be helpful when researching previously submitted personnel to be able to look them up by name instead of social or case number

It would be ideal not to have to store paper copies of the I9 form.

It would be nice if the photo data base for all state/government id's were linked. That way we could photo verify all id's presented.

It would be really helpful to have additional clear instructions on the I-9 form its self. It can be really frustrating trying to find specific information on what to do if you have an issue you need specific direction on.

It would be really nice to be able to be able to use the barcode scan off an identification document and have it use that scan to bring up the picture and confirm the identity.

It's a great "double check" and seems to be easy to use and is reliable.

It's a very good system.

Its a wonderful experience

It's an excellent system, not sure what changes could be made to make it better

I've never been transferred on a call so the questions after that should be null.

just the layout of the 1-9 pages; dates entered should be arranged differently

Just want to be clear that we use a third party vendor for our electronic I-9 and Everify process. Most of our issues are with our vendor not E-Everify. We have been satisfied with E-Verify. Thank you.

Just wish I didn't have to change my password so often, but understand the necessity.

just work towards timely responses. we work hard to be compliant and when we need an answer we are really depending on you.

Keep employer inform of changes

Keep E-Verfy working strong.

Keep registered users updated, through email, on any changes that would be relevant to employers about the system and/or employee requirements.

Keep the help phone number for I do not like computers

keep the system user friendly and fast phone assistance

Less service interruptions. We receive several emails a week saying that E-Verify is experiencing technical problems and will be out of service temporarily.

Let people know of updates and if they will be required to use a tutorial and take a test before they can use it.

Let us know when we need to do a tutorial. Rather than not allowing us to enter an employee until the tutorial has been completed, allow a time frame when it must be done and allow us to come back to do it after entering the employee's information.

Looks like its doing a good job.

LOVE THE SERVICE, DON'T CHANGE A THING.

Make a App Store app for using the site

make everybody do it. thank you.

MAKE IT ALL NUMERICAL - GET RID OF THE HAVING TO PUT IN THE NAME OF A MONTH.

make log in and password more user friendly. That's the only problem we have is having to change the password all the time.

Make log in as easy as possible.

make the links on the page more useful, make it easier to get to the employer verification link,

Make the password easier to create. Not so many letter/digits

Make the password renewal process a little easier. It is too complicated to make renewal passwords.

Make the password requirements easier.

Make the printout fit on one page after closing a case. When using google chrome, it won't let me scale to fit one page and it's annoying.

Make the system simpler for organizations like churches

Make this survey shorter.

make web services easier to set up. That would be the most helpful

Maybe give more than 3 days to verify employee. I suggest 10 days.

Maybe to extend the list of valid documents when verifying valid, current documents.

More detailed explanation to resolve non-confirmative cases.

More photo matching, otherwise it has been working really well. I wish more employers would use it and keep our jobs open to legal citizens of any nationality. Legal is the key word, it doesn't matter what color their skin is. Using E-Verify should be...

More time to complete case

more time to everify new hires more than 3 days

"My company will continue to participate because we are required to do so, not because we have a choice. I am concerned that EVerify may not timely capture employee name and ID changes in the case of marriage and transgender transition. In other..."

My only complaint is that we have to change passwords so often!

My only concern is verification on IDS. I have had fake IDS and they still pass the Everification system processes. Maybe if the ID number was verified somehow that as well would defer fake documentation as those numbers on licenses and IDS are not...

My only issue with e-verify, was the training to become a user of e-verify. Took too long. Training should be shortened, or more to the point.

My only request to date would be an easier method for uploading signatures. Currently only specific image types are allowed and it isn't user friendly - for our office environment.

My previous account I could no longer use because the most recent required tutorial would never allow me to compelete it. As a result, I could not continue with processing a new employee. I had to create another account, go through the ENTIRE training...

N/A

N/A

N/A

n/a

N/A

n/a

N/A

n/a

n/a

N/A

n/a

n/a

n/a

N/A

N/A

n/a

N/A

N/A

n/a

N/A

n/a.

NA

NA

NA

na

NA

Need a way to FORCE all companies to comply.

Need more time to e-verify, I think 3 days is hard to do as a sole proprietor 5 days would be nice Thanks

Never had any issues so I assumes it works.

no

no

no additional comments

No additional comments at this time

No additional comments. Thank you

No at this time

No but thanks for asking.

No comment

No comment - don't use it enough to have a judgement. My opinion is that it is totally unecessary and a waste of time and money.

No comments

no comments

No comments

no comments

No Comments

no comments or suggestions for now.

No comments.

No comments.

No comments. E-Verify is simply a part of my HR procedures with new hires, and I have no issues or qualms when using it.

No further comments

No further comments. In my opinion, E-Verify has fulfill our needs

No improvement necessary for my purposes. I love the ease of use and the clarity of the website. Have not had a TNC case so really can't comment on that area of the system.

no longer required We do the online I-9 verification

No suggestion, just a compliment: I like the "smart" feature that moves to the next empty cell when you fill in dates. I expect that on all tech-dependent sites, but don't always find it.

No suggestions at this time; the system is very simple to use and takes a minimal amount of time to complete a case verification.

No suggestions.

No suggestions.

No Suggestions.

No time to spend re-learning so ready to have no more changes when possible.

No way of improvement. Very satisfied with service.

non

Non that I can think off

None

None

None

None

None

None

None

None

None
none
None
NONE
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none
none
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none
none
none at this time
none at this time
None at this time
None at this time
none at this time.
None at this time.
None at this time.
None at this time.
none for now
None, at this time.
None, thank you.
None.
None.
None.
None.
None. Currently our needs are satisfactorily met
None. It's great!
Not sure at this time

Not sure why this in not mandatory by the Federal Govt instead of State. Isn't the point to see if documents are legit so they are eligible for work? Why is this not allowed to be used for all employees to see if they check out?

Not sure.

Not sure-we use an employer agent.

Nothing

Nothing at this time

nothing at this time

Nothing at this time.

Nothing to add. Maybe shorter surveys.

nothing, but have shorter survey's....I almost logged off.

Nothing, thanks for asking us to participate in the survey

Notify earlier that we need to update.

Notify when green card expires

Offer a suggestion area in the program and stop these surveys

On the TNA question, there should have been a "Never" option. I chose "One" only because there was nothing else. I've never had one not match up, and I have haven't hired anyone in the last 6 months.

On the TNC / other exceptions, please work hard to clarify the language explaining what to do next.

One question asked if your call was transferred. I answered not but then it made me chose the number of times I was transferred.

only reason we use is requirements. Much too complicated to redo passwords, retrain occasionally. Needs to be streamlined, once you have exhibited proficiency- leave us alone to enter data and get results

Other than the continuous tutorials, the system works fine. -Thank you

Our business attracts a lot of immigrants and many of them are admittedly here illegally. I have heard that a very large portion that have passed the E-Verify process are, in fact, here illegally (I obviously have no way to verify that). The accuracy...

Our company is a multi-unit restaurant chain. There is no good way to move a hiring manager (general user) from one location to another. To do so requires that I set them up as a new user at the new location, send an email to E-Verify, and get a...

Our payroll service handles all E-Verify stuff

Over the past month or so, EVerify has had problems almost daily where there are technical issues or the system is down. Unfortunately, we are often not alerted until after the fact; sometimes not at all. The frequency with which the system goes down...

OVERALL PERFORMANCE IS GOOD.

Overall, I am pleased and feel it is useful. If using eVerify, I feel less emphasis should be placed on perfection of the paper copy. The paper version should be nothing more than a worksheet for collecting the data. I don't like to be worried about...

Overall, I find your website very user friendly. The only thing I would like to mention is it would be a nice to be able to bring up old cases and be able to reprint the results. Sometimes I think I hit print to keep a copy in the employees file, but...

Overall, the online e-Verify system is ideal for our needs as a Federal Contractor to verify the citizenship of a new hire.

Password changes should occur every 90 days.

Password changes too often

Password expiration / reset process seems excessive in it's requirements.

Password requirement is too complex & the frequency of required password changes is a bit much.

Password requirements and frequency of having to change it is overdone.

password requirements are too strict, much stricter than financial institutions and others

Password requirements are very stringent and very often, which is too cumbersome

password resets are to often and too restrictive compared to other secured sites I use. that is the ONLY problem I have had with the system

"password verification a headache... It makes me very disgusted that I as an employer have to gor through all this, because our government has not done what it should with border security and provided a feasible guest worker program. We need that..."

passwords are changed too often- we rarely have to use the site, and it takes extra time to reset password if the site hasn't been used.

Passwords are too difficult and need to be changed too often. Allow use of a previous password please.

Passwords expire too soon.

Perhaps set an alert e-mail to make users aware of any pending matter.

Please consider giving companies a 5 working day time period to enter info into the system. We are a small business and sometimes I can't get the info into the system within the 3 day max period

"Please continue to make this process simple. Do not complicate it w/ more options. Efficient as it is. Does not take too much time-but accurate."

Please continue to re-evaluate the process and continue to solicited information from users.

Please do away with this system. It is a huge waste of time and resources when there is not a problem. there is not an existing problem that needs this system It is a huge waste of tax payers dollars as well as my time and money.

Please don't make us change our passwords so often.

Please don't send me anymore of these surveys! It was time consuming

Please don't waste my time with another survey. We only hire 1 or 2 employees a year.

Please fix issue with system kicking you out in the middle of verifications. Its the biggest issue we have using the system and I then have to constantly go back in log in and start the whole query from the start its awful and happens often.

Please give more than 3 days to enter.

Please give non-government affiliated employers more than 3 days to report

Please give us at least 7 days to run a new employee through E-Verify. Sometimes, 3 days is not enough.

Please keep as many options open for tech support/customer service as possible. I prefer to handle things online, but if I need to call someone, I would like someone to be available without the hold music being interrupted by someone telling me to go...

Please make sure each company / businesses to use E-Verify strickly to avoid unauthorised person to work in retail industries.

Please make this a pre-hire system. It cost our company too much time, money and resources to use it as currently setup.

Please notify by e-mail when E-Verify is not available to use and when there tests to be taken.

Please require all United States companies to use. There is no reason someone should hire a person who is not legal to work in the United States. Please protect those that are legal and want to follow the law.

Provide a method by which a state/national criminal background check can be included upon entry of E-Verify information.

provide a picture with every case opened.

provide a smooth ezperience

Provide best practice advice for verifying employees who work/live in another state.

Provide the "technical assistance" phone number on the home page pls.

Quicker consistency with USCIS visa approvals/work authorizations

Quit having us change our password so often.

Receive more information when a Tentative Nonconfirmation occurs

relax the password maintenance - give 5 days to complete rather than 3

Remove follow up questions as to if the employee is going to continue to work. These are repetitive. Provide a better timeline for the employee to come back for any TNC meetings. For our companies, EVerify is not run on-site where the employee...

require all employers to use everify !!!!

Require E-Verification on all Federally and State Funded projects.

Require fewer password changes.

Require only for illegals

requires software that many small companies do not have; probability of our hires being "inappropriate" is nil and therefore it is not necessary for us to E-verify.

Satisfied

Satisfied :)

See previous comments. You make the passwords and tutorials more difficult than they have to be

Sending emails to the individual entering when there is a tentative non confirmation and non confirmation would speed up the further action steps and would help with the over looking of non confirmation status'.

Set us up with email notification email

Several questions back demanded an answer prior to going further. Not One of the multiple choices fit my situation. Therefore I selected ONE as my response yet should have been zero.

Shorten the surveys.

shorter survey

Show me the steps but don't make me test each time you change the system

Simplify it. Create clear password requirements. Add/combine with I-9 form, plus add option with adequate reminder function for re-verification. Make system smarter, so people make less mistakes during case process.

Simplify the password criteria

Since I only use EVerify once a month, I've had to take the "tutorial" for updates quite often before I am allowed to used the system; most times I don't have time to do the tutorial while I'm trying to obtain a verification. In other words, users...

Since new hires have 3 days to give the I-9 information to employers, we would like to have 5 days to put the information in E-Verify.

Since we have e-verify why to we still have to fill out an I-9. This is redundant and repetitious.

Skip the tutorials every time I sign in.

Some of the our clients ask if we use E-Verify but if that was not the case, I doubt we would use this Federal service.

"Some of the questions were confusing in this survey: Pre-TNC process? Do you mean Case Incomplete or Incomplete Verification? TNC Process versus the FAN process? It is now one and the same in the new FAN process so maybe it is just me, but I was..."

Someone the system does not work and the website says error. I then need to submit the verification multiple times until the website accepts it. Also the 3 day rule to submit is very hard to comply with.

Sometimes even when an employee's name is spelled wrong or a date of birth is entered wrong - they still come back as Employment Authhorized.

sometimes it is slow in processing the information to get a case number after enetring all the individuals info to see if they are eligible to work in the united states

Sometimes the DOB doesn't match and it still verifies the employee.

Sometimes the system is down when we try to use it or it doesn't recognize our ID sign ono

Sometimes very difficult to get to the log in screen - hard to find

Sorry, can not think of anything that would improve on this system as it appears to be working great. Would like to know that all companies - especially competitors, are in compliance with E-Verify to ensure a level playing field. We are very satisfied...

State Driver License and State ID Cards with photos would be very helpful. Photo match required when either of those two documents are entered into the List B category.

State ID's and Drivers Licenses should have a stamp that the individual is E Verify approved so that just the license copy with the approval stamp is needed to show E Verify approval so people don't need to have social security card, birth certificate,...

STOP changing the password. very hard to create a password.

Stop making it so hard on admin to get on and process people

Stop making us change our password every six months. The parameters are too ridgid.

Stop sending questionnaires

survey is too long

Survey is way too long. No indicator of how much more of the survey remains. Almost bailed out of the survey.

Survey was too long

system needs to made easy to use. Some users are relatively unsophisticated. I am fairly competent at filling out forms and found it frustrating. I needed to change passwords and was stymied.

Text and chat would add an immediate answer to questions that arise.

Text or web chat to help with a question right as it arises.

Thank you

Thank you for the good service

Thank you for the great support!

Thank you for the well thought out process on E-Verify.

Thank you for this service. In the past it was difficult to determine if ID presented to HR with an I-9 was real or fake. HR people are not detectives or experts in identity fraud and it helps HR feel confident that we are giving jobs to documented,...

Thank you.

Thanks

thanks for helping employers comply with local/federal laws.

Thanks for taking the time to get feedback from the user base! Keep up the good work.

That's the problem -- governmental agencies don't seem to know/care that they are supposed to be serving us. They are self-serving bureaucracies who answer to other bureaucracies.

The 3 day time frame for verification can be a problem in some cases for a small firm where vacations, sick time, etc can make meeting this requirement a challenge.

The 3-day window to enroll a new employee is awkward. Not sure about enrolling an employee who may/may not find themselves working for two employers (ie two FEIN) but may cross-over between the two FEINs. Also, there should be some efficient way to...

The best way to improve a system is to discuss with large users of daily access as they will spot details in the issues they see.   From my view point we need a method to insure absolute accuracy of the I9 process it is not 1986 and the need for...

The biggest problem I have with E-Verify is the password up-dates. Seems like EVERY time I log in, I have to change my password. And not only that, it is VERY specific as to what password I use. EX: A capital here, and number there, so many...

The e-verify program should be mandated for all states. This is one of the few government programs that are a success and should be communicated to the public as such.

The E-verify system has informative and easy to work with

The E-Verify website almost never accepts my user name and PW unless I click on the original link I received when I signed up. It is very incovenient and almost negates the ease of use the rest of the website provides.

The first tutorial process I completed in 2009 was laborious. The process has improved. The e-verify process works well.

The initial tuturial was way too lengthy. I find the website easy to use and I appreciate the quick response. I feel each case number should be generated by the website and not by the employer.

The last 2 questions asked when closing a case are ridiculous. We are just hiring, so how can they be continuing to work?

the lay out could be updated, it has always felt strung out on the page, the drop downs containing years do not descend well, we don't hire those born in 2014 so the years obviously could start 10-15 years older. The questions on the page following...

The mandatory training options are useful but sometimes overwhelming for someone who does this once in a while.

The notification process doesn't make it very easy to be paperless. If the notifications could happen electronically that would make the process for TNCs much easier.

The only comment I have is that I would like to be notified if there is an update via email. Often times when I am processing a new employee, I log in to e-verify only to find that I have to complete a tutorial and then a quiz before being able to...

The only difficulty I find is that I cannot combine the history of one user into the history of another user. This would be helpful if a user leaves the company and new employee is hired.

The only issue was with this survey... I had to answer (2) questions re: Transfers when there was no transfer in my case, so there should have been an option for that too.

The only issue we have is the limited 3 days from hire date to run E-verify.

The only problem I have faced is when the system has been down.

The only problem I have had with E-Verify is knowing which number is the correct number on a foreign document. There is not a standard format.

The only problem that I have with your E-Verify program is the number of day (3)that a company has to enter the information. Small companies like ours are extremely busy during the first few day of hiring and it is very hard to get all the information...

The only reason we participate is that it's a requirement because we receive funding from the state. If it wasn't for that, we wouldn't participate at all. We don't hire people often, so I rarely have to use it. I'm glad that at least it's free and has...

The only thing I do not like about the E-Verify system is that I have to change my password too often.

The original sign-up was too long - too many questions and too many tests to take - it should be simple for companies to comply not so tedious and aggravating if you are going to require us to do this.

The password has to be changed very often and it very complicated to stick to your specs for a new password. It denies a lot of different characters.

The password is a pain to reset all the time. It is really hard to come up with a new password that it will accept. Hate that it has to be reset so often!

The password mandates are very difficult. It is impossible to memorize the password, so you have to write it down - what good does that do?

The password process is quite complicated, trying to remember what my last 8 passwords were requires a lot of trial and error

The photo matching process has flaws in that some pictures do not match our employees. Several times a baby's picture comes up in place of our 50+ year old employee. That is technically a failure but we move on because the employee is standing in...

The process for signing up for E-verify was a pain and the password requirements are hard to accommodate (having to update frequently when we only use it occasionally.) Don't make me change my password.

The program is mandatory for all [redacted] employers, and I think it should be extended nationwide.

The requirement of having to change password so often and not able to use past password does not make it time efficient at our end.

The survey appears to focus on logistics of executing new case and ease of use of website.a survey about impact of using optional verification when competitors arent. That would be helpful to poll

the survey is to long

The system is easy to use and the speed of verifying is great. The exam is long but I understand the need for it. Great system.

The system is one-size-fits-all and addresses a non-existent problem in our area. It is nothing but additional work we need to go through when hiring an employee.

The system is very user friendly and has less issues each year.

The training & web site were very easy to follow.

The tutorial is very helpful but I didn't see anything that would explain how much time it would take to enroll in E-verify.

The tutorial needs to be in Spanish as well - not just English. A lot of the web site is in both - but not the training that I can find.

The tutorial was a ridiculous waste of the taxpayers money. Too long and unnecessary. For anyone who works in Human Resources the process is a no brainer.

The tutorials are long & too time consuming. The website needs to be user friendly

The tutorials have been very helpful and I like that I am prompted to take them before I can access the site because it ensures that I'm using the site properly.

There have been a couple of times I have entered SSN in my accounting system incorrectly and I have had to call to be sure I entered on EVerify correctly. It would be nice to be able to go back in to case and see full SSN if needed. I have always...

There is a flaw in your survey question about TNCs. I answered "no TNCs in the last 6 mos" and the next question (which has to be answered to continue) asked how many TNCs --- zero was not an option and if I received NONE then there should be a zero...

There is a typo in the question about matching photos, it says "phone" on accident. You may want to update that!

"There is an error in one of the questions. See the word ""phone"" below. How do you submit information for cases where the photo presented by E-Verify doesn't match the phone provided by the employee?"

There may be a glitch in the system allowing those with an out of state drivers license to e-verify when they might not otherwise be able to do so.

This a extra work for employer

This is a good system that is easy to use and well thought out. The step by step instruction make it easy to use for the beginner and the more experienced user.

This is a mandate and I do not feel we would use the program unless forced to by government.

This program is extremely easy to use. Do not have and ideas to improve.

This survey has an error in the programming. I was asked "have I used ... in the last six months". I answered NO, and was forced to answer the "how many times" question that followed with a false answer - zero or N/A was not one of the choices. The...

this survey is an example of how POORLY e-verify works. i was told the survey was short.. this was the LONGEST internet survey i have ever taken!!! the details are overwhelming.. I am an occasional user. i don't know about almost anything that was...

This survey is way too long and some of the questions introduce measurement error.

this survey is way too long, you should consider reducing the questions.

This survey was kinda dumb

This survey was too long... shorten it up as most people might stop answering and just close it.

This survey was way too long and wordy. There also should have been "N/A" boxes in a lot of these questions as they did not apply to me but I had to select something anyway. It will throw off your results. Overall, the system is not set up very well...

Thru this kind of feed back survey

Time to put associates in E-verify after Hire

To comply with E-Verify is a burden on our organization. It is just the creation of narrow minded politicians the spend our money so people think they are addressing important issues, when in fact it is a waste of limited tax funds.

tone down the madatory traing for minor changes in the system. they are over kill.

Too long of a survey!

Too many questions....Make simple and short questions...That will help...

too many required password changes - twice a year is enough

Training is a pain and a waste of time.

tutorials and testing are ridiculously time consuming, tedious, and unnecessary

Tutorials are cumbersome. Information that is never applicable is provided and wastes my time.

Upload capabilities for forms to speed up the process would be amazing...

Use other browsers and don't have so many tutorials. Workers don't have time for all this.

user friendly system

User friendly!

Using E-Verify is Very Easy. What is not easy is the tutorial to take the test. It's written as if you do not want people to take the test. The goal should be to get the employer to know the rules and to use E-Verify. I suggest you rewrite the tutorial...

Verify photo ID of citizens. I've had new hires who provide documents with their picture on, but signatures are different. Not convinced they are who they say they are.

Very effecient and easy to use system

very good system - the best!

Very happy with the current version. It's quick and easy. I do wish that when I select "Print Case" after I close it, that the information was set to fit on just 1 page, instead of wasting the second page with just a few lines of text.

Very happy with the service!

Very happy with the system.

Very Helpful.

Very long Survey with no indication on how close you are to finishing the survery

Very quick and easy process, overall very good website

Very satisfied with the service. No additional comments at this time.

Very simple yet effective program.

Very user friendly

We are a legal firm with very little turnover. I have only used E-Verify twice,once in last year. I imagine the more you use the site the easier it would become.

"We are a seasonal employer, therefore my use for e-Verify is mostly during the months of Sept and Oct. Our normal employee count is between 12 and 16 year round; seasonal the count is between 50-60. I find the system accurate and easy to use. Also,..."

We are a small company and sometimes questions or prompts do not apply to us but we are expected to answer anyway. Sometimes there is no way to reply but we must anyway. Things are not phrased for very small businesses.

We are a very small company with very little turnover. I use the system when I have a new hire which is not often. Never had a problem with any new hire in the system.

We are well-served by E-Verify. At this time we cannot identify any necessary improvements.

We began using E-Verify as soon as it was available. It has made it much easier for us to confirm an applicant's legal status and if their documents have been forged. This was a big problem in the construction industry several years ago. Despite...

We find the system to be very effective for a small employer to verify quickly and easily. It gives us comfort that we at a high level of compliance. We believe the system is very well designed and fairly easy to use.

We had one case that came up as a TSN, but didn't find out until days later that it was error in the system, and he was actually verified to work. So the poor employee had to go through a big scare and a lot of extra work for nothing. Other than that...

We have [redacted] and it would be very helpful to have more than 3 days to e-verify.

We have been using E-Verify for several yrs. Problems have been few and generally resolved within a few days

We have encountered no problems and are very satisfied.

We have had no problems using E-Verify; it is easy to learn, and the prompts are easy to follow.

We have issue submitting documents for employees under the age of 18. Also have issues trying to start a new I9 case where the information was entered incorrect on the first one. The system freeze & does not allow me to close the second e-verify case.

We have low turnover and, therefore, use E-Verify only now and then, so the frequency of password changes can be frustrating, but we can live with it.

We have not had difficulty using E-verify.

We have to keep changing our pass words due to not using the system enough. That's a pain

We have to us this service based on our state law.

We have very low turnover. Due to bids we place for federal contracts, we run e-verify on all employees. However, we have not had any new hires within the last year - so my use in the past 12-18 months has been very limited. Several questions in the...

We like E-Verify

We love the system. It is easy to use, the tutorials are excellent. Keep it up!

We need longer than 3 days to register new employees. Our orientation period is five days long and there is alot going on in our office during that time. 30 days would be a more manageable time frame.

We need to find a way to allow illegals to work instead of not allowing them to work and providing for their needs without any work. That was one bright individual that came up with that idea. No wonder my taxes are so high. Now I've had to waste my...

We should be able to check before hiring people

WE thought E-Verify was required by the government. It sounds like by the questions in this survey, that it is not. Really confused.

We use E-verify to be compliant with state and federal grant requirements. We otherwise would not use it as we are a small non profit with very low turnover.

We use mainly independent contractors and do not have a lot of employee turnover.

We use our HRIS system to connect with Everify as they have this function inbedded into their system so that we don't have to go directly into the actual Everify website. We would like notifications to go to our vendor as well whenever there are...

We use our payroll processing provider to process new employee e-verifications. E-Verify accomplishes what it is meant to do.

we use [redacted] and it is very easy to use and we have had no bad experiences.

We use the E-Verify system through a Third Party, so it has eased the burden greatly.

We will continue to use E-Verify as long as we are required by state law to do so. I realize that the information input in E-Verify is sensitive but as your confirmation states it is not classified so stop treating the users as if it is, your password...

We will continue using the system as long as it is required of us. I don't understand the need to constantly change log-in info. It is either secure or its not.

We will participate in this program when the President chooses to enforce the Immigration laws ALREADY IN FORCE.

We work with governments in several states. There is some confusion at state and local level in most states where it is required to use E-verify on sub-consultants and who must use it and who isn't required. It seems the states do not have this...

We would like to have photo matches for citizens not only aliens allowed to work in the USA. This will assist us in ensuring minimum identity theft.

When a new employee is being E-Verify, and has already been researched a special note appears to notify employer that this individual has already been E-Verified.

when an employee's documents to not receive an authorization to employ why doesn't someone from the gov't contact employers to locate that individual and investigate their status? Immigration doesn't follow up on those people?

when I tried to call support, I never got thru and got put on hold. I finally figured out my problem myself.

When I was going sign up to use e-verify, I didn't know I'd have to take a knowledge test or how long it would take. Users should be given this information prior to starting the process so they are aware. I also had my worker with expiring info and I...

When new "learning modules" are required for recertification, it would be appreciated if there was advance notice. Too many times my Department has opened E-verify and found that they must delay until they are recertified. This could have been...

When there are tutorials, it would be nice to know how many I need to do rather than finishing one and finding there is another to do before proceeding

Whenever there is a TNC, it would be great to have E-Verify send an email to the verifier that there is an answer. Instead of relying on the verifier to check back or keep checking.

whether it is a requirement or not, if an employer has displayed consistently good hiring practices over a period of time without any inconsistent filings, then they should be exempted from this process. We hire mainly local employees who were born...

While I prefer email in most cases, the 3 business day timeline on E-Verify does not allow much time to receive a response. Phone is best issues with the system when you are on a required 3 day timeline.

While it is commendable to ensure users review the tutorials and test to verify their understanding, it is NOT productive for an experienced user to be locked out of the e-verify system until reviewing and testing on system changes or updates. A...

Working well.

WORKS GREAT--A GREAT IDEA FOR EMPLOYERS

Works well as is since I've only used it probably 4 times. Review the following question: How would prefer to contact E-Verify for help? (Select only one) It's missing the word 'you' after "would".

Would like an electronic I-9

Would prefer not to use Everify as a step in the New Hire process. Seems unnecessary and takes way too much time. Too many steps for entering employee information in the system, and difficult to log into. Password requirements are too difficult and...

You "days-after hire" requirement is unrealistic! E-Verify needs to make clear if it is a mandatory program, or not. Employers should be able to access ONE website for ALL EE verification needs.

You are doing OK. But my organization does not attract someone because of the enrollment of E-Verify.

You could communicate via email about changes, etc.

You could help States that require E-Verify to cross check the TIN numbers of businesses that are signed up so the States can shut down nonconforming companies.

You could make the password reset a little simpler

You have a question re have I received any TNC in the last six months and I answered NO. the next question wanted to know how many TNC I have received, but it did not give a "0" option, so I selected One in order to proceed. you should include a "0"...

You have Excellent service

Your website is GREAT! Easy to use.

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

501(c)(3) nonprofit [redacted]

a division [redacted]

[redacted].

Accounting

accounting

Accounting office. Designated Agent for many companies.

Accounting services

accounting, tax preparation

Advertising

Advertising

Advertising

Agent for several companies - don't know which this refers to

[redacted]

[redacted].

Apartments

Architectural Services

Assisted Living

[redacted]

Aujtomotive Body Repair and Upholstery

Automobile Dealership

AUTOMOBILE DEALERSHIP

Automobile Dealership

Automotive

Automotive

Automotive Dealership

Aviation

Beauty

beauty salons

Behavioral Health

Behavioral/Mental Health

beverage distribution

Bio Science

BioTech/Pharmaceuticals

Bio-Technology

Biotechnology/ Medical Sciences

Business Services

Calibration Service

Call Center

Call center

Call Center

call center/customer service

car wash

Car Wash
Casino Industry
Cemetery
Children's Home
church
Church
Church
Church
church/religious organization
Church[redacted]
Cleaning
College Sports Conference
Commercal Warehousing
Commercial Diving
Commercial Heating and A/C
Commercial Linen Rental Service
Commercial Window cleaning
computer software
Computer systems
Construction
Construction consultant firm
Consulting
Consulting
Consulting
Consulting Services
Consumer Goods
consumer goods
Consumer Products
consumer shows
Contract Security
Correctional
Corrections
Corrections
county hospital/local government
CPA ACCOUNTING
[redacted]
Custom Millwork
Custom Software Developer
Custom Steel & Alloy Fabrication
Customer Service
Cyber Security, Businesss Advisory and Energy
Debt Collection
Debt Collection Services
Defense Contractor
Distributing

Distribution

Distribution

Distribution

Distribution

Distribution & Sales

Distribution Center

Distribution Services

Distributor

Distributor

[redacted]

Do not want to disclose

Domestic Aviation

Editorial and Publishing

Education (PreK-12)

Educational software

Electrical

electrical and data installation

Electrical Contractor

Electrical Contractor

Electrical Contractor

Electrical Contractors Construction

Electrical Distribution

Electrical Export

Electronic Systems Integrator

Emergency Services Call Center

Energy management

Engineering

Entertainment

Entertainment

Entertainment

Entertainment

Environmental & Remediation Services

Environmental Consulting

environmental consulting

ENVIRONMENTAL REMEDIATION/DEMOLITION

Environmental, engineering, remediation, permitting and field services

Event and Conference Center

Event Production

[redacted]

Fabrication

fabricaton

Facilities maintenance

Family Services

Fast Food

fast food service

Federal Contracting

[redacted].

Fire Protection Sales & Services

Fire Protection Services

Fitness

Food and Beverage

food service

Food Service

Food Service Management

Foodservice

Foodservice Education and Corporate

forest industry- sawmill

Forestry

Forestry and Railroad Services

Franchise Sales and Services Support

Franchisor

Fuel Industry

fuel tank service

Funeral Home

Funeral Home

Gaming

GARBAGE/WASTE REMOVAL SERVICES

Glazing and Subcontractor

Golf Course

government contractor

government contractor- facilities services

government landscaping

Group HOme

Group Travel Management

healthcare billing service

Heavy Duty Truck Dealership

Heavy equipment dealer

Highway construction

HOA

HOA

Home Care Agency

Home health agency

Homeowner's Association

Horses and other equine production

Hospital

HOSPITALITY

Hospitality, Food.Grocery Retail, Resstaturant.

housing

Human Resources / Payroll

Human Resources Field

Human Resources/Payroll Outsourcing
HVAC Contractor
hvac installation and service
HVAC SYSTEM HYGIENE
Importing/Distributing
Industrial Cleaning Service
Industrial Contract Services
Industrial Gas Manufacturing
Information Services/Public Library
Information technology services
Insurance
Insurance
Insurance Sales
Internet Services / E-commerce
IT Consulting and Software Development Services
IT Consulting Services
Janitorial
janitorial
Janitorial
Janitorial
Janitorial
Janitorial
Janitorial
janitorial
Janitorial cleaning service
Janitorial service
Janitorial services for state buildings
Janitorial Services/Building Maintenance
Janitorial/Cleaning
Laboratory
Laboratory Services
Land Surveying
landscape contracting
Landscape Contractor
Landscape Contractor Commercial Municipality Projects
Landscape Maintenance Service
Landscape/Construction
Landscaping
Landscaping
Landscaping
Landscaping
Landscaping
Lawn and Landscaping
lawn care and landscaping company
Lawn Care and Maintenance

Lawn Maintenance
Lawn Maintenance
Lawn services
legal
LEGAL SERVICES
LIBRARY
Library
Life Safety
Life Safety/Fire Protection
Lighting
Local Government
Localization/Translation services
logging company and timber dealership...2 separate companies
Logistics and Warehousing
Machine Job Shop
Mailing
Maintenance
Management Services
Manufactured Home Dealer
manufacturers' representatives for automotive aftermarket
Manufacturing and Home Delivery Service
Marina and boat repair yard
marine
Marine Contractor
Marketing
marketing
Media, broadcast and internet
medical billng service
Medical Equipment
Medical Software Developer
Medical Supplies
mental health center
Mining
Mining
Mining industry
Mining/Refining
Mobile Game Development
movie theatre
multiple
Municipal governemnt/utilities
Municipality
Municipality
[redacted]
non-profit / entertainment
Non-Profit Public Library

Nursing Home
NURSING HOME
Nursing Home
Office Interiors
Orthodontic Distributor
other sound recording industries
package delivery
Packaging
Paint and collision repair
Patent licensing of our own research in semi conductors
Payroll Service
Payroll Service
Payroll Service
PEO
PEO
Personal Service
Pest Control
pest control
pest control and lawn fertilization
Pet care
Pet Care Services
Pharmaceutical R&D
Pharmacuetical
Pharmacy
Pharmacy
Photographic Services
Plastics Recycling
Plumbing
Plumbing
PLUMBING WHOLESALER
Print Broker/Advertising
printing and mailing
PRINTING/PACKAGING
Prison
private country club
Private Prison
Private Prison contracting with [redacted]
Private Security
Privatized Correctional Services
Pro Bono Legal Services to [redacted]
Professional Employer Organization
Professional Land Surveying
Program Management and Aquisition Services
Property Management
property management

Property Management
Property Management
Property Management
property management services
public library
Public Library
Public Library (County)
Public Safety
Public School
publishing
Publishing
QSR (Restaurant)
Quick Serve Restaurant
Quick service restaraunt
[redacted]
Real Estate
Real Estate
Real Estate
Real Estate
Real Estate
Real estate
Real Estate Development
Real estate services
Real Estate/Property Management
Real State Investment
Recreation
Recreation Management
religious
Religious
Religious
Religious Organization (Church)
Repair Garage
Research and development, biotechnology
Research, Training,
Residential Homebuilding
Resort/Activity Center
restaurant
Restoration
Retail
Retail and Building Materials
retail services
Retirement Community
Retirement/Assisted Living and Health Care
Sales & Installation of Laboratory Equipment & Casework
Sales and production

SALES AND SERVICE FOR EMERGENCY, TACTICAL AND RESCUE VEHICLES

Sales of Scales and Calibration Services

Sanctuary

saw mill

School District

Scientific Software Development

Screen Printing, Embroidery, Dye Sublimation

Secirity Services

security

Security

Security

Security

Security and Alarm System Sales and Install

Security and Life Safety

Security guard & patrol service

Security Services

Security Services

serivces

Service

service

service

Service and repair

service ballroom dance instruction

Service Industry

Service provider

Service-Hair Salon

Services/Hospitality

Services/Sales

service-shoe repair

signs

Small town government

Software as a Service

Software development

Software/Computer Technology

Software/Data Analysis

Special Event Rentals

Specialty Chemicals

specialty contractor

Sports complex

staffing services

State Agency / Dept. of Transportation

STATE CORRECTIONAL FACILITY

State Government

state government

State Government - Public Safety

State level, Public Library
State Municipality
[redacted] Dept of Transportation
[redacted] Mental Health/Addictive Diseases/DD
steel service center
Stormwater control
Surveyors & Mappers
sweeping contractor
Swimming Pool Service
Tax Preparation
Technology
Telcom company
telecommunications
telecommunications
Telecommunications
Telecommunications
telecomunications co.
Temp Agency
Temp Staffing
Testing Laboratory
Textile
Thermal and Energy Monitoring
Third party administrator for companies with drug testing programs
tooling distributor
Tourism & Travel
tradeshow rentals
Tree services/landscaping services
Uniformed Protective Services
Vacation industry
Vault and Monument
Veterinarian
Veterinary
Volunteer Fire Department
Volunteer Fire Department
WAREHOUSE
Warehousing
Warehousing, Inventory Management, & Distribution
warehousing/storage
waste management/environmental
Wastewater Consulting Company
Water Reclamation
We are a Church
Wear solution specialists for industries in abrasive and erosive materials
Whole Distribution & installation of appliances, fireplaces, garage doors, & lighting
wholesale

wholesale
wholesale
Wholesale Distribution
wholesale distribution
wholesale distribution
wholesale distributor
Wholesale Petroleum Products
Wholesale trade
wilderness treatment programs
Wireless and Wireline Telecommunications
Youth Sports