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

Annual Customer Satisfaction Survey 2018

E-Verify

Final Report

IA# 20325 A2

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EXECUTIVE SUMMARY

Overall Findings and Recommendations

Key Findings

This report describes findings from the 2018 survey on customer satisfaction of companies currently enrolled in the E-Verify program.

The company demographics have not changed much since the inception of the survey. Most (72%) of companies have less than 100 employees and 77% consider themselves to be a small business. Construction/General Contracting and Manufacturing are the most popular industries and account for just under one-quarter of respondents. Respondents tended to use E-Verify slightly less frequently in 2018 with almost half reporting using it at least once a month (40%). This is down eight percentage points from the previous study. For the most part, responses by state were similar to last year with a few differences. Both Washington DC and Oregon experienced a larger share of response this year and comprised the largest proportion of respondents (9% each).

Historically, users have been consistently satisfied with E-Verify. This year's score of 85 has remained unchanged over the last three years. Traditionally New Enrollees have scored slightly higher than Existing Users. This year however, Existing Users scored slightly higher (85) than New Enrollees (84). When compared to American Customer Satisfaction Index benchmarks, E-Verify user satisfaction outscores both the National ACSI average (77) as well as the Federal Government ACSI average (69).

The same customer satisfaction model that was developed in the baseline study was used to identify three areas which potentially drive satisfaction with E-Verify. Aside from a minor drop in TNC Resolution (79, -3), there were no major changes in the scores of these drivers again this year.

A majority of respondents (88%) had used E-Verify in the past six months. *Using E-Verify* (which includes ease of use and speed of response) is rated at 90 and has the most impact on satisfaction (CSI) for both New Enrollees and existing users. Submitting I-9 information and navigating the E-Verify site are easy for users. The initial response of the representative is received in a very timely manner and the next steps are clearly described in the response.

Forty-one percent of all users were prompted to match a photo in the past six months. The *Photo Matching* process remains highest rated satisfaction driver with a score of 95. Respondents report the process is easy to use and is very helpful in preventing fraud. As a result of these scores, *Photo Matching* remains a strength of the E-Verify program.

After scoring 82 the last two year, *Tentative Non-confirmation Resolution* declined three points in 2018 to score at 79. New Enrollees scored TNC much higher (83) than Existing Users (77). New Enrollees scored higher across all attributes as well.

Fourteen percent of respondents received a Tentative Non-confirmation (TNC) in the past 6 months.

Telephone is the predominate method for contacting Customer Service as 11% of all users contacted *Customer Service by phone* in the past six months compared to only four percent who *contacted via e-mail. Customer Service* by phone (90) continues to be highly rated by all users while Customer Service by email trails with a score of 78. While nearly all who contacted customer service with an issue reported *having their issue resolved* (91%), this is a decrease of five percentage points from last year. Of those who contacted Customer Service via phone, 17% of all callers were *transferred during their call* and most (84%) found the *wait time* to be acceptable. This is a decrease of 10% points from last year (94%). The amount of multiple transfers almost doubled this year as 25% were transferred more than once.

Conclusions/Recommendations

Major program improvements should be based on areas that demonstrate both high impact on overall satisfaction and low performance levels. Again 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.

- *Using E-Verify* continues to have the highest impact on satisfaction (CSI) for all users. Since scores have been consistently strong over the last five years, the focus should be to ensure that users are able to easily navigate and submit information through E-Verify in order to maintain the existing high CSI scores.

- While *Customer Service* scores remain strong overall, there were some areas that may warrant a closer look. The percentage of issues resolved (91%) dropped five percentage points from last year. Of those who contacted Customer Service via phone, 17% of all callers were *transferred during their call*. The percentage of respondents who found the *wait time* to acceptable dropped ten points to 84%. The number of transfers also went up as 25% of callers were transferred more than once. This is almost double the percentage from last year. An audit of the call center journey may shed some light on these declines.

- Respondents were asked how E-Verify could be improved. An analysis of text comments uncovered some measure of frustration and confusion with E-Verify being unavailable during the government shutdown. By providing E-Verify users with contingency directions for possible long-term stoppages, much of this confusion may be avoided in the future.

DETAILED REPORT

Introduction

This report describes findings of the 2018 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), which allows participating employers to electronically verify the employment eligibility of their newly hired employees.

This survey is the tenth annual report measuring user satisfaction with E-Verify and examining the individual satisfaction drivers contributing 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

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. 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 comprising the Customer Satisfaction Index (CSI) number follow a format common to

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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. The overall Federal Government ACSI score is the result of a separate 2018 ACSI Federal Government Report.

all the ACSI federal agency questionnaires to allow for a comparable benchmark. See Appendix B for the full questionnaire.

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 e-mail and invited to complete the survey online between December 9, 2018 and January 29, 2019.

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 4,283 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 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.

Customer Samples and Data Collection

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

A total of 46,201 invitations were sent. Respondents were contacted via e-mail between December 9, 2018 and January 29, 2019. Each e-mail contained a URL that launched a survey when clicked. The sample sizes and response rates for each group are reported below.

Figure 1 – All. Recent. Far Response Rates

	Number of Survey Invitations	Number of Valid Complete Surveys	Response Rate
All Users	46,201	4,283	9.3%

In addition, the 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.

Figure 2 – New and Existing Users Completes

	Number of Valid Complete Surveys
New Enrollees	1,136
Existing Users	3,147

Organizational Size and Industry of Respondent Business

Organizations employing less than 100 employees account for 72% of all responses. The largest companies (10,000 or more employees) account for about 1% of responses.

Figure 3 – Number of Employees

How many people do you employ?	2017 Percent	2018 Percent
1-4	6%	10%
5-29	31%	36%
30-99	28%	26%
100-299	20%	15%
300-999	9%	8%
1,000-9,999	6%	4%
10,000+	0%	1%
Number of Respondents	**801**	**4,283**

Just over three-quarters of respondents (77%) consider their organization a small business.

Figure 4 – Considered Small Business

Do you consider yourself a small business?	2017 Percent	2018 Percent
Small business	73%	77%
Not a small business	23%	19%
Don´t know	4%	4%
Number of Respondents	**801**	**4,282**

The composition of respondents' industries remains consistent with past studies. Construction/General Contracting (13%) and Manufacturing (11%) were the most mentioned and account for just under one-quarter of respondents.

Figure 5 – Primary Industry

Primary industry in which your company or organization conducts business	2017 Percent	2018 Percent
Agriculture/Food	1%	2%
Defense/Defense Industry	1%	1%
Communications/Media	1%	1%
Construction/General Contracting	16%	13%
Education	4%	4%
Engineering	4%	4%
Financial Services	3%	3%
Healthcare/Public Health	9%	9%
Hospitality	5%	5%
Information Technology	4%	7%
Manufacturing	11%	11%
Non-Profit/Not-for-Profit	4%	5%
Sales - Retail or Wholesale	7%	6%
Staffing/Personnel	2%	3%
Transportation	4%	3%
Utilities/Energy/Natural Resources	1%	1%
Professional Services/Consulting	6%	6%
Government Services	4%	3%
Other	11%	14%
Number of Respondents	**801**	**4,280**

A large majority of respondents consider themselves as General Users of E-Verify (93%). Respondents tended to use E-Verify slightly less frequently in 2018 with almost half reported using it at least once a month (40%). This is down eight percentage points from the previous year.

Figure 6 – Organization Description and Frequency of Use

Which best describes your organization as a user of E-Verify	2017 Percent	2018 Percent
General User	94%	93%
Temporary Agency or Employment Agency	3%	4%
E-Verify Employer Agent	3%	3%
Number of Respondents	**1,919**	**801**

Which best describes how frequently you use E-Verify	2017 Percent	2018 Percent
Once a week or more	17%	12%
Two or three times a month	17%	16%
About once a month	14%	12%
Once every few months	29%	30%
Once or twice a year	17%	21%
Less than once a year	6%	8%
Number of Respondents	**801**	**4,283**

Respondent Distribution

The table below shows respondents by state. Washington DC and Oregon jumped up this year and comprised the largest proportion of respondents (9% each). Other states comprising 6% or more of the total responses include: Arkansas (8%), Arizona (7%), and Delaware (6%). Collectively, these five states account 39% of all responses.

Figure 7 – State Distribution

State	2017 Percent	2017 Frequency	2018 Percent	2018 Frequency
AL	6%	47	4%	170
AK	0%	0	0%	6
AZ	4%	35	7%	276
AR	0%	3	8%	328
CA	6%	47	2%	95
CO	2%	18	1%	22

State	2017 Percent	2017 Frequency	2018 Percent	2018 Frequency
CT	0%	2	0%	10
DE	0%	2	6%	221
DC	1%	6	9%	343
FL	4%	35	0%	7
GA	9%	71	0%	10
GU	0%	1	1%	32
HI	0%	2	2%	96
ID	0%	2	2%	96
IL	2%	17	1%	39
IN	2%	20	1%	31
IA	0%	2	1%	47
KS	1%	7	2%	71
KY	0%	3	2%	63
LA	2%	13	0%	6
ME	0%	1	2%	87
MD	2%	16	4%	144
MA	1%	12	1%	44
MI	1%	7	0%	6
MN	1%	11	5%	213
MS	1%	9	0%	7
MO	5%	37	2%	65
MT	0%	0	0%	13
NE	2%	15	2%	81
NV	0%	2	0%	18
NH	0%	1	1%	25
NJ	1%	7	3%	109
NM	1%	6	2%	63
NY	3%	23	1%	48
NC	6%	50	1%	29
ND	0%	1	3%	118
OH	2%	16	0%	5
OK	1%	7	0%	7
OR	1%	6	9%	367

State	2017 Percent	2017 Frequency	2018 Percent	2018 Frequency
PA	3%	28	0%	7
PR	0%	2	4%	145
RI	0%	2	2%	59
SC	5%	44	4%	137
SD	0%	3	0%	0
TN	4%	31	0%	5
TX	6%	46	2%	84
UT	2%	17	1%	38
VT	0%	0	0%	4
VA	4%	35	0%	0
WA	3%	23	0%	0
WV	0%	3	0%	0
WI	1%	6	0%	0
WY	0%	1	0%	0
Number of Respondents	**801**	**801**	**3,897**	**3,897**

Note: Percentages are rounded to the nearest whole number.

DETAILED FINDINGS

Customer Satisfaction Index

The Customer Satisfaction Index (CSI), is a weighted average of the three core questions (see question definitions below) and is the central measure of this report. **The 2018 Customer Satisfaction Index (CSI) for All USCIS E-Verify users has remained unchanged over the last three years and posted a score of 85 (on a scale from 0-100) for all users**.

This number exceeds the overall national average CSI score of 77, and exceeds the CSI average for Federal Government entities of 69 by 16 points. Traditionally, New Enrollees have scored slightly scored slightly higher than Existing Users. For 2018, Existing Users (85) scored one point higher than New Enrollees (84). Below is a historical summary of E-Verify CSI scores for All users since 2014.

Figure 8 – Trending E-Verify CSI Scores
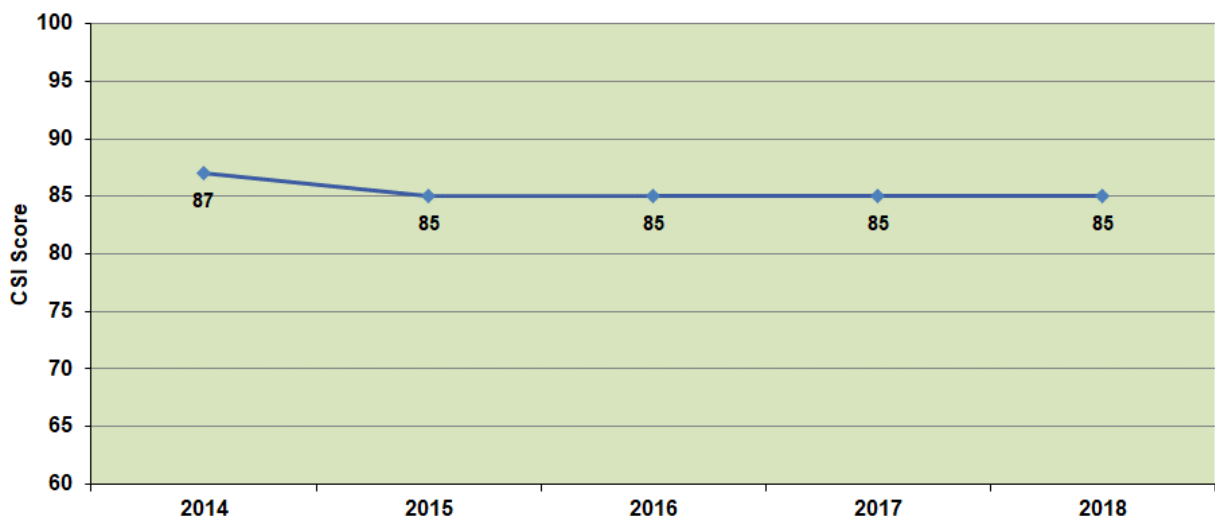
The Customer Satisfaction Index (CSI) scores for each of the three index sub-questions are provided in the chart below with *Overall Satisfaction* (87), *Satisfaction Compared to Expectations* (85) and *Satisfaction with E-Verify Compared to the Ideal Online Verification Service* (83). All three indices show no change from last year.

Figure 9 - E-Verify Customer Satisfaction Index

2018 E-Verify CSI: 2018 = 85, 2017 = 85
Overall satisfaction: 2018 = 87, 2017 = 87
Meets expectations: 2018 = 85, 2017 = 85
Compared to ideal: 2018 = 83, 2017 = 83

■2018 ■2017
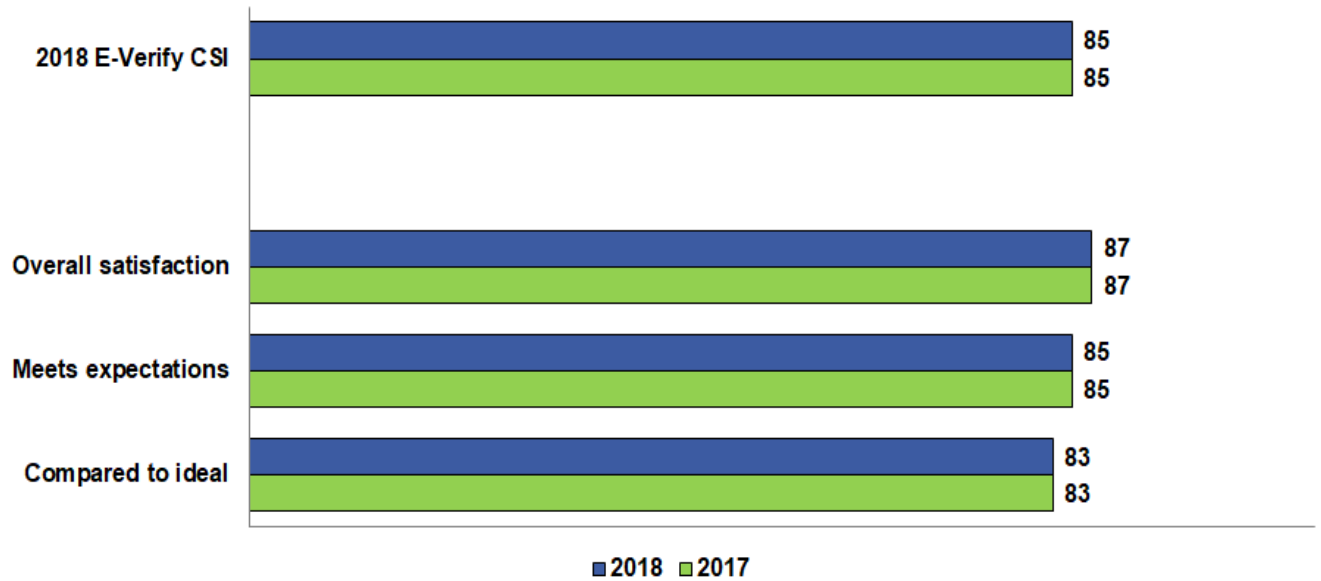
2018 Respondents N=4,283

2017 Respondents N=801

*Statistically Significant at 90% confidence level

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%).

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 ideal online verification service?

Comparison with the 2018 ACSI Benchmark Study

The 2018 ACSI Federal Government Report (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.

Figure 10 – ACSI Comparison
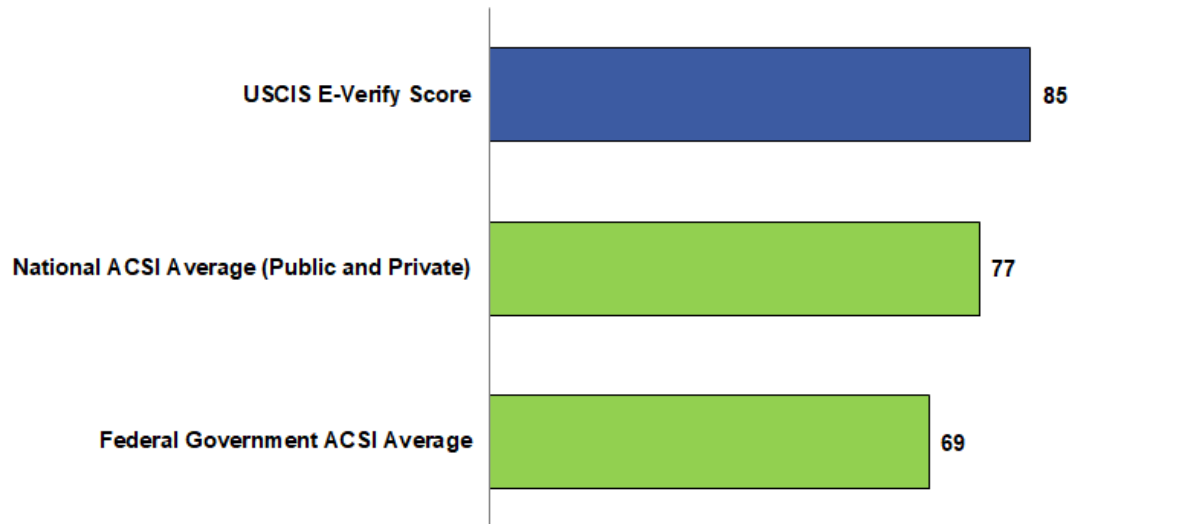
Scores are averages on a "0" to "100" scale; they do not represent percentages.

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 11 – New Enrollees CSI Model

SATISFACTION DRIVERS

90	3.7	Using E-Verify
94	1.2	Photo Matching
83	0.6	TNC Resolution
36	0.2	Communication
89	N/A	Customer Service
79	N/A	Internet Usage
87	N/A	Registration
86	N/A	Tutorial

Customer Satisfaction Index 84

Overall Satisfaction 86
Compared to Expectations 84
Compared to Ideal 83

N=1,136

FUTURE BEHAVIORS

Recommend	4.7	87
Confident	3.1	90
Future Participation	2.5	93

Scores represent your performance as rated by *your* customers

Driver Impacts show you which driver has the most/least leverage – where improvements matter most/least to *your* customers

Future Behavior Impacts represent the impact of CSI on the future behaviors of *your* customers

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 *Using E-Verify* increased by five points (90 to 95), the Customer Satisfaction Index (CSI) would increase by the amount of its impact, or 3.7 points (84 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 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 4.7 for New Enrollees. This means that a 5-point improvement in satisfaction (CSI) will drive the likelihood to recommend up by 4.7 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 87 for Recommend means that the average respondent is very likely to recommend E-Verify and not that 87% of respondents would recommend E-Verify.

The second model is based on Existing Users; users that are not considered New Enrollees. Since the components 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 12 – Existing Users CSI Model
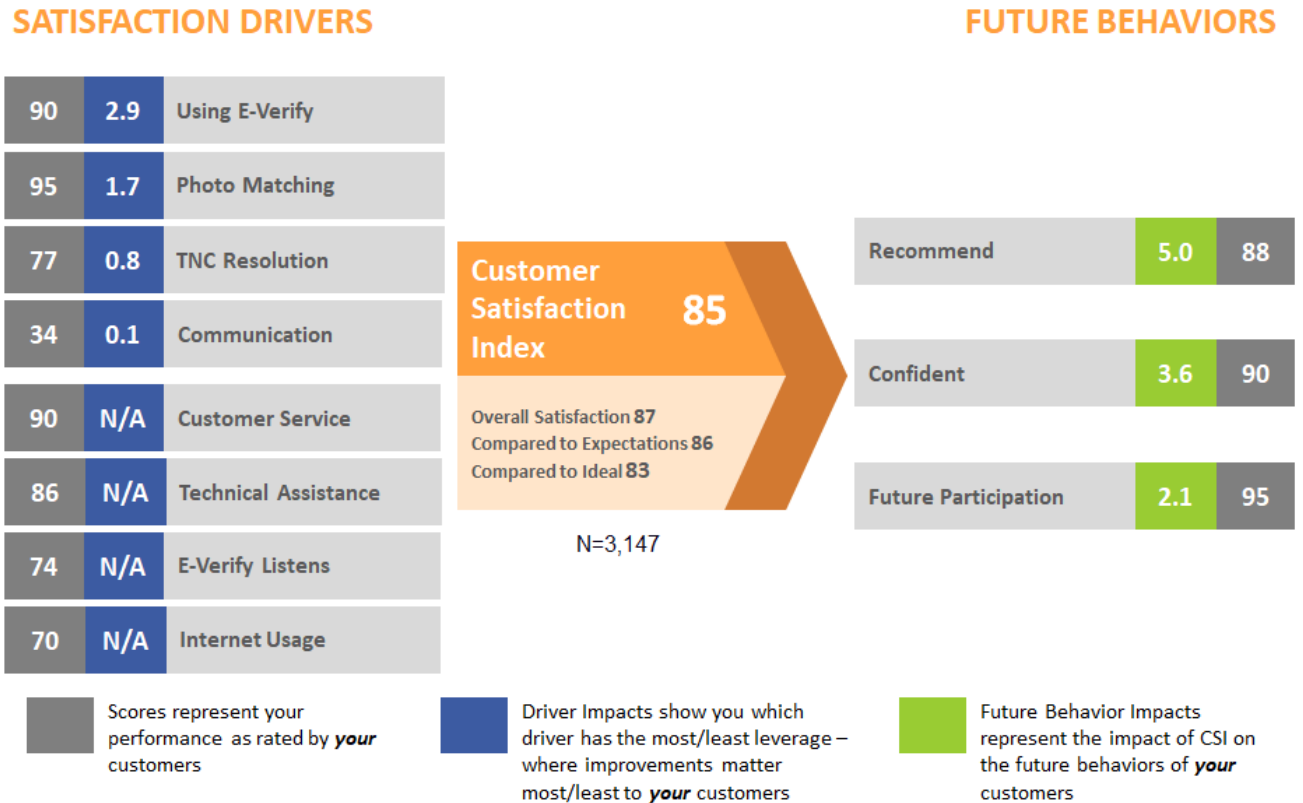
When comparing the two models, you can see that while *Using E-Verify* was the driver with the most impact for both groups with *Photo Matching* also exerting moderate impact.

Drivers of Satisfaction Results

Drivers of Satisfaction are indices comprised of questions grouped into three topic areas. Questions on *Using E-Verify, TNC Resolution,* and *Photo Matching* are asked of all respondents.

Using E-Verify

Figure 13 – Trending Using E-Verify Scores
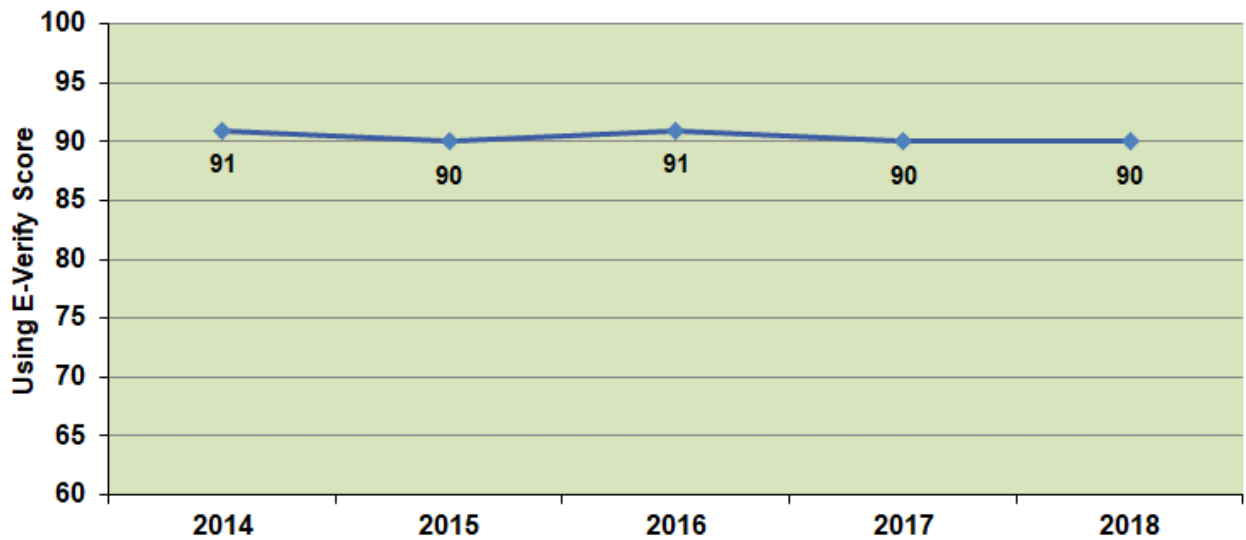
A majority (88%) of All Users had accessed E-Verify in the past six months. This is a slight but statistically significant drop of three percentage points from 2017.

While there is some variation in the *Using E-Verify* attribute variable scores, both New Enrollees and Existing Users were relatively on par with each other.

Figure 14 – Using E-Verify Scores
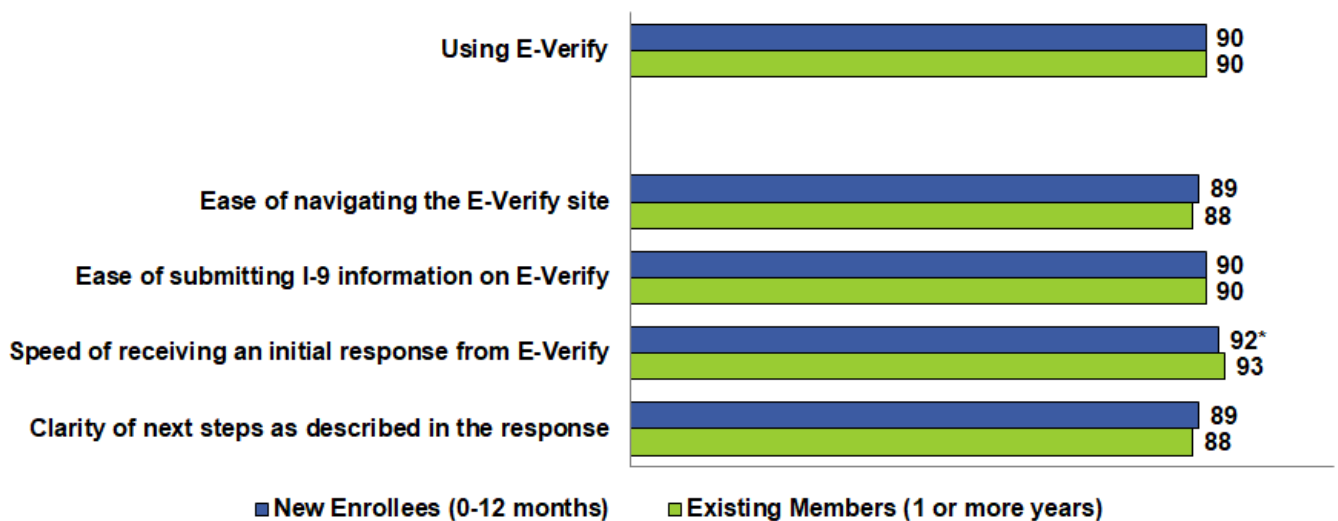
New Enrollees N=1,113

Existing Users N=3,100

*Statistically Significant at 90% confidence level

Tentative Non-confirmation Resolution

Fourteen percent of both New Enrollees and Existing Users received a Tentative Non-confirmation (TNC) in the past 6 months (from survey completion date). Although overall TNC scores were slightly lower this year, New Enrollees continued to score TNC higher (83) than Existing Users (77). New Enrollees also scored higher across all attributes.

Figure 15 – Trending TNC Resolution Process Scores
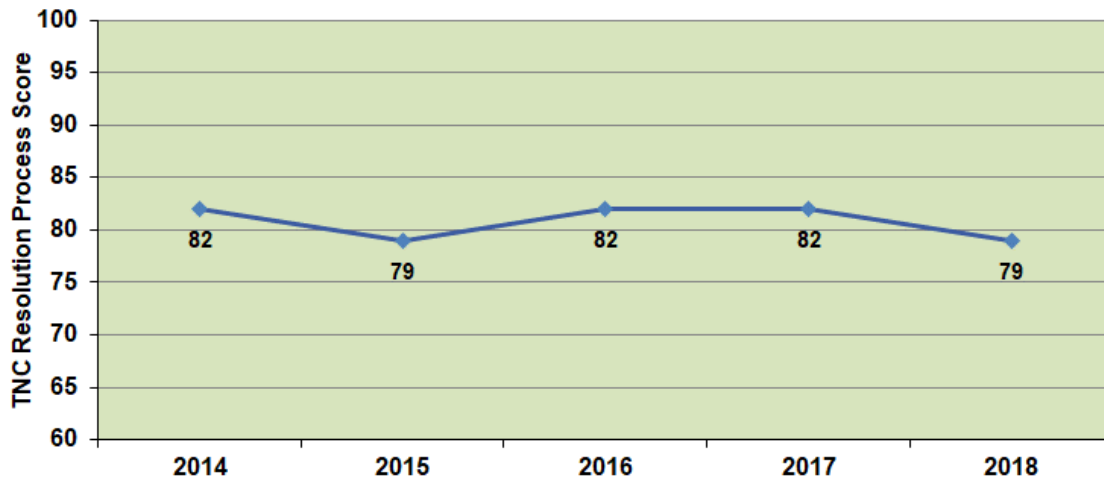
Figure 16 – TNC Resolution Process Scores

	New Enrollees (0-12 months)	Existing Members (1 or more years)
Tentative Nonconfirmation (TNC) Resolution Process	83*	77
Speed of resolving the case	83*	78
Clarity of communications about the steps involved in the resolution process	82*	77
Ease of resolving the case	83*	77
TNC Referral Process	87*	80
Further Action Notice Process	86*	80
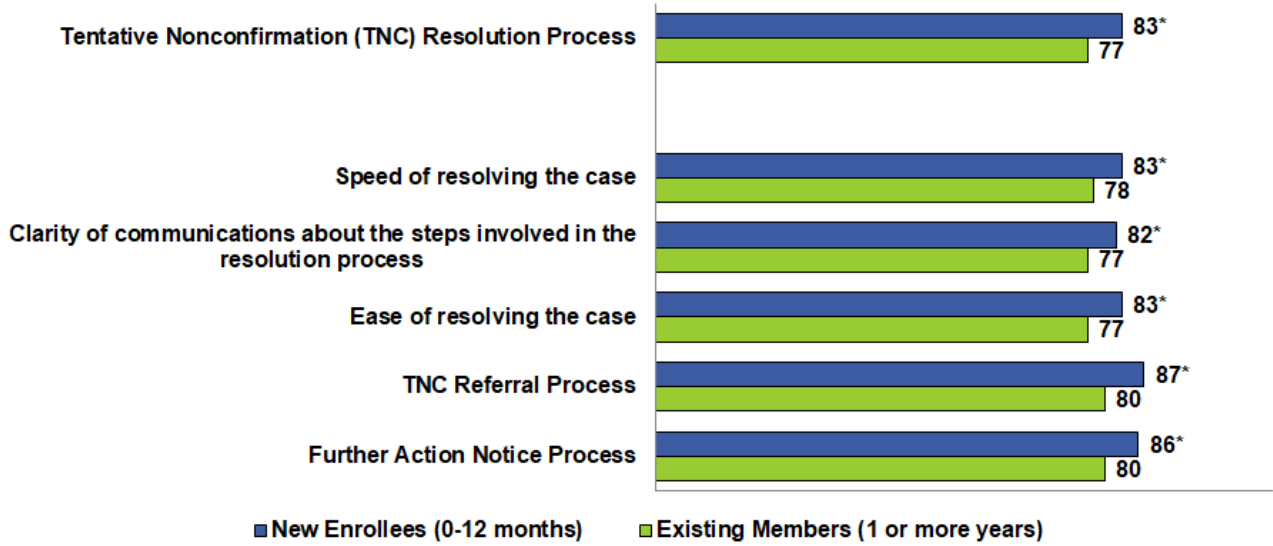
New Enrollees N=117

Existing Users N=472

*Statistically Significant at 90% confidence level

Photo Matching

The *Photo Matching* process is considered to be very easy and helpful in fraud prevention. Forty-one percent of all users were prompted to match a photo in the past six months (from survey completion date). This is a drop of two percentage points from last year and a drop of eight points from 2016. A large majority of respondents (92%) have convenient access to the technology to complete the process. While all drivers have strong scores, with a score of 95, *Photo Matching* remains the highest rated of the modeled drivers.

Figure 17 – Trending Photo Matching Scores
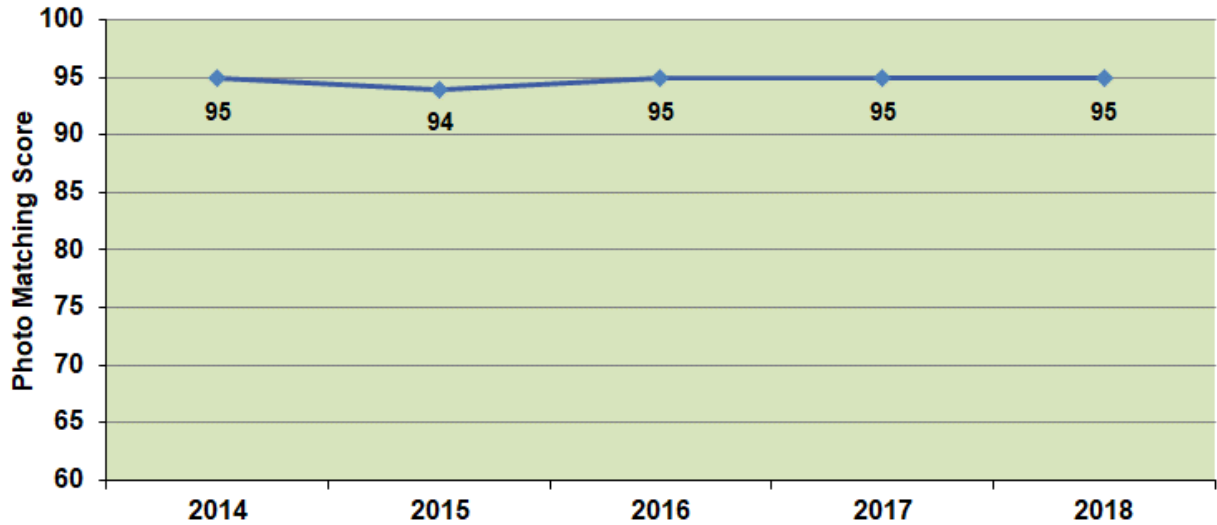
Figure 18 – Photo Matching Scores

New Enrollees N=396

Existing Users N=1,358

*Statistically Significant at 90% confidence level

Final Report

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.

Registration (New enrollees only)

From organizations that had enrolled in 2018, most respondents (88%) had personally registered their organization with E-Verify. After peaking two years ago with a score of 92, ratings for Registration (87) dropped slightly for the second straight year.

As shown in the chart below, users are particularly satisfied with the registration process as they receive their user name, password and web address in an acceptably timely manner, while submitting registration information remains easy.

Figure 19 – Registration Scores

	2018	2017
Awareness / Registration	87	88
Clarity of instructions on how to enroll	87	86
Memorandum of understanding makes responsibilities and next steps clear	86	88
Ease of submitting registration information	88	89
Speed of receiving User Name, Password and E-Verify Web Address	90	91
Ease of registration process overall	86	87
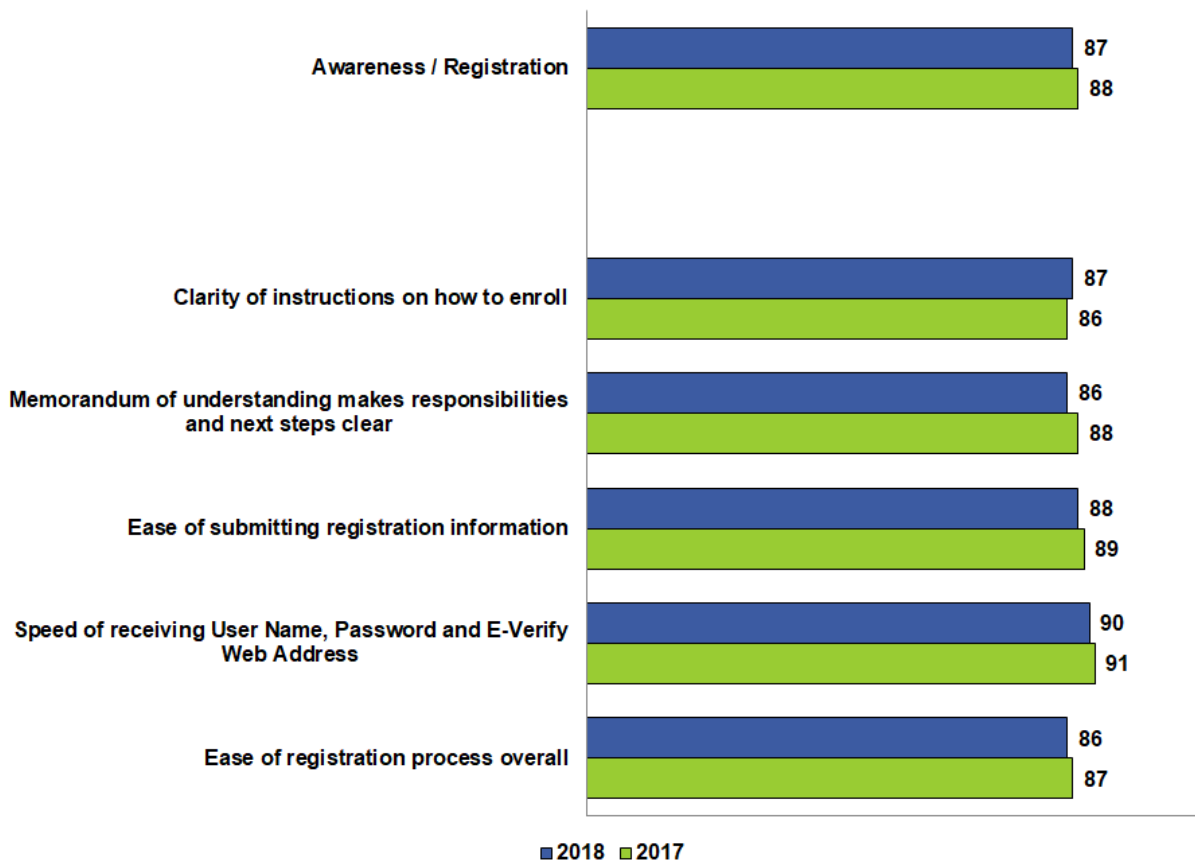
2017 N=68

2018 N=997

*Statistically Significant at 90% confidence level

Tutorial (New Enrollees only)

Online resources, user manuals and training provide useful information and are easily accessible. Almost all (93%) respondents who enrolled in E-Verify in the past 12 months (from survey completion date) *completed the training and online tutorial*. Of these, 86% thought the training was *useful in helping employers pass the mastery test.* This is a decrease of eleven percentage points from last year and is in line with the percentages posted in 2016 and 2015. The percentage of those who thought *the tutorial and mastery test adequately prepares employers to use E-Verify* reversed a seven percentage point gain in 2017 and declined seven points this year to rest at 90%.

Ease of completing training in terms of time required (85) saw the largest significant decline as it lost three points from last year.

Figure 20 – Tutorial Scores

2017 N=78

2018 N=86
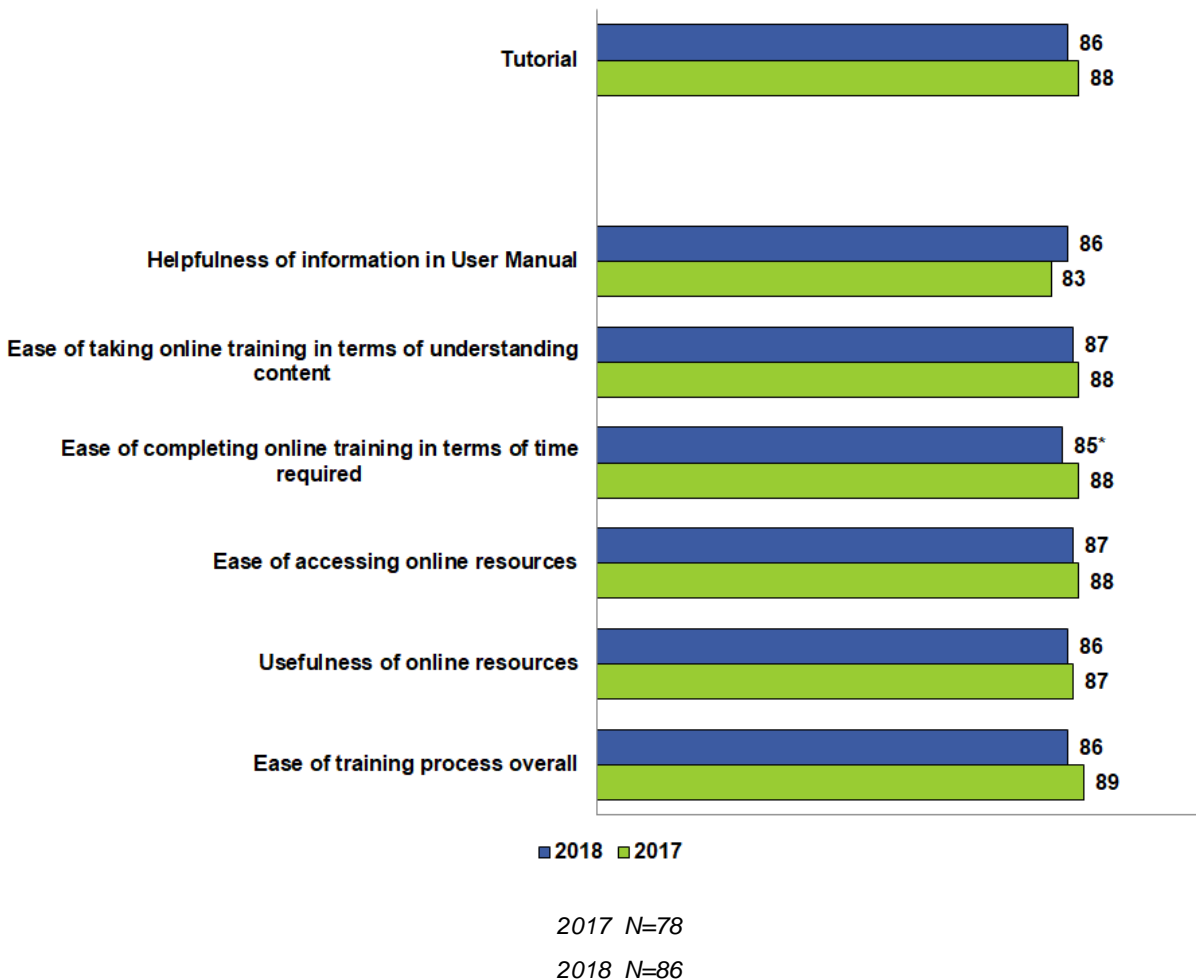
*Statistically Significant at 90% confidence level

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

Eleven percent of all users contacted *Customer Service by phone* in the past six months. This is a slight but significant drop of two percentage points. Phone is the predominate method for contacting Customer Service as only four percent of all users contacted Customer Service via e-mail. With scores mostly in the low 90s, Phone Customer Service professionals are *professional* and able to *understand most problems* for the E-Verify users that contacted them.

Figure 21 – Trending Customer Service – Phone Scores
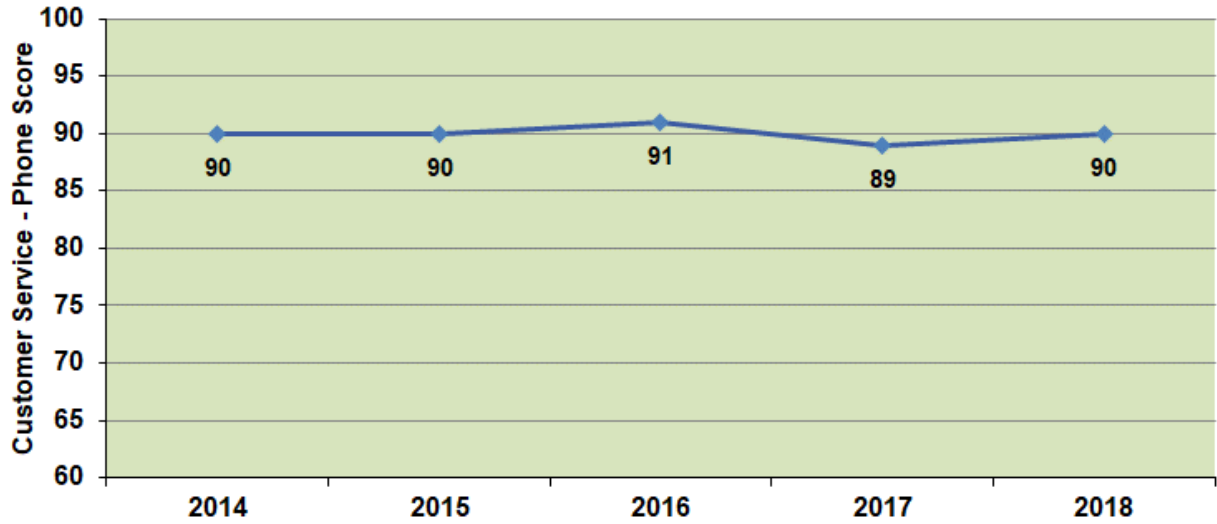
Figure 22 – Customer Service – Phone Scores

Customer Service
- New Enrollees: 89
- Existing Members: 90

Ability to understand your questions/issue
- New Enrollees: 92
- Existing Members: 91

Professionalism
- New Enrollees: 91
- Existing Members: 92

Communication skills
- New Enrollees: 91
- Existing Members: 92

Providing guidance on policy/questions
- New Enrollees: 91
- Existing Members: 90

Ease of accessing representative
- New Enrollees: 87
- Existing Members: 88

■ New Enrollees (0-12 months)   ■ Existing Members (1 or more years)

New Enrollees N=118

Existing Users N=251

Statistically Significant at 90% confidence level

The percentage of issues resolved (91%) dropped five percentage points from last year. Of those, 89% had their *issue resolved on the first call* (first call resolution). Of those who contacted Customer Service via phone, 17% of all callers were *transferred during their call*. Most (84%) found the *wait time* they experienced to be acceptable. This is a decrease of 10% points from last year. Of those transferred, 25% were transferred more than once. This is almost double the amount from last year.

Customer Service- E-mail

Four percent of respondents contacted *customer service by e-mail.* Satisfaction scores for e-mail customer service tend to be lower than those for phone. Seventy-seven percent of those contacting E-Verify by e-mail had their issue resolved after emailing. This is a decrease of seven percentage points from last year.

Figure 23 – Trending Customer Service – E-mail Scores
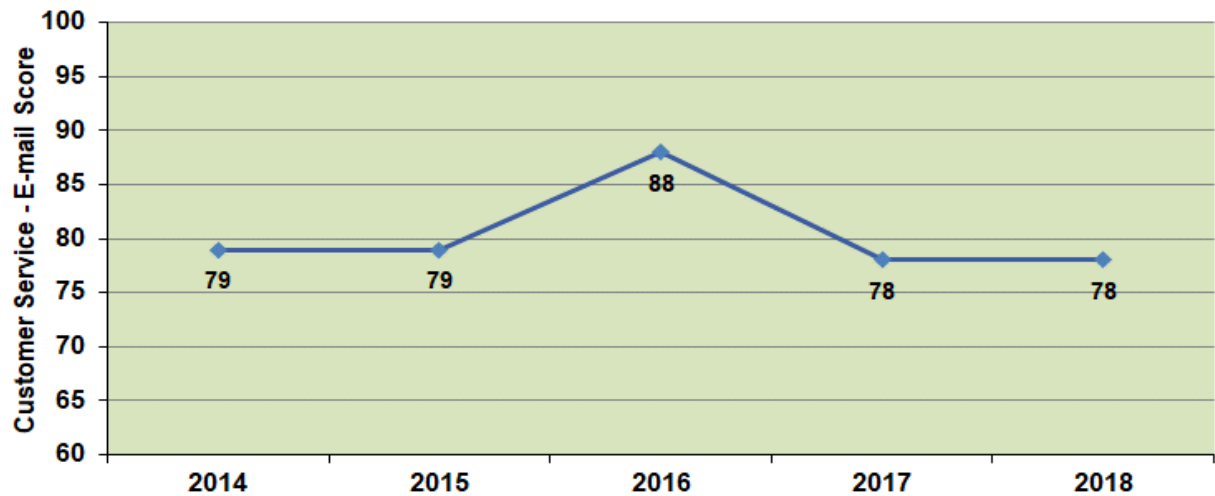
Figure 24 – Customer Service – E-mail Scores
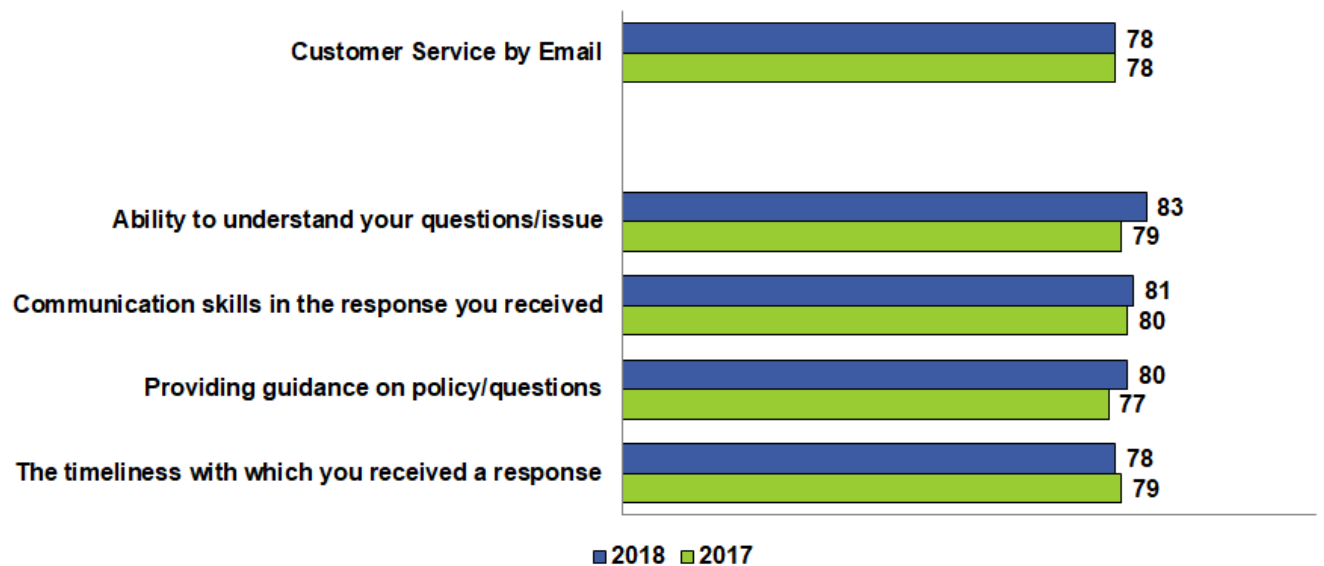
Insufficient responses (N=53) to calculate scores for New Enrollees

Technical Assistance

Just three percent of all respondents (N=127) had *contacted Technical Assistance* in the past six months. This is a slight increase from last year. While Technical Assistance overall scores remain strong, they have declined across the board from last year.

Figure 25 – Technical Assistance Scores
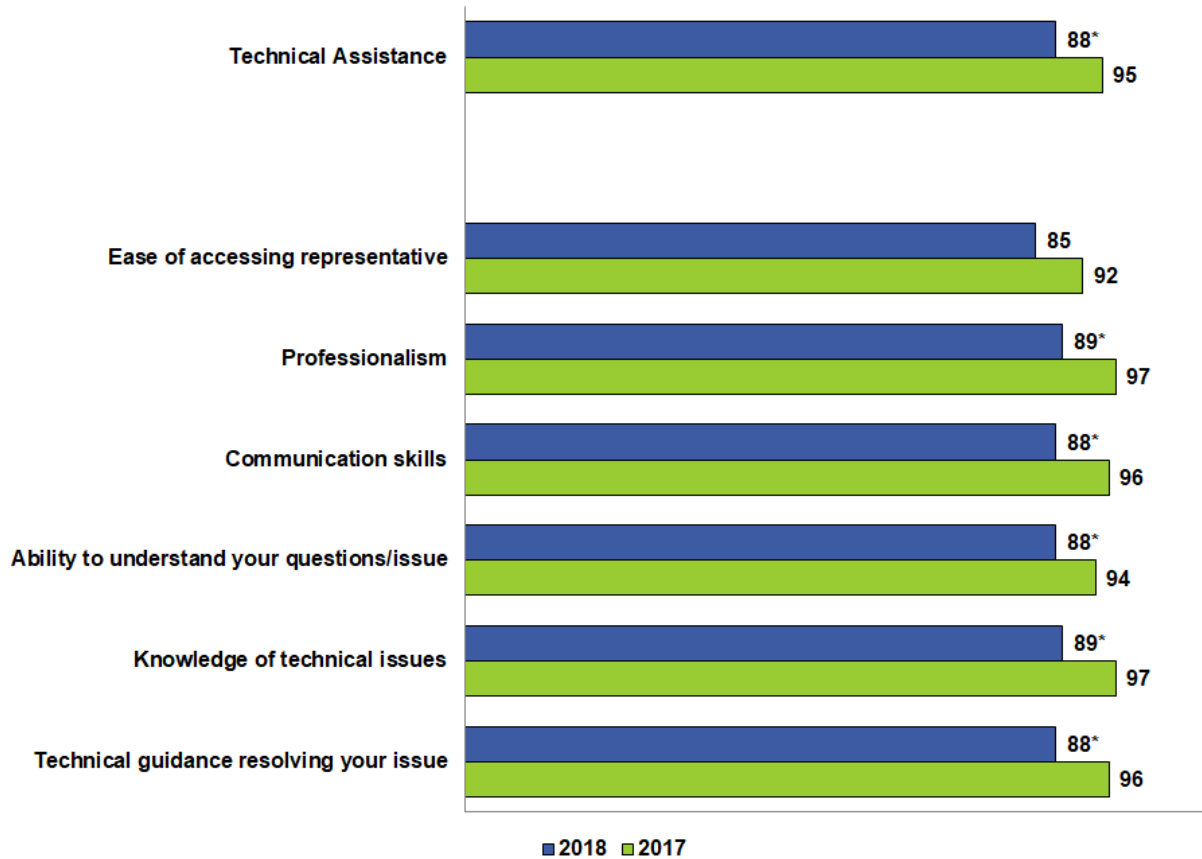
Insufficient responses (N=27) to calculate scores for New Enrollees

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 (79) showed more interest *in using the Internet to get assistance* than Existing Users (70). This is consistent with previous years.

Figure 26 – Internet Use – Interest in using Internet Help Scores
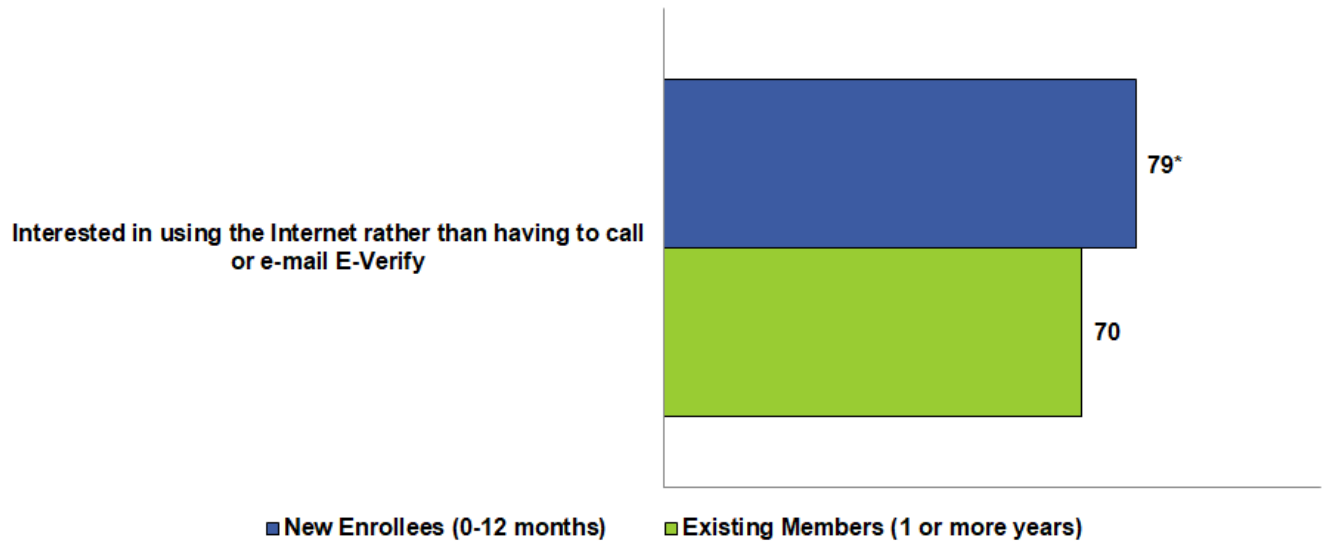
New Enrollees N=1,023

Existing Users N=2,852

*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

Over half of the total sample (60%) believe E-Verify is *doing enough to ensure companies adhere to E-Verify policies*. This is similar to last year. Likewise, 68% 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 tend to have higher Customer Satisfaction Index (CSI) scores than those who do not or who don't know.

System Integrity – Policies and Safeguards

Figure 27 – System Integrity – Policies and Safeguards Charts

N= 4,283
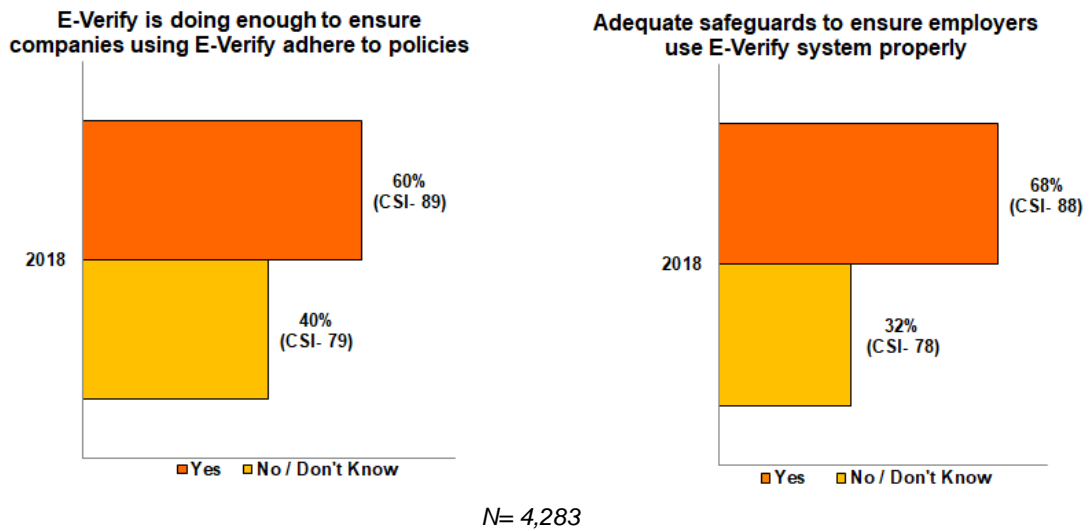
Figure 28 – System Integrity – Policies and Safeguards Tables

E-Verify is doing enough to ensure companies using E-Verify adhere to policies	2017 Percent	2017 Sample	2017 Satisfaction	2018 Percent	2018 Sample	2018 Satisfaction
Yes	64%	509	89	60%	2,580	89
No / Do not know	36%	292	79	40%	1,703	79
Number of Respondents	**801**	**801**	**801**	**4,283**	**4,283**	**4,283**

Adequate safeguards to ensure employers use E-Verify system properly	2017 Percent	2017 Sample	2017 Satisfaction	2018 Percent	2018 Sample	2018 Satisfaction
Yes	70%	558	88	68%	2,922	88
No / Do Not Know	30%	243	78	32%	1,361	78
Number of Respondents	**801**	**801**	**801**	**4,283**	**4,283**	**4,283**

Outreach and Communications

All users were asked how they first learned about E-Verify. The employee's *Company/HR/Corporate Office* (31%) remains the most mentioned resource again this year. *Local, State or Federal Government* receives the second highest percentage of responses (20%). *E-Verify materials* and the *E-Verify website* collectively account for 24% of mentions.

Figure 29 – How Did You Learn About E-Verify

How did you first learn about E-Verify	2017 Percent	2017 Frequency	2018 Percent	2018 Frequency
My Company/HR/Corporate Office	35%	196	31%	872
Local, State or Federal Government	21%	117	20%	558
E-Verify website	12%	68	13%	373
E-Verify materials or presentation	11%	62	11%	303
Colleague/Employee	6%	35	10%	285
USCIS or SSA materials or presentation	6%	35	9%	242
Billboard advertisement	5%	28	4%	112
USCIS or SSA website	3%	14	2%	64
Print advertisement	0%	0	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	0%	2	0%	8
Media coverage	0%	0	0%	0
Information from a client	0%	0	0%	0
Information from a professional organization	0%	0	0%	0
U.S. Immigration and Customs Enforcement audit or visit	0%	0	0%	0
Number of Respondents	**557**	**557**	**2,817**	**2,817**

Of those who were required to use E-Verify, *Local, State and Federal Government* (45%) and *Company/HR/Corporate Office* (24%) were the major resources respondents used to learn about E-Verify requirements.

Figure 30 – How Did You Learn About E-Verify Requirements

How did you learn about requirement to participate in E-Verify	2017 Percent	2017 Frequency	2018 Percent	2018 Frequency
Local, State or Federal Government	46%	24	45%	99
My Company/HR/Corporate Office	27%	14	24%	53
E-Verify website	10%	5	9%	21
Colleague/Employee	2%	1	8%	18
USCIS or SSA materials or presentation	8%	4	7%	15
E-Verify materials or presentation	4%	2	6%	13
USCIS or SSA website	4%	2	1%	3
Print advertisement	0%	0	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	0%	0	0%	0
Media coverage	0%	0	0%	0
Information from a client	0%	0	0%	0
Information from a professional organization	0%	0	0%	0
U.S. Immigration and Customs Enforcement audit or visit	0%	0	0%	0
Number of Respondents	**52**	**52**	**222**	**222**

When asked about the reasons for signing up for E-Verify, the top three reasons were *Improving ability to verify work authorization* (53%), *Required participation from state or local government* (35%), and *Federal government requirement* (27%).

Figure 31 – When Did Your Company Sign Up For E-Verify

Why did your company sign up for E-Verify~	2017 Percent	2017 Frequency	2018 Percent	2018 Frequency
To improve ability to verify work authorization	43%	343	53%	2,263
State or local government/state or local contractor required participation	32%	260	35%	1,514
Federal government/federal contractor required participation	36%	292	27%	1,173
Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine	12%	97	16%	666
To satisfy a client´s request	6%	48	10%	416
Parent company required participation	8%	67	7%	319
Believed it would make us more competitive with others in our industry	5%	41	6%	244
Other	4%	36	7%	289
Number of Respondents	**801**	**801**	**4,283**	**4,283**

~multiple answers allowed

Just under two-thirds (62%) 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 23% would be *somewhat likely to continue to use it without a requirement.* Only seven percent said they would not use it at all.

Figure 32 – Likelihood To Continue Using E-Verify

Likelihood to continue using E-Verify if no longer required to do so	2017 Percent	2017 Frequency	2018 Percent	2018 Frequency
Very likely	66%	341	62%	1,457
Somewhat likely	20%	101	23%	541
Not Too Likely	9%	45	8%	191
Not At All Likely	5%	26	7%	157
Number of Respondents	**513**	**513**	**2,346**	**2,346**

The clear majority of all users (88%) prefer e-mail as the mode for *getting information about changes or updates to E-Verify. E-mail* (45%) also remains also most preferred method of *contacting E-Verify for help.* Just over one-quarter (28%) prefer to *use the phone*. This is similar to last year.

Figure 33 – Preferred Contact Method Charts

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

Method	Percentage
E-mail	88%
Through the E-Verify Website	7%
Mailer	2%
E-Verify system broadcast message	2%
Fax	0%
Phone call	0%
Live presentation	0%
Other	1%

How would you prefer to contact E-Verify for help

Method	Percentage
E-mail	45%
Phone call	28%
Text or Web chat	13%
Through the E-Verify website	13%
Fax	0%
Mail	0%
Other	1%

N=4,283

Figure 34 – Preferred Method About Hearing Changes

How would you prefer to get information about changes or updates to E-Verify	2017 Percent	2017 Frequency	2018 Percent	2018 Frequency
E-mail	86%	686	88%	3,773
Through the E-Verify Website	8%	65	7%	288
Mailer	2%	20	2%	92
E-Verify system broadcast message	2%	14	2%	67
Fax	0%	4	0%	5
Phone call	0%	3	0%	5
Live presentation	1%	6	0%	15
Other	0%	3	1%	38
Number of Respondents	**801**	**801**	**4,283**	**4,283**

Figure 35 – Preferred Method For Receiving Help

How would prefer to contact E-Verify for help	2017 Percent	2017 Frequency	2018 Percent	2018 Frequency
E-mail	45%	357	45%	1,917
Phone call	28%	225	28%	1,202
Text or Web chat	13%	102	13%	557
Through the E-Verify website	14%	114	13%	554
Fax	0%	0	0%	4
Mail	0%	0	0%	4
Other	0%	3	1%	45
Number of Respondents	**801**	**801**	**4,283**	**4,283**

Text Comment Analysis

The survey contained an open-ended question where respondents could provide their thoughts regarding E-Verify. Comments were read and content analyzed to discern any meta themes within each question.

It should be noted that the most common comment was that the E-Verify program was "good as is" and did not require any changes as this sampling of the 148 comments provided can attest.

- *"Our company has been using E-Verify since December 2007, and we find the system exceeds our expectations. Keep up the great work!"*
- *"I was very anxious at first, but once I used the on line tutorial and then took the test and started to use the system, I found it was very user friendly and a great tool for verifying the I-9."*
- *"It's a good system. It's quick and clear. If you have your information ready, the whole process is quick. Like anything, if you are not prepared to answer the questions, it's cumbersome. Just be organized and the whole process is usually done in 5-10 minutes."*

There were also a fair amount of comments regarding the government shutdown at the beginning of 2019. Most were concerned with not being able to conduct E-Verify business during the shutdown.

- *"Only/main complaint is that the site has been down during the government shut-down and we have hired three new staff people in that time. For now, we are just biding our time until the site is working again."*
- *"Can't use a site that is inoperable because of the government shut down. The futility of this is very frustrating."*
- *"E-Verify should never be shut down. It is amazing that a group of politicians who are so worried about illegal immigrants working shut down the very program that allows the rest of us to avoid hiring people who are not legally able to work."*

For those respondents who mentioned items for improvement, the most common items dealt with the following:

Making E-Verify mandatory for all companies (46 comments):

- *"Make it a federally mandated program vs. state by state. Again nothing you can fix, but that would be the only way to improve the program."*
- *"E-Verify is a good tool. The problem is that it is not required to be used. If it were required to be used in ALL states and by ALL employers, with penalties for not using, I believe it might be an effective hedge against illegal employment of persons in the USA illegally. The problem is not the E-Verify system… There seem to be few, if any, penalties for employers of illegals.."*
- *"Require all employers to use. I want to follow but the waiting period and the fact that many of my competitors don't use it puts us at a disadvantage. Cost if employee wages is going up and much of our cost is wages. Competitors are under bidding us all the time because their employees are receiving much lower wages or off the books."*

Issues with passwords (21 comments):

- *"Passwords have to be overly complicated and have to be changed too often. Needs to be a more efficient way of handling passwords."*

- *"The password rules for E-Verify are ridiculous. I truly understand internet security. That said, I easily spent 20 minutes this week trying to create a new password that met your rules and didn't match my recent passwords (of which I could only remember one). We have 3 LLCs which means 3 E-Verify logins. That is a lot of time spent resetting passwords when they expire. It would also be great if the system could somehow aggregate LLCs up under a S-Corp thus dropping that login down to one."*
- *"'I understand the need for security but the password requirements are a pain, I only use it when I hire which is rarely, so I pretty much have to make a new password every time I sign in."*

Other areas of concern for respondents included timing and data entry issues, as well as a desire for some sort of chat customer service option:
- *"You should have 1-2 weeks to get a new employee verified. As a small business things get busy and a couple day window to run someone through the system is hard if not impossible to do sometimes."*
- *"The regulations should be extended slightly to help small employers deal with massive hiring and again, let me put in multiple people at a time. Some states use Child Support reporting in this way. It is way faster and saves employers a lot of time when they are hiring large groups of people at a time."*
- *"I love the idea of being able to chat with an agent when I have a question. Email is great but the replies can be slow and sometimes we can't wait. The Q&A on the website is inadequate in my opinion and doesn't address every potential question. Maybe it could be updated regularly to answer the odd questions that come in via email or a chat option."*

The full breakdown of comments is listed in Appendix E.

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*. Both new and existing users remain *confident in program accuracy* and are likely to *recommend E-Verify*. While members are still likely to *use E-Verify again in the future*, the score dipped two points to 93 this year.

Figure 36 – Outcome Behavior Scores

New Enrollees N=1,136

Existing Users N=3,147

*Statistically Significant at 90% confidence level

Priority Matrix

By plotting performance scores (along the vertical axis) against impact on satisfaction (along the horizontal axis), it is possible to identify those driver 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 satisfaction drivers, no driver falls into this region of the matrix.

Figure 37 – New Enrollees Priority Matrix
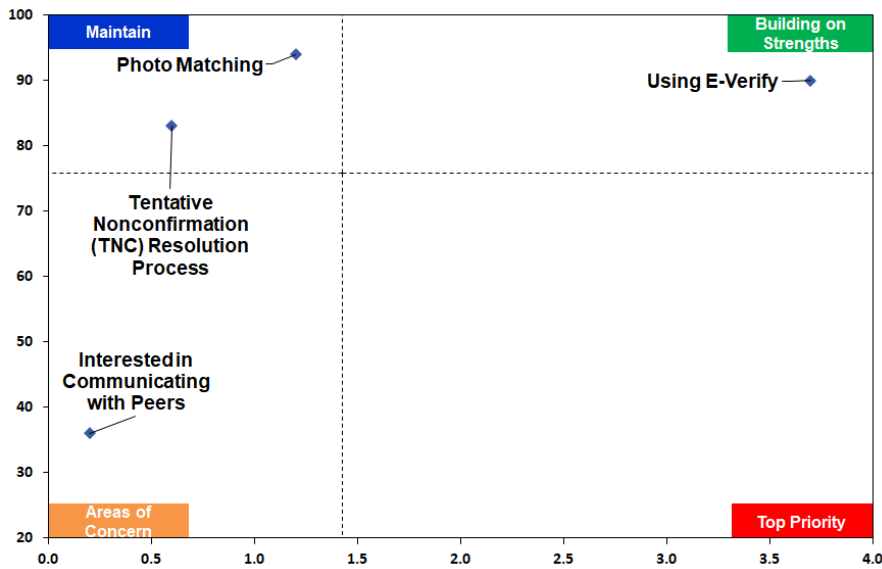
Figure 38 – Existing Users Priority Matrix
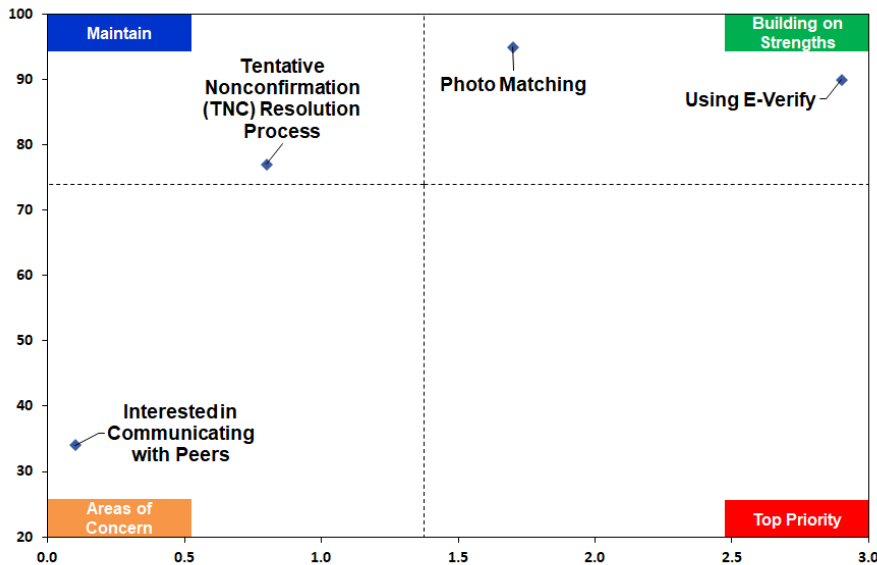
APPENDIX A: CUSTOMER SATISFACTION MODELS

Customer Satisfaction Models

The same customer satisfaction model, developed for the 2009 baseline study, was used to evaluate the 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[2]. Each of these is discussed below.

The Customer Satisfaction Index (CSI). The CSI is the weighted 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 39 – CSI Model Explanation
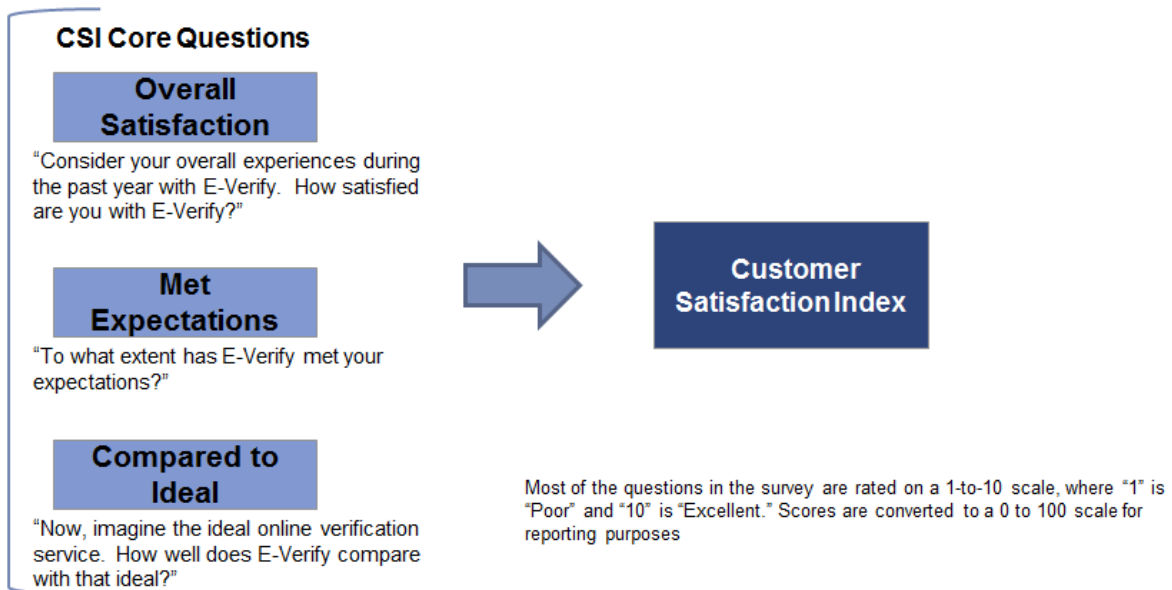
Drivers of Satisfaction are indices comprised of the response averages to 11 questions grouped into three topic areas, called drivers. Questions on *Using E-Verify, TNC Resolution,* and *Photo Matching* are asked of all respondents. Attribute scores are the mean (average) respondent scores of each individual question that was asked

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[2] 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.

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 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 40 – 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) **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

    iii. Driver 3) **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 41 – Customer Satisfaction Outcomes
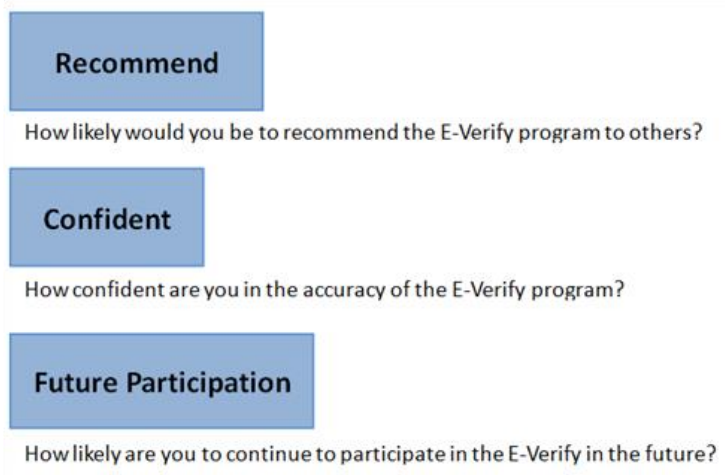
Non-Modeled Components. The questions below are those where the number of respondents who use a given area is too low to include their answers in the model or where the question provides additional information on user behavior but was not meant for incorporation into the ACSI methodology model.[3]

Non- Modeled Components

Figure 42 – 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

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

       1. Professionalism

       2. Communication Skills

       3. Knowledge of technical issues

       4. Ease of accessing representative

       5. Technical guidance resolving your issue

III.   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

IV.   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

     Usefulness of online resources

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

V.   Experience with E-Verify Listens

VI.   Internet Usage

VII.   Interest in Communication with Peers about E-Verify

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 43 – CSI Model Illustration
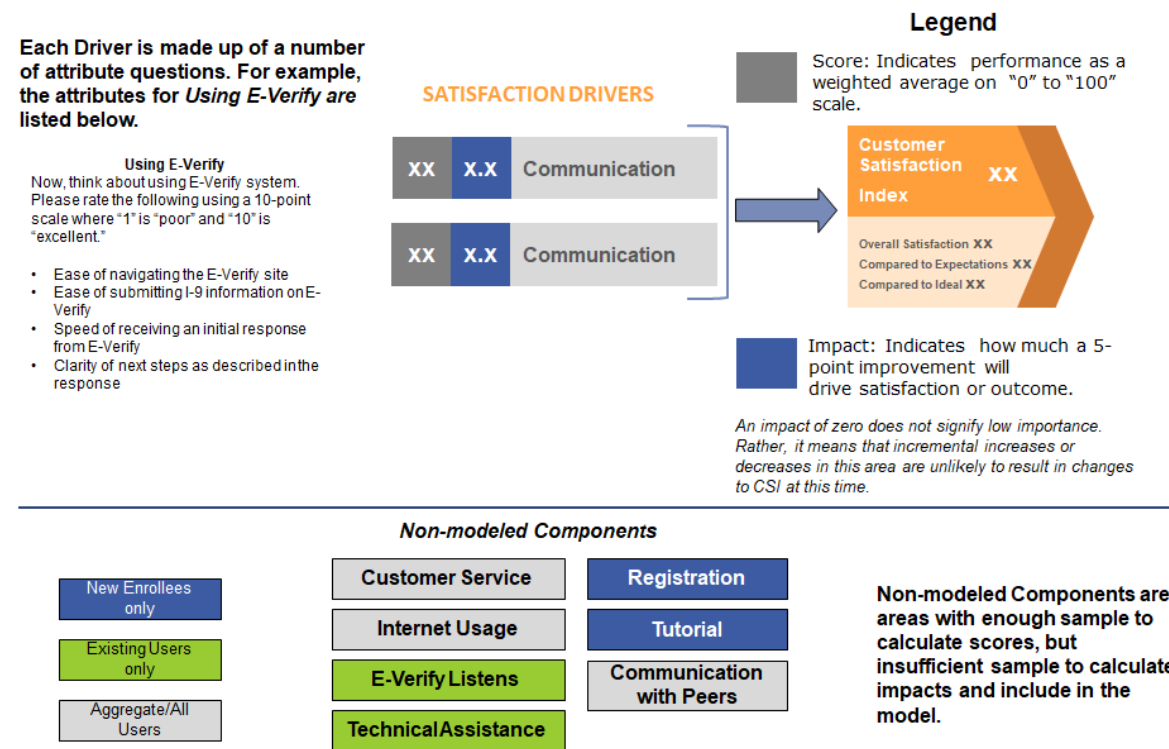
On the left-hand side of the model, each of the satisfaction drivers is shown. Driver scores, shown in the blue ovals, are the mean aggregate respondent scores for each individual question asked in the survey. Respondents were asked to rate each item on a 1-to-10 scale with 1 being "poor" and 10 being "excellent." These responses are converted to a 0-to-100 scale for reporting purposes. It is important to note that these scores are 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 interpreted 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 *Using E-Verify* was 90 and the impact was 2.3, a five point increase in *Using E-Verify* would result in a 2.3 point increase in CSI. 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 CSI has on each of the outcomes is shown in the rectangle in the lower right-hand side of the box. For example, if *Recommend* has an impact of 4.8 for Existing Users. This means a 5-point improvement in Satisfaction will drive the likelihood to recommend score by 4.8 points.

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

APPENDIX B: SURVEY QUESTIONNAIRE

E-Verify Customer Survey of 2018 Users

Introduction

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

Please take a few moments to respond to this survey.

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

The Office of Management and Budget Control authorized this survey under OMB Survey control number 1090-0007, which expires September 30, 2021. For more details on OMB authorization, please visit the following website.

Awareness / Registration

QA. USCIS records indicate that your company is currently enrolled in E-Verify. Is that correct?
1. Yes   (CONTINUE)
2. No   Thank You. We will re-check our records. (TERMINATE)

QB. We would like the person who responds to this survey to be someone who is knowledgeable about why your company signed up for E-Verify and your company's use of E-Verify. Your name was provided as someone who would be appropriate to respond. Is that correct?
1. Yes   (SKIP TO Q1.)
2. No   (CONTINUE)

QC. We would appreciate it if you would either:

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

  OR

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

NAME: _____

E-MAIL ADDRESS: _____

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

Q1. How did you first learn about E-Verify? (Select only one.)
1. E-Verify materials or presentation
2. E-Verify Web site
3. US Citizenship and Immigration Services (USCIS) or Social Security Administration (SSA) materials or presentation
4. USCIS or SSA Website
5. My Company / Human Resources (HR) / Corporate Office
6. Colleague / Employee
7. Professional Associate
8. Local, State or Federal Government
9. Advertisement (print, radio, billboard, online)
10. News Story
11. Social Media
12. Information from a client or a professional organization
13. Former Employer
14. Other (Please Specify: _____)

Q2. When did you learn about E-Verify?
1. Within the last six months
2. Within the last six to 12 months
3. One or two years ago
4. More than two years ago
5. Don't remember

Q3. Why did your company enroll in E-Verify? (Select all that apply.)
1. Parent company required participation
2. Required to by state or local government / state or local contractor
3. Required to by federal government / federal contractor
4. To satisfy a client's request
5. Believed using E-Verify would help us to avoid a U.S. ICE audit or fine
6. To improve ability to verify work authorization
7. Believed it would make us more competitive with others in our industry

8. Other (Please Specify: _____)

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

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

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

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

Q6. If your company participates in E-Verify because it is required to do so, how did you learn about that requirement? (Select only one.)
   1. E-Verify materials or presentation
   2. E-Verify Web site
   3. US Citizenship and Immigration Services (USCIS) or Social Security Administration (SSA) materials or presentation
   4. USCIS or SSA Website
   5. My Company / Human Resources (HR) / Corporate Office
   6. Colleague / Employee
   7. Professional Associate
   8. Local, State or Federal Government
   9. Advertisement (print, radio, billboard, online)
   10. News Story
   11. Social Media
   12. Information from a client or a professional organization
   13. Former Employer
   14. Other (Please Specify: _____)

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

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

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

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

Q9.   Clarity of instructions on how to enroll

Q10.   Memorandum of understanding making the employer's responsibilities and next steps clear

Q11.   Ease of submitting registration information

Q12.   Speed of receiving User Name, Password and E-Verify Web Address

Q13.   Ease of registration process overall (including the required testing)

(IF Q13. IS RATED LOWER THAN "6" ASK Q14.)
Q14. What is your reason for rating ease of registration process overall lower than

        "6"? (OPEN END)

Tutorial

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

Now, think about the training and online tutorial that is part of the sign up process. Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."
[ROTATE Q16 THRU Q19; Q20 MUST BE LAST.]
Q16.   Ease of taking online training in terms of understanding content
Q17.   Ease of completing online training in terms of time required
Q18.   Ease of accessing online resources
Q19.   Usefulness of online resources
Q20.   Ease of training process overall

Q21. Please rate the usefulness of the following resources in helping you understand E-Verify processes and policies. Use a scale from "1" to "10", where "1" is "not

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

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

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

(IF Q20. IS RATED LOWER THAN "6" ASK Q23.)
Q23. What is your reason for rating ease of training lower than "6"? (OPEN END)

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

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

Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."
Q25. Helpfulness of information in the E-Verify User Manual

Q26. Did you use the table of contents to find information about a topic?
1. Yes
2. No
3. Don't remember
Q27. What feature of the user manual was most helpful? (open end)

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

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

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

Use

Q32. Have you used E-Verify in the past six (6) months?
1. Yes (SKIP TO Q37.)
2. No (CONTINUE)
3. Don't Know (CONTINUE)

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

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

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

[ALL IN Q35. SKIP TO Q37.]

Q36. Why have you never used E-Verify?
    [CHECK ALL THAT APPLY]
1. Have not hired any new employees since enrolling in E-Verify
2. Do not want to participate in E-Verify

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

[ALL IN Q36. SKIP TO D1]

Q37. Which best describes your organization as a user of E-Verify?
1. Employer E-Verify User -- users of E-Verify that are NOT employment services providers, E-Verify Employer Agents (formerly Designated Agents), or the user of an E-Verify Employer Agent.
2. Temporary Agency or Employment Agency -- users of E-Verify that provide employment services to other employers, that is, provide them with permanent or temporary workers.
3. E-Verify Employer Agent (formerly Designated Agent) -- users of E-Verify that enrolled for E-Verify as an E-Verify Employer (or Designated) Agent, that is, as a company that provides E-Verify services to other employers for a fee.

Qxx Are you a first-time user of E-Verify (i.e. You have used E-Verify for the first time in the last year)?
Yes
No

Q38. Which best describes how frequently you use E-Verify?
1. Once a week or more
2. Two or three times a month
3. About once a month
4. Once every few months
5. Once or twice a year
6. Less than once a year

Using E-Verify

Q39. How do you usually create an E-Verify case?
1. Website – use the E-Verify Website to generate a case (IF WEBSITE ASK Q40)
2. Web services – use a Web services application that was custom-built by someone other than the federal government
3. Use both Website and Web service (IF WEBSITE ASK Q40)

Q40. Would you find the addition of an electronic I-9 useful? (ONLY ASK IF Q39=1 or 3)

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

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

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

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

Q42.   Ease of navigating the E-Verify site

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

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

Q45.   Clarity of next steps as described in the response

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

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

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

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

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

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

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

Q49.   Speed of resolving the case

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

Q51.   Ease of resolving the case

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

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

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

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

Q54a. Do you find the duplicate case alert useful?

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

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

Photo Matching

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

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

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

Q56.   Ease of photo matching process

Q57.   Helpfulness in preventing fraud

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

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

Q59. How do you submit information for cases where the photo presented by E-Verify doesn't match the photo provided by the employee?
1. Scan and upload into E-Verify
2. Express Mail
3. Other (Please describe)

Customer Service

Q60. Have you contacted E-Verify customer service **by phone** (1-888-464-4218) in the past six months?
1. Yes (CONTINUE)
2. No (SKIP TO Q84.)
3. Don't Know (SKIP TO Q84.)

Q61. Did you call about a password reset?
1. Yes
2. No
3. Don't know

Q62. Overall, how satisfied were you with your experience when you contacted E-Verify customer service?
1. Very satisfied (SKIP TO Q64.)
2. Somewhat satisfied (SKIP TO Q64.)
3. Somewhat dissatisfied (CONTINUE)
4. Very dissatisfied (CONTINUE)

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

Q64. Think about your most recent call to E-Verify customer service, were you transferred during that call?
1. Yes (CONTINUE)
2. No (SKIP TO Q67.)
3. Don't Know (SKIP TO Q67.)

Q65. Was the amount of time you had to wait before the transferred call was answered acceptable to you or did you feel it was too long?
1. Acceptable
2. Too long

Q66. During that call how many times were you transferred?
1. Once
2. Twice
3. Three times
4. More than three times
[ALL IN Q66 SKIP TO Q72.]

Think about the customer service that you received regarding E-Verify. Please rate the customer service representative who assisted you on the following using a 10-point scale where "1" is "poor" and "10" is "excellent." [ROTATE Q67 THRU Q71.]

Q67. Ease of accessing representative

Q68. Professionalism

Q69. Communication skills

Q70. Ability to understand your questions/issue

Q71. Providing guidance on policy/questions

[AFTER Q71 SKIP TO Q82.]

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

Q72. Ease of accessing representative

Q73. Professionalism

Q74. Communication skills

Q75. Ability to understand your questions/issue

Q76. Providing guidance on policy/questions

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

Q77. Ease of accessing representative

Q78. Professionalism

Q79. Communication skills

Q80. Ability to understand your questions/issue

Q81. Providing guidance on policy/questions

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

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

Q83. How many calls were needed to resolve your issue?
   1. Resolved during first call
   2. Needed to call back one additional time to resolve issue
   3. Needed to call back two additional times to resolve issue
   4. Needed to call back three or more additional times to resolve issue

Q84. Have you contacted E-Verify customer service **by email** (E-Verify@dhs.gov) in the past six months?
   a. Yes (CONTINUE)
   b. No (SKIP TO Q92.)
   c. Don't Know (SKIP TO Q92.)

Q85. Overall, how satisfied were you with your experience when you emailed E-Verify customer service?
   1. Very satisfied (SKIP TO Q87.)
   2. Somewhat satisfied (SKIP TO Q87.)
   3. Somewhat dissatisfied (CONTINUE)
   4. Very dissatisfied (CONTINUE)

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

   _____

Please rate the customer service you received when you emailed E-Verify on the following using a 10-point scale where "1" is "poor" and "10" is "excellent." [ROTATE Q87 THRU Q90.]
Q87. Ability to understand your questions/issue
Q88. The timeliness with which you received a response
Q89. Communication skills in the response you received
Q90. Providing guidance on policy/questions

Q91. Thinking about your most recent email to E-Verify customer service, was your question answered or issue resolved?
   1. Yes
   2. No
   3. Don't Know

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

Technical Assistance

Q93. Have you contacted E-Verify **technical assistance** (1-800-741-5023) in the past 6 months?
(This is a toll-free customer service line available to employers for assistance in resolving technical questions about the E-Verify operating system.)
1. Yes   (CONTINUE)
2. No   (SKIP TO Q103.)
3. Don't Know   (SKIP TO Q103.)

Q94. Was the amount of time you had to wait before the transferred call was answered acceptable to you or did you feel it was too long?
1. Acceptable
2. Too long

Think about the technical assistance that you received when you contacted E-Verify. Please rate the representative(s) who assisted you on the following using a 10-point scale where "1" is "poor" and "10" is "excellent." [ROTATE Q95 THRU Q100.]
Q95. Ease of accessing representative
Q96. Professionalism
Q97. Communication skills
Q98. Ability to understand your questions/issue
Q99. Knowledge of technical issues
Q100. Technical guidance resolving your issue

Q101. Was your reason or issue you called technical assistance resolved?
1. Yes   (CONTINUE)
2. No   (SKIP TO Q103.)
3. Don't Know   (SKIP TO Q103.)

Q102. How many calls were needed to resolve your issue?
1. Resolved during first call

2. Needed to call back one additional time to resolve issue
3. Needed to call back two additional times to resolve issue
4. Needed to call back three or more additional times to resolve issue

Policies and Regulations

Q103. In your opinion, do you think E-Verify is doing enough to ensure that companies using E-Verify adhere to the program's policies and regulations?
1. Yes
2. Not Sure / Do not know
3. No

Q104. In your opinion, does E-Verify have adequate safeguards in place to ensure that employers use the E-Verify system properly?
1. Yes
2. Not Sure / Do not know
3. No

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

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

Communications

Q106. How would you prefer to get information about changes or updates to E-Verify? (Select only one.)
1. E-mail
2. Fax
3. Mailer
4. E-Verify system broadcast message
5. Phone call
6. Through the E-Verify Website
7. Live presentation
8. Other (Please specify: _____)

Q107. How would you 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 first 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 <u>best describes</u> 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.
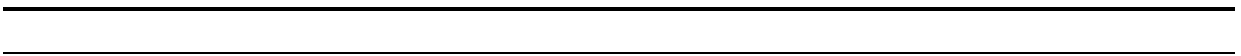
APPENDIX C: NON-MODELED RESPONSES

Year over Year Comparison

Figure 44 - 2017 v 2018 Demographics

	2017		2018	
	%	N	%	N
How did you first learn about E-Verify				
E-Verify materials or presentation	11%	62	11%	303
E-Verify website	12%	68	13%	373
USCIS or SSA materials or presentation	6%	35	9% ↑	242
USCIS or SSA website	3%	14	2%	64
My Company/HR/Corporate Office	35%	196	31% ↓	872
Colleague/Employee	6%	35	10% ↑	285
Local, State or Federal Government	21%	117	20%	558
Print advertisement	0%	0	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	0%	2	0%	8
Billboard advertisement	5%	28	4%	112
Media coverage	0%	0	0%	0
Information from a client	0%	0	0%	0
Information from a professional organization	0%	0	0%	0
U.S. Immigration and Customs Enforcement audit or visit	0%	0	0%	0
Number of Respondents	**557**		**2,817**	

	2017		2018	
	%	N	%	N
When did you learn about E-Verify				
Within the last six months	2%	15	5% ↑	211
Within the last six to twelve months	5%	37	12% ↑	511
One or two years ago	12%	100	14%	592
More than two years ago	76%	612	65% ↓	2,766
Don´t remember	5%	37	5%	203
Number of Respondents	**801**		**4,283**	

	2017		2018	
Why did your company sign up for E-Verify~				
Parent company required participation	8%	67	7%	319
State or local government/state or local contractor required participation	32%	260	35%	1,514
Federal government/federal contractor required participation	36%	292	27% ↓	1,173
To satisfy a client´s request	6%	48	10% ↑	416
Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine	12%	97	16% ↑	666
To improve ability to verify work authorization	43%	343	53% ↑	2,263
Believed it would make us more competitive with others in our industry	5%	41	6%	244
Other	4%	36	7% ↑	289
Number of Respondents	**801**		**4,283**	

	2017		2018	
Likelihood to continue using E-Verify if no longer required to do so				
Very likely	66%	341	62% ↓	1,457
Somewhat likely	20%	101	23% ↑	541
Not Too Likely	9%	45	8%	191
Not At All Likely	5%	26	7%	157
Number of Respondents	**513**		**2,346**	

	2017		2018	
	%	N	%	N
How did you learn about requirement to participate in E-Verify				
E-Verify materials or presentation	4%	2	6%	13
E-Verify website	10%	5	9%	21
USCIS or SSA materials or presentation	8%	4	7%	15
USCIS or SSA website	4%	2	1%	3
My Company/HR/Corporate Office	27%	14	24%	53
Colleague/Employee	2%	1	8% ↑	18
Local, State or Federal Government	46%	24	45%	99
Print advertisement	0%	0	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	0%	0	0%	0
Media coverage	0%	0	0%	0
Information from a client	0%	0	0%	0
Information from a professional organization	0%	0	0%	0
U.S. Immigration and Customs Enforcement audit or visit	0%	0	0%	0
Number of Respondents	**52**		**222**	

When did your organization enroll with E-Verify				
Within the last six months	4%	29	8% ↑	355
Within the last six to twelve months	7%	54	18% ↑	781
One or two years ago	15%	122	17%	720
More than two years ago	74%	596	57% ↓	2,427
Number of Respondents	**801**		**4,283**	

Did you enroll your organization with E-Verify				
I personally enrolled our organization	82%	68	88%	999
Someone else in our organization enrolled us with E-Verify	17%	14	11%	120
Don´t know	1%	1	1%	17
Number of Respondents	**83**		**1,136**	

	2017		2018	
	%	N	%	N
Completed training and online tutorial during E-Verify sign up process				
Completed the training	94%	78	93%	1,056
Did not complete the training	6%	5	7%	80
Number of Respondents	**83**		**1,136**	

	2017		2018	
Used the E-Verify User Manual				
Have used the User Manual	55%	43	43% ↓	449
Have not used the User Manual	45%	35	57% ↑	607
Number of Respondents	**78**		**1,056**	

	2017		2018	
Used table of contents				
Used table of contents	53%	23	46%	208
Did not use table of contents	2%	1	7% ↑	31
Don´t remember	44%	19	47%	212
Number of Respondents	**43**		**451**	

	2017		2018	
Is the training provided useful in helping employers pass the required test				
Training provided is useful	97%	76	86% ↓	904
Training provided is not useful	0%	0	1%	14
Don´t know	3%	2	13% ↑	138
Number of Respondents	**78**		**1,056**	

	2017		2018	
Tutorial and required test adequately prepare employers to use E-Verify				
Test prepares employers	97%	76	90% ↓	951
Test does not prepare employers	0%	0	2%	24
Don´t know	3%	2	8% ↑	81
Number of Respondents	**78**		**1,056**	

	2017		2018	
	%	N	%	N
Have you used E-Verify in the past six months				
Used E-Verify past 6 months	91%	732	88% ↓	3,774
Have not used E-Verify in past 6 months	8%	62	10% ↑	447
Don´t know	1%	7	1%	62
Number of Respondents	**801**		**4,283**	

	2017		2018	
Have you ever used E-Verify				
Used E-Verify	100%	69	100%	509
Have not used E-Verify	0%	0	0%	0
Don´t know	0%	0	0%	0
Number of Respondents	**69**		**509**	

	2017		2018	
About how long has it been since you last used E-Verify				
Seven to twelve months	55%	38	72% ↑	367
One to two years	33%	23	25%	129
More than two years	12%	8	3% ↓	13
Number of Respondents	**69**		**509**	

	2017		2018	
Why you have not used E-Verify within the past six months~				
Have not hired any new employees in past six months	80%	55	97% ↑	427
No longer want to participate in E-Verify	3%	2	2%	7
It was too difficult to use the E-Verify system	1%	1	2%	7
No longer see any value to using E-Verify	4%	3	1%	6
Using E-Verify required us to let go of some existing employees	0%	0	0%	0
Using E-Verify made us less competitive in the marketplace	0%	0	0%	1
No one on our current staff has completed the E-Verify tutorial	0%	0	1%	3
Other	12%	8	0%	0
Number of Respondents	**69**		**439**	

	2017		2018	
	%	**N**	**%**	**N**
Which best describes your organization as a user of E-Verify				
General User	94%	755	93%	3,973
Temporary Agency or Employment Agency	3%	23	4%	165
E-Verify Employer Agent	3%	23	3%	145
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	**N**	**%**	**N**
Which best describes how frequently you use E-Verify				
Once a week or more	17%	140	12% ↓	526
Two or three times a month	17%	133	16%	679
About once a month	14%	112	12%	533
Once every few months	29%	232	30%	1,303
Once or twice a year	17%	133	21% ↑	900
Less than once a year	6%	51	8% ↑	342
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	**N**	**%**	**N**
How usually generate E-Verify case				
Website	90%	720	91%	3,896
Web services	6%	47	6%	255
Website and Web service	4%	34	3%	132
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	**N**	**%**	**N**
Find the addition of electronic I-9 useful				
Would find useful	54%	388	53%	2,075
Would not find useful	16%	113	14%	550
Don´t know	30%	219	33%	1,271
Number of Respondents	**720**		**3,896**	

	2017		2018	
	%	**N**	**%**	**N**
Use pre-TNC check page				
Use page	35%	278	42% ↑	1,798
Do not use page	40%	321	31% ↓	1,311
Don´t know	25%	202	27%	1,174
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	N	%	N
Received a TNC in the past 6 months				
Received TNC	16%	125	14%	593
Did not receive TNC	71%	565	69%	2,940
Don´t know	14%	111	18% ↑	750
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	N	%	N
How many TNCs received in the past 6 months				
One	50%	63	57%	336
2-5	43%	54	36%	216
6-9	2%	2	4% ↑	24
10-24	3%	4	1%	8
25 or more	2%	2	2%	9
Number of Respondents	**125**		**593**	

	2017		2018	
	%	N	%	N
Find duplicate case alert useful				
Find duplicate case alert useful	74%	92	61% ↓	363
Do not find it useful	7%	9	6%	37
Don´t know	19%	24	33% ↑	193
Number of Respondents	**321**		**125**	

	2017		2018	
	%	**N**	**%**	**N**
How often you enter employees e-mail into E-Verify				
Never	48%	38	22% ↓	75
Always	53%	42	78% ↑	269
Number of Respondents	**80**		**344**	

	2017		2018	
	%	**N**	**%**	**N**
Past 6 months while using E-Verify have you been prompted to match a photo				
Prompted to match a photo	43%	344	41%	1,759
Not prompted to match a photo	52%	418	52%	2,223
Don´t know	5%	39	7% ↑	301
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	**N**	**%**	**N**
Have access to the required technology to complete the photo matching process				
Have convenient access	92%	317	92%	1,626
Do not have convenient access	5%	18	4%	73
Don´t know	3%	9	3%	60
Number of Respondents	**344**		**1,759**	

	2017		2018	
	%	**N**	**%**	**N**
How do you submit info when photo doesnt match photo provided				
Scan and upload into E-Verify	40%	136	48% ↑	855
Express Mail	0%	0	0%	8
Other	60%	208	51% ↓	904
Number of Respondents	**344**		**1,767**	

	2017		2018	
	%	**N**	**%**	**N**
Contacted E-Verify customer service by phone in the past 6 months				
Contacted customer service	13%	104	11% ↓	463
Did not contact customer service	85%	683	86%	3,703
Don´t know	2%	14	3% ↑	117
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	N	%	N
Satisfaction with your experience when you contacted E-Verify customer service				
Very satisfied	81%	84	78%	360
Somewhat satisfied	13%	13	16%	75
Somewhat dissatisfied	6%	6	3%	12
Very dissatisfied	1%	1	3% ↑	16
Number of Respondents	104		463	

	2017		2018	
Called about a password reset				
Called about a password reset	32%	33	30%	139
Did not call about a password reset	68%	71	68%	314
Don´t know	0%	0	2%	10
Number of Respondents	104		463	

	2017		2018	
Transferred during most recent call to E-Verify customer service				
Transferred during the call	15%	16	17%	77
Not transferred during the call	67%	70	64%	295
Don´t know	17%	18	20%	91
Number of Respondents	104		463	

	2017		2018	
Amount of time you had to wait before the transfer was acceptable or too long				
Acceptable	94%	15	84%	65
Too long	6%	1	16%	12
Number of Respondents	16		77	

	2017		2018	
	%	**N**	**%**	**N**
During that call how many times were you transferred				
Once	88%	14	74%	57
Twice	13%	2	18%	14
Three times	0%	0	6%	5
More than three times	0%	0	1%	1
Number of Respondents	**16**		**77**	

	2017		2018	
	%	**N**	**%**	**N**
Issue resolved during most recent call to E-Verify customer service				
Issue resolved	96%	100	91% ↓	420
Issue not resolved	2%	2	7% ↑	33
Don´t know	2%	2	2%	10
Number of Respondents	**104**		**463**	

	2017		2018	
	%	**N**	**%**	**N**
How many calls were needed to resolve your issue				
Resolved during first call	89%	89	89%	372
Needed to call back one additional time to resolve issue	10%	10	9%	37
Needed to call back two additional times to resolve issue	1%	1	2%	7
Needed to call back three or more additional times to resolve issue	0%	0	1%	4
Number of Respondents	**100**		**420**	

	2017		2018	
	%	**N**	**%**	**N**
Contacted E-Verify customer service by e-mail in the past 6 months				
E-mailed customer service	3%	25	4%	158
Have not e-mailed customer service	95%	759	93% ↓	3,980
Don´t know	2%	17	3% ↑	145
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	**N**	**%**	**N**
Satisfaction with your experience when you e-mailed E-Verify customer service				
Very satisfied	52%	13	62%	98
Somewhat satisfied	40%	10	25%	39
Somewhat dissatisfied	0%	0	6%	9
Very dissatisfied	8%	2	8%	12
Number of Respondents	**25**		**158**	

	2017		2018	
Question answered or issue resolved after e-mailing E-Verify customer service				
Issue resolved after e-mailing	84%	21	77%	122
Issue not resolved after e-mailing	4%	1	16% ↑	26
Don´t know	12%	3	6%	10
Number of Respondents	**25**		**158**	

	2017		2018	
Have you contacted E-Verify technical assistance in the past 6 months				
Contacted technical assistance	2%	13	3% ↑	127
Have not contacted technical assistance	96%	771	93% ↓	3,996
Don´t know	2%	17	4% ↑	160
Number of Respondents	**801**		**4,283**	

	2017		2018	
Amount of time before the call was transfer was acceptable or too long - TA				
Acceptable	100%	13	89% ↓	113
Too long	0%	0	11%	14
Number of Respondents	**13**		**127**	

	2017		2018	
Was your reason or issue you called technical assistance resolved				
Issue resolved	100%	13	87% ↓	111
Issue not resolved	0%	0	9%	12
Don´t know	0%	0	3%	4
Number of Respondents	**13**		**127**	

	2017		2018	
	%	N	%	N
How many calls were needed to resolve your technical issue				
Resolved during first call	85%	11	89%	99
Needed to call back one additional time to resolve issue	15%	2	5%	6
Needed to call back two additional times to resolve issue	0%	0	5%	5
Needed to call back three or more additional times to resolve issue	0%	0	1%	1
Number of Respondents	**13**		**111**	

	2017		2018	
E-Verify is doing enough to ensure companies using E-Verify adhere to policies				
Yes	64%	509	60% ↓	2,580
Not Sure / Do not know	35%	281	38% ↑	1,637
No	1%	11	2%	66
Number of Respondents	**801**		**4,283**	

	2017		2018	
Adequate safeguards to ensure employers use E-Verify system properly				
Yes	70%	558	68%	2,922
Not Sure / Do not know	29%	235	30%	1,299
No	1%	8	1%	62
Number of Respondents	**801**		**4,283**	

	2017		2018	
How would you prefer to get information about changes or updates to E-Verify				
E-mail	86%	686	88% ↑	3,773
Fax	0%	4	0%	5
Mailer	2%	20	2%	92
E-Verify system broadcast message	2%	14	2%	67
Phone call	0%	3	0%	5
Through the E-Verify Website	8%	65	7%	288
Live presentation	1%	6	0%	15
Other	0%	3	1% ↑	38
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	**N**	**%**	**N**
How would prefer to contact E-Verify for help				
E-mail	45%	357	45%	1,917
Fax	0%	0	0%	4
Mail	0%	0	0%	4
Text or Web chat	13%	102	13%	557
Phone call	28%	225	28%	1,202
Through the E-Verify website	14%	114	13%	554
Other	0%	3	1% ↑	45
Number of Respondents	**801**		**4,283**	

	2017		2018	
Used of aware of E-Verify Listens				
Yes	2%	18	2%	104
Don´t know	98%	783	82% ↓	3,495
Don´t know	0%	0	16%	684
Number of Respondents	**801**		**4,283**	

	2017		2018	
Contacted by E-Verify Monitoring and Compliance Group in last 6 months				
Yes	4%	29	3%	116
No	96%	772	97%	4,167
Don´t know	0%	0	0%	0
Number of Respondents	**801**		**4,283**	

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	2017		2018	
	%	N	%	N
How E-Verify Monitoring and Compliance Group contacted you				
E-mail	90%	26	90%	104
Phone call	3%	1	7%	8
Desk review	0%	0	0%	0
Site visit	7%	2	2%	2
Other	0%	0	2%	2
Number of Respondents	**29**		**116**	

How many people do you employ				
1-4	6%	49	10% ↑	439
5-29	31%	248	36% ↑	1,548
30-99	28%	221	26%	1,121
100-299	20%	158	15% ↓	663
300-999	9%	74	8%	325
1,000-9,999	6%	47	4% ↓	161
10,000+	0%	4	1%	26
Number of Respondents	**801**		**4,283**	

	2017		2018	
	%	N	%	N
Primary industry in which your company or organization conducts business				
Agriculture/Food Processing	1%	12	2%	85
Defense/Defense Industry	1%	10	1% ↓	23
Communications/Media	1%	12	1%	45
Construction/General Contracting	16%	130	13% ↓	574
Education	4%	34	4%	154
Engineering	4%	32	4%	192
Financial Services	3%	21	3%	110
Healthcare/Public Health	9%	69	9%	366
Hospitality	5%	44	5%	215
Information Technology	4%	33	7% ↑	289
Manufacturing	11%	88	11%	461
Non-Profit/Not-for-Profit	4%	33	5%	229
Sales - Retail or Wholesale	7%	59	6%	259
Staffing/Personnel	2%	17	3%	122
Transportation	4%	29	3%	126
Utilities/Energy/Natural Resources	1%	8	1%	53
Professional Services/Consulting	6%	45	6%	247
Government Services	4%	33	3% ↓	118
Other	11%	92	14% ↑	612
Number of Respondents	**801**		**4,280**	

Do you consider yourself a small business				
Small business	73%	584	77% ↑	3,301
Not a small business	23%	185	19% ↓	827
Don´t know	4%	32	4%	154
Number of Respondents	**801**		**4,282**	

State	2017		2018	
	%	N	%	N
AL	6%	47	4% ↓	170
AK	0%	0	0%	6
AZ	4%	35	7% ↑	276
AR	0%	3	8% ↑	328
CA	6%	47	2% ↓	95
CO	2%	18	1% ↓	22
CT	0%	2	0%	10
DE	0%	2	6% ↑	221
DC	1%	6	9% ↑	343
FL	4%	35	0% ↓	7
GA	9%	71	0% ↓	10
GU	0%	1	1% ↑	32
HI	0%	2	2% ↑	96
ID	0%	2	2% ↑	96
IL	2%	17	1% ↓	39
IN	2%	20	1% ↓	31
IA	0%	2	1% ↑	47
KS	1%	7	2% ↑	71
KY	0%	3	2% ↑	63
LA	2%	13	0% ↓	6
ME	0%	1	2% ↑	87
MD	2%	16	4% ↑	144
MA	1%	12	1%	44
MI	1%	7	0% ↓	6
MN	1%	11	5% ↑	213
MS	1%	9	0% ↓	7
MO	5%	37	2% ↓	65
MT	0%	0	0%	13

	2017		2018	
	%	N	%	N
State				
NE	2%	15	2%	81
NV	0%	2	0%	18
NH	0%	1	1% ↑	25
NJ	1%	7	3% ↑	109
NM	1%	6	2% ↑	63
NY	3%	23	1% ↓	48
NC	6%	50	1% ↓	29
ND	0%	1	3% ↑	118
OH	2%	16	0% ↓	5
OK	1%	7	0% ↓	7
OR	1%	6	9% ↑	367
PA	3%	28	0% ↓	7
PR	0%	2	4% ↑	145
RI	0%	2	2% ↑	59
SC	5%	44	4% ↓	137
SD	0%	3	0%	0
TN	4%	31	0% ↓	5
TX	6%	46	2% ↓	84
UT	2%	17	1% ↓	38
VT	0%	0	0%	4
VA	4%	35	0%	0
WA	3%	23	0%	0
WV	0%	3	0%	0
WI	1%	6	0%	0
WY	0%	1	0%	0
Number of Respondents	**801**		**3,897**	

New Vs Existing Users Comparison

Figure 45 - New v Existing Demographics

	New Enrollees		Existing Members	
	%	N	%	N
How did you first learn about E-Verify				
E-Verify materials or presentation	3%	35	9% ↑	268
E-Verify website	10%	118	8% ↓	255
USCIS or SSA materials or presentation	4%	51	6% ↑	191
USCIS or SSA website	2%	19	1%	45
My Company/HR/Corporate Office	13%	147	23% ↑	725
Colleague/Employee	12%	133	5% ↓	152
Local, State or Federal Government	10%	110	14% ↑	448
Print advertisement	0%	0	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	0%	3	0%	5
Billboard advertisement	3%	33	3%	79
Media coverage	0%	0	0%	0
Information from a client	0%	0	0%	0
Information from a professional organization	0%	0	0%	0
U.S. Immigration and Customs Enforcement audit or visit	0%	0	0%	0
Professional associate	11%	129	8% ↓	252
Info from a client or professional organization	11%	129	8% ↓	260
Former employer	12%	131	6% ↓	201
Other	9%	98	8%	266
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
When did you learn about E-Verify				
Within the last six months	16%	181	1% ↓	30
Within the last six to twelve months	40%	456	2% ↓	55
One or two years ago	13%	150	14%	442
More than two years ago	28%	314	78% ↑	2,452
Don´t remember	3%	35	5% ↑	168
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
Why did your company sign up for E-Verify~				
Parent company required participation	5%	52	8% ↑	267
State or local government/state or local contractor required participation	28%	318	38% ↑	1,196
Federal government/federal contractor required participation	18%	200	31% ↑	973
To satisfy a client´s request	12%	133	9% ↓	283
Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine	14%	155	16% ↑	511
To improve ability to verify work authorization	54%	617	52%	1,646
Believed it would make us more competitive with others in our industry	6%	66	6%	178
Other	9%	103	6% ↓	186
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
Likelihood to continue using E-Verify if no longer required to do so				
Very likely	55%	262	64% ↑	1,195
Somewhat likely	31%	147	21% ↓	394
Not Too Likely	8%	40	8%	151
Not At All Likely	6%	28	7%	129
Number of Respondents	**477**		**1,869**	

	New Enrollees		Existing Members	
	%	N	%	N
How did you learn about requirement to participate in E-Verify				
E-Verify materials or presentation	0%	0	5%	13
E-Verify website	7%	5	6%	16
USCIS or SSA materials or presentation	1%	1	5% ↑	14
USCIS or SSA website	0%	0	1%	3
My Company/HR/Corporate Office	7%	5	17% ↑	48
Colleague/Employee	10%	7	4% ↓	11
Local, State or Federal Government	31%	21	28%	78
Print advertisement	0%	0	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	0%	0	0%	0
Billboard advertisement	0%	0	4%	10
Media coverage	0%	0	0%	0
Information from a client	0%	0	0%	0
Information from a professional organization	0%	0	0%	0
U.S. Immigration and Customs Enforcement audit or visit	0%	0	0%	0
Advertisement	0%	0	0%	1
Info from client or professional organization	10%	7	9%	25
Former employer	4%	3	2%	7
Professional associate	15%	10	10%	27
Other	13%	9	10%	28
Number of Respondents	**68**		**281**	

	New Enrollees		Existing Members	
When did your organization enroll with E-Verify				
Within the last six months	31%	355	0%	0
Within the last six to twelve months	69%	781	0%	0
One or two years ago	0%	0	23%	720
More than two years ago	0%	0	77%	2,427
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	N	%	N
Did you enroll your organization with E-Verify				
I personally enrolled our organization	88%	999	0%	0
Someone else in our organization enrolled us with E-Verify	11%	120	0%	0
Don´t know	1%	17	0%	0
Number of Respondents	**1,136**		**0**	

	New Enrollees		Existing Members	
	%	N	%	N
Completed training and online tutorial during E-Verify sign up process				
Completed the training	93%	1,056	0%	0
Did not complete the training	7%	80	0%	0
Number of Respondents	**1,136**		**0**	

	New Enrollees		Existing Members	
	%	N	%	N
Used the E-Verify User Manual				
Have used the User Manual	43%	449	0%	0
Have not used the User Manual	57%	607	0%	0
Number of Respondents	**1,056**		**0**	

	New Enrollees		Existing Members	
	%	N	%	N
Used table of contents				
Used table of contents	46%	208	0%	0
Did not use table of contents	7%	31	0%	0
Don´t remember	47%	212	0%	0
Number of Respondents	**451**		**0**	

	New Enrollees		Existing Members	
	%	N	%	N
Is the training provided useful in helping employers pass the required test				
Training provided is useful	86%	904	0%	0
Training provided is not useful	1%	14	0%	0
Don´t know	13%	138	0%	0
Number of Respondents	**1,056**		**0**	

	New Enrollees		Existing Members	
	%	N	%	N
Tutorial and required test adequately prepare employers to use E-Verify				
Test prepares employers	90%	951	0%	0
Test does not prepare employers	2%	24	0%	0
Don´t know	8%	81	0%	0
Number of Respondents	**1,056**		**0**	

	New Enrollees		Existing Members	
	%	N	%	N
Have you used E-Verify in the past six months				
Used E-Verify past 6 months	85%	971	89% ↑	2,803
Have not used E-Verify in past 6 months	13%	149	9% ↓	298
Don´t know	1%	16	1%	46
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	N	%	N
Have you ever used E-Verify				
Used E-Verify	100%	165	100%	344
Have not used E-Verify	0%	0	0%	0
Don´t know	0%	0	0%	0
Number of Respondents	**165**		**344**	

	New Enrollees		Existing Members	
	%	N	%	N
About how long has it been since you last used E-Verify				
Seven to twelve months	93%	153	62% ↓	214
One to two years	6%	10	35% ↑	119
More than two years	1%	2	3%	11
Number of Respondents	**165**		**344**	

	New Enrollees		Existing Members	
	%	N	%	N
Why you have not used E-Verify within the past six months~				
Have not hired any new employees in past six months	97%	145	97%	282
No longer want to participate in E-Verify	3%	5	1% ↓	2
It was too difficult to use the E-Verify system	0%	0	2%	7
No longer see any value to using E-Verify	2%	3	1%	3
Using E-Verify required us to let go of some existing employees	0%	0	0%	0
Using E-Verify made us less competitive in the marketplace	0%	0	0%	1
No one on our current staff has completed the E-Verify tutorial	1%	2	0%	1
Other	0%	0	0%	0
Number of Respondents	**149**		**290**	

	New Enrollees		Existing Members	
Why have you never used E-Verify~				
Have not hired any new employees since enrolling in E-Verify	0%	0	0%	0
Do not want to participate in E-Verify	0%	0	0%	0
It seems too difficult to use the E-Verify system	0%	0	0%	0
Do not see any value to using E-Verify	0%	0	0%	0
Other	0%	0	0%	0
Number of Respondents	**0**		**0**	

	New Enrollees		Existing Members	
Which best describes your organization as a user of E-Verify				
General User	94%	1,068	92% ↓	2,905
Temporary Agency or Employment Agency	3%	36	4%	129
E-Verify Employer Agent	3%	32	4%	113
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
Which best describes how frequently you use E-Verify				
Once a week or more	4%	40	15% ↑	486
Two or three times a month	9%	98	18% ↑	581
About once a month	13%	153	12%	380
Once every few months	39%	442	27% ↓	861
Once or twice a year	27%	305	19% ↓	595
Less than once a year	9%	98	8%	244
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
How usually generate E-Verify case				
Website	92%	1,043	91%	2,853
Web services	5%	55	6% ↑	200
Website and Web service	3%	38	3%	94
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
Find the addition of electronic I-9 useful				
Would find useful	64%	667	49% ↓	1,408
Would not find useful	10%	109	15% ↑	441
Don´t know	26%	267	35% ↑	1,004
Number of Respondents	**1,043**		**2,853**	

	New Enrollees		Existing Members	
Use pre-TNC check page				
Use page	36%	407	44% ↑	1,391
Do not use page	29%	333	31%	978
Don´t know	35%	396	25% ↓	778
Number of Respondents	**1,136**		**3,147**	

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	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
Received a TNC in the past 6 months				
Received TNC	10%	117	15% ↑	476
Did not receive TNC	69%	780	69%	2,160
Don´t know	21%	239	16% ↓	511
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
How many TNCs received in the past 6 months				
One	75%	88	52% ↓	248
2-5	22%	26	40% ↑	190
6-9	3%	3	4%	21
10-24	0%	0	2%	8
25 or more	0%	0	2%	9
Number of Respondents	**117**		**476**	

	New Enrollees		Existing Members	
Find duplicate case alert useful				
Find duplicate case alert useful	38%	44	67% ↑	319
Do not find it useful	9%	10	6%	27
Don´t know	54%	63	27% ↓	130
Number of Respondents	**117**		**476**	

	New Enrollees		Existing Members	
How often you enter employees e-mail into E-Verify				
Never	16%	10	23%	65
Always	84%	52	77%	217
Number of Respondents	**62**		**282**	

	New Enrollees		Existing Members	
	%	N	%	N
Past 6 months while using E-Verify have you been prompted to match a photo				
Prompted to match a photo	35%	397	43% ↑	1,362
Not prompted to match a photo	56%	631	51% ↓	1,592
Don´t know	10%	108	6% ↓	193
Number of Respondents	**1,136**		**3,147**	

Have access to the required technology to complete the photo matching process				
Have convenient access	92%	365	93%	1,261
Do not have convenient access	5%	20	4%	53
Don´t know	3%	12	4%	48
Number of Respondents	**397**		**1,362**	

How do you submit info when photo doesnt match photo provided				
Scan and upload into E-Verify	57%	226	46% ↓	629
Express Mail	1%	2	0%	6
Other	43%	171	54% ↑	733
Number of Respondents	**399**		**1,368**	

Contacted E-Verify customer service by phone in the past 6 months				
Contacted customer service	12%	139	10% ↓	324
Did not contact customer service	85%	966	87%	2,737
Don´t know	3%	31	3%	86
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	N	%	N
Satisfaction with your experience when you contacted E-Verify customer service				
Very satisfied	78%	108	78%	252
Somewhat satisfied	14%	19	17%	56
Somewhat dissatisfied	6%	8	1% ↓	4
Very dissatisfied	3%	4	4%	12
Number of Respondents	**139**		**324**	

	New Enrollees		Existing Members	
Called about a password reset				
Called about a password reset	19%	27	35% ↑	112
Did not call about a password reset	76%	106	64% ↓	208
Don´t know	4%	6	1% ↓	4
Number of Respondents	**139**		**324**	

	New Enrollees		Existing Members	
Transferred during most recent call to E-Verify customer service				
Transferred during the call	9%	13	20% ↑	64
Not transferred during the call	61%	85	65%	210
Don´t know	29%	41	15% ↓	50
Number of Respondents	**139**		**324**	

	New Enrollees		Existing Members	
Amount of time you had to wait before the transfer was acceptable or too long				
Acceptable	92%	12	83%	53
Too long	8%	1	17%	11
Number of Respondents	**13**		**64**	

	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
During that call how many times were you transferred				
Once	62%	8	77%	49
Twice	23%	3	17%	11
Three times	15%	2	5%	3
More than three times	0%	0	2%	1
Number of Respondents	**13**		**64**	

	New Enrollees		Existing Members	
Issue resolved during most recent call to E-Verify customer service				
Issue resolved	88%	122	92%	298
Issue not resolved	9%	13	6%	20
Don´t know	3%	4	2%	6
Number of Respondents	**139**		**324**	

	New Enrollees		Existing Members	
How many calls were needed to resolve your issue				
Resolved during first call	88%	107	89%	265
Needed to call back one additional time to resolve issue	7%	9	9%	28
Needed to call back two additional times to resolve issue	3%	4	1%	3
Needed to call back three or more additional times to resolve issue	2%	2	1%	2
Number of Respondents	**122**		**298**	

	New Enrollees		Existing Members	
Contacted E-Verify customer service by e-mail in the past 6 months				
E-mailed customer service	5%	56	3% ↓	102
Have not e-mailed customer service	91%	1,032	94% ↑	2,948
Don´t know	4%	48	3% ↓	97
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	N	%	N
Satisfaction with your experience when you e-mailed E-Verify customer service				
Very satisfied	68%	38	59%	60
Somewhat satisfied	20%	11	27%	28
Somewhat dissatisfied	5%	3	6%	6
Very dissatisfied	7%	4	8%	8
Number of Respondents	**56**		**102**	

	New Enrollees		Existing Members	
Question answered or issue resolved after e-mailing E-Verify customer service				
Issue resolved after e-mailing	73%	41	79%	81
Issue not resolved after e-mailing	14%	8	18%	18
Don´t know	13%	7	3% ↓	3
Number of Respondents	**56**		**102**	

	New Enrollees		Existing Members	
Have you contacted E-Verify technical assistance in the past 6 months				
Contacted technical assistance	3%	30	3%	97
Have not contacted technical assistance	94%	1,063	93%	2,933
Don´t know	4%	43	4%	117
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
Amount of time before the call was transfer was acceptable or too long - TA				
Acceptable	87%	26	90%	87
Too long	13%	4	10%	10
Number of Respondents	**30**		**97**	

	New Enrollees		Existing Members	
Was your reason or issue you called technical assistance resolved				
Issue resolved	87%	26	88%	85
Issue not resolved	7%	2	10%	10
Don´t know	7%	2	2%	2
Number of Respondents	**30**		**97**	

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	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
How many calls were needed to resolve your technical issue				
Resolved during first call	81%	21	92%	78
Needed to call back one additional time to resolve issue	19%	5	1% ↓	1
Needed to call back two additional times to resolve issue	0%	0	6%	5
Needed to call back three or more additional times to resolve issue	0%	0	1%	1
Number of Respondents	**26**		**85**	

	New Enrollees		Existing Members	
E-Verify is doing enough to ensure companies using E-Verify adhere to policies				
Yes	60%	677	60%	1,903
Not Sure / Do not know	39%	438	38%	1,199
No	2%	21	1%	45
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
Adequate safeguards to ensure employers use E-Verify system properly				
Yes	68%	768	68%	2,154
Not Sure / Do not know	31%	350	30%	949
No	2%	18	1%	44
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
How would you prefer to get information about changes or updates to E-Verify				
E-mail	91%	1,032	87% ↓	2,741
Fax	0%	3	0%	2
Mailer	1%	17	2% ↑	75
E-Verify system broadcast message	1%	14	2%	53
Phone call	0%	1	0%	4
Through the E-Verify Website	5%	58	7% ↑	230
Live presentation	0%	4	0%	11
Other	1%	7	1%	31
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
How would prefer to contact E-Verify for help				
E-mail	49%	555	43% ↓	1,362
Fax	0%	2	0%	2
Mail	0%	3	0%	1
Text or Web chat	15%	173	12% ↓	384
Phone call	23%	260	30% ↑	942
Through the E-Verify website	12%	134	13%	420
Other	1%	9	1%	36
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
Used of aware of E-Verify Listens				
Yes	2%	26	2%	78
Don´t know	78%	886	83% ↑	2,609
Don´t know	20%	224	15% ↓	460
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
Contacted by E-Verify Monitoring and Compliance Group in last 6 months				
Yes	3%	32	3%	84
No	97%	1,104	97%	3,063
Don´t know	0%	0	0%	0
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
How E-Verify Monitoring and Compliance Group contacted you				
E-mail	91%	29	89%	75
Phone call	6%	2	7%	6
Desk review	0%	0	0%	0
Site visit	3%	1	1%	1
Other	0%	0	2%	2
Number of Respondents	**32**		**84**	

	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
How many people do you employ				
1-4	21%	238	6% ↓	201
5-29	44%	498	33% ↓	1,050
30-99	23%	263	27% ↑	858
100-299	8%	92	18% ↑	571
300-999	4%	41	9% ↑	284
1,000-9,999	0%	4	5% ↑	157
10,000+	0%	0	1%	26
Number of Respondents	**1,136**		**3,147**	

	New Enrollees		Existing Members	
	%	**N**	**%**	**N**
Primary industry in which your company or organization conducts business				
Agriculture/Food Processing	2%	22	2%	63
Defense/Defense Industry	0%	3	1% ↑	20
Communications/Media	1%	15	1%	30
Construction/General Contracting	11%	129	14% ↑	445
Education	3%	35	4%	119
Engineering	6%	71	4% ↓	121
Financial Services	3%	35	2%	75
Healthcare/Public Health	9%	103	8%	263
Hospitality	3%	33	6% ↑	182
Information Technology	12%	140	5% ↓	149
Manufacturing	10%	116	11%	345
Non-Profit/Not-for-Profit	4%	42	6% ↑	187
Sales - Retail or Wholesale	4%	48	7% ↑	211
Staffing/Personnel	1%	14	3% ↑	108
Transportation	3%	32	3%	94
Utilities/Energy/Natural Resources	1%	16	1%	37
Professional Services/Consulting	9%	97	5% ↓	150
Government Services	2%	21	3% ↑	97
Other	14%	161	14%	451
Number of Respondents	**1,133**		**3,147**	

Do you consider yourself a small business				
Small business	86%	981	74% ↓	2,320
Not a small business	11%	122	22% ↑	705
Don´t know	3%	32	4% ↑	122
Number of Respondents	**1,135**		**3,147**	

	New Enrollees		Existing Members	
	%	N	%	N
State				
AL	2%	21	5% ↑	149
AK	0%	1	0%	5
AZ	5%	47	8% ↑	229
AR	12%	120	7% ↓	208
CA	2%	21	3%	74
CO	1%	9	0%	13
CT	1%	6	0% ↓	4
DE	7%	74	5% ↓	147
DC	6%	61	10% ↑	282
FL	0%	1	0%	6
GA	0%	2	0%	8
GU	1%	11	1%	21
HI	4%	39	2% ↓	57
ID	2%	22	3%	74
IL	1%	6	1% ↑	33
IN	1%	13	1% ↓	18
IA	1%	12	1%	35
KS	3%	26	2% ↓	45
KY	2%	18	2%	45
LA	0%	3	0%	3
ME	3%	31	2% ↓	56
MD	2%	17	4% ↑	127
MA	1%	10	1%	34
MI	0%	1	0%	5
MN	4%	43	6% ↑	170
MS	0%	1	0%	6
MO	2%	17	2%	48
MT	0%	4	0%	9

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	New Enrollees		Existing Members	
	%	N	%	N
NE	2%	22	2%	59
NV	0%	1	1% ↑	17
NH	1%	8	1%	17
NJ	5%	52	2% ↓	57
NM	3%	26	1% ↓	37
NY	1%	12	1%	36
NC	1%	13	1% ↓	16
ND	4%	39	3% ↓	79
OH	0%	0	0%	5
OK	0%	2	0%	5
OR	7%	66	10% ↑	301
PA	0%	4	0%	3
PR	4%	39	4%	106
RI	1%	13	2%	46
SC	4%	37	3%	100
SD	0%	0	0%	0
TN	0%	1	0%	4
TX	3%	28	2%	56
UT	1%	6	1%	32
VT	0%	2	0%	2
VI	0%	0	0%	7
VA	0%	0	0%	0
WA	0%	0	0%	0
WV	0%	0	0%	0
WI	0%	0	0%	0
WY	0%	0	0%	0
Number of Respondents	**1,008**		**2,896**	

APPENDIX D: 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.

Year Over Year Comparison

	2017		2018		Significant Difference
	Scores	**Sample Size**	**Scores**	**Sample Size**	
Sample Size	**801**		**4,283**		
Awareness / Registration	**88**	**68**	**87**	**997**	
Clarity of instructions on how to enroll	86	68	87	994	
Memorandum of understanding makes responsibilities and next steps clear	88	68	86	994	
Ease of submitting registration information	89	68	88	994	
Speed of receiving User Name, Password and E-Verify Web Address	91	67	90	989	
Ease of registration process overall	87	67	86	991	
Tutorial	**88**	**78**	**86**	**1051**	
Helpfulness of information in User Manual	83	43	86	443	
Ease of taking online training in terms of understanding content	88	78	87	1051	
Ease of completing online training in terms of time required	88	78	85	1051	↓
Ease of accessing online resources	88	78	87	1032	
Usefulness of online resources	87	78	86	1029	
Ease of training process overall	89	78	86	1051	
Using E-Verify	**90**	**795**	**90**	**4213**	
Ease of navigating the E-Verify site	87	781	88	4153	
Ease of submitting I-9 information on E-Verify	90	753	90	3994	
Speed of receiving an initial response from E-Verify	93	788	92	4185	
Clarity of next steps as described in the response	88	788	88	4095	
Tentative Nonconfirmation (TNC) Resolution Process	**82**	**123**	**79**	**589**	
Speed of resolving the case	82	119	79	560	
Clarity of communications about the steps involved in the resolution process	81	123	78	581	
Ease of resolving the case	82	118	78	563	
TNC Referral Process	84	84	81	406	
Further Action Notice Process	83	98	81	489	

	2017		2018		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	801		4,283		
Photo Matching	**95**	**343**	**95**	**1754**	
Ease of photo matching process	95	343	95	1751	
Helpfulness in preventing fraud	95	325	94	1656	
Customer Service	**89**	**87**	**90**	**369**	
Ease of accessing representative	88	86	88	368	
Professionalism	89	86	92	364	
Communication skills	89	86	92	364	
Ability to understand your questions/issue	89	87	92	364	
Providing guidance on policy/questions	88	81	90	349	
Customer Service Before Transfer	**89**	**16**	**86**	**76**	
Ease of accessing representative	84	16	85	76	
Professionalism	92	16	89	76	
Communication skills	91	16	86	76	
Ability to understand your questions/issue	88	16	85	76	
Providing guidance on policy/questions	86	16	85	72	
Customer Service After Transfer	**92**	**16**	**85**	**76**	
Ease of accessing representative	85	16	85	74	
Professionalism	93	16	88	74	
Communication skills	92	16	87	74	
Ability to understand your questions/issue	93	16	86	74	↓
Providing guidance on policy/questions	90	16	84	72	
Customer Service by Email	**78**	**22**	**78**	**153**	
Ability to understand your questions/issue	83	21	79	147	
The timeliness with which you received a response	78	22	79	153	
Communication skills in the response you received	81	21	80	150	
Providing guidance on policy/questions	80	21	77	141	

	2017		2018		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	801		4,283		
Internet Use	**71**	**727**	**72**	**3875**	
Interested in using the Internet rather than having to call or e-mail E-Verify	71	727	72	3875	
Technical Assistance	**95**	**13**	**88**	**121**	**↓**
Ease of accessing representative	92	13	85	118	
Professionalism	97	13	89	119	↓
Communication skills	96	13	88	121	↓
Ability to understand your questions/issue	94	13	88	119	↓
Knowledge of technical issues	97	13	89	119	↓
Technical guidance resolving your issue	96	13	88	120	↓
Interested in Communicating with Peers	**35**	**758**	**34**	**3968**	
Interested in communicating with peers about E-Verify or using the system	35	758	34	3968	
E-Verify Listens	**83**	**20**	**76**	**144**	
Experience with E-Verify Listens	83	20	76	144	
Satisfaction	**85**	**801**	**85**	**4283**	
Overall satisfaction	87	801	87	4283	
Meets expectations	85	801	85	4283	
Compared to ideal	83	801	83	4283	
Recommend	**88**	**772**	**87**	**4033**	
How likely would you be to recommend the E-Verify program to others	88	772	87	4033	
Confident in Accuracy	**91**	**786**	**90**	**4137**	
How confident are you in the accuracy of the E-Verify program	91	786	90	4137	
Future Participation	**95**	**788**	**95**	**4208**	
Likelihood to continue to participate in the E-Verify program in the future	95	788	95	4208	
Usefulness of Manuals	**84**	**57**	**82**	**677**	
Manuals	84	57	82	677	
Usefulness of Tutorials	**87**	**71**	**86**	**917**	
Tutorials	87	71	86	917	

	2017		2018		
	Scores	**Sample Size**	**Scores**	**Sample Size**	**Significant Difference**
Sample Size	**801**		**4,283**		
Usefulness of Refresher Tutorials	**85**	**46**	**82**	**501**	
Refresher Tutorials	85	46	82	501	
Usefulness of E-Verify Public Website	**86**	**71**	**85**	**884**	
E-Verify public website	86	71	85	884	
Usefulness of Q and As	**85**	**63**	**84**	**704**	
Q and As	85	63	84	704	
Usefulness of E-Verify News Articles	**87**	**43**	**78**	**491**	↓
E-Verify news articles	87	43	78	491	↓
Usefulness of Helper Text	**88**	**40**	**82**	**525**	↓
Helper Text	88	40	82	525	↓
Usefulness of Quick Reference Guides	**88**	**58**	**86**	**714**	
Quick Reference Guides	88	58	86	714	
Usefulness of E-Verify Call Center	**83**	**46**	**83**	**407**	
E-Verify call center	83	46	83	407	
Usefulness of Other E-Verify Users	**89**	**36**	**83**	**314**	↓
Other E-Verify users	89	36	83	314	↓
E-Verify Monitoring and Compliance Group	**83**	**24**	**83**	**93**	
Assistance received from E-Verify Monitoring and Compliance Group	83	24	83	93	

Figure 47 - New Enrollees

	2017		2018		
	Scores	Sample Size	Scores	Sample Size	Significant Difference
Sample Size	83		1,136		
Awareness / Registration	**88**	**68**	**87**	**997**	
Clarity of instructions on how to enroll	86	68	87	994	
Memorandum of understanding makes responsibilities and next steps clear	88	68	86	994	
Ease of submitting registration information	89	68	88	994	
Speed of receiving User Name, Password and E-Verify Web Address	91	67	90	989	
Ease of registration process overall	87	67	86	991	
Tutorial	**88**	**78**	**86**	**1051**	
Helpfulness of information in User Manual	83	43	86	443	
Ease of taking online training in terms of understanding content	88	78	87	1051	
Ease of completing online training in terms of time required	88	78	85	1051	↓
Ease of accessing online resources	88	78	87	1032	
Usefulness of online resources	87	78	86	1029	
Ease of training process overall	89	78	86	1051	
Using E-Verify	**90**	**82**	**90**	**1113**	
Ease of navigating the E-Verify site	89	80	89	1101	
Ease of submitting I-9 information on E-Verify	90	78	90	1031	
Speed of receiving an initial response from E-Verify	93	82	92	1104	
Clarity of next steps as described in the response	88	82	89	1078	
Tentative Nonconfirmation (TNC) Resolution Process	**87**	**13**	**83**	**117**	
Speed of resolving the case	89	13	83	110	
Clarity of communications about the steps involved in the resolution process	85	13	82	114	
Ease of resolving the case	86	13	83	111	
TNC Referral Process	85	9	87	72	
Further Action Notice Process	85	13	86	99	

	2017		2018		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	83		1,136		
Photo Matching	**95**	**32**	**94**	**396**	
Ease of photo matching process	95	32	94	396	
Helpfulness in preventing fraud	95	31	94	372	
Customer Service	**85**	**16**	**89**	**118**	
Ease of accessing representative	88	16	87	118	
Professionalism	85	16	91	115	
Communication skills	85	16	91	115	
Ability to understand your questions/issue	84	16	92	115	
Providing guidance on policy/questions	85	16	91	109	
Customer Service Before Transfer	**97**	**6**	**84**	**12**	
Ease of accessing representative	83	6	86	12	
Professionalism	100	6	85	12	↓
Communication skills	100	6	82	12	↓
Ability to understand your questions/issue	100	6	82	12	↓
Providing guidance on policy/questions	91	6	84	11	
Customer Service After Transfer	**98**	**6**	**87**	**12**	
Ease of accessing representative	91	6	89	12	
Professionalism	100	6	87	12	↓
Communication skills	100	6	87	12	↓
Ability to understand your questions/issue	100	6	87	12	↓
Providing guidance on policy/questions	94	6	87	12	
Customer Service by Email	**86**	**3**	**78**	**53**	
Ability to understand your questions/issue	85	3	82	51	
The timeliness with which you received a response	85	3	79	53	
Communication skills in the response you received	85	3	79	52	
Providing guidance on policy/questions	89	3	78	49	

	2017		2018		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	83		1,136		
Internet Use	**78**	**79**	**79**	**1023**	
Interested in using the Internet rather than having to call or e-mail E-Verify	78	79	79	1023	
Technical Assistance	**99**	**2**	**93**	**27**	**↓**
Ease of accessing representative	94	2	92	27	
Professionalism	100	2	93	27	↓
Communication skills	100	2	93	27	↓
Ability to understand your questions/issue	100	2	94	27	↓
Knowledge of technical issues	100	2	94	27	↓
Technical guidance resolving your issue	100	2	93	27	↓
Interested in Communicating with Peers	**46**	**73**	**36**	**1032**	**↓**
Interested in communicating with peers about E-Verify or using the system	46	73	36	1032	↓
E-Verify Listens	**100**	**2**	**82**	**41**	**↓**
Experience with E-Verify Listens	100	2	82	41	↓
Satisfaction	**86**	**83**	**84**	**1136**	
Overall satisfaction	87	83	86	1136	
Meets expectations	86	83	84	1136	
Compared to ideal	85	83	83	1136	
Recommend	**89**	**81**	**87**	**1056**	
How likely would you be to recommend the E-Verify program to others	89	81	87	1056	
Confident in Accuracy	**92**	**80**	**90**	**1079**	
How confident are you in the accuracy of the E-Verify program	92	80	90	1079	
Future Participation	**95**	**82**	**93**	**1107**	**↓**
Likelihood to continue to participate in the E-Verify program in the future	95	82	93	1107	↓
Usefulness of Manuals	**84**	**57**	**82**	**677**	
Manuals	84	57	82	677	
Usefulness of Tutorials	**87**	**71**	**86**	**917**	
Tutorials	87	71	86	917	

	2017		2018		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	83		1,136		
Usefulness of Refresher Tutorials	85	46	82	501	
Refresher Tutorials	85	46	82	501	
Usefulness of E-Verify Public Website	86	71	85	884	
E-Verify public website	86	71	85	884	
Usefulness of Q and As	85	63	84	704	
Q and As	85	63	84	704	
Usefulness of E-Verify News Articles	87	43	78	491	↓
E-Verify news articles	87	43	78	491	↓
Usefulness of Helper Text	88	40	82	525	↓
Helper Text	88	40	82	525	↓
Usefulness of Quick Reference Guides	88	58	86	714	
Quick Reference Guides	88	58	86	714	
Usefulness of E-Verify Call Center	83	46	83	407	
E-Verify call center	83	46	83	407	
Usefulness of Other E-Verify Users	89	36	83	314	↓
Other E-Verify users	89	36	83	314	↓
E-Verify Monitoring and Compliance Group	89	5	84	26	
Assistance received from E-Verify Monitoring and Compliance Group	89	5	84	26	

Figure 48 - Existing Users

	2017		2018		
	Scores	**Sample Size**	**Scores**	**Sample Size**	**Significant Difference**
Sample Size	718		3,147		
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	
Ease of taking online training in terms of understanding content	--	0	--	0	
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**	**713**	**90**	**3100**	
Ease of navigating the E-Verify site	87	701	88	3052	
Ease of submitting I-9 information on E-Verify	90	675	90	2963	
Speed of receiving an initial response from E-Verify	93	706	93	3081	
Clarity of next steps as described in the response	88	706	88	3017	
Tentative Nonconfirmation (TNC) Resolution Process	**81**	**110**	**77**	**472**	**↓**
Speed of resolving the case	81	106	78	450	
Clarity of communications about the steps involved in the resolution process	80	110	77	467	
Ease of resolving the case	81	105	77	452	↓
TNC Referral Process	84	75	80	334	
Further Action Notice Process	82	85	80	390	

	2017		2018		
	Scores	Sample Size	Scores	Sample Size	Significant Difference
Sample Size	718		3,147		
Photo Matching	**95**	**311**	**95**	**1358**	
Ease of photo matching process	95	311	95	1355	
Helpfulness in preventing fraud	95	294	94	1284	
Customer Service	**90**	**71**	**90**	**251**	
Ease of accessing representative	88	70	88	250	
Professionalism	90	70	92	249	
Communication skills	90	70	92	249	
Ability to understand your questions/issue	90	71	91	249	
Providing guidance on policy/questions	89	65	90	240	
Customer Service Before Transfer	**84**	**10**	**87**	**64**	
Ease of accessing representative	84	10	85	64	
Professionalism	87	10	89	64	
Communication skills	86	10	86	64	
Ability to understand your questions/issue	80	10	86	64	
Providing guidance on policy/questions	83	10	86	61	
Customer Service After Transfer	**88**	**10**	**85**	**64**	
Ease of accessing representative	82	10	84	62	
Professionalism	89	10	88	62	
Communication skills	88	10	87	62	
Ability to understand your questions/issue	89	10	86	62	
Providing guidance on policy/questions	88	10	83	60	
Customer Service by Email	**76**	**19**	**78**	**100**	
Ability to understand your questions/issue	83	18	77	96	
The timeliness with which you received a response	77	19	79	100	
Communication skills in the response you received	80	18	80	98	
Providing guidance on policy/questions	78	18	76	92	

	2017		2018		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	718		3,147		
Internet Use	**70**	**648**	**70**	**2852**	
Interested in using the Internet rather than having to call or e-mail E-Verify	70	648	70	2852	
Technical Assistance	**95**	**11**	**86**	**94**	**↓**
Ease of accessing representative	92	11	84	91	
Professionalism	96	11	88	92	↓
Communication skills	95	11	87	94	↓
Ability to understand your questions/issue	93	11	87	92	
Knowledge of technical issues	96	11	87	92	↓
Technical guidance resolving your issue	95	11	86	93	↓
Interested in Communicating with Peers	**34**	**685**	**34**	**2936**	
Interested in communicating with peers about E-Verify or using the system	34	685	34	2936	
E-Verify Listens	**81**	**18**	**74**	**103**	
Experience with E-Verify Listens	81	18	74	103	
Satisfaction	**85**	**718**	**85**	**3147**	
Overall satisfaction	87	718	87	3147	
Meets expectations	85	718	86	3147	
Compared to ideal	83	718	83	3147	
Recommend	**87**	**691**	**88**	**2977**	
How likely would you be to recommend the E-Verify program to others	87	691	88	2977	
Confident in Accuracy	**90**	**706**	**90**	**3058**	
How confident are you in the accuracy of the E-Verify program	90	706	90	3058	
Future Participation	**95**	**706**	**95**	**3101**	
Likelihood to continue to participate in the E-Verify program in the future	95	706	95	3101	
Usefulness of Manuals	**--**	**0**	**--**	**0**	
Manuals	--	0	--	0	
Usefulness of Tutorials	**--**	**0**	**--**	**0**	
Tutorials	--	0	--	0	

	2017		2018		Significant Difference
	Scores	Sample Size	Scores	Sample Size	
Sample Size	718		3,147		
Usefulness of Refresher Tutorials	--	0	--	0	
Refresher Tutorials	--	0	--	0	
Usefulness of E-Verify Public Website	--	0	--	0	
E-Verify public website	--	0	--	0	
Usefulness of Q and As	--	0	--	0	
Q and As	--	0	--	0	
Usefulness of E-Verify News Articles	--	0	--	0	
E-Verify news articles	--	0	--	0	
Usefulness of Helper Text	--	0	--	0	
Helper Text	--	0	--	0	
Usefulness of Quick Reference Guides	--	0	--	0	
Quick Reference Guides	--	0	--	0	
Usefulness of E-Verify Call Center	--	0	--	0	
E-Verify call center	--	0	--	0	
Usefulness of Other E-Verify Users	--	0	--	0	
Other E-Verify users	--	0	--	0	
E-Verify Monitoring and Compliance Group	82	19	82	67	
Assistance received from E-Verify Monitoring and Compliance Group	82	19	82	67	

Business Size Comparison

Figure 49 - Consider Small Business Scores

	Small business		Not a small business		Don´t know	
	Scores	Sample Size	Scores	Sample Size	Scores	Sample Size
Sample Size	**3,301**		**827**		**154**	
Awareness / Registration	**88**	**885**	**87**	**92**	**83**	**19**
Clarity of instructions on how to enroll	87	883	85	91	81	19
Memorandum of understanding makes responsibilities and next steps clear	86	882	86	92	82	19
Ease of submitting registration information	89	882	88	92	86	19
Speed of receiving User Name, Password and E-Verify Web Address	90	879	92	90	85	19
Ease of registration process overall	86	881	86	90	80	19
Tutorial	**86**	**910**	**86**	**113**	**82**	**27**
Helpfulness of information in User Manual	87	379	83	50	75	14
Ease of taking online training in terms of understanding content	88	910	87	113	84	27
Ease of completing online training in terms of time required	85	910	86	113	81	27
Ease of accessing online resources	87	894	87	111	83	26
Usefulness of online resources	86	892	86	110	81	26
Ease of training process overall	86	910	86	113	82	27
Using E-Verify	**90**	**3242**	**90**	**820**	**90**	**150**
Ease of navigating the E-Verify site	88	3206	89	799	89	147
Ease of submitting I-9 information on E-Verify	90	3057	91	793	91	144
Speed of receiving an initial response from E-Verify	92	3221	93	814	91	149
Clarity of next steps as described in the response	88	3144	89	807	89	143
Tentative Nonconfirmation (TNC) Resolution Process	**78**	**346**	**78**	**215**	**88**	**28**
Speed of resolving the case	79	323	78	210	88	27
Clarity of communications about the steps involved in the resolution process	77	340	77	213	90	28
Ease of resolving the case	78	328	77	208	90	27
TNC Referral Process	82	234	80	153	86	19
Further Action Notice Process	81	285	80	184	88	20

	Small business		Not a small business		Don´t know	
	Scores	Sample Size	Scores	Sample Size	Scores	Sample Size
Sample Size	3,301		827		154	
Photo Matching	**94**	**1156**	**95**	**518**	**93**	**80**
Ease of photo matching process	95	1153	95	518	93	80
Helpfulness in preventing fraud	94	1088	95	492	93	76
Customer Service	**90**	**249**	**90**	**98**	**91**	**22**
Ease of accessing representative	87	248	88	98	85	22
Professionalism	92	244	91	98	91	22
Communication skills	92	244	91	98	92	22
Ability to understand your questions/issue	92	244	91	98	92	22
Providing guidance on policy/questions	91	234	89	94	91	21
Customer Service Before Transfer	**89**	**55**	**83**	**17**	**61**	**4**
Ease of accessing representative	88	55	80	17	61	4
Professionalism	91	55	88	17	61	4
Communication skills	88	55	84	17	61	4
Ability to understand your questions/issue	88	55	81	17	61	4
Providing guidance on policy/questions	89	53	78	15	61	4
Customer Service After Transfer	**88**	**55**	**83**	**17**	**61**	**4**
Ease of accessing representative	89	53	78	17	61	4
Professionalism	90	53	88	17	61	4
Communication skills	90	53	84	17	61	4
Ability to understand your questions/issue	89	53	82	17	61	4
Providing guidance on policy/questions	87	52	80	16	61	4
Customer Service by Email	**77**	**96**	**84**	**53**	**29**	**4**
Ability to understand your questions/issue	78	91	84	53	33	3
The timeliness with which you received a response	76	96	85	53	44	4
Communication skills in the response you received	79	93	85	53	25	4
Providing guidance on policy/questions	76	88	82	49	22	4

	Small business		Not a small business		Don´t know	
	Scores	Sample Size	Scores	Sample Size	Scores	Sample Size
Sample Size	3,301		827		154	
Internet Use	**72**	**2965**	**74**	**774**	**70**	**136**
Interested in using the Internet rather than having to call or e-mail E-Verify	72	2965	74	774	70	136
Technical Assistance	**88**	**85**	**89**	**32**	**67**	**4**
Ease of accessing representative	86	83	88	31	67	4
Professionalism	89	84	91	31	67	4
Communication skills	88	85	91	32	67	4
Ability to understand your questions/issue	89	84	89	31	67	4
Knowledge of technical issues	90	84	90	31	67	4
Technical guidance resolving your issue	89	84	88	32	67	4
Interested in Communicating with Peers	**33**	**3057**	**39**	**776**	**36**	**134**
Interested in communicating with peers about E-Verify or using the system	33	3057	39	776	36	134
E-Verify Listens	**78**	**115**	**70**	**25**	**72**	**4**
Experience with E-Verify Listens	78	115	70	25	72	4
Satisfaction	**85**	**3301**	**86**	**827**	**83**	**154**
Overall satisfaction	87	3301	87	827	85	154
Meets expectations	85	3301	86	827	83	154
Compared to ideal	83	3301	84	827	82	154
Recommend	**87**	**3103**	**89**	**783**	**88**	**146**
How likely would you be to recommend the E-Verify program to others	87	3103	89	783	88	146
Confident in Accuracy	**90**	**3178**	**90**	**812**	**90**	**147**
How confident are you in the accuracy of the E-Verify program	90	3178	90	812	90	147
Future Participation	**94**	**3246**	**96**	**813**	**94**	**148**
Likelihood to continue to participate in the E-Verify program in the future	94	3246	96	813	94	148
Usefulness of Manuals	**82**	**578**	**82**	**77**	**78**	**22**
Manuals	82	578	82	77	78	22
Usefulness of Tutorials	**86**	**794**	**85**	**97**	**82**	**26**
Tutorials	86	794	85	97	82	26

	Small business		Not a small business		Don´t know	
	Scores	Sample Size	Scores	Sample Size	Scores	Sample Size
Sample Size	**3,301**		**827**		**154**	
Usefulness of Refresher Tutorials	**83**	**428**	**79**	**58**	**81**	**15**
Refresher Tutorials	83	428	79	58	81	15
Usefulness of E-Verify Public Website	**86**	**767**	**85**	**93**	**78**	**23**
E-Verify public website	86	767	85	93	78	23
Usefulness of Q and As	**84**	**611**	**85**	**74**	**80**	**19**
Q and As	84	611	85	74	80	19
Usefulness of E-Verify News Articles	**78**	**422**	**77**	**56**	**70**	**13**
E-Verify news articles	78	422	77	56	70	13
Usefulness of Helper Text	**83**	**458**	**79**	**50**	**81**	**17**
Helper Text	83	458	79	50	81	17
Usefulness of Quick Reference Guides	**86**	**611**	**86**	**82**	**84**	**21**
Quick Reference Guides	86	611	86	82	84	21
Usefulness of E-Verify Call Center	**84**	**349**	**82**	**46**	**81**	**12**
E-Verify call center	84	349	82	46	81	12
Usefulness of Other E-Verify Users	**84**	**265**	**81**	**40**	**74**	**9**
Other E-Verify users	84	265	81	40	74	9
E-Verify Monitoring and Compliance Group	**83**	**65**	**83**	**23**	**71**	**5**
Assistance received from E-Verify Monitoring and Compliance Group	83	65	83	23	71	5

Number of Employees Comparison

Figure 50 - How Many Do You Employ Scores

	1-4		5-29		30-99		100-299	
	2017	2018	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	49	439	248	1,548	221	1,121	158	663
Awareness / Registration	**84**	**85**	**92**	**89**	**85**	**88**	**88**	**87**
Clarity of instructions on how to enroll	81	85	93	88	82	86	85	85
Memorandum of understanding makes responsibilities and next steps clear	86	85	92	87	86	86	84	86
Ease of submitting registration information	85	87	92	89	86	89	91	87
Speed of receiving User Name, Password and E-Verify Web Address	86	87	94	91	85	92	93	91
Ease of registration process overall	83	83	91	88	84	86	89	86
Tutorial	**87**	**84**	**91**	**88**	**84**	**85**	**90**	**87**
Helpfulness of information in User Manual	86	85	90	87	75	83	80	86
Ease of taking online training in terms of understanding content	88	86	91	89	85	86	91	87
Ease of completing online training in terms of time required	88	82	92	86	85	85	90	87
Ease of accessing online resources	90	85	91	89	84	86	92	88
Usefulness of online resources	85	84	90	87	84	85	91	86
Ease of training process overall	87	84	92	88	84	85	91	87
Using E-Verify	**81**	**86**	**90**	**90**	**90**	**91**	**92**	**91**
Ease of navigating the E-Verify site	78	84	87	88	88	89	91	90
Ease of submitting I-9 information on E-Verify	80	86	89	90	90	92	92	92
Speed of receiving an initial response from E-Verify	88	89	93	93	93	94	95	93
Clarity of next steps as described in the response	77	85	88	89	89	90	91	90

	1-4		5-29		30-99		100-299	
	2017	2018	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	49	439	248	1,548	221	1,121	158	663
Tentative Nonconfirmation (TNC) Resolution Process	--	78	78	78	85	81	82	79
Speed of resolving the case	--	83	76	78	87	83	81	79
Clarity of communications about the steps involved in the resolution process	--	78	76	77	85	80	79	78
Ease of resolving the case	--	81	71	79	90	80	84	80
TNC Referral Process	--	83	82	83	90	83	81	82
Further Action Notice Process	--	80	81	82	85	82	83	82
Photo Matching	100	93	95	94	95	95	95	96
Ease of photo matching process	100	93	95	94	95	96	96	97
Helpfulness in preventing fraud	100	94	95	93	95	95	95	96
Customer Service	76	93	93	90	95	89	82	92
Ease of accessing representative	72	90	92	88	93	86	82	90
Professionalism	78	95	93	93	96	91	81	93
Communication skills	76	96	93	92	96	90	82	92
Ability to understand your questions/issue	74	95	94	92	95	90	83	93
Providing guidance on policy/questions	78	96	93	89	93	90	83	92
Customer Service Before Transfer	--	98	85	86	91	88	96	87
Ease of accessing representative	--	98	78	86	50	86	96	85
Professionalism	--	98	89	87	100	90	96	90
Communication skills	--	98	89	85	100	89	96	86
Ability to understand your questions/issue	--	98	81	86	100	86	96	86
Providing guidance on policy/questions	--	95	81	86	72	90	96	90

	1-4		5-29		30-99		100-299	
	2017	2018	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	49	439	248	1,548	221	1,121	158	663
Customer Service After Transfer	--	94	86	86	94	93	96	88
Ease of accessing representative	--	100	72	86	72	90	96	86
Professionalism	--	100	89	86	100	95	96	88
Communication skills	--	100	86	87	100	93	96	88
Ability to understand your questions/issue	--	100	89	85	100	93	96	88
Providing guidance on policy/questions	--	93	86	85	83	91	96	89
Customer Service by Email	71	75	82	77	47	76	82	82
Ability to understand your questions/issue	83	74	89	82	63	75	78	83
The timeliness with which you received a response	67	76	78	77	47	77	89	80
Communication skills in the response you received	72	75	78	79	63	78	82	84
Providing guidance on policy/questions	61	71	81	75	63	75	80	81
Internet Use	79	73	69	70	72	73	73	74
Interested in using the Internet rather than having to call or e-mail E-Verify	79	73	69	70	72	73	73	74
Technical Assistance	--	91	92	88	92	90	100	89
Ease of accessing representative	--	86	86	84	89	88	96	86
Professionalism	--	91	94	88	93	92	100	90
Communication skills	--	90	92	88	93	91	100	89
Ability to understand your questions/issue	--	93	92	89	93	89	100	90
Knowledge of technical issues	--	94	94	89	93	90	100	90
Technical guidance resolving your issue	--	93	92	87	93	91	100	90
Interested in Communicating with Peers	34	38	31	29	34	34	38	36
Interested in communicating with peers about E-Verify or using the system	34	38	31	29	34	34	38	36
E-Verify Listens	100	84	74	77	83	74	96	75
Experience with E-Verify Listens	100	84	74	77	83	74	96	75

	1-4		5-29		30-99		100-299	
	2017	2018	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	**49**	**439**	**248**	**1,548**	**221**	**1,121**	**158**	**663**
Satisfaction	**77**	**80**	**86**	**85**	**85**	**86**	**89**	**87**
Overall satisfaction	78	82	87	87	87	88	91	89
Meets expectations	77	81	86	85	85	86	88	88
Compared to ideal	77	78	84	84	83	84	87	85
Recommend	**77**	**83**	**89**	**87**	**86**	**89**	**91**	**90**
How likely would you be to recommend the E-Verify program to others	77	83	89	87	86	89	91	90
Confident in Accuracy	**86**	**86**	**90**	**90**	**91**	**91**	**93**	**93**
How confident are you in the accuracy of the E-Verify program	86	86	90	90	91	91	93	93
Future Participation	**90**	**91**	**95**	**94**	**95**	**95**	**97**	**96**
Likelihood to continue to participate in the E-Verify program in the future	90	91	95	94	95	95	97	96
Usefulness of Manuals	**91**	**81**	**90**	**82**	**73**	**80**	**93**	**83**
Manuals	91	81	90	82	73	80	93	83
Usefulness of Tutorials	**93**	**83**	**91**	**87**	**78**	**86**	**90**	**86**
Tutorials	93	83	91	87	78	86	90	86
Usefulness of Refresher Tutorials	**91**	**81**	**90**	**83**	**73**	**83**	**87**	**80**
Refresher Tutorials	91	81	90	83	73	83	87	80
Usefulness of E-Verify Public Website	**89**	**84**	**89**	**87**	**82**	**85**	**90**	**85**
E-Verify public website	89	84	89	87	82	85	90	85
Usefulness of Q and As	**85**	**82**	**89**	**85**	**77**	**84**	**90**	**87**
Q and As	85	82	89	85	77	84	90	87
Usefulness of E-Verify News Articles	**94**	**76**	**92**	**78**	**79**	**80**	**89**	**78**
E-Verify news articles	94	76	92	78	79	80	89	78
Usefulness of Helper Text	**97**	**81**	**89**	**83**	**84**	**83**	**86**	**79**
Helper Text	97	81	89	83	84	83	86	79

	1-4		5-29		30-99		100-299	
	2017	2018	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	**49**	**439**	**248**	**1,548**	**221**	**1,121**	**158**	**663**
Usefulness of Quick Reference Guides	**93**	**83**	**91**	**88**	**77**	**86**	**92**	**87**
Quick Reference Guides	93	83	91	88	77	86	92	87
Usefulness of E-Verify Call Center	**86**	**83**	**93**	**85**	**76**	**83**	**87**	**80**
E-Verify call center	86	83	93	85	76	83	87	80
Usefulness of Other E-Verify Users	**94**	**84**	**93**	**84**	**88**	**82**	**82**	**83**
Other E-Verify users	94	84	93	84	88	82	82	83
E-Verify Monitoring and Compliance Group	**56**	**79**	**100**	**82**	**100**	**84**	**86**	**84**
Assistance received from E-Verify Monitoring and Compliance Group	56	79	100	82	100	84	86	84

Figure 51 - How Many Do You Employ Scores (cont.)

	300-999		1,000-9,999		10,000+	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**74**	**325**	**47**	**161**	**4**	**26**
Awareness / Registration	**91**	**88**	**89**	**54**	**--**	**--**
Clarity of instructions on how to enroll	82	86	89	56	--	--
Memorandum of understanding makes responsibilities and next steps clear	84	85	89	56	--	--
Ease of submitting registration information	96	89	89	52	--	--
Speed of receiving User Name, Password and E-Verify Web Address	100	90	89	67	--	--
Ease of registration process overall	91	89	89	41	--	--
Tutorial	**88**	**87**	**82**	**63**	**--**	**--**
Helpfulness of information in User Manual	82	86	72	67	--	--
Ease of taking online training in terms of understanding content	89	88	86	67	--	--
Ease of completing online training in terms of time required	85	87	86	61	--	--
Ease of accessing online resources	91	88	61	64	--	--
Usefulness of online resources	89	84	83	64	--	--
Ease of training process overall	91	88	89	61	--	--
Using E-Verify	**89**	**89**	**89**	**86**	**92**	**82**
Ease of navigating the E-Verify site	87	88	86	84	92	83
Ease of submitting I-9 information on E-Verify	90	90	89	87	94	85
Speed of receiving an initial response from E-Verify	91	91	94	87	100	82
Clarity of next steps as described in the response	85	88	85	84	81	83
Tentative Nonconfirmation (TNC) Resolution Process	**78**	**80**	**83**	**74**	**85**	**75**
Speed of resolving the case	78	79	84	74	83	71
Clarity of communications about the steps involved in the resolution process	77	81	85	73	89	75
Ease of resolving the case	79	78	81	72	75	74
TNC Referral Process	79	83	91	74	89	85
Further Action Notice Process	77	84	87	74	89	76

	300-999		1,000-9,999		10,000+	
	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	74	325	47	161	4	26
Photo Matching	**95**	**95**	**92**	**91**	**89**	**84**
Ease of photo matching process	96	94	92	92	89	88
Helpfulness in preventing fraud	94	95	92	90	89	81
Customer Service	**83**	**87**	**90**	**86**	**99**	**92**
Ease of accessing representative	87	83	86	87	100	90
Professionalism	84	90	90	87	100	95
Communication skills	79	91	92	87	100	90
Ability to understand your questions/issue	82	90	90	86	94	92
Providing guidance on policy/questions	83	89	90	82	100	89
Customer Service Before Transfer	**94**	**91**	**73**	**78**	**91**	**70**
Ease of accessing representative	94	89	94	77	78	71
Professionalism	94	93	72	84	100	73
Communication skills	94	91	72	76	89	69
Ability to understand your questions/issue	94	91	67	76	78	69
Providing guidance on policy/questions	94	90	72	69	100	58
Customer Service After Transfer	**94**	**82**	**89**	**77**	**89**	**68**
Ease of accessing representative	94	76	89	77	89	69
Professionalism	94	89	89	81	89	73
Communication skills	94	89	89	78	89	67
Ability to understand your questions/issue	94	89	89	74	89	67
Providing guidance on policy/questions	94	84	89	72	89	56
Customer Service by Email	**--**	**76**	**100**	**79**	**72**	**88**
Ability to understand your questions/issue	--	81	100	77	72	89
The timeliness with which you received a response	--	78	100	84	72	85
Communication skills in the response you received	--	83	100	78	72	89
Providing guidance on policy/questions	--	78	100	78	72	89

	300-999		1,000-9,999		10,000+	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**74**	**325**	**47**	**161**	**4**	**26**
Internet Use	**70**	**75**	**69**	**74**	**67**	**76**
Interested in using the Internet rather than having to call or e-mail E-Verify	70	75	69	74	67	76
Technical Assistance	**97**	**83**	**100**	**87**	**--**	**79**
Ease of accessing representative	100	84	100	89	--	76
Professionalism	100	89	100	89	--	76
Communication skills	100	84	100	89	--	80
Ability to understand your questions/issue	78	87	100	85	--	76
Knowledge of technical issues	100	88	100	86	--	76
Technical guidance resolving your issue	100	86	100	83	--	78
Interested in Communicating with Peers	**43**	**43**	**39**	**45**	**61**	**67**
Interested in communicating with peers about E-Verify or using the system	43	43	39	45	61	67
E-Verify Listens	**100**	**61**	**--**	**62**	**85**	**89**
Experience with E-Verify Listens	100	61	--	62	85	89
Satisfaction	**84**	**85**	**84**	**80**	**83**	**75**
Overall satisfaction	86	86	86	82	81	78
Meets expectations	86	85	84	81	86	74
Compared to ideal	78	83	81	77	83	74
Recommend	**86**	**88**	**91**	**85**	**93**	**80**
How likely would you be to recommend the E-Verify program to others	86	88	91	85	93	80
Confident in Accuracy	**89**	**90**	**88**	**86**	**97**	**81**
How confident are you in the accuracy of the E-Verify program	89	90	88	86	97	81
Future Participation	**94**	**96**	**97**	**95**	**97**	**91**
Likelihood to continue to participate in the E-Verify program in the future	94	96	97	95	97	91
Usefulness of Manuals	**76**	**83**	**61**	**61**	**--**	**--**
Manuals	76	83	61	61	--	--

	300-999		1,000-9,999		10,000+	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**74**	**325**	**47**	**161**	**4**	**26**
Usefulness of Tutorials	**89**	**87**	**78**	**61**	**--**	**--**
Tutorials	89	87	78	61	--	--
Usefulness of Refresher Tutorials	**81**	**85**	**81**	**67**	**--**	**--**
Refresher Tutorials	81	85	81	67	--	--
Usefulness of E-Verify Public Website	**81**	**83**	**83**	**64**	**--**	**--**
E-Verify public website	81	83	83	64	--	--
Usefulness of Q and As	**89**	**83**	**78**	**61**	**--**	**--**
Q and As	89	83	78	61	--	--
Usefulness of E-Verify News Articles	**89**	**81**	**70**	**56**	**--**	**--**
E-Verify news articles	89	81	70	56	--	--
Usefulness of Helper Text	**93**	**82**	**67**	**67**	**--**	**--**
Helper Text	93	82	67	67	--	--
Usefulness of Quick Reference Guides	**83**	**85**	**78**	**74**	**--**	**--**
Quick Reference Guides	83	85	78	74	--	--
Usefulness of E-Verify Call Center	**70**	**78**	**44**	**72**	**--**	**--**
E-Verify call center	70	78	44	72	--	--
Usefulness of Other E-Verify Users	**85**	**82**	**56**	**67**	**--**	**--**
Other E-Verify users	85	82	56	67	--	--
E-Verify Monitoring and Compliance Group	**78**	**89**	**87**	**78**	**93**	**86**
Assistance received from E-Verify Monitoring and Compliance Group	78	89	87	78	93	86

Enrollment Date Comparison

Figure 52 - 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	
	2017	2018	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	29	355	54	781	122	720	596	2,427
Awareness / Registration	**88**	**88**	**88**	**87**	**--**	**--**	**--**	**--**
Clarity of instructions on how to enroll	87	87	85	86	--	--	--	--
Memorandum of understanding makes responsibilities and next steps clear	87	87	88	86	--	--	--	--
Ease of submitting registration information	91	89	88	88	--	--	--	--
Speed of receiving User Name, Password and E-Verify Web Address	89	91	92	90	--	--	--	--
Ease of registration process overall	87	87	87	86	--	--	--	--
Tutorial	**89**	**88**	**87**	**86**	**--**	**--**	**--**	**--**
Helpfulness of information in User Manual	85	89	83	85	--	--	--	--
Ease of taking online training in terms of understanding content	90	88	88	87	--	--	--	--
Ease of completing online training in terms of time required	90	87	88	84	--	--	--	--
Ease of accessing online resources	90	89	86	87	--	--	--	--
Usefulness of online resources	88	87	87	85	--	--	--	--
Ease of training process overall	89	88	88	86	--	--	--	--
Using E-Verify	**91**	**90**	**90**	**89**	**87**	**89**	**90**	**90**
Ease of navigating the E-Verify site	90	89	89	88	84	87	88	88
Ease of submitting I-9 information on E-Verify	89	91	91	90	87	89	90	90
Speed of receiving an initial response from E-Verify	93	92	93	92	91	92	94	93
Clarity of next steps as described in the response	91	90	87	88	86	87	88	89

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**29**	**355**	**54**	**781**	**122**	**720**	**596**	**2,427**
Tentative Nonconfirmation (TNC) Resolution Process	**86**	**85**	**87**	**82**	**86**	**82**	**80**	**76**
Speed of resolving the case	85	83	90	82	89	83	80	76
Clarity of communications about the steps involved in the resolution process	85	84	84	81	85	81	80	76
Ease of resolving the case	89	86	86	82	88	83	80	75
TNC Referral Process	67	85	88	88	89	86	84	79
Further Action Notice Process	85	85	86	86	89	85	81	78
Photo Matching	**94**	**95**	**95**	**94**	**96**	**94**	**95**	**95**
Ease of photo matching process	94	95	95	94	96	94	95	95
Helpfulness in preventing fraud	94	95	95	94	96	93	95	95
Customer Service	**82**	**90**	**87**	**88**	**90**	**92**	**90**	**90**
Ease of accessing representative	82	90	90	86	89	90	87	87
Professionalism	82	92	87	91	89	93	90	92
Communication skills	82	93	86	91	89	94	90	91
Ability to understand your questions/issue	82	93	85	91	90	93	90	91
Providing guidance on policy/questions	82	94	86	89	88	92	90	89
Customer Service Before Transfer	**91**	**83**	**100**	**85**	**78**	**97**	**85**	**85**
Ease of accessing representative	50	82	100	89	78	97	85	83
Professionalism	100	87	100	84	78	98	88	88
Communication skills	100	82	100	83	78	98	86	84
Ability to understand your questions/issue	100	80	100	84	78	97	80	84
Providing guidance on policy/questions	72	83	100	84	78	97	84	83

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2017	2018	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	29	355	54	781	122	720	596	2,427
Customer Service After Transfer	**94**	**89**	**100**	**86**	**78**	**91**	**89**	**84**
Ease of accessing representative	72	89	100	89	78	83	83	84
Professionalism	100	89	100	86	78	92	90	88
Communication skills	100	89	100	86	78	93	89	86
Ability to understand your questions/issue	100	89	100	86	78	92	90	85
Providing guidance on policy/questions	83	89	100	86	78	92	89	82
Customer Service by Email	**85**	**81**	**89**	**77**	**44**	**80**	**80**	**77**
Ability to understand your questions/issue	83	82	89	82	89	78	82	77
The timeliness with which you received a response	83	82	89	76	44	81	81	78
Communication skills in the response you received	83	80	89	79	89	81	80	80
Providing guidance on policy/questions	89	79	89	78	89	77	78	75
Internet Use	**78**	**81**	**78**	**77**	**76**	**71**	**69**	**69**
Interested in using the Internet rather than having to call or e-mail E-Verify	78	81	78	77	76	71	69	69
Technical Assistance	**100**	**93**	**99**	**94**	**--**	**90**	**95**	**85**
Ease of accessing representative	100	90	89	93	--	87	92	83
Professionalism	100	93	100	94	--	88	96	87
Communication skills	100	93	100	94	--	90	95	86
Ability to understand your questions/issue	100	94	100	94	--	91	93	86
Knowledge of technical issues	100	94	100	94	--	92	96	86
Technical guidance resolving your issue	100	93	100	94	--	92	95	85
Interested in Communicating with Peers	**47**	**38**	**46**	**35**	**36**	**36**	**33**	**33**
Interested in communicating with peers about E-Verify or using the system	47	38	46	35	36	36	33	33
E-Verify Listens	**100**	**85**	**100**	**80**	**75**	**71**	**83**	**75**
Experience with E-Verify Listens	100	85	100	80	75	71	83	75

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2017	2018	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	**29**	**355**	**54**	**781**	**122**	**720**	**596**	**2,427**
Satisfaction	**87**	**84**	**85**	**84**	**83**	**85**	**86**	**86**
Overall satisfaction	88	85	87	86	84	86	88	87
Meets expectations	89	85	85	84	83	85	86	86
Compared to ideal	85	83	84	83	81	82	84	83
Recommend	**89**	**87**	**89**	**86**	**85**	**87**	**88**	**88**
How likely would you be to recommend the E-Verify program to others	89	87	89	86	85	87	88	88
Confident in Accuracy	**94**	**91**	**91**	**89**	**90**	**89**	**90**	**90**
How confident are you in the accuracy of the E-Verify program	94	91	91	89	90	89	90	90
Future Participation	**95**	**92**	**96**	**93**	**92**	**94**	**96**	**96**
Likelihood to continue to participate in the E-Verify program in the future	95	92	96	93	92	94	96	96
Usefulness of Manuals	**85**	**82**	**83**	**81**	**--**	**--**	**--**	**--**
Manuals	85	82	83	81	--	--	--	--
Usefulness of Tutorials	**89**	**87**	**86**	**85**	**--**	**--**	**--**	**--**
Tutorials	89	87	86	85	--	--	--	--
Usefulness of Refresher Tutorials	**84**	**84**	**86**	**81**	**--**	**--**	**--**	**--**
Refresher Tutorials	84	84	86	81	--	--	--	--
Usefulness of E-Verify Public Website	**88**	**86**	**85**	**85**	**--**	**--**	**--**	**--**
E-Verify public website	88	86	85	85	--	--	--	--
Usefulness of Q and As	**86**	**84**	**85**	**84**	**--**	**--**	**--**	**--**
Q and As	86	84	85	84	--	--	--	--
Usefulness of E-Verify News Articles	**83**	**78**	**89**	**78**	**--**	**--**	**--**	**--**
E-Verify news articles	83	78	89	78	--	--	--	--
Usefulness of Helper Text	**89**	**82**	**88**	**82**	**--**	**--**	**--**	**--**
Helper Text	89	82	88	82	--	--	--	--

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2017	2018	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	**29**	**355**	**54**	**781**	**122**	**720**	**596**	**2,427**
Usefulness of Quick Reference Guides	**88**	**87**	**87**	**86**	**--**	**--**	**--**	**--**
Quick Reference Guides	88	87	87	86	--	--	--	--
Usefulness of E-Verify Call Center	**82**	**84**	**84**	**83**	**--**	**--**	**--**	**--**
E-Verify call center	82	84	84	83	--	--	--	--
Usefulness of Other E-Verify Users	**90**	**83**	**88**	**83**	**--**	**--**	**--**	**--**
Other E-Verify users	90	83	88	83	--	--	--	--
E-Verify Monitoring and Compliance Group	**78**	**81**	**96**	**85**	**44**	**75**	**84**	**84**
Assistance received from E-Verify Monitoring and Compliance Group	78	81	96	85	44	75	84	84

Frequency of Use Comparison

Figure 53 - Frequency Of Use Scores

	Once a week or more		Two or three times a month		About once a month	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**140**	**526**	**133**	**679**	**112**	**533**
Awareness / Registration	**93**	**86**	**92**	**89**	**83**	**88**
Clarity of instructions on how to enroll	90	86	88	88	81	87
Memorandum of understanding makes responsibilities and next steps clear	91	84	93	87	81	87
Ease of submitting registration information	96	84	91	89	86	90
Speed of receiving User Name, Password and E-Verify Web Address	96	92	94	93	86	90
Ease of registration process overall	94	84	92	88	83	88
Tutorial	**91**	**87**	**90**	**88**	**90**	**87**
Helpfulness of information in User Manual	85	87	76	86	89	86
Ease of taking online training in terms of understanding content	92	87	91	88	90	88
Ease of completing online training in terms of time required	90	85	93	88	89	87
Ease of accessing online resources	90	87	90	89	90	88
Usefulness of online resources	92	86	88	87	90	86
Ease of training process overall	93	87	92	87	89	88
Using E-Verify	**90**	**88**	**90**	**91**	**92**	**92**
Ease of navigating the E-Verify site	89	87	88	90	91	90
Ease of submitting I-9 information on E-Verify	91	89	90	92	93	92
Speed of receiving an initial response from E-Verify	94	89	92	93	95	94
Clarity of next steps as described in the response	87	87	87	89	91	91
Tentative Nonconfirmation (TNC) Resolution Process	**79**	**78**	**85**	**79**	**82**	**83**
Speed of resolving the case	80	77	84	82	83	86
Clarity of communications about the steps involved in the resolution process	78	78	88	78	78	81
Ease of resolving the case	78	77	86	81	89	84
TNC Referral Process	84	80	89	82	86	86
Further Action Notice Process	82	80	88	82	78	84

	Once a week or more		Two or three times a month		About once a month	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**140**	**526**	**133**	**679**	**112**	**533**
Photo Matching	**95**	**93**	**95**	**96**	**96**	**96**
Ease of photo matching process	95	94	95	96	96	96
Helpfulness in preventing fraud	95	93	94	95	96	95
Customer Service	**88**	**88**	**88**	**95**	**96**	**88**
Ease of accessing representative	89	86	86	93	94	83
Professionalism	89	89	88	95	97	93
Communication skills	88	89	90	95	96	94
Ability to understand your questions/issue	88	89	89	95	96	94
Providing guidance on policy/questions	89	87	88	95	95	95
Customer Service Before Transfer	**89**	**85**	**100**	**92**	**85**	**95**
Ease of accessing representative	91	84	100	91	44	91
Professionalism	90	88	100	94	94	98
Communication skills	89	84	100	90	94	96
Ability to understand your questions/issue	85	84	100	92	94	94
Providing guidance on policy/questions	89	81	100	95	67	95
Customer Service After Transfer	**92**	**81**	**100**	**94**	**88**	**94**
Ease of accessing representative	89	79	100	93	67	94
Professionalism	93	86	100	95	94	94
Communication skills	93	83	100	93	94	95
Ability to understand your questions/issue	93	82	100	93	94	94
Providing guidance on policy/questions	91	78	100	95	78	93
Customer Service by Email	**88**	**78**	**94**	**79**	**67**	**81**
Ability to understand your questions/issue	89	78	94	80	67	84
The timeliness with which you received a response	86	81	94	76	67	79
Communication skills in the response you received	89	82	94	81	67	80
Providing guidance on policy/questions	88	78	94	79	67	81

	Once a week or more		Two or three times a month		About once a month	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**140**	**526**	**133**	**679**	**112**	**533**
Internet Use	**76**	**75**	**75**	**74**	**71**	**75**
Interested in using the Internet rather than having to call or e-mail E-Verify	76	75	75	74	71	75
Technical Assistance	**99**	**85**	**100**	**92**	**--**	**88**
Ease of accessing representative	96	82	100	91	--	89
Professionalism	100	88	100	93	--	85
Communication skills	100	85	100	91	--	89
Ability to understand your questions/issue	96	87	100	93	--	88
Knowledge of technical issues	100	87	100	91	--	89
Technical guidance resolving your issue	100	87	100	91	--	88
Interested in Communicating with Peers	**43**	**45**	**38**	**37**	**34**	**37**
Interested in communicating with peers about E-Verify or using the system	43	45	38	37	34	37
E-Verify Listens	**87**	**73**	**86**	**74**	**100**	**77**
Experience with E-Verify Listens	87	73	86	74	100	77
Satisfaction	**85**	**83**	**87**	**87**	**87**	**88**
Overall satisfaction	88	85	89	89	89	89
Meets expectations	86	84	87	87	87	87
Compared to ideal	83	81	85	85	86	86
Recommend	**90**	**87**	**89**	**90**	**91**	**90**
How likely would you be to recommend the E-Verify program to others	90	87	89	90	91	90
Confident in Accuracy	**88**	**89**	**93**	**92**	**93**	**92**
How confident are you in the accuracy of the E-Verify program	88	89	93	92	93	92
Future Participation	**97**	**96**	**96**	**96**	**97**	**96**
Likelihood to continue to participate in the E-Verify program in the future	97	96	96	96	97	96
Usefulness of Manuals	**83**	**86**	**74**	**81**	**89**	**79**
Manuals	83	86	74	81	89	79

	Once a week or more		Two or three times a month		About once a month	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**140**	**526**	**133**	**679**	**112**	**533**
Usefulness of Tutorials	**88**	**85**	**82**	**87**	**93**	**86**
Tutorials	88	85	82	87	93	86
Usefulness of Refresher Tutorials	**89**	**84**	**74**	**83**	**89**	**81**
Refresher Tutorials	89	84	74	83	89	81
Usefulness of E-Verify Public Website	**88**	**84**	**83**	**87**	**89**	**83**
E-Verify public website	88	84	83	87	89	83
Usefulness of Q and As	**93**	**84**	**84**	**86**	**69**	**81**
Q and As	93	84	84	86	69	81
Usefulness of E-Verify News Articles	**91**	**85**	**86**	**84**	**81**	**75**
E-Verify news articles	91	85	86	84	81	75
Usefulness of Helper Text	**92**	**83**	**87**	**85**	**96**	**80**
Helper Text	92	83	87	85	96	80
Usefulness of Quick Reference Guides	**91**	**85**	**81**	**89**	**94**	**85**
Quick Reference Guides	91	85	81	89	94	85
Usefulness of E-Verify Call Center	**81**	**86**	**94**	**83**	**69**	**82**
E-Verify call center	81	86	94	83	69	82
Usefulness of Other E-Verify Users	**86**	**85**	**97**	**86**	**94**	**79**
Other E-Verify users	86	85	97	86	94	79
E-Verify Monitoring and Compliance Group	**85**	**81**	**81**	**85**	**94**	**75**
Assistance received from E-Verify Monitoring and Compliance Group	85	81	81	85	94	75

Figure 54 - Frequency Of Use Scores (cont.)

	Once every few months		Once or twice a year		Less than once a year	
	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	**232**	**1,303**	**133**	**900**	**51**	**342**
Awareness / Registration	**87**	**88**	**88**	**87**	**79**	**84**
Clarity of instructions on how to enroll	85	87	88	86	74	83
Memorandum of understanding makes responsibilities and next steps clear	85	87	89	85	85	85
Ease of submitting registration information	89	89	89	88	74	85
Speed of receiving User Name, Password and E-Verify Web Address	90	91	88	89	89	88
Ease of registration process overall	86	87	86	86	74	82
Tutorial	**86**	**88**	**88**	**85**	**75**	**81**
Helpfulness of information in User Manual	87	88	84	84	67	78
Ease of taking online training in terms of understanding content	86	89	88	86	78	83
Ease of completing online training in terms of time required	85	87	89	83	78	78
Ease of accessing online resources	84	89	89	86	78	83
Usefulness of online resources	86	88	87	85	70	80
Ease of training process overall	86	88	88	85	74	81
Using E-Verify	**90**	**91**	**89**	**88**	**81**	**85**
Ease of navigating the E-Verify site	87	89	86	86	78	82
Ease of submitting I-9 information on E-Verify	90	91	88	88	79	85
Speed of receiving an initial response from E-Verify	94	94	92	91	87	89
Clarity of next steps as described in the response	89	90	87	87	79	84
Tentative Nonconfirmation (TNC) Resolution Process	**87**	**76**	**68**	**77**	**--**	**96**
Speed of resolving the case	88	76	69	76	--	97
Clarity of communications about the steps involved in the resolution process	87	76	61	77	--	97
Ease of resolving the case	89	75	69	75	--	97
TNC Referral Process	87	79	59	82	--	94
Further Action Notice Process	87	80	67	82	--	94

	Once every few months		Once or twice a year		Less than once a year	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**232**	**1,303**	**133**	**900**	**51**	**342**
Photo Matching	**95**	**94**	**94**	**95**	**93**	**91**
Ease of photo matching process	95	95	94	94	89	91
Helpfulness in preventing fraud	95	94	94	95	96	92
Customer Service	**86**	**90**	**87**	**92**	**99**	**71**
Ease of accessing representative	86	89	83	90	94	57
Professionalism	86	91	89	92	100	90
Communication skills	86	90	87	93	100	84
Ability to understand your questions/issue	86	91	87	93	100	83
Providing guidance on policy/questions	84	88	88	91	100	81
Customer Service Before Transfer	**89**	**72**	**--**	**94**	**--**	**33**
Ease of accessing representative	83	72	--	94	--	33
Professionalism	92	74	--	95	--	33
Communication skills	92	74	--	94	--	33
Ability to understand your questions/issue	86	69	--	95	--	33
Providing guidance on policy/questions	86	73	--	92	--	33
Customer Service After Transfer	**90**	**76**	**--**	**93**	**--**	**33**
Ease of accessing representative	83	74	--	97	--	33
Professionalism	92	78	--	97	--	33
Communication skills	89	77	--	97	--	33
Ability to understand your questions/issue	92	77	--	96	--	33
Providing guidance on policy/questions	92	74	--	91	--	33
Customer Service by Email	**44**	**80**	**85**	**72**	**--**	**64**
Ability to understand your questions/issue	63	79	89	78	--	67
The timeliness with which you received a response	47	82	89	72	--	62
Communication skills in the response you received	56	81	81	75	--	64
Providing guidance on policy/questions	52	76	81	71	--	53

	Once every few months		Once or twice a year		Less than once a year	
	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	232	1,303	133	900	51	342
Internet Use	**69**	**72**	**65**	**68**	**75**	**67**
Interested in using the Internet rather than having to call or e-mail E-Verify	69	72	65	68	75	67
Technical Assistance	**94**	**90**	**85**	**88**	**--**	**73**
Ease of accessing representative	94	88	72	85	--	71
Professionalism	94	91	89	88	--	73
Communication skills	94	92	83	88	--	71
Ability to understand your questions/issue	92	89	89	89	--	73
Knowledge of technical issues	94	91	89	89	--	76
Technical guidance resolving your issue	94	89	83	89	--	73
Interested in Communicating with Peers	**35**	**34**	**29**	**28**	**26**	**24**
Interested in communicating with peers about E-Verify or using the system	35	34	29	28	26	24
E-Verify Listens	**83**	**74**	**63**	**82**	**61**	**75**
Experience with E-Verify Listens	83	74	63	82	61	75
Satisfaction	**86**	**86**	**84**	**84**	**73**	**79**
Overall satisfaction	88	88	85	86	75	80
Meets expectations	86	86	84	84	75	79
Compared to ideal	84	84	83	82	70	78
Recommend	**89**	**88**	**85**	**86**	**72**	**79**
How likely would you be to recommend the E-Verify program to others	89	88	85	86	72	79
Confident in Accuracy	**91**	**91**	**90**	**89**	**81**	**84**
How confident are you in the accuracy of the E-Verify program	91	91	90	89	81	84
Future Participation	**97**	**95**	**93**	**94**	**84**	**88**
Likelihood to continue to participate in the E-Verify program in the future	97	95	93	94	84	88
Usefulness of Manuals	**83**	**84**	**90**	**81**	**78**	**71**
Manuals	83	84	90	81	78	71

	Once every few months		Once or twice a year		Less than once a year	
	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	**232**	**1,303**	**133**	**900**	**51**	**342**
Usefulness of Tutorials	**84**	**88**	**91**	**85**	**100**	**76**
Tutorials	84	88	91	85	100	76
Usefulness of Refresher Tutorials	**83**	**86**	**91**	**81**	**100**	**68**
Refresher Tutorials	83	86	91	81	100	68
Usefulness of E-Verify Public Website	**87**	**87**	**88**	**85**	**70**	**79**
E-Verify public website	87	87	88	85	70	79
Usefulness of Q and As	**83**	**87**	**91**	**82**	**74**	**79**
Q and As	83	87	91	82	74	79
Usefulness of E-Verify News Articles	**85**	**81**	**90**	**75**	**78**	**63**
E-Verify news articles	85	81	90	75	78	63
Usefulness of Helper Text	**81**	**85**	**90**	**81**	**100**	**76**
Helper Text	81	85	90	81	100	76
Usefulness of Quick Reference Guides	**85**	**88**	**91**	**85**	**100**	**79**
Quick Reference Guides	85	88	91	85	100	79
Usefulness of E-Verify Call Center	**83**	**87**	**89**	**82**	**33**	**70**
E-Verify call center	83	87	89	82	33	70
Usefulness of Other E-Verify Users	**87**	**87**	**91**	**82**	**78**	**72**
Other E-Verify users	87	87	91	82	78	72
E-Verify Monitoring and Compliance Group	**72**	**86**	**72**	**85**	**--**	**64**
Assistance received from E-Verify Monitoring and Compliance Group	72	86	72	85	--	64

Organization Type Comparison

Figure 55 - Which Best Describes Organization Scores

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**755**	**3,973**	**23**	**165**	**23**	**145**
Awareness / Registration	**88**	**87**	**84**	**91**	**100**	**89**
Clarity of instructions on how to enroll	86	86	85	92	100	89
Memorandum of understanding makes responsibilities and next steps clear	88	86	85	91	100	86
Ease of submitting registration information	89	88	85	93	100	89
Speed of receiving User Name, Password and E-Verify Web Address	91	90	85	89	100	90
Ease of registration process overall	87	86	81	88	100	90
Tutorial	**88**	**86**	**74**	**92**	**100**	**89**
Helpfulness of information in User Manual	82	86	83	91	100	88
Ease of taking online training in terms of understanding content	89	87	74	92	100	90
Ease of completing online training in terms of time required	89	85	74	94	100	90
Ease of accessing online resources	88	87	70	91	100	89
Usefulness of online resources	88	86	78	90	100	89
Ease of training process overall	89	86	70	93	100	91
Using E-Verify	**90**	**90**	**88**	**90**	**90**	**87**
Ease of navigating the E-Verify site	87	88	88	89	90	85
Ease of submitting I-9 information on E-Verify	90	90	88	91	92	88
Speed of receiving an initial response from E-Verify	93	93	92	91	92	89
Clarity of next steps as described in the response	88	89	84	88	86	86

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**755**	**3,973**	**23**	**165**	**23**	**145**
Tentative Nonconfirmation (TNC) Resolution Process	**82**	**80**	**84**	**73**	**67**	**70**
Speed of resolving the case	82	80	86	72	67	72
Clarity of communications about the steps involved in the resolution process	81	79	84	75	74	71
Ease of resolving the case	84	79	82	73	48	69
TNC Referral Process	85	83	88	78	70	70
Further Action Notice Process	83	82	83	77	78	70
Photo Matching	**95**	**95**	**96**	**94**	**98**	**94**
Ease of photo matching process	95	95	96	94	97	94
Helpfulness in preventing fraud	95	94	96	93	98	93
Customer Service	**88**	**90**	**93**	**83**	**100**	**95**
Ease of accessing representative	87	88	93	83	100	94
Professionalism	89	92	93	82	100	96
Communication skills	88	92	93	84	100	95
Ability to understand your questions/issue	88	92	92	86	100	95
Providing guidance on policy/questions	88	91	92	82	100	95
Customer Service Before Transfer	**92**	**87**	**73**	**76**	**87**	**89**
Ease of accessing representative	83	85	94	75	78	90
Professionalism	94	89	72	86	94	90
Communication skills	94	87	72	71	89	85
Ability to understand your questions/issue	93	86	67	73	78	90
Providing guidance on policy/questions	88	86	72	73	89	89

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	**755**	**3,973**	**23**	**165**	**23**	**145**
Customer Service After Transfer	**93**	**87**	**89**	**72**	**86**	**85**
Ease of accessing representative	87	86	89	74	72	85
Professionalism	94	89	89	85	89	85
Communication skills	94	88	89	76	89	85
Ability to understand your questions/issue	94	88	89	72	89	85
Providing guidance on policy/questions	92	86	89	70	83	83
Customer Service by Email	**76**	**81**	**92**	**70**	**72**	**60**
Ability to understand your questions/issue	83	82	89	67	78	57
The timeliness with which you received a response	78	80	96	76	63	64
Communication skills in the response you received	80	82	96	72	70	64
Providing guidance on policy/questions	79	80	89	63	74	55
Internet Use	**71**	**72**	**71**	**81**	**81**	**71**
Interested in using the Internet rather than having to call or e-mail E-Verify	71	72	71	81	81	71
Technical Assistance	**95**	**89**	**99**	**79**	**--**	**83**
Ease of accessing representative	93	87	89	82	--	72
Professionalism	96	90	100	83	--	85
Communication skills	95	89	100	78	--	83
Ability to understand your questions/issue	94	89	100	85	--	85
Knowledge of technical issues	96	89	100	85	--	85
Technical guidance resolving your issue	95	88	100	83	--	85
Interested in Communicating with Peers	**34**	**34**	**54**	**49**	**43**	**36**
Interested in communicating with peers about E-Verify or using the system	34	34	54	49	43	36
E-Verify Listens	**82**	**76**	**81**	**77**	**86**	**81**
Experience with E-Verify Listens	82	76	81	77	86	81

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2017	**2018**	**2017**	**2018**	**2017**	**2018**
	Scores	**Scores**	**Scores**	**Scores**	**Scores**	**Scores**
Sample Size	**755**	**3,973**	**23**	**165**	**23**	**145**
Satisfaction	**85**	**85**	**86**	**87**	**87**	**82**
Overall satisfaction	87	87	86	89	89	83
Meets expectations	85	85	87	88	88	83
Compared to ideal	83	83	85	86	84	80
Recommend	**87**	**87**	**90**	**91**	**92**	**85**
How likely would you be to recommend the E-Verify program to others	87	87	90	91	92	85
Confident in Accuracy	**91**	**90**	**86**	**90**	**95**	**88**
How confident are you in the accuracy of the E-Verify program	91	90	86	90	95	88
Future Participation	**95**	**94**	**94**	**96**	**92**	**94**
Likelihood to continue to participate in the E-Verify program in the future	95	94	94	96	92	94
Usefulness of Manuals	**84**	**81**	**70**	**89**	**100**	**80**
Manuals	84	81	70	89	100	80
Usefulness of Tutorials	**87**	**86**	**74**	**92**	**100**	**90**
Tutorials	87	86	74	92	100	90
Usefulness of Refresher Tutorials	**85**	**82**	**78**	**92**	**100**	**83**
Refresher Tutorials	85	82	78	92	100	83
Usefulness of E-Verify Public Website	**86**	**85**	**78**	**91**	**100**	**86**
E-Verify public website	86	85	78	91	100	86
Usefulness of Q and As	**85**	**84**	**78**	**88**	**100**	**80**
Q and As	85	84	78	88	100	80
Usefulness of E-Verify News Articles	**87**	**78**	**89**	**80**	**100**	**64**
E-Verify news articles	87	78	89	80	100	64
Usefulness of Helper Text	**88**	**82**	**78**	**93**	**100**	**69**
Helper Text	88	82	78	93	100	69

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2017	2018	2017	2018	2017	2018
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	**755**	**3,973**	**23**	**165**	**23**	**145**
Usefulness of Quick Reference Guides	**87**	**86**	**83**	**92**	**100**	**78**
Quick Reference Guides	87	86	83	92	100	78
Usefulness of E-Verify Call Center	**82**	**83**	**85**	**88**	**100**	**78**
E-Verify call center	82	83	85	88	100	78
Usefulness of Other E-Verify Users	**88**	**83**	**--**	**87**	**100**	**73**
Other E-Verify users	88	83	--	87	100	73
E-Verify Monitoring and Compliance Group	**80**	**83**	**94**	**94**	**100**	**50**
Assistance received from E-Verify Monitoring and Compliance Group	80	83	94	94	100	50

APPENDIX E: TEXT COMMENT ANALYTICS

How can E-Verify improve

Code	Text Comment
changes	Stop changing it. It works just fine the way it is. It is not hard to use and navigate.
chat	Making it easier to reach a representative by phone. I would also be willing to live chat with someone online.
chat	Can't think of any, but I still think it's important that e-verify continues to allow for you to contact them by phone when having an issue. I am not for automated or chat boxes appearing if I need help or a question answered.
chat	E-Verify works well in my limited experience. Having easy to navigate online options (chat, web inquiries, etc) is a good way to reduce the workload on your call center, but please don't take away the ability for people who get really confused to call a human being for assistance.
chat	I like having electronic methods to answer questions, but I would like to keep an immediate means of getting help, such as chat or phone.
chat	With regard to getting information or assistance using E-Verify, I would like help available from the internet, but not instead of ("rather than") phone, email or chat. They are all useful and important to have as a resources.
chat	Online chat session with a knowledgeable representative is key to further success (e.g. ADP online chat very professional, usually fixed issue during the chat or quickly communicates in email when complete). The key is to have first representative knowledgeable in all the basic scripted FAQs to field, then the ability to move the chat to a specialist in whatever unique area a civilian corporation or federal/state contractor may have.
chat	It would be nice to have a quick chat online to answer quick questions.
chat	Make it faster. Having a chat service.
chat	I love the idea of being able to chat with an agent when I have a question. Email is great but the replies can be slow and sometimes we can't wait. The Q&A on the website is inadequate in my opinion and doesn't address every potential question. Maybe it could be updated regularly to answer the odd questions that come in via email or a chat option.
confusion	I only signed up because I had to and now feel like I am required to inform when I hire a new employee. I am really unsure what the purpose is and if I really need to be doing this, but I feel like once I am on the government's radar I will probably be audited. So, all that to say I really do not understand why or the purpose of doing what I do with a new hire in my company.
customer Service	I do not know his last name, but I have talked with an employee on the phone named Randy at E-Verify that was extremely helpful on at least 2 occasions. I have had frustrations with the call line before, but he made the process easy and got me the information I needed right away with no problems.
customer Service	Be willing to put responses to email questions in writing. Have a way to quickly move complex legal questions to the General Counsel's office and get answers in less than six months. Stop relying on the I-9 manual (M-274) for guidance when the information is clearly incorrect (STEM OPT guidance is one example).
customer service	i dont call often and have not in a long time but the help desk is extremely quick helpful and friendly. Not all help desks are helpful and I can understand the service reps. they speak clearly.
customer service	In the past I have had to contact by phone and all the employees I have spoken to have been so helpful. Thank you! I appreciate it.
customer service	When you call for assistance it is often hard to understand the person that answers because they do not speak English very well. You should try it sometimes and see for yourself.
customer service	A lot of customer service representatives were helpful but there were a couple that could use some training on how to provide services to the general public and explain the steps on where to access the options.
customer service	I've had to call in for customer assistance twice. They were for the same issue. The two calls were a night and day contrast from each other. The first employee was curt and not helpful. I couldn't believe the response I was given so I called back right then and got a second person. They were in Buffalo and were amazing. It sounds like an exaggeration but there was an extreme contrast between the two employees. One was indifferent and unhelpful, the other was helpful, knowledgeable, and kind.
customer service	When new hires are trying to verify that the information is correct for their driver license, they are on hold for about 20 minutes.

customer service	I have F1 students working at my school and we have to call for every single one of them to get them verified. The agents usually don't know what I'm talking about and where to look on the I-20 to find that my school's legal name and d.b.a are the same. That's frustrating. Also, many illegal immigrants just start their own businesses and don't have to e-verify. I think it's being circumvented.
customer service	When speaking with a representative we were notified that E-verify was not to "confirm" eligibility to work and we received conflicting information. It would be helpful to ensure that all reps understand the systems purpose and ensure the system cross references documentation entered.
customer service	Have it more accessible to reach someone when I have a problem. I can't get into the system right now. Make it more user friendly so it only takes a minute to register someone.
customer service	My experience with customer service has been excellent with minimal wait time. Dawn
download	Allow the employer to download the new employee's ID and SS card.
good job	Our company has been using E-Verify since December 2007, and we find the system exceeds our expectations. Keep up the great work!
good job	We like it the way it is.
good job	What you have is quick and easy. No problems and works great!
good job	It meets my expectations.
good job	Great program and a benefit to our company. Thank you.
good job	The system is very user friendly now, except for the Client Company Name, I'd like to have a drop down list of all of my options. Thank you for making the print out one page instead of two.
good job	We like the way E-Verify works now.
good job	Please do not over complicate this process. It is quick, timely, efficient, and easy to use. If the process become burdensome it will loose the good impression I have currently for the process.
good job	Very pleased. No suggestions for improvement.
good job	very happy with how things are done
good job	I have no additional comments at this time. I think the E-Verify process currently is great!
good job	It is a great program. There are no improvements needed that I can see at this time.
good job	system works fine. customer service has been helpful whenever i called them.
good job	I have no additional comments at this time.
good job	I like e-verify - don't change it
good job	User friendly
good job	It's perfect so far!
good job	The service is fine as it is.
good job	Thank you for your interest in what E-Verify users think of the system.
good job	The system works fine. I tell people about it all the time. If a wrong birthdate is entered in error the flag goes up. We need every company using and enforcing the results. Preserve our jobs, preserve our country. Any company doing business with the government should be forced to everify. I everify every single hire.
good job	Since I use a vendor for E-verify, I cannot comment on much. Response time is quite good, however.
good job	I don't have any. I don't have to use it often, but when I do, it is quick and easy.
good job	I think the system and process is great. If I have ever had an issue it was taken care of.
good job	I have no recommendations for improvements
good job	Overall, a very smooth process and user friendly.
good job	Keep up the good work!
good job	Thank you
good job	I do not understand all of the classifications of workers and this helps me ensure we are hiring folks who are legally able to work in the USA. Thanks for that!
good job	I'm satisfied. It works well, is efficient, and quick.
good job	No changes are warranted at this time. Thanks.
good job	Good experience. Very easy to use. Thanks!
good job	I have had great success with E-Verify.

good job	I am very satisfied with the current process.
good job	I find it easy to use. Great job!
good job	I would always recommend any employer to use E-Verify even with the recent frustrations I've had and also the delay in some cases. It's a great safeguard for all companies regardless.
good job	I believe functions provided work well.
good job	I was very anxious at first, but once I used the on line tutorial and then took the test and started to use the system, I found it was very user friendly and a great tool for verifying the I-9.
good job	Again, I think E-Verify is doing a fantastic job!
good job	Thank you for the service.
good job	Very good Plaform this is
good job	Its an awesome tool, will continue to use it on a regular basis for our employee hiring process
good job	I like the service.
good job	Good Service
good job	No improvements that I can think of.
good job	The service is excellent until this time.
good job	keep up the good work
good job	No complaints.
good job	I appreciate having a simple to use service to verify our applicant's and their visa status. It is not an optional service for some of our employees who are foreign graduates with OPT visa status, so we have to use it, but it is convenient and quick enough that it is a comfort, not a hassle.
good job	None. Totally satisfied with everify. Glad I signed up.
good job	It is fine.
good job	I will be using E-Verify as long as I have clients hiring employees. I will be retiring in the near future, not sure when, but that would be the reason I would not be using E-Verify.
good job	System is user friendly and works well, no issues
good job	nothing. everything is great
good job	E-Verify works well for our needs. We have had zero issues. No additional comments at this time.
good job	I think it is completely functional the way that it is.
good job	Great system and updated for ease of your as needed.
good job	Keep up the good work.
good job	Love everify!
good job	The system is really great. Just have to get most companies to use it.
good job	Good Survey to improve EVerify
good job	Please don't make any changes to E-Verify. It's the one website, I know works the way it's supposed to!
good job	No. The site is easy to use and when we do seek help, E-Verify staff are always very helpful and knowledgable.
good job	Not sure. I think the service is fairly user-friendly already and I would recommend it to others.
good job	I find the whole process simple and am glad to have the verification that our employees are legally documented to work.
good job	It's a good system. It's quick and clear. If you have your information ready, the whole process is quick. Like anything, if you are not prepared to answer the questions, it's cumbersome. Just be organized and the whole process is usually done in 5-10 minutes
good job	It is very easy to use. The only issue I have is when a case is complicated or out of the ordinary then I want to be able to call and talk to someone which I have been able to do. I do use the FQA and website for more basic questions and it has been helpful.
good job	Great service.
good job	Great system!

good job	We take the use of the E-Verify system very seriously. We've had phone calls in the past from E-Verify requesting more information from a pattern that they've seen from our use of the program. And more recently, we received an email that most all of our cases do not have an employee email. We've changed our employee intake process to be more proactive on gathering email information and will put it into the E-Verify system even though that field is not mandatory on the E-Verify website. So, we know that E-Verify is looking at our cases and we appreciate that type of oversight to assure that we're doing the program correctly.
good job	Thank you.
good job	I setup E-Verify for BRG this year, however my contract ends on 12/29/2018. I have let this employer know that E-Verify is a very important tool for his company.
good job	Great platform!
good job	Thanks for your improvements in the past. It has really helped streamline the process.
good job	I have loved E-Verify since its conception. I cannot imagine hiring without it. It provides a sense of relief knowing we have gone above and beyond to ensure new hires have the right to work in the U.S. I say...AWESOME JOB!
good job	For our purposes, E-Verify is more than satisfactory.
good job	It's fine.
good job	I feel confident in information I receive from E-Verify.
good job	I am very pleased with the E-Verify system. It has really helped me in verifying employees.
good job	The program serves the purpose for which my company uses it.
good job	We are good with E verify
good job	I'm satisfied with the E-Verify system.
good job	Thanks for your help.
good job	I think E-Verify is doing great service, for more improvident you should contact the experts in this regards, they will be more useful then me. thanks.
good job	I am pleased with the service as it is.
good job	Thank you.
good job	I think that as a whole it works quite well. At the moment we are not hiring a lot so it is not time consuming. However, on past jobs that I used e-verify on that had multiple new hires it could be stressful to ensure that everything was entered in the short window of time provided.
good job	Keep up the good work!
good job	I feel very confident and comfortable using E-Verify as it is.
good job	when it works its great
good job	thank you for the survey
good job	This website is helpful and gives assurance that we as employers are not hiring individuals we should not be hiring. Gives me a peace of mind anyhow.
good job	It serves me well right now.
good job	Thanks for providing this service
good job	I can't think of any improvements at this time.
good job	Good site
good job	Good Job...
good job	Thank you for the opportunity to make responses to this survey.
good job	I think it fits the needs of my companies hiring verification. We are small and don't seem to run into any issues luckily.
good job	I think E Verify program is doing a great job, I have used E Verify from the past 6 years and it is a helpful tool to prevent fraud. After TNC notice is issued , e Verify should email user reminding about that particular case and make sure that the case is closed. I think after TNC notice there is not any action needed by E Verify to complete the case.
good job	Of several state and federal websites that I have to use, I think E-Verify is the easiest.
good job	Thanks for the great services!
good job	E-Verify is good.
good job	I don't know as I have not had any problems.
good job	we are very pleased with the E-verify system

good job	I am very much satisfied with service. I have no comments. Thanks.
good job	I have helped our sub contractors get started with the E-Verify. It is a great service and plan to use it as long as it is available. I feel like the time spent in E-Verify is great. It is very fast and I usually use E-Verify and also send in information to our state for the child support program at the same time.
good job	There is so much satisfaction and peace of mind in using E-Verify (for sure).
good job	Can't recommend any new improvements at this moment.
good job	out state requires use and I have no issues with the system
good job	We initially started using E-Verify in 2007 due to a customers requirement and have been using it ever since. The system is easy to access and use. Updates are communicated and required additional trainings to use the system ensure that you are current with any changes. We have never had any issues with using the service or the confirmations. Use of the E-Verify system has allowed us to do business with a variety of city and county governments and school systems. Without the service, we would not be able to provide our services to these groups.
good job	E-Verify is very fast and efficient. I hope the Federal government does not dissolve.
good job	No improvement needed.
good job	No improvements, site is very well built.
good job	it is easy and painless.
good job	I have recommended E-Verify to a local landscaping company and a pest control company. I'm not certain if they have implemented. For our company because we're so small and don't have a high rate of turnover, I'm not that inclined to use it. Plus, because I handle all administrative tasks and I'm not just a dedicated H/R person, I wasn't always timely in using E-Verify.
good job	System is easy to use and fast. We are a small employer so we do not have many transactions and use the system infrequently.
good job	It worked well. Congratulations. I have been pleasntly suprprised at the ease of use. This should be mandatory for all employess above a certain pay threshold.
good job	I like service
good job	Thank you
good job	It's an excellent program and quite easy to use.
good job	no issues or concerns. Good Job
good job	Again, it is also beneficial if E-Verify can be used once someone submits an application form.
good job	Please don't change it. It works well.
good job	Great program, thank you!
good job	The system works pretty good.
good job	GLAD YOU ARE AVAILABLE. THANK YOU.
good job	It's very good now. no needed improvement.
good job	Great service to employers! We need to be able to verify we are hiring legally eligible Americans and residents!
good job	It's great!
good job	KEEP UP THE GOOD WORK.
good job	I have been very pleased with using the E-Verify website
good job	keep up with the good work
good job	E Verify is A Good Program
good job	We rely on e-verify for all our new hires. Standard company practice.
good job	We have had zero problems with the system. We believe its functionality is excellent. What we as employers need is an increased enforcement on those that hire illegally. E-verify is not a selling point for most business's. They make decisions about contractors, suppliers, and business partners based on costs, not ethics. If it is not directly affecting them they do not care if there are illegal workers working for the company they are hiring. They are saving money. We believe in the ethics of hiring only those eligible to work in the United States and believe if there was a sweeping requirement for it would level the business playing field in many industries and benefit all Americans as well as resident aliens eligible to work.

good job	I think E-Verify does all of the right things. We are a small company so the initial agreement is a bit intimidating but I'm sure there are people out there trying to "work the system" so having that agreement is all part of doing business and setting expectations and protections. I really like E-Verify and I was "lost" earlier this year when the site was down and we had hired a handful of people. I don't have any concerns about the work eligibility of any of our associates, but it's really nice to have E-Verify there to help validate these assumptions.
good job	Thank you for always improving and keeping the program up to date.
good job	Don't change anything about it. I've never had a case that was not approved, so i can't talk about that. But the ease of use at this point is perfect.
good job	Very pleased and confident in this program.
good job	It's a good program. Like that there is a way to verify right through to the government and have the assurance of an employee's eligibility to work.
good job	With our current level of hiring, we are pleased with the e-Verify system at this point.
good job	Great system!! Notify users when updates are available. Thanks!!
good job	The E-Verify system has worked well for our company. It's not perfect but we feel it does a good job of helping hire people who can legally work for our organization.
good job	This is a very reliable process of verifying work authorizations to anyone that you plan to recruit. So far I experienced better accuracy and reliability in the system. I think we should extend this to contractors as well and not just employees.
good job	I am satisfied.
good job	E-Verify process is a well thought out process easing work authorization verification for our organization.
good job	Found it very easy to use way for hiring confirmation.
good job	E-verify is very useful and easy access for employer. The training material which is provided now is best in class. There is always a graphical information useful, which e-verify already have it.
H1B	Helping companies with full process when an employee leaves, in particular an H1-B or visa holding worker, by contacting USICIS and ensuring compliance with updates on individual h1-b employment cases.
integrated with other system	Perhaps if the e-verify site was integrated with our ATS...
integrated with other system	Smoother integration with software using the web services account, updated technical abilities to streamline the process for verification, i.e. online fillable forms that include the electronic signature option for both employee and employer portions, added failsafes that minimize user error such as requiring data to be entered into each field of the online fillable form so that it can't be submitted without all required data. User should enter N/A for fields that aren't applicable to them depending on the documents they chose to provide, etc.
integrated with other system	If E-Verify and the states talked to each other instead of submitting the same information twice.
integrated with other system	We need to be able to do criminal background checks as well. ID's may be verified but we don't know for sure and we have no idea as employers if the employee is a wanted criminal in another state. If we are going to work together to fix this problem the federal government needs to give us access to nationwide background checks.
integrated with other system	The one commons issue we experience is systems not "communicating" which can cause a non-confirmed case, which has to be resolved. Or when the system is completely down, it causes issues with complying.
issue-interface	When I last reached out to E-Verify via email, I received an automated response about the support reps not being able to respond due to current technical difficulties. There is a fact sheet that was linked which took me to a site where I got the message Access Denied. The automated email also didn't specify whether I should resend the email. That is the only issue I've had with E-Verify within the last 6 months.
issue_I9	Incorporate an electronic version of Form I9 for employees to submit to verify their employment and do away with employers maintaining copies of the forms.

issue-alerts	The "work authorization docs expiring" alert continues to flag cases where a permanent resident card was used. Please correct this.
issue-alerts	please send email when there is a case that needs attention
issue-alerts	Alerts about changes to the law as well as employer obligations would be very helpful
issue-alerts	Would be good to get notifications of changes via email.
issue-alerts	Add a reminder via e-mail when documents expire.
issue-alerts	send an email when there is an update to a case I created, so I don't have to keep checking in.
issue-case alerts	I would prefer email with case alerts. Also just learned and disappointed that it does not alert us to reverify situations. We've had situations we would not have red flagged come up as alerts. A bit confused by that.
issue-data entry	The system does not tell me I have duplicate entries.
issue-data entry	Sometimes you need more time for the employee to get you information to properly enter into the system. It would be helpful to have a longer window of time to enter the information to be compliant.
issue-data entry	If a case is submitted late it would be nice for the reason to print on the printout page.
issue-data entry	Remove the email address entry.
issue-data entry	We continue to have issues with the permanent residence cards since they use a number for verification other than the obvious number listed on the front A# section. I have had multiple times where a new associate's name has been misspelled, reversed, or wrong in other ways, and they have come back as verified. And some who have had their full names spelled out correctly but they come back as a TNC because they didn't list their middle initial. I frequently tell new team members to list every alias they can think of because I never know what the system will need. I am skeptical of the results from E-verify but it is a requirement in our state. The government requires so much duplicated data to be reported to different agencies that it seems like this information could be gathered through one of the many other required reportings.
issue-data entry	If you make a mistake (data entry error) the ability to go back and change without having to tentative.
issue-data entry	I'd like to see a standard EEV verification form or certificate to use when compiling bid documents instead of having to fill out a job-specific form and have it notarized every time.
issue-data entry	There is no need for so many pages to verify someone; you guys should focus on combining pages or scaling down the amount of information required to complete the process. An electronic I-9 that translates into e-verify would be very helpful as well.
issue-data entry	sign up is way too difficult
issue-data entry	it'd be nice to have an option for an upload rather than manually entering things in each time.

issue-data entry	I would like to know how to correct a mistake after information has been submitted to EVerify.
issue-data entry	Explain how it is that someone who has a social security card with a name that is spelled slightly different than their other ID and than they spell it on their application, can pass E Verify??
issue-data entry	The regulations should be extended slightly to help small employers deal with massive hiring and again, let me put in multiple people at a time. Some states use Child Support reporting in this way. It is way faster and saves employers a lot of time when they are hiring large groups of people at a time.
issue-data entry	Auto-loading/filling of information from documents through scanning the potential candidate's information/paperwork for employment would be great.
issue-email	E-MAIL reports on all cases that have been verified.
issue-fraud	If there was a case of fraud and a person's information had been stolen, both forms of ID would match. So, it would be great to have a picture automatically come up to verify that person.
issue-fraud	It is good to have this system as before, we are just judging that the documents provided for the I-9 are legit and we are not experts on judging forged documents or not.
issue-I9	the electronic I-9 is a great idea. The employee email field needs to note to only enter a personal email address! Too many employees still put their company email address.
issue-I9	It would be amazing to be able to print the I9's and just place it in the employee file instead of having to fill out this information...
issue-I9	It would be nice if the webservices for companies that have electronic I-9 systems that sell to other companies works consistently and does not have issues, we continue to have issues with the ADP I-9 system and they indicate its due to the upgrade that recently occurred with E-Verify. The TNC process electronically allows you to select if they are contesting but doesn't have a reminder that you need to save the actual signed copy .
issue-I9	Does I-9 form have a line to write in confirmation number from E-Verify?
issue-I9	In 2018, we have experienced an increase in technical issues while hiring managers in hundreds of locations are completing I-9 forms - and they aren't experts. So, it involves manual intervention from only 2 resources for hundreds of locations throughout the week. We recently started receiving "duplicate case" messages when a time out is occurring between E-Verify and our I-9 Advantage web service, only we can't see the duplicate case - only one. This creates confusion on what we need to do next. We are experiencing more outages and temporary issues overall during the process. I don't know what drove this increase in issues, but it is difficult to manage from a time perspective, as well as ensuring compliance - especially with a middle party in between (web service).
issue-I9	Electronic I-9 verification. Not sure if E-Verify updates employers if employee status changes due to out of date visa, this could be useful.
issue-I9	digital I-9 Form process
issue-I9	I think a company should not have to keep copies of I-9's if they use E-verify. If you are able to close a case you should automatically pass an audit on that individual for I-9 records.
issue-I9	The hardest part of verifying is the employee completing the I-9 correctly. If there was a universal form that was available for mobile tablets so the employees could complete and sign the form electronically, it would help prevent errors.
issue-I9	Please make this the only requirement for verifying employees. No more I-9 please!
issue-I9	Please make sure to communicate updates on E-Verify site with the I-9 systems (such as Guardian Lawlogix) to avoid disruptions in the I-9/E-verify process.
issue-I9	Better integrating the I-9/E-verify process would be incredibly helpful. Now, with many workers being remote, there are challenges with getting these done and remaining compliant with remote new hires.
issue-I9	Electronic I-9 please!!!
issue-I9	Stop making us fill out the I-9 form in addition to printing the e-verify form off.

issue-interface	It needs to be easy, simple, with error correction, better user interface, less onerous training requirements. Most of the issues are resolvable by hiring a decent UX designer.
issue-interface	For a couple of months E-Verify had some technical issues, and the webiste was down quite a bit. I received several messages that stated that more informoation was needed for an employee before a determination could be made, but then the ball was dropped and I did not receive any further communications regarding the emplee. I would call E-Verify, and something and I was told that the empolyee was okay to hire, but it did not make me feel confident.
issue-interface	The website has old and new content that conflicts so I don't trust what I find online. Some rarer instance are hard to find guidance on.
issue-interface	Please just fix whatever bugs are causing these syncing issues! This is a major hangup in our hiring process. Also, it would be really handy to be able to submit corrections. For example, if a manager accidentally clicks the state AK instead of AR, and doesn't realize it until they see the TNC. Instead of having to go through the whole referral process and potentially having to close & resubmit a new case, it would be so useful to be able to make minor corrections. Even if you're limited to one correction per case, it would help SO MUCH for managers who get too much in a hurry.
issue-interface	For some reason the browser that I originally used, Google Chrome, all this year is no longer working for me. I have to use Internet Explorer, I'm not sure why.
issue-interface	Please improve your website so that "technical difficulties" do not cause it to be down for days on end!
issue-interface	I use an Apple Computer. The system is not compatible with safari, so I have to switch to Google Chrome, which I don't use for anything else.
issue-interface	I am unable to use the website using my Apple Chrome. It would be helpful if this were corrected.
issue-interface	Again the only thing I would like to see is an App
issue-interface	refer to my first comment. Need IOS (apple products) compatible.
issue-interface	Again, make it user friendly. Point and click, fill in the blanks.
issue-interface	Verification is easy when the employee is born in the US, however it would be nice if the process were improved for permanent residents and new citizens, which appears to not work all the time as well
issue-interface	It's good but require improvements for ease of use than typical web application built 10 years ago. Possibilities for mobile enablement also needs to be looked it in authorized devices
issue-interface	make it easier to find the employers login
issue-interface	It would be beneficial if the website immediately prompted you when you've already verified a candidate rather than creating a duplicate. OR just the ability to delete a duplicate case.
issue-interface	Make E-verify process easier to verify employees with different work visas.
issue-interface	Sometimes we run into issues with case closure options. We've noticed that if you accidentally select the wrong case closure option there's no way to go back and update this. It would be very helpful if there was an option to do so.
issue-multiple IDs	Per my previous comments, there needs to be a better option for large companies with multiple subsidiaries. There should be a master view with the ability to file multiple cases across different subsidiaries. There should be a login/credentials option that is a "master" so that the person using it only needs to be trained once. Currently, if you have an HR person at the parent company that has login credentials and has gone through the training, they need to apply for seperate credentials for each subsidiary and complete the training for each of these new set of credentials. At the very least, a single person who has multiple user IDs for different entities should be able to apply their training certification to all their IDs.
issue-multiple IDs	I have multiple locations in 3 different states (Nebraska, Ohio and Wisconsin) . It would be helpful if I could use ONE everify log on to enter new hire data for all 3 states, instead of having 3 separate log on credentials.

issue-multiple IDs	For those of us who everify for multiple companies, we wish there was a way to have a single USER ID for all companies (instead of having to have a unique user for each company). For instance in my case, I everify for my company (a restaurant chain) and several of its franchisees (which are different legal entities). I have to have a unique USERID for each company :(
issue-multiple IDs	our company set up multiple accounts using the same FEIN number prior to my joining the company. As the one who pulls reports out of E-Verify for the whole organization, it is time consuming and cumbersome to log in to 5 separate accounts and aggregate the data onto one spreadsheet. Would be better if all the accounts could be merged into one.
issue-old employees	Sometimes I have employees that are here for a week long job and then they are gone on to another job for another company. My problem is receiving all kind of questionnaires concerning these employees (child support, wage garnishments, etc.) This creates so much paperwork for me concerning employees who no longer work for our company. This is my major complaint. A simple email from these entities asking if someone is still employed would be so much better than having to fill out all kinds of paperwork. E-Verify provides these entities with information when someone is employed by a company...maybe they should also provide a way for us to let them know someone is no longer employed, too.
issue-paperwork	1. you last question insinuates that participation is optional? why do you ask that question? YES, of course we participate - IT'S THE LAW!!! 2. Also, when we first learned about e-verify several years ago and signed up, I was specifically forbidden to use it to check the papers of CURRENT employees, some of which turned out to be false. I called numerous times to your 'help' number in Washington to ask permission and for help. I was told I wasn't "expected to be the border patrol and do my best". Six months later we got audited and fined for false paperwork. Why would e-verify have provided the capability of checking papers but not allow an employer to use it?? Why would you only allow DHS to use it? Why was I as an employer not allowed be proactive? As a new tool, Why could I not use it if the entire purpose it to determine viability of proper paper work??? The DHS agent himself thought it was stupid but his hands were tied. WHY????
issue-paperwork	I feel like the check for E-Verify should be when the documents for individuals are issued, not when they get a job. Why issue someone a drivers license or social security number without checking to make sure they are a valid citizen to be in the U.S.
issue-paperwork	I wish that there were readily available resources for supporting those trying to review documents presented for validity. It is often hard to identify if the presented documents are real, or if they are false documents with information on them that would pass the EVerify process. Document review in every case would be my preference.
issue-passwords	Passwords have to be overly complicated and have to be changed too often. Needs to be a more efficient way of handling passwords.
issue-passwords	Changing PW when it expires - I understand it's for safety/security reasons, but time consuming.
issue-passwords	Sign in procedure gets frustrating when you have to change the password frequently. Also, the rules surrounding the password requirements are too strict.
issue-passwords	The password rules for eVerify are ridiculous. I truly understand internet security. That said, I easily spent 20 minutes this week trying to create a new password that met your rules and didn't match my recent passwords (of which I could only remember one). We have 3 LLCs which means 3 eVerify logins. That is a lot of time spent resetting passwords when they expire. It would also be great if the system could somehow aggregate LLCs up under a S-Corp thus dropping that login down to one.
issue-passwords	password changes are difficult
issue-passwords	minimize password reset to once a year

issue-passwords	Password is required to be changed too frequently. I am running out of passwords
issue-passwords	We are very likely to continue to use E-Verify because it is required, otherwise we would not continue. To improve E-Verify, you can give us a more reasonable time frame for entry, you can lessen the restrictions on passwords and the frequency with which they need to be changed.
issue-passwords	Stop changing the password so often, I have to come up with a new one almost every time I use it. Provide suggestions on what could be entered wrong for the employee. Provide some information on why we have e-verify if it doesn't mean anything. What happens if someone continues to work but doesn't "clear" the system?
issue-passwords	The constant requirement to change passwords without any allowance of repeating any sequences from the previous password and not letting any password end in a number is a little over the top for a low security site and makes the password change requirements a complete pain.
issue-passwords	The requirement to change the password is too often. Also, employers who rarely need to hire are thrown out of the system due to inactivity. Employer Agents are notified of this without any reference to the name of the business being deactivated, so a phone call is required to determine which business it is.
issue-passwords	Creating a password that is acceptable is extremely difficult. It'd be helpful if actual words could be used in the password or if there was a secure password generator link with the exact specifications of this site.
issue-passwords	the password rest requirements are ridiculous. It takes me 10 minutes to reset mine because of all the rules that have to be satisfied.
issue-passwords	I wish I didn't have to change my password so often. Maybe use a two system sign in verification instead of always changing passwords.
issue-passwords	Don't make me change my password every time I log on (only use it once or twice a year with new hires)
issue-passwords	Allow passwords to be recycled.
issue-passwords	Should issue employers a permanent password.
issue-passwords	Always have problem with password. Other than that process very good.
issue-passwords	I understand the need for security but the password requirements are a pain, I only use it when I hire which is rarely, so I pretty much have to make a new password every time I sign in.
issue-passwords	Password changes - to often
issue-passwords	Eliminate the frequent need to change passwords.
issue-printing	Please make the U.S. Dept. of Homeland Security logo smaller when printing the case status report. The logo covers up part of the case verification number.

	List B Document/Drivers License - The system requires that you click on the drop down list twice to select the state.
issue-printing	It would be nice if the "print button" for the employment authorized document was at the top of the page versus the bottom.
issue-search	provide better feature for searching cases.
issue-search	Case search options - it would be great to have the ability to search cases using more filters (i.e. closed, pending, etc.). Also, while we understand the reason for sending an e-mail to the employee when there is a TNC it would be helpful if that wasn't something that occurred automatically or could we "opt-in". The e-mails are received by the employee prior to us having the ability to follow-up with them directly and explain/follow the FAN process, so it causes confusion and panic by them in some cases.
issue-search	The area to search for cases should contain more case information at first glance. You should not have to click it open it to get more identifiers for the employee. Also, when you do click it open then click it closed the search shold return you to where you were not back at the starting point of searching for cases.
issue-search	Please improve the filter when searching for a past e-verify on an employee.
issue-submitting	I think that the person submitting an inquiry would get an affirmative/negative response via email. Often times for instance, I get swamped with dozens of IDs I must verify prior to licensing an individual. I cannot always go in 24 hours later and look for verification so it would be helpful to get a reminder that a case has been 'approved' or requires more identification.
issue-timing	I am the only one who does payroll in our company and we hire over 100 youth to run our pool every year. I cannot run an E-Verify on each of them before the 3 day time limit. They are hired in April and May and I don't get their paperwork until the end of May. It is impossible for me to enter them into E-Verify on time so I just don't do it.
issue-timing	The three days to report can be difficult sometimes when you have several buildings. I think we do a very good job of reporting within three days, but I wish it were a bit longer.
issue-timing	Change the entry days from 3 to 7 days after employee is hired.
issue-timing	I would increase date input of new hires from 3 days to 5 days.
issue-timing	The time constraints for entering information are not long enough.
issue-timing	Better clarity when getting a response on an open case. I had 2 cases that it said more time was needed and I had to go back and check myself to see if the case had been closed. An email with a case update would have saved some time.
issue-timing	To continue to ensure that the information that we received from e-verify is correct - even if this means taking a longer time in getting the verification on a pending new hire.
issue-timing	The three day window from hire is often a challenge for us. I only work part time (three days a week), so if someone starts working on a day I am not in the office, it leaves me with a small window to get the materials and open a case in E-Verify. Especially if someone forgets to bring in their supporting documentation on the day I return to work. A one-week window would be better.
issue-timing	Increase the deadline from 3 to 14 days.
issue-timing	The three day deadline is difficult to meet for employees who only work PRN.
issue-timing	Put longer than 3 days to enter information to E-Verify new employees. This does not give much time. What abut part-time bookkeepers?
issue-timing	You should have 1-2 weeks to get a new employee verified. As a small business things get busy and a couple day window to run someone through the system is hard if not impossible to do sometimes.

issue-timing	Need more than three days to verify employees.
issue-timing	The only concern I have as the only human resource individual for our company is the 3 day requirement for submitting cases. If I take one week vacation and the supervisor hires while I am away this becomes impossible for the E-verify case to be submitted timely. I suggest a minimum of 7 days to allow human resource managers to vacation while supervisors are still able to hire individuals.
issue-timing	The only change I would make is to allow us more than 3 days to get it in, sometimes I am so swamped, it seems we hire at the most inopportune time for me, and I need more than 3 days.
issue-timing	I would like to have more than 3 days to verify. I am the only one that does human resources for our company. I also do all of the accounting and payroll, and so I have the documents from the employee but a few times it has been difficult to get online to enter them into the E-Verify system in that time frame.
issue-timing	Personally do not know why you would use it if it has to be done after I hire the person! I should not have to hire someone then use everify and I have put out money to do the physicals and drug screens. I should be able to use it before I put money aout on someone I have to let go because they are not legal or whatever the case is.
issue-timing	3 days is too short. 1 Week would be much better.
issue-timing	the 3 day compliance is too short of a time frame. I have many new hires that don't even understand the ADP system that quickly so they fail to get the I9 form don't in time which puts me behind getting my section completed.
issue-timing	Main comment is to make this process quicker, as time is a crucial commodity to small business owners.
issue-timing	may be you can improve the speed of getting results
issue-TNC	I have two outstanding cases where the employee needs to take steps to resolve a "conflict" or "issue". I am not confident of what is expected of the employer in this case. That is why I marked "I don't know" for all the TNC questions.
issue-website	Was not able to reach website beyond "I agree" window. I use Windows 10. Had to use Firefox to gain access.
multiple accounts	We have 2 HR Managers at our company. We found that the New Bedford HR Manager had set up a separate E-Verify account using the company's FEIN. Because she had set it up, we had to have her give us access. I think there should be a restriction from people being able to set up separate E-Verify accounts under the same FEIN.
negative comment	I'll say it again. It is a waste of time. Just like most government agencies. They are useless and are only there to justify their existence.
negative comment	Hard to answer most of the questions when I can't even access the everify features
negative comment	I do not believe this program has much merit, at least not where single member LLC's are concerned.
negative comment	Don't ever message/email/call/fax me again.
negative comment	It would be great to have the issue resolved so I can continue to use E-Verify in my payroll system.
negative comment	Eliminating it would be great. It is an expensive, tedious extra step for every single hire we make.
negative comment	My company has closed. We have no future need for E-Verify. When you see the news or hear politicians talk about E-Verify they seem to think the system would eliminate hiring illegal aliens. Like the I-9 form it is yet another 'toothless dog'.
negative comment	we are a small farm that uses seasonal workers, so it extra work for us.

negative comment	We will continue to use so that we are compliant with the laws. However, if this government continues to let all the illegals into our Country, undocumented, and on our tax dollars, will you pretty please consider at least let us consider hiring them legally to work??? We have to pay for them, support them, but I am not allowed to hire them or put them to work...seems so absurd. It makes this program useless if the Government does not lock down the borders. Please support President Trump or allow us to hire. This middle ground makes it hard for us to run businesses.
negative comment	While I am sure E-Verify is useful to many companies, it turns out to be pointless for us as you still have to meet with employees to view their documents in person and verify them.
negative comment	The biggest issue we have with E-Verify is that it puts us at a competitive disadvantage. Other companies, large and small, that do not use e-verify often hire qualified employees that do not have proper documentation. They are then able to have more staffing at less cost. We appreciate hiring "legal" employees, but all employers should be subject to the same requirements for this program to work and make sense.
negative comment	Hate the program, wish it didnt exist
negative comment	some questions were dumb we are required to use everify for new employees being satisfied or recommending is not reasonable
negative comment	If I could do away with E-Verify completely, I would. It is a waste of time and resources. Build the Wall.
negative comment	I will continue to eVerify, because I have to do so. It is a tedious step in an already convoluted process of hiring.
none	n/a
none	none at this time.
none	None at this time
none	nothing
none	No suggestions.
none	None, other than comments already written.
none	None
none	n/a
none	n/a
none	no comment
none	N/A
none	no
none	n/a
none	I have none.
none	none
none	None
none	No further comments
none	No comment at this time
none	None
none	We are a very small organization with a very stable staff so usage is minimal.
none	N/A
none	None
none	no
none	NA
none	None.
none	None.
none	No comments
none	Nothing to add.
none	None!
none	no comments.
none	None, I don't use it/don't hire new employees very often.

none	no big problems
none	none at this time
none	I would need more experience with the site to answer this question.
none	Nothing I can think of
none	none
none	N/A
none	None at this moment
none	not now
none	none
none	None
none	I don't have any final comments
none	None.
none	None
none	None
none	Na
none	No comments
none	NO COMMENT AT THIS TIME
none	none
none	None at this time
none	None at this time
none	Nothing at this time.
none	None at this time.
none	None.
none	No suggestions at this time.
none	N/A
none	No
none	NA
none	No other comments at this time.
none	None.
none	None at this time
none	have none
none	none
none	No final comments.
none	None
none	none
none	None at this point.
none	n/a
none	none, keep up the good work
none	N/A
none	no comment
none	None at this time.
none	no suggestions
none	none
none	none
none	no comments for now
none	N/A
none	no
none	Not at this time
none	None, but I sure hope this survey is over. I have other work to do.
none	none at this time

none	No comments other than I've missed it since it's been shut down.
none	no comments
none	None
none	none
none	None at this time
none	NO COMMENTS AT THIS TIME!
none	none
none	NA
none	N/A
none	NA
none	N/A
none	N/a
none	none.
none	None
none	don't know at this time
none	None needed.
none	None
none	None
none	I have nothing further to add at this time.
none	none
none	I have no comment, waiting to see how the program progresses...
none	No comment
none	Not applicable.
none	None, easy to use
none	None
none	None
none	None
none	none
none	No additional comments
none	none
none	None
none	none at this time
none	No comments
none	no
none	None at this time.
none	NONE
none	none
none	None
none	Nothing to provide
none	none
none	no comments - very satisfied
none	No comments. E-Verify does well.
none	None
none	None
none	None
none	None
none	None
none	No suggestion at the moment. I don't use it too often but when I do, it is simple and fast, so it works as intended.
none	none

none	none
none	None at this time
none	nothing
none	None
none	none
none	na
none	None at this time
none	no comment
none	Nothing else
none	NO COMMENTS
none	None.
none	n/a
none	none
none	none
none	None at this time
none	nothing at this time
none	No suggestions
none	none
none	Nothing at this time.
none	none
none	No suggestions / comments.
none	none
none	Nothing to add at this point.
none	NA
none	None
none	NONE
none	None
none	No comments
none	n/a
none	N/A
none	n/a
none	N/A
none	None
none	None
none	n/a
none	n/a
none	none
none	na
none	na
none	none
none	none...
none	No ideas satisfied
none	No suggestions.
none	don't know
none	none
none	no comments
none	none
none	none
none	none
none	None

none	No comment, thanks
none	None at this time.
none	N/@
none	None
none	NONE
none	na
none	None
none	No suggestions.
none	None
none	None
none	none
none	No more comments.
none	none
none	none
none	not at this time
none	n/a
none	None
none	None
none	n/a
none	No suggestions at this time.
none	None
none	No comments
none	No comments at this time
none	none
none	None
not needed	We are a small business who hires mostly by word of mouth and know who we are hiring. E-Verify is a great tool for those large companies who hire many people. We will use if required, but not really needed for us.
online	Having an online E-verify form to fill out instead of paper for the employee. That would be ideal.
other languages	For people who can understand English is excellent, but there are many business owner who dose not have ability to the language.
paperwork	I need to use it because we're an internationally-focused company and therefore we tend to have a lot of employees with STEM OPT requirements that bring about E-Verify requirements. I also wish E-Verify would handle some of the reporting requirements on their side, since the student hires bring me a massive amount of paperwork. I wish the system could handle student & college reporting requirements at the same time. Generate the report online, submit to the appropriate college online, submit student paperwork online. E-Verify is easy enough, but the entire student paperwork process is very complex.
picture matching	the passport card has a picture, system has thought it doesn't in the past & would ask to upload the picture. too many down times. need to put up a banner or blast email that the system is down instead of logging in & being told. why the employees email address??? when you hire 35-50 /wk, its an unnecessary field.
picture matching	Have all the states Driver's License and ID's available to verify through R.I.D.E. program.
picture matching	a photo match for each verification would be good instead of only having a photo due to the type of ID they use
picture matching	We are a small company with just a few employees, I did not use E-verify very often. My experience using the3 website is very limited. I was impressed to see on the website passport/DL photos matching the documents I was holding in my hand.
picture matching	I would love to be able to compare a picture that is on file for the person I am verifying as another step to further verify this is the correct person for the information they have provided.

printing	when printing the result page, it would be helpful to not have that open in a new window because then you have to close out of 2 windows and it is confusing if you need to enter another case. small issue, but you asked :)
regulations	It is strange that emplyers were/are prohibited from using everify on employees that were hired PRIOR to implementation of the system. What is the logic behind that rule? In many ways, govt. agencies always warn employers about making assumptions about status or taking action but do not offer clear solutions in many areas. Phone calls pver the years to agencies always insisted that I may require clarification and submit but may NOT take action as of a no match notification. On the other hand, years ago I terminated an employee as a result of a rejection on a pilot SSA website. Apparently foreign names were not being recognized in that system but in the end the employee was authorized and I narrowly avoided a lawsuit.
remote employees	Create a better process for verifying remote employees.
reporting	I believe the reporting side of EVerify could use some upgrades.
reporting	The search process and perhaps more customizable reports.
reporting	keep a data base of my closed cases. At times i have to find a E-Verify Case Doc on long standing employees for certain government jobs.
reporting	reports run extremely slow...
required	That last question was dumb... Will I continue using the system.... I am REQUIRED to use it...I have no choice.
required	I did not think we had a choice as to using E-Verify or something else. It is just another thing we have to do when we hire anyone.
required	Make certain employers know they MUST sign up no matter how many employees they have.
required	We utilize this service because we are law abiding citizens. I don't know if others use it or not, but from news sources, there are plenty of people, not citizens, who are working. I don't have an opinion on this service, other than we are required to use it. I'm not satisfied, or dissatisfied to use it. Many of the questions which were asked on this survey did not make sense to me, and this was a complete waste of my time to answer them.
required	Rather than focusing on all the ways in which somebody might use the system incorrectly, focus on helping us use the system correctly. Realize that many of us are NOT using this voluntarily and so it is kind of insulting that everything on the E-Verify website basically implies that we're trying to use it in some illegal or discriminatory way. We just want to comply with the law, that's all, why make it so complicated?
required	Make it a federally mandated program vs. state by state. Again nothing you can fix, but that would be the only way to improve the program.
required	I think E-Verify should be required on ALL Applicants to minimize / eliminate the ILLEGALS in the workplace.
required	I've been very pleased with eVerify. I honestly think that ALL employers should be required to use it - and there should be some way to tie back people who receive wages as reported on tax forms to the people submitted in eVerify to help curtail the number of employers who may be trying to circumvent the I-9 process. It's a great tool if employers are forced to use it... and there's some kind of checkback system.
required	I wouldn't use E-Verify if the government didn't require it.
required	I AM REQUIRED BY LAW TO USE EVERIFY. I DONT HAVE A CHOICE, THEREFORE, SOME OF YOUR QUESTIONS ARE N/A. WE SHOULD BE ALLOWED TO EVERIFY A POTENTIAL EMPLOYEE BEFORE HIRE... NOT AFTER. THERE IS NO POINT IN EVERIFYING AFTER HIRE. IT IS VERY COSTLY TO HIRE AN EMPLOYEE, DO THE REQUIRED PAPERWORK, MANDATORY PRE-HIRE DRUG TESTING, TRAINING, ETC.... AND THEN EVERIFY AND FIND OUT THEY ARE INELIGIBLE FOR HIRE AND HAVE TO FIRE THEM. THE GOVERNMENT SHOULD PAY MY COSTS OF HIRING A PERSON WHEN THE EVERIFY COMES BACK "NOT ELIGIBLE" SINCE I AM NOT ALLOWED TO SCREEN THE EMPLOYEE BEFORE THE EXPENSE OF HIRING.

required	E-verify is a good tool. The problem is that it is not required to be used. If it were required to be used in ALL states and by ALL employers, with penalties for not using, I believe it might be an effective hedge against illegal employment of persons in the USA illegally. The problem is not the e-verify system. The problem is Washington and the negligence of our leaders to establish and fund an effective policy for persons to legally enter the USA and work. There seem to be few, if any, penalties for employers of illegals.
required	Require all employers to use. I want to follow but the waiting period and the fact that many of my competitors don't use it puts us at a disadvantage. Cost if employee wages is going up and much of our cost is wages. Competitors are under bidding us all the time because their employees are receiving much lower wages or off the books.
required	Congress needs to expand everify to existing employees.
required	E-Verify was a state mandate. I oversee other states where it wasn't. I implemented it there because I thought it was that important and it worked.
required	If it's not mandatory - I would make it mandatory immediately!!!
required	No system is perfect, but E-Verify is the best we have and should be used by more employers outside of those required to do so by federal/state contracts.
required	I think E-Verify should be mandatory for ALL employers so that illegal immigrants can not hide.
required	The likelihood of continuing to participate in E-Verify is driven by whether or not it is government required.
required	Isn't this program required? No choice but to use it?
required	I believe that E-Verify should be used by all employers and/or service providers in the area of hiring, employment, and preparing payroll for clients.
required	I believe E-Verify should be required of all companies. The process is not complicated and would reduce fraud in the US.
required	I don't have a choice in not using E-Verify. I work for a trucking company.
required	if this is not a required program, please TELL ME and I will not continue use! I honestly feel like in our business, it is a waste of time!
required	Make it mandatory for all employers.
required	Some of the questions do not make sense. When we received notification we were given a date to sign up for E-Verify. Nothing implied that it was optional. It is mandated by the Federal Government Homeland Security.
required	I will continue to use E-Verify as it is required.
required	The TNC can be a bit confusing but overall EVerify should be required of all employers!
required	I would love to see all employers with more than fifty headcount be required to participate with the Everify system
required	Make it a law for all
required	I was under the impression that E-Verify was mandated my the government and not an option. If given the option, I don't think that I am confident enough that this is making a significant difference to spend the time and resources to participate.
required	I'm just nervous it's not being enforced or pushed for employers to use.
required	Again - It's part of our ADP PEO Program so it is used for every employee hired.
required	I was not aware that participating was an option, I was led to believe it was mandatory. We are a small company with less than 10 employees and we don't hire new employees very often. It's just one more step in the hiring process and goes reasonably quickly, so I don't mind doing it. Sometimes when I'm busy it's a hassle to have to get it done in 3 days from hire date, since I don't have an office assistant. I think 10 days would be more reasonable.
required	We participate only because it is required, so it was difficult to respond to some of the questions. If E-Verify is not a requirement, Please let me know.
required	I'm forced to participate in the E-Verify by the government. Why make people who were born in the US go through this process if they are sole-proprietors,self-employed, and are the only one working in the business. A waste of time for the government. Spend your time on better things by passing legislation in not allowing the governement to have shut-downs.
required	Don't force it on employers. We aren't the immigration enforcers of the country and it's pretty clear at this point that the government isn't willing to do its job and secure our borders. That said, allowing for tax incentives for users makes sense.
required	I have to use it, i don't have a useful opinion.

required	Your E-Verify program could be awesome if the government made it mandatory for all people working in the USA to register. Thank you for your service!!! Mark Jordan Jordak 760 737 0848
required	It is a government mandate to use E-Verify. So since it is a mandate, we have no choice but to use it. I think it just causes an extra step in the hiring for the employer. There are too many steps in the verification process and too time consuming.
required	E-verify is a great system for employers. I believe it should be required in all states.
required	ultimately, most users are required to be users as a condition for state or federal grants/programs. but there is no way (?) to make sure that required uses enter information on ALL their hires.
required	Everyone should have to verify new employees through a system like E-verify in order that ineligible workers cannot gain employment.
required	make it mandatory for all employers to use.
required	E-Verify should be required for all employers. If so, then if illegal persons cannot work and do not get food stamps or free medical care, etc. people would not have the incentives to come to the US illegally. No work, no free food, medical care, etc. not worth coming here, unless one goes through the legal process. People from other countries with good skills are very important, but must come here legally. Our country must take care and educate our own citizens first, we cannot take care of the world without hurting our poor and middle class.
required	We would probably only participate in the program if it continues to be required by law. As stated earlier, we are a very small company and really do not have the need to use the system very often.
required	We are required to comply with E-Verify. If we had a choice, we would not.
revisions	Stop all the changes. Most people once they learn one way E-Verify adds or changes things to make it simple however its already simple and people then have to learn the new way.
security	The only thing that concerns me is that I got an email (thought it was spam/spoofing, and it might be) that said our account would be closed if I didn't go in and do something with it. I went in and did whatever, and still got an email a few weeks later that the account had closed for lack of activity. That's ridiculous if people aren't hiring anyway.
security	we use to use social security numbers and have been using E-Verify for years the only thing that has ever surprised me is while entering a name I have miss-spelling the name and it has gone through...small mistakes like using Steven when I should have used Stephen. Truthfully I ran them through again and answered the security question as to why I was running it again.
security	As an employer, I worry that the E-Verify site can get hacked. Any verification site can get hacked. When we work with City, County & State customers, all of the confidential information that we have to give to them goes directly to them and they then use their sources. I have to trust them and I have to trust E-Verify.
shutdown	why is it not online during the shutdown as it is automated?
shutdown	Not be affected by government shutdown.
shutdown	Please do not shutdown the website. I have too many I-9s in backlog for E-Verify now.
shutdown	Remove limited login credential; provide another resource when government is shutdown.
shutdown	The site needs to be available during government shut down
shutdown	just end the shut down please
shutdown	Keep the website open while on government shutdown!
shutdown	My last submission was during the govt shutdown. Why would the web site not be able to accept a submission?
shutdown	this survey was too long. everify isn't even currently working due to the govt shut down, so I am confused why this survey is being sent at this time.
shutdown	E-Verify should never be shut down. It is amazing that a group of politicians who are so worried about illegal immigrants working shut down the very program that allows the rest of us to avoid hiring people who are not legally able to work.

shutdown	It seems silly to me that the E-Verify website doesn't work due to the government shutdown. I would think that resolutions of most cases should be automatic. I can understand that it would be difficult to follow up on TNC's. But employers should still be able to start the verification process.
shutdown	They put a system into place that automatically stops working due to government shut down? That is very poor business practice. Since when does a website get controlled over everyday labor? This is required by my state and now we are going to spend hours running our new employees once the system is up a running again. We will then have to explain why we didn't run the employees within the 72 hour window because we can't do our job when we are supposed to.
shutdown	Open the website back up!!!! This gov't shutdown is crazy!!
shutdown	please turn it back on so that we can use it.
shutdown	EVerify site needs to come back on line.
shutdown	It's time for the government shutdown to be resolved as you are doing employers a complete disservice by not allowing us to authenticate the documents provided during the I-9 process.
shutdown	Re-Open the Federal Government.
shutdown	Only/main complaint is that the site has been down during the government shut-down and we have hired three new staff people in that time. For now, we are just biding our time until the site is working again. Thank you.
shutdown	It's currently not working.
shutdown	We donn't hire often so it's not used a lot by us. Right now the government shutdown kept us from using the service so I'm running on what I remember from using it nearly a year ago.
shutdown	I like using E-Verify. I was very concerned during the government shut down that we were unable to use E-Verify.
shutdown	I love using e-verify but I'm bummed I have not been able to use it this year due to the shutdown.
shutdown	Let the E-Verify computer system run during the shutdown.
shutdown	Website has been down so it is not very helpful at this time
shutdown	It would be nice if the website was consistently active. It seems like it goes down all the time (government shutdown notwithstanding).
shutdown	I cant log in to the website because of the government shutdown. I have to log in every so often to remain eligible to use E-verify. It would seem that the computer server could still allow people to log in whether or not there was a government shutdown. Now I will lose my eligibility and I may or may not take the time to reapply as I am a minimal user.
shutdown	The site is presently down due to the government shut down. Shame on everyone on that point.
shutdown	Can't use a site that is inoperable because of the government shut down. The futility of this is very frustrating.
shutdown	I have been very satisfied with E-Verify except for the long period of down time earlier in 2018 and now that I can't access the system because of the government shutdown. It is very frustrating when I can't verify our new employees.
shutdown	I hope there are systems in place so that there isn't a penalty for not verifying folks within the timeperiod during the govt shutdown. Also are there additional security measures in place so there can never have a data breach? So much personal information is listed! Thank you!
shutdown	I know it is not E-Verify's fault but when there is a government shutdown it makes me nervous someone will slip through the cracks. I wish this agency could have stayed open.
shutdown	E Verify is currently down due to Government shutdown, we will e verify new hires when they back.
shutdown	The website is autonomous and should be stand alone - I'm confused how it is involved in the government shut down process? I understand if the information entered does not fit the database that a TNC would be held up but it's not like there are people looking up the individual entries one at a time, it's a database and we should have access during a shut down.
shutdown	Get it up and running again
shutdown	It is my understanding that e-verify is required of all employers. So recommending it etc is not really applicable. I've had no problems completing online for each new hire, except right now it's down for the government shutdown so have someone I've already employed without e-verify. So that's a pain. Guess I'll submit whenever the government reopens. :(
shutdown	The e-verify system is very easy to use. The only problem is with the government shut down the pile is growing by the day.
shutdown	As said, with the government shutdown EVerify is unavailable to me.

shutdown	Get back on line so that we can complete verifications.
shutdown	Keep an automated system running during Federal shutdowns. Provide for uploading completed/signed documents to E-Verify for off-site storage. Local storage is insecure. Let No Such Agency safeguard the data.
shutdown	Due to the Government shut-down, I cannot use E-Verify at this time.
shutdown	I logged on yesterday but wasn't able to use it since we're in the middle of a government shutdown
shutdown	I hope it's up and running soon.
shutdown	Reopen the government so we can use it. Expand your bandwidth so when it does reopen it doesn't immediately crash.
shutdown	Can't think of any improvements but wish it was up and running now but hasn't been since the government is still shut down and not able to use it; very sad
shutdown	Currently it is unavailable due to furlough/gov shutdown. That is not convenient.
shutdown	When it works, it works well - unless the government is shut down.
shutdown	have it work when government on strike haha. i hate this backlog of everify cases to submit
shutdown	I know this can't be helped but E-Verify being down when the Government is on shutdown.
shutdown	Waiting to do an e-verify now, when govt shut down is over
shutdown	I don't know of anything besides open the government
shutdown	Again, if the website would work, that would be much appreciated.
shutdown	Government shut down has caused the site to be unavailable. We are currently non-compliant with our federal contract requirements, beyond our control. Find a way to make the system (our government) more responsible for maintaining their websites.
shutdown	We are having issues now to verify employees the system is not working due to goverment shut down
shutdown	Inability to complete the e-verify process during the government shutdown has been difficult for our company.
shutdown	The website should never being available even with a government shutdown. I believe in securing our borders so having E-verify suspend is an oxy-moron so to speak. I think ALL employers regardless of how many employees should use E-verify. It should be mandatory in all 50 states. Otherwise it's really a waste of HR's time and a waste of government resources. Otherwise, the E-verify system is a wonderful tool.
shutdown	With the government partial shut down, we have not been able to use for a few weeks. Would be nice if we could use it again.
shutdown	it would be nice for e-verify to work during the government shut down....
shutdown	E-Verify is now down for the gov't shutdown.
shutdown	Keep it running.
shutdown	Only issue I have is that I am unable to verify during government shut down.
shutdown	I would really like to use this system during the government shutdown.
shutdown	System is not usable. Offline.
shutdown	No impressed that I can't verify as of today's date
shutdown	The website should still be functional even though there is a government partial shutdown
shutdown	It is hard to answer these questions when Everify is shut down. Again, ironic.
shutdown	I think it's a wonderful system and I'm glad it's available. It's just been frustrating since early Dec when I got locked out and it continued to say "the system is done" . (even before the gov shutdown) The emails I got said it wasn't down but I couldn't get in or get help to get in.
shutdown	My only concern right now is due to the government shut down; the website is unavailable.
shutdown	Please get it up and running!
shutdown	I find it hilarious that you are doing this survey when your website doesn't even work due to lack of funding due to govmt shutdown.
shutdown	It could be open now instead of closed where we can not use it.
shutdown	the website has been down for months
shutdown	Can't Everify if the government is shut down.
shutdown	Government shut down is an issue; can't use the system and the I-9's are backing up.

shutdown	my dissatisfaction is probably due to the government shutdown. I never had issues before.
shutdown	The website was down during the US Government shut down. I do not understand why the information that is already on the website wasn't available for use. When the Government finally opened, there was no selection for the reason you are over 3 days past employment start date that said "Government Shutdown".
shutdown	We were unable to use the system during the government shut down. I tried my best to remember how I felt about the process when we last input a new hire.
shutdown	As long as the government is running this program works great.
shutdown	The reason I am dissatisfied is I had 2 new employees during the government shutdown and couldn't verify them.
shutdown	Please don't shut down again as it backs us up.
shutdown	I don't have a choice to not participate. It is just one more thing for the government to use to shut down small businesses.
shutdown	The entire government shut down delayed the process.
shutdown	It was inconvenient not having access during the government shutdown. It would seem that e-verify should be considered essential in these instances.
shutdown	1. We were not given clear instructions on how to deal with new hires that occurred during the government shutdown. 2. Having E-Verify inactive during government shutdowns seems to me to create vulnerabilities in our national security. In my opinion, it should be considered an essential government service and should not be affected by political gamesmanship.
simplify	Simplify
simplify	Make it simpel
simplify	simplify, simplify, simplify
survey	I think this was a dumb questionaire. We do not hire very many employees and I use it every time a new employee is hired.
survey	Surveys are not something I care for because the internet world have so many ways to obtain records you really never know if these are really who you say you are. We have had information taken before from a source we thought was secure.
survey	This survey was too long.
survey	It took me longer to answer the questions in this survey than it does for me to use the E-Verify program!
survey	When asked to do a survey, it would be nice if there was some idea of how long or time involved to complete.
survey	Survey too long.
survey	This survey seems a little long.
survey	Survey is too long. I will decline to take it next time.
survey	Maybe shorten this survey. Good gracious.
survey	A lot of these questions ask pretty much the same thing but in different ways (e.g., how satisfied am I). It seems every business/operation is surveying these days, which is bit onerous for the survey taker. You might consider a much shorter survey in future years.
survey	Perhaps use document scan and the extract information/data automatically. Next time there is a survey show % complete
survey	This is the worlds longest survey. On a scale of 1 to 10 I give this survey a 1
survey	Your survey is FAR TOO LONG. I almost closed the window because you asked too many questions.
survey	shorten your survey questions. this is too many
survey	I understand that surveys such as this can be helpful. However, I don't use the system often enough to give you real feedback. I would like for small employers to have a choice as to whether or not they use the system. Our business is in a rural area, and we have had issues over the years with occasional internet problems, sometimes outages that last for days. (Thanks a lot, AT&T) It is stressful enough having to deal with getting our customers' reports out in a timely manner without having to stress about using E-Verify within a specific time frame!!
survey	Refrain from sending irrelevant emails like surveys. I am so busy with work getting chatty updates about any info is not helpful. I only want to know what I need to know.

survey	This survey is VERY long: a shorter survey would be more convenient. I want to provide my feedback, but this will make me think twice about answering them in the future.
survey	shorten this survey.
survey	I rated the last several of the survey questions at a 7 because of the issues I've been having with my cases being automatically closed before our H-2A workers can get their social security numbers to me to enter. If the cases would stay open until I close them, I would move my ratings to all 10's.
survey	This survey does not allow for companies that have switched to a co-employer that handles payroll, benefits, and E-Verify. All we do is prepare the I-9s. It has been over 2 years since I worked directly with E-Verify.
survey	It is inconceivable that the E-Verify system has gone down completely during the "government shutdown." It is a website drawing from computer databases. It doesn't take an army nor potentially a significant amount of people for computers to talk to each other. Just say that customer assistance or technical assistance is unavailable during this time. At least a great majority of verifications could take place. Those that TNC during this time will be just that much further along when things come back up, but at least some value would remain. Instead, you will have tens of thousands of people trying to enter information as soon as the website comes up. It will probably crash the system. Any type of goodwill that you have developed with the program (the very purpose of this survey) is rapidly declining as this alleged shutdown continues. Perhaps hundreds or thousands of people without proper documentation are being hired by employers that will have to cut back once you are back online. It is self-defeating for E-Verify. It is very disappointing and discrediting to USCIS. This is someone's very poor decision, and I'm pretty sure it wasn't the President that made this specific decision.
survey	This survey is TOO LONG.
survey	Perhaps portions of this customer survey would have made more sense closer to when my account was created and my first case was submitted. After seven months, details are fuzzy. Consider breaking this up into two surveys, with some possible overlap (or even autofilling the previous responses).
survey	Survey is to long
survey	I do not want to have to redo our (3) accounts due to the shutdown. Any notices due to inactivity should be rolled back. This survey should have never been sent at this time.
survey	This survey wasn't really geared toward companies like ours (a small church) that uses an E-Verify agent to do our verifications. We can say this agent did a good job for us, and that we feel that E-Verify works as it should, but we didn't have actual experience in the utilization of the system itself.
survey	Don't make this survey so long
survey	Your survey is too long.
survey	Stop this survey - out of time only want my current answers to be counted. Everything from here out is Don't Know
survey	this survey is too long
survey	E-verify is great but CFI Group needs to be more transparent in its email to indicate how much time will be required to respond to the survey. This will allow participants to plan survey at a suitable time. Without this information, many respondents are likely to ignore email as the absence of this information suggests that the survey will require long time to complete. There should also be the option to save the survey in the middle to continue later.
survey	This survey was to long.
survey	Minimize the number of questions in the survey. Business people are busy and need survey's that get to the point quickly. Maybe break it down and send it out in smaller segments if you need feed back on all the topics.
survey	The survey is very long.
survey	I realize the surveys are necessary but I believe they should be shorter.
survey	Your survey is too long and too many repetitive questions.
survey	This survey makes me not like E-Verify. It was ridiculously long!
survey	The URL for this survey is https://s-4dafd4-i.sgizmo.com/s3 - it should be less evident that survey is using AWS cloud to store these results. E-Verify is a great system. Thank You.

survey	This survey could be a bit shorter to increase participation.
survey	This survey was way too long and the email should have given an approximate time that it would take to complete it.
survey	Shorten your surveys
survey	This survey assumes that I know enough about E-Verify to answer questions about what happens in the background. I know how to complete the form and it's general purpose. Other that that, I really don't have knowledge of how it is used or how effective it is. I am concerned that employers still are able to get around this when hiring illegal persons and there is no true oversight.
survey	This survey is too long.
survey	Please do not send this long listy of questions. It takes up a lot of time and I guess most people will give up after 5, 10 questions. Please send short questions. Also in my company my HR does the eVerify so I couldn;t answer a lot of questions. Similarly a lot of questions my HR can't answer esp regarding when we started the program etc. So it is hard for one person to answer so many questions. Also survey questions are generaly 5, 6 but this one had 15+ questions. just my 2 cents.
survey	Stop asking so many questions. I have a lot of work to do.
survey	I really don't care. I only completed the survey so you will stop emailing me about it.
system integration	We really don't use the site directly much at all anymore - we use eStaff's system that has an integration with E-Verify. However, being able to access cases in E-Verify even if they were run in eStaff would be very helpful for audits and quality checks.
third party	we use a third party proved so no direct communications with us.gov
third party	We use E-Verify through ADP Resource not through E-Verify website.
TNC	Once a TNC is resolved, it would be helpful to know what the issue was. We had a handful of TNC's all for the same reason, so we could have resolved the issue sooner had we known the reason for the first TNC.
training	I have had to take the tutorial and test at each employer even though I already know how to use it. Once you take it once with ANY employer, you should be able to transfer that 'certification' to your next employer.
training	Drop the training requirement - make it so user friendly that it's not required. Allow me to scan a drivers license or passport and pre-populate the fields to reduce entry time.
training	More helpful guides that communicate things more clearly, especially when it comes to all the different foreign visas there are and what is needed to E-Verify properly for them.
training	For the training portion. Include more knowledge checks throughout the training before taking the exam. And breaking up the content in smaller chunks. Maybe add a simulation where the trainee is required to process a practice case, and have the system provide feedback based on steps missed, etc.
training	1. Assume that the employer is a small company and is busy. Make the training as short as possible. Stop boring and compelling employers when you can easily change things to make it more to the point and useful. 2. For a someone who uses the system only 2-3 times a year it is hard to remember all this useless training. Build a more automated system that just asks a small set of questions (e.g.: Nationality of the hire, Visa status etc) and just tell me what to do rather than put me through hours of useless training that I won't remember the next time I need the system.
training	Waive the requirement for the second training for the 2 company id numbers. Thank you
training	Please send information to me for how to get certified to use E-Verify as the new HR person because the previous HR person is no longer with the company. My email is vvollmer@accuride.com
training	E-Verify is probably very intuitive to employers/institutions who have worked with the federal government for a long time. E-Verify is very convoluted to new companies and employers who are using it for the very first time. New companies/employers need more hand-holding than is immediately available/visible on the E-Verify site - a primer for new employers for how to get started (and why), as well as what to do in the future would be extremely helpful in guiding new employers through E-Verify.
travel access	I travel a lot. I have difficulty access E verify in China when new hire starts employment when I travel in China.
updates	send updates on law changes when applicable.

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