



## **U.S. Department of Homeland Security**

## **U.S. Citizenship and Immigration Services**

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Annual Customer Satisfaction Survey 2016

E-Verify

***Final Report***

**IA# 20213 A6**

***March 2017***

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# EXECUTIVE SUMMARY

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## Introduction

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This report describes findings of the 2016 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 eighth annual report measuring user satisfaction with E-Verify and examining the determinants (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<sup>1</sup>.

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## Methodology

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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 12, 2016 and January 27, 2017.

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 by comparing responses to three core ACSI questions. A total of 1,919 responses were returned. The responses were segmented for analysis and reporting into New Enrollees, Existing Users, and All Users (both new and existing users combined). New Enrollees are E-Verify employers who registered in the last year and personally completed the registration and/or tutorial programs. Existing Users are all others not considered New Enrollees and who did not complete the survey questions related to registration.

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<sup>1</sup> The comparison score for the National ACSI (Public and Private) comes from a series of independent surveys conducted throughout the year and the Federal Government ACSI score is the result of a separate 2016 ACSI Federal Government Report.

## Customer Satisfaction Model

The same Customer Satisfaction Model, developed for the 2009 baseline study, was used to evaluate three areas (drivers), which are hypothesized to affect satisfaction with E-Verify.

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

- 1) **The Customer Satisfaction Index (CSI).** The CSI is the average score of three core survey questions (shown below)<sup>2</sup>. The scores are converted into a 1-100 scale and averaged.
  - Overall Satisfaction- How satisfied are you with E-Verify?
  - Met Expectations- To what extent has E-Verify met your expectations?
  - Comparison to Ideal- How well does E-Verify compare to the ideal online verification service?

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

- 2) **Key Drivers of Satisfaction** are indices comprised of the average of responses to 11 questions grouped into three topic areas (three drivers) with the 3 areas below asked of all respondents<sup>3</sup>.
  - *Using E-Verify*
  - *TNC Resolution*
  - *Photo Matching*

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

- *Registration*
- *Tutorial*

These two areas were not included in the model; however, due to low response totals by respondents classified as New Enrollees.

Also computed for each driver is an “impact number.” The impact number indicates how much a 5-point improvement in a particular driver will change the total Customer Satisfaction Index. If the driver increases by less than or more than

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

<sup>3</sup> Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-to-10 scale with 1 being “poor” and 10 being “excellent.” mean responses to these items are converted to a 0-to-100 scale for reporting purposes. It is important to note that these scores are weighted averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”

five points, the resulting change in CSI would be the corresponding fraction of the original impact.

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

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

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## Findings

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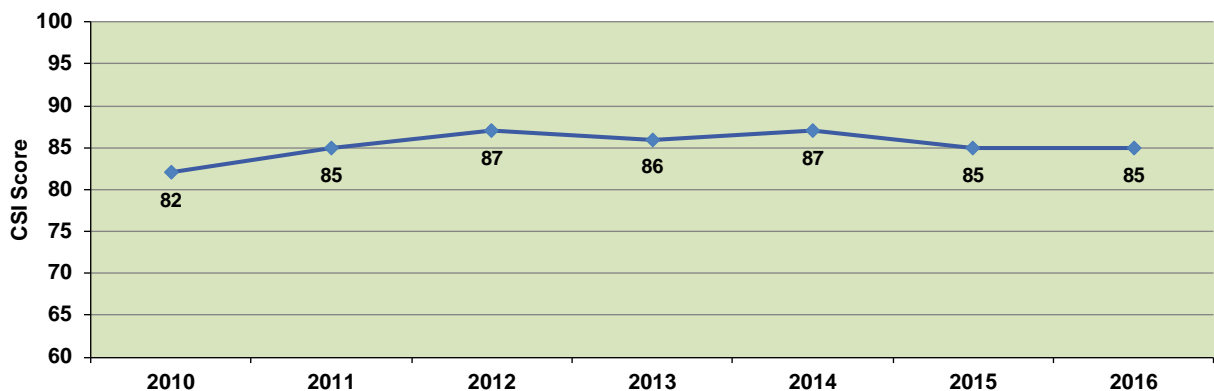
### Customer Satisfaction Index for E-Verify

Satisfaction with E-Verify remained consistent this year with **the 2016 Customer Satisfaction Index of USCIS E-Verify remaining unchanged from last year for a score of 85 (on a scale from 1-100) for all users.** New enrollees scored slightly higher (87) than existing users (85). Since 2010, users have been highly satisfied with E-Verify and the E-Verify CSI number has never scored below the low 80s.

Below is a historical summary of E-Verify CSI scores for the past 6 years.

### E-Verify CSI Scores

Figure 1 - E-Verify CSI Scores



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<sup>4</sup> Scores are still provided; however, impacts cannot be calculated.

The 2016 score of 85 exceeds the overall national average CSI score of 74, and exceeds the CSI average for Federal Government entities of 68 by 17 points.

### **Customer Satisfaction Driver Model Results**

Results for the three drivers - *Using E-Verify*, *TNC Resolution*, and *Photo Matching* are as follows.

For New Enrollees, the satisfaction driver that had the most impact on CSI was *Using E-Verify (92)*. *Using E-Verify* had an impact of 2.4 on CSI. As a result, for every five-point score increase in *Using E-Verify* for New Enrollees, CSI is expected to increase by 2.4 points. *Photo Matching (97)* and *TNC Resolution (85)* had a moderate effect on satisfaction with impacts of 1.8 and 1.1 respectively.

The driver impact for Existing Users was also very similar to the impacts for New Enrollees. The *Using E-Verify* driver had the most impact of all drivers (2.3) on CSI and was also highly rated at 91. *Photo Matching (94)* had an impact of 1.7 while *TNC Resolution (81)* had an impact of 1.3.

Twenty-two percent of New Enrollees and 16% of Existing Users received a *Tentative Non-confirmation (TNC)* in the past 6 months (from survey completion date). New Enrollees scored TNC higher (85) than Existing users (81).

*Photo Matching* was the highest rated driver for both New Enrollees (97) and Existing Users (94). Respondents report that the process is easy to use and is very helpful in preventing fraud.

### **Customer Satisfaction Non-Modeled Components Results**

The percentage of respondents who contacted Customer Service by phone rose slightly in 2016. Eleven percent of all respondents contacted Customer Service by phone in the past six months. This is an increase of 2 percentage points from last year. *Customer Service* by phone (91) continues to be highly rated by all users. E-Verify representatives continue to resolve calls quickly. The need to transfer callers has declined over the last two years. Only 11% of callers indicated they were transferred. This is a decrease of 14 percentage points from 2014.



## Priority Matrix

By plotting performance scores (along the vertical axis) against impact on satisfaction (along the horizontal axis), it is possible to identify those drivers requiring the most attention. The Priority Matrix below illustrates the performance of each satisfaction driver compared to the impact it has on CSI. Those drivers in the lower right-hand corner are the lower-performing, higher-impact areas and should be a priority. Given the high scores for E-Verify, no driver falls into this region of the matrix.

Figure 2 – New Enrollees Priority Matrix

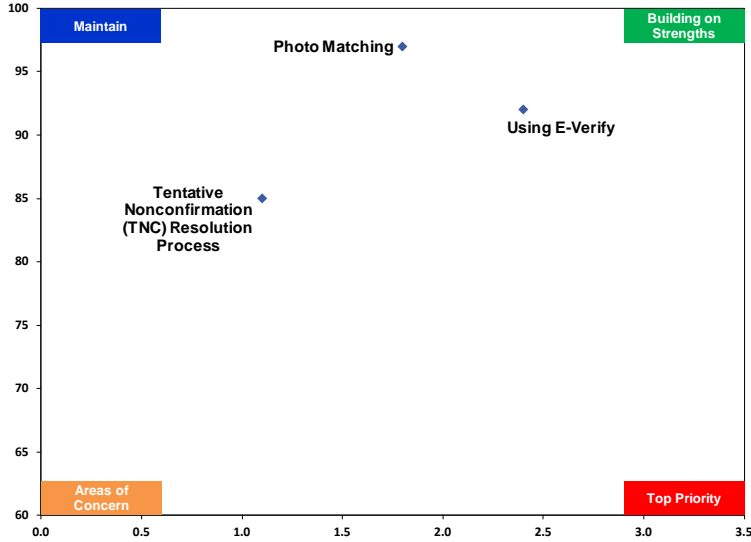
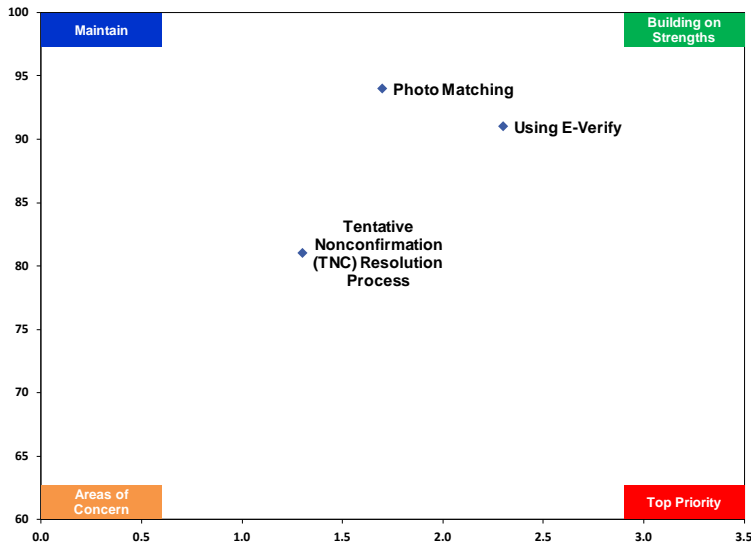


Figure 3 – Existing Users Priority Matrix



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## Additional Data

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### System Integrity (All Users)

Almost two-thirds of respondents (63%) believe E-Verify is *doing enough to ensure companies adhere to E-Verify policies*. This is a slight increase from 2015 (59%). Likewise, 71% 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.

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## Conclusions/Recommendations

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Major program improvements should be based on areas demonstrating 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* has the highest impact on satisfaction (CSI) for both Existing Users and New Enrollees. Although New Enrollees rated *Using E-Verify* slightly higher (92) than Existing Users (91), scores for both groups are high. As a result, the focus should be to ensure that users can continue to easily navigate and submit information through E-Verify.
- *Registration* and *Tutorial* were rated by only New Enrollees. Both areas are highly regarded by new users. Both *Registration* and *Tutorial* serve as the introduction for new E-Verify users and effort should be taken to ensure that they both continue to be an asset to new users. Ninety percent indicated that the tutorial and test adequately prepared them to use E-Verify.
- The need to transfer callers has declined 14% percentage points over the last two years. Only 11% of callers indicated they were transferred this year. Although *Customer Service* by phone (91) continues to be highly rated by all users, large gains were made in *Customer Service Before Transfer* (91, +8) and *Customer Service After Transfer* (91, +7) compared to last year. These scores represent a successful phone experience regardless of the need to transfer. The excellent work by phone representatives should be recognized.
- Share the results of this survey to all front line employees who interact with users. This will provide both positive feedback on the work they have been doing as well as discussion starting points on possible areas of improvement.

# DETAILED REPORT

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## Introduction

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This report describes findings of the 2016 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 eighth annual report measuring user satisfaction with E-Verify and examining the determinants (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<sup>5</sup>.

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## Methodology

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This study was conducted by CFI Group using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI is a national indicator of customer evaluations of the quality of goods and services available to U.S. residents. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service. ACSI has measured more than 100 programs of federal government agencies since 1999. The use of this methodology allows for comparisons between the public and private sector participants and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers.

The original E-Verify questionnaire was developed through a collaboration between USCIS and CFI Group in 2009. The questionnaire used in this survey was designed to be agency-specific to USCIS in terms of activities, outcomes, introductions to the questionnaire, and specific question areas. However, the three core questions comprising the Customer Satisfaction Index (CSI) number follow a format common to

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<sup>5</sup> 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 2016 ACSI Federal Government Report.

all the ACSI federal agency questionnaires so as to allow for a comparable benchmark. See [Appendix A](#) 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 12, 2016 and January 27, 2017.

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 1,919 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.

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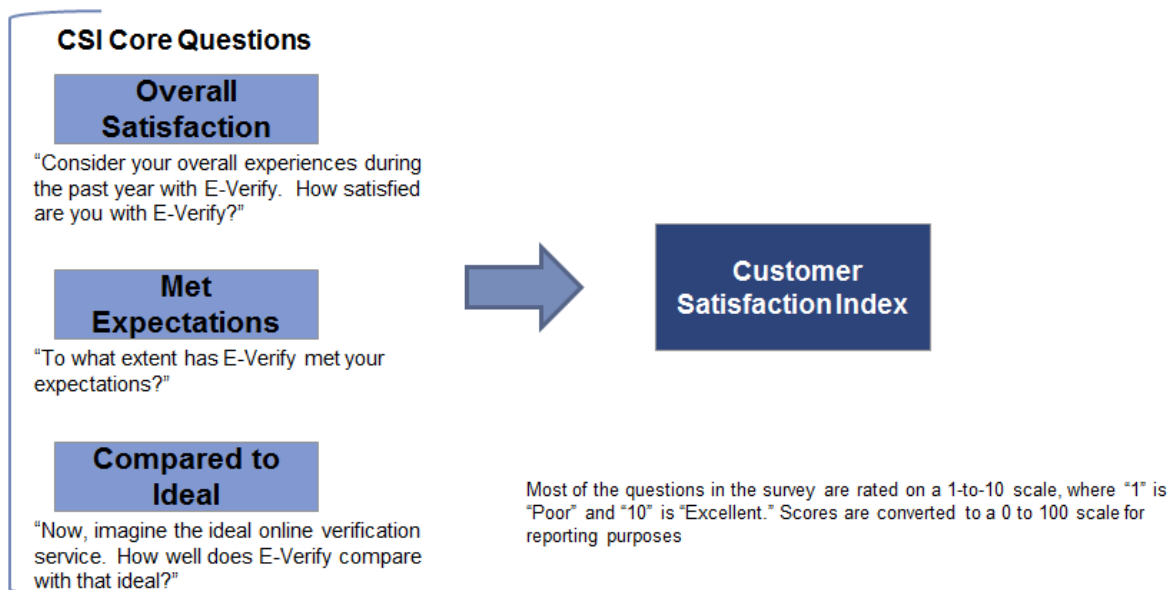
## Customer Satisfaction Models

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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 2015 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<sup>6</sup>. 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 4 – 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 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."

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<sup>6</sup> 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.

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

## Survey Items Comprising Drivers of E-Verify Customer Satisfaction

Figure 5 – Drivers of Customer Satisfaction

- i. Driver 1) **Using E-Verify**
  1. Speed of receiving an initial response from E-Verify
  2. Ease of submitting I-9 information on E-Verify
  3. Clarity of next steps as described in the response
  4. Ease of Navigating the E-Verify Site
- ii. Driver 2) **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 6 – 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.<sup>7</sup>

## Non Modeled Components

**Figure 7 – 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
  1. Professionalism
  2. Communication Skills
  3. Knowledge of technical issues
  4. Ease of accessing representative

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<sup>7</sup> Scores are still provided; however, impacts cannot be calculated.

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

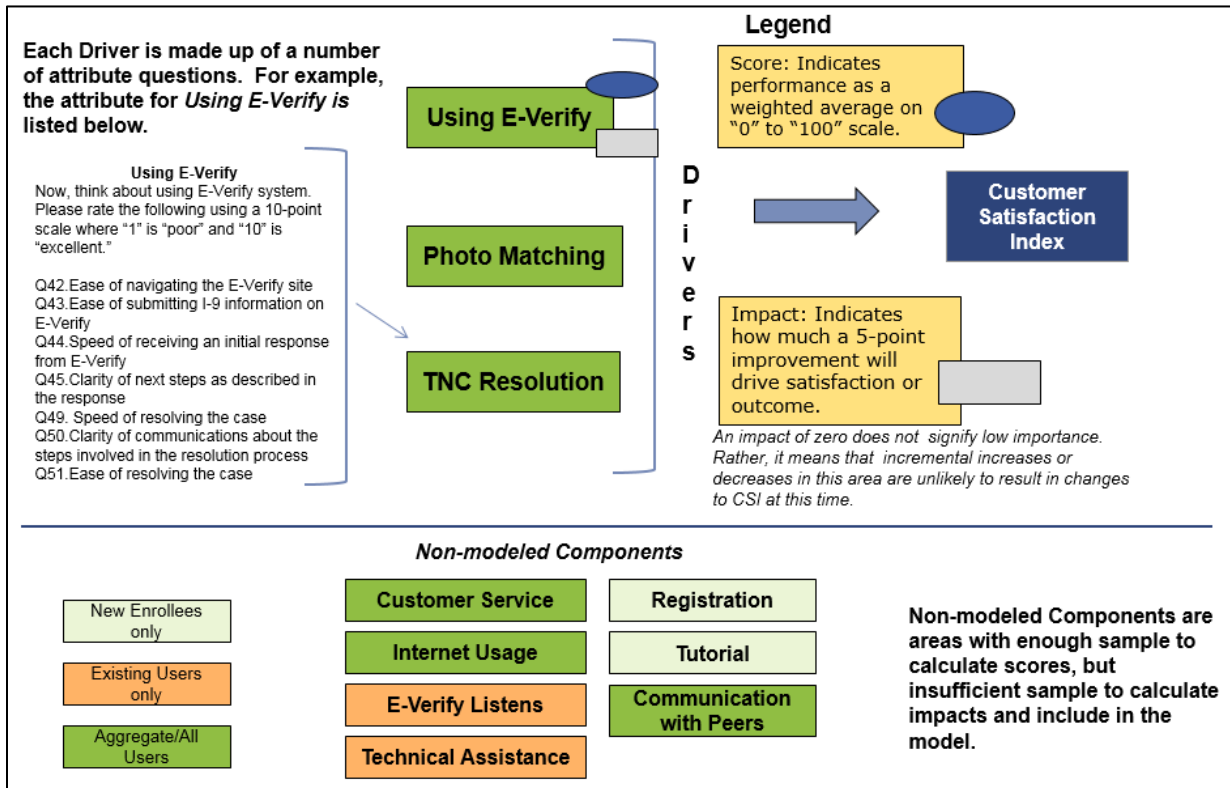
VII. Interest in Communication with Peers about E-Verify



## 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 8 – 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 (average) 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 averages, not percentages. The score is best thought of as an index, with 0 meaning "poor" and 100 meaning "excellent."

Impacts, shown in the gray rectangles, should be interpreted as the effect on the CSI if the initial driver were to be improved or decreased by five points. For example, if the Existing Users score for *Using E-Verify* increased by five points (91 to 96), CSI would increase by the amount of its impact, or 2.3 points (85 to 87.3). 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. Scores for *Outcomes*, *Recommend*, *Confidence in Agency*, and *Future Participation*, are averages reported on a 0 to 100 scale and not percentages. Thus, the score of 88 for *Recommend* means the average respondent is very likely to recommend E-Verify and not that 88% of respondents would recommend E-Verify.

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

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

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

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

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

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## **Customer Samples and Data Collection**

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

- All Users – Employers that have used E-Verify since Jan. 1, 2012
- Recent Users – Employers that have used E-Verify since Jan 1, 2013
- FAR Users – Employers enrolled in E-Verify as Federal Contractors and have used E-Verify since Jan 1, 2013

A total of 18,214 invitations were sent. Some employers could be classified into one or more of the above categories. Respondents were contacted via e-mail between December 12, 2016 and January 27, 2017. Each e-mail contained a URL that launched a survey when clicked. A response was considered submitted if 67% or more of the modeled questions (question that have some effect on satisfaction model) were completed. The sample sizes and response rates for each group are reported below.

Figure 9 – All. Recent. Far Response Rates

	<b>Number of Survey Invitations</b>	<b>Number of Valid Complete Surveys</b>	<b>Response Rate</b>
<b>All Users</b>	18,214	1,919	10.5%
<b>Recent Users</b>	16,743	1,025	6.0%
<b>FAR Users</b>	6,356	520	8.1%

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

Figure 10 – New and Existing Users Completes

	<b>Number of Survey Invitations</b>	<b>Number of Valid Complete Surveys</b>
<b>New Enrollees</b>	18,214	161
<b>Existing Users</b>		1,758

## Respondent Distribution

The table below shows respondents by state. For the most part, frequencies by state were similar to last year. Georgia (8%) and California (7%) comprise the largest proportion of respondents. Other states comprising 5% or more of the total responses include: Alabama (5%), Florida (5%), Missouri (5%), North Carolina (6%), South Carolina (5%), Texas (6%), and Virginia (6%). Collectively, these nine states account for 53% of all responses.

Figure 11 – State Distribution

State	2015 Percent	2015 Frequency	2016 Percent	2016 Frequency
AL	5%	85	5%	98
AK	0%	4	0%	4
AZ	6%	111	4%	70
AR	0%	3	1%	15
CA	6%	111	7%	125
CO	3%	58	2%	42
CT	1%	16	0%	9
DE	0%	1	0%	1
DC	0%	8	0%	8
FL	6%	117	5%	91
GA	8%	146	8%	154
GU	0%	0	0%	1
HI	0%	9	0%	7
ID	0%	5	1%	10
IL	2%	34	2%	44
IN	3%	49	3%	58
IA	1%	13	1%	16
KS	1%	20	1%	19
KY	1%	14	1%	15
LA	1%	16	2%	29
ME	0%	4	0%	4
MD	3%	49	2%	46
MA	2%	39	2%	30
MI	2%	30	2%	35
MN	2%	32	1%	21

State	2015 Percent	2015 Frequency	2016 Percent	2016 Frequency
MS	1%	23	1%	15
MO	4%	71	5%	89
MT	0%	2	0%	7
NE	1%	23	2%	30
NV	0%	3	0%	9
NH	0%	4	0%	6
NJ	1%	22	2%	31
NM	0%	5	0%	6
NY	3%	61	2%	44
NC	5%	102	6%	110
ND	0%	3	0%	4
OH	2%	30	1%	26
OK	1%	16	1%	25
OR	1%	15	1%	21
PA	3%	55	3%	53
PR	0%	1	0%	6
RI	0%	4	0%	2
SC	7%	125	5%	105
SD	0%	6	0%	8
TN	2%	40	3%	51
TX	5%	89	6%	112
UT	2%	41	2%	44
VT	0%	2	0%	1
VA	4%	83	6%	108
WA	2%	34	2%	29
WV	0%	7	0%	4
WI	1%	14	1%	16
WY	0%	4	0%	5
<b>Number of Respondents</b>	<b>1,859</b>	<b>1,859</b>	<b>1,919</b>	<b>1,919</b>

*Note: Percentages are rounded to the nearest whole number.*

## Organizational Size and Industry of Respondent Business

Organizations employing less than 100 employees account for 64% of all responses. The largest companies (10,000 or more employees) account for just 1% of responses.

Figure 12 – Number of Employees

How many people do you employ?	2016 Percent	2016 Frequency
1-4	4%	83
5-29	30%	578
30-99	30%	575
100-299	20%	384
300-999	10%	188
1,000-9,999	4%	86
10,000+	1%	25
<b>Number of Respondents</b>	<b>1,919</b>	<b>1,919</b>

Just under three-quarters of respondents (72%) consider their organization a small business.

Figure 13 – Considered Small Business

Do you consider yourself a small business?	2016 Percent	2016 Frequency
Small business	72%	1,383
Not a small business	24%	467
Don't know	4%	69
<b>Number of Respondents</b>	<b>1,919</b>	<b>1,919</b>

The composition of respondents' industries remains consistent with past studies. Construction/General Contracting (16%) and Manufacturing (12%) are most mentioned and account for just over one-quarter of respondents.

Figure 14 – Primary Industry

Primary industry in which your company or organization conducts business	2016 Percent	2016 Frequency
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<b>Primary industry in which your company or organization conducts business</b>	<b>2016 Percent</b>	<b>2016 Frequency</b>
Agriculture/Food	1%	23
Defense/Defense Industry	2%	37
Communications/Media	1%	17
Construction/General Contracting	16%	316
Education	3%	64
Engineering	4%	84
Financial Services	2%	37
Healthcare/Public Health	8%	145
Hospitality	4%	71
Information Technology	6%	108
Manufacturing	12%	222
Non-Profit/Not-for-Profit	6%	109
Sales - Retail or Wholesale	7%	134
Staffing/Personnel	2%	39
Transportation	4%	80
Utilities/Energy/Natural Resources	1%	25
Professional Services/Consulting	6%	110
Government Services	4%	82
Other	11%	216
<b>Number of Respondents</b>	<b>1,919</b>	<b>1,919</b>

A large majority of respondents consider themselves as General Users of E-Verify (94%). Respondents are split in their reported use frequency of E-Verify, with almost half reported using it at least once a month (49%).

Figure 15 – Organization Description and Frequency of Use

<b>Which best describes your organization as a user of E-Verify</b>	<b>2016 Percent</b>	<b>2016 Frequency</b>
General User	94%	1,801
Temporary Agency or Employment Agency	3%	63
E-Verify Employer Agent	3%	55
<b>Number of Respondents</b>	<b>1,919</b>	<b>1,919</b>

<b>Which best describes how frequently you use E-Verify</b>	<b>2016 Percent</b>	<b>2016 Frequency</b>
Once a week or more	16%	316
Two or three times a month	20%	387
About once a month	13%	252
Once every few months	30%	571
Once or twice a year	15%	290
Less than once a year	5%	103
<b>Number of Respondents</b>	<b>1,919</b>	<b>1,919</b>



## DETAILED FINDINGS

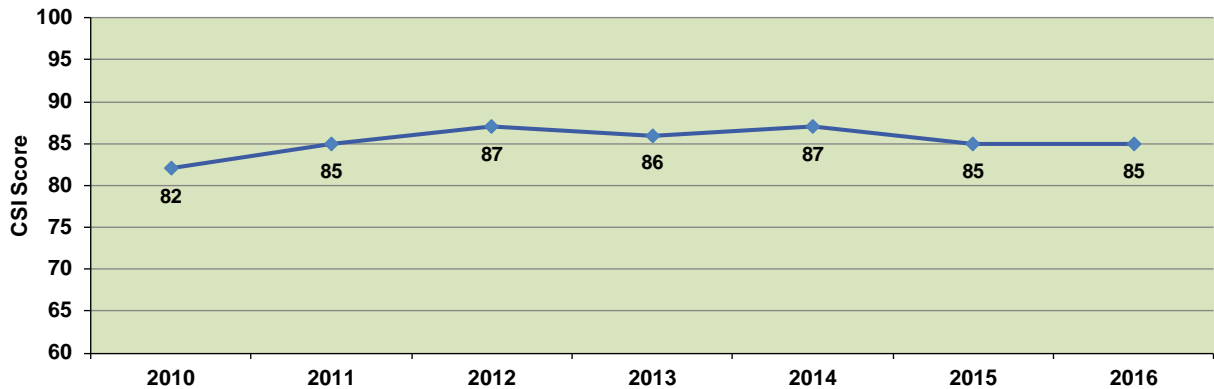
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### Customer Satisfaction Index

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The Customer Satisfaction Index (CSI), the average of the three core questions (see question definitions below) is the central measure of this report. **The 2016 Customer Satisfaction Index (CSI) for All USCIS E-Verify users remained unchanged from last year as it posts a score of 85 (on a scale from 1-100) for all users.** New enrollees scored slightly higher (87) than existing users (85). Since 2010, users have been highly satisfied with E-Verify and the E-Verify CSI number has never scored below the low 80s. Below is a historical summary of E-Verify CSI scores for All users since 2010.

Figure 16 – Trending E-Verify CSI Scores

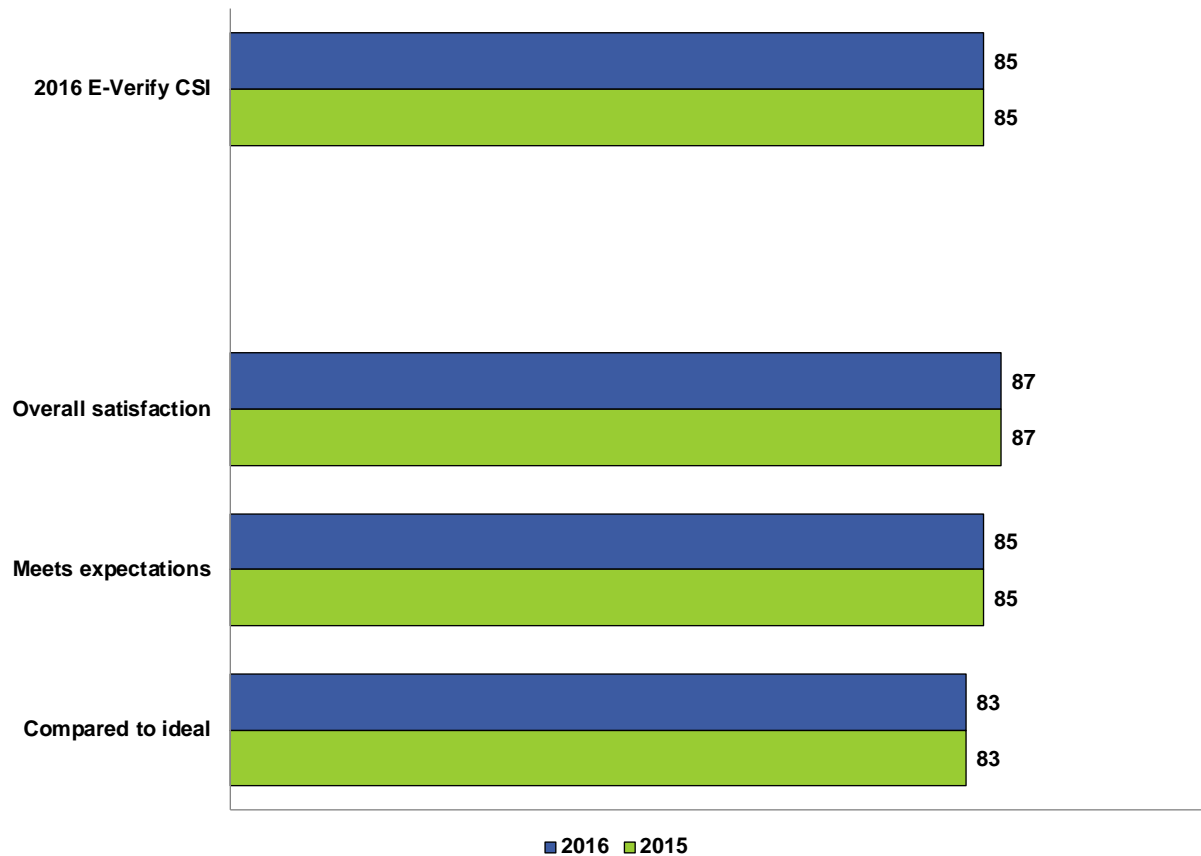


Since 2010, users have been highly satisfied with E-Verify and the E-Verify CSI number has never scored below the low 80s. **This number exceeds the overall national average CSI number of 74, and exceeds the CSI average for Federal Government entities of 68 by 17 points.**

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.

## E-Verify Customer Satisfaction Index - 2016

Figure 17 - E-Verify Customer Satisfaction Index



2016 Respondents N=1,919

2015 Respondents N=1,859

*\*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?"

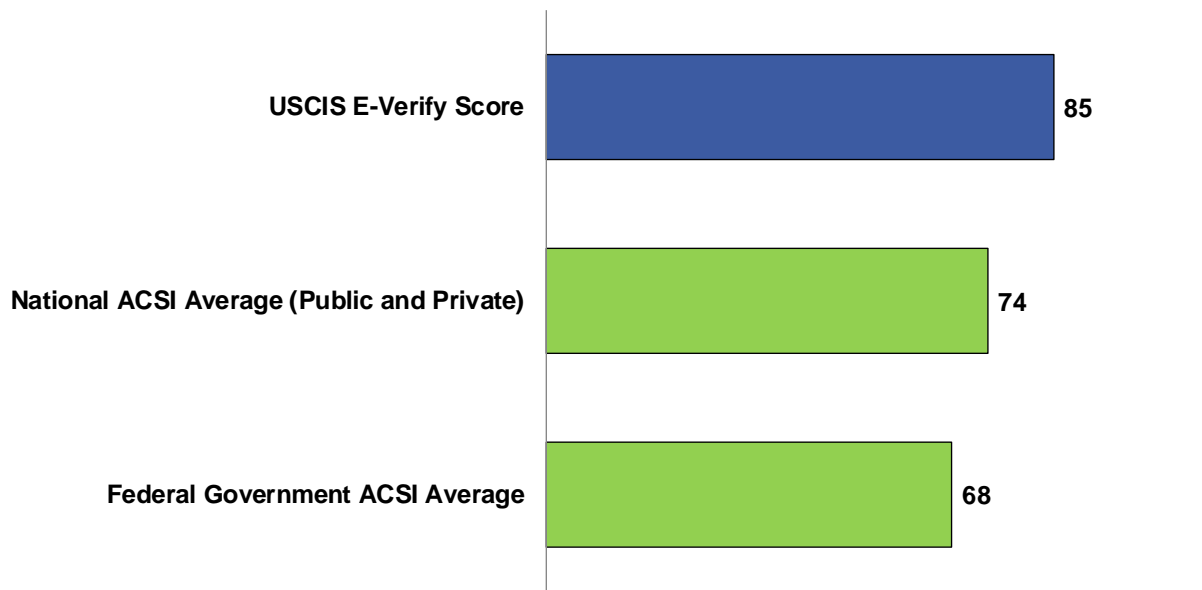
**Compared to Ideal-** How well does E-Verify compare with your online verification service?

## Comparison with the 2016 ACSI Benchmark Study

The ACSI Federal Government Report 2016 (which uses the same Customer Satisfaction Index methodology) provided a national satisfaction index. All agencies are asked the same three core questions, so comparisons can be made across organizations. E-Verify user satisfaction again scores very high, outscoring national private sector satisfaction levels as well as those reported for the federal government as a whole. Agency scores from other FCG/CFI measurements ranged from 45 – 90.

### ACSI Comparison 2016

Figure 18 – ACSI Comparison



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

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## Drivers of Satisfaction Results

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**Drivers of Satisfaction** are indices comprised of the average responses to 10 questions grouped into three topic areas. Questions on *Using E-Verify*, *TNC Resolution*, and *Photo Matching* are asked of all respondents<sup>8</sup>. These drivers are then used in a proprietary regression-type model to determine the impact each of the drivers has on the CSI. The “impact number” for each driver indicates how much a 5-point improvement in that driver will change the CSI number. The results for each are shown below.

### Using E-Verify

The questions comprising this driver address the:

- > *Speed of receiving an initial response from E-Verify*
- > *Ease of Navigating the E-Verify Site*
- > *Clarity of next steps as described in the response*
- > *Ease of submitting I-9 information on E-Verify*

Nearly all (92%) of both new and existing users combined had used E-Verify in the past six months. This the same percentage as last year and similar to 2014 (95%).

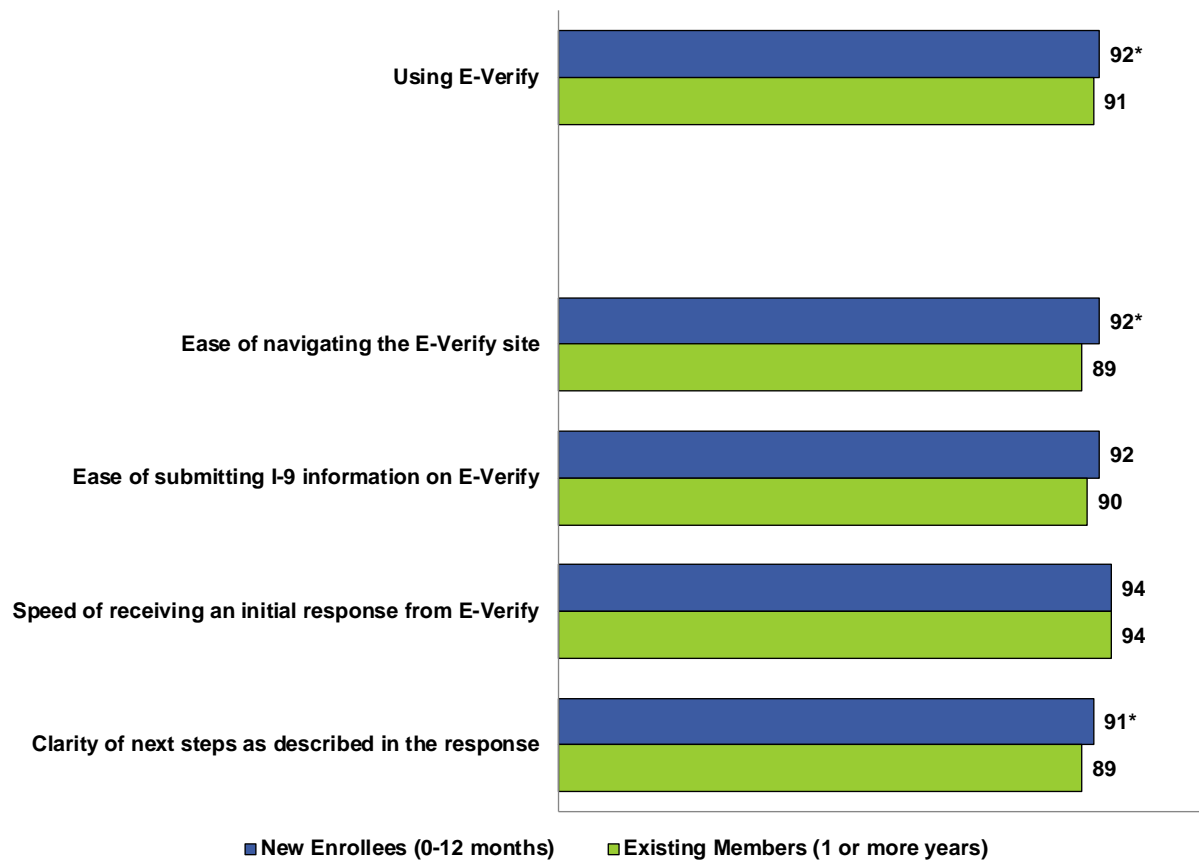
Although New Enrollees tend to rate the aspects of *Using E-Verify* slightly higher than Existing Users, scores for both group are strong as shown figure 19.

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<sup>8</sup> Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-to-10 scale with 1 being “poor” and 10 being “excellent.” CFI Group converts the mean responses to these items to a 0-to-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”

## Using E-Verify Scores

Figure 19 – Using E-Verify Scores



New Enrollees N=160

Existing Users N=1,746

\*Statistically Significant at 90% confidence level

### Tentative Non-confirmation Resolution

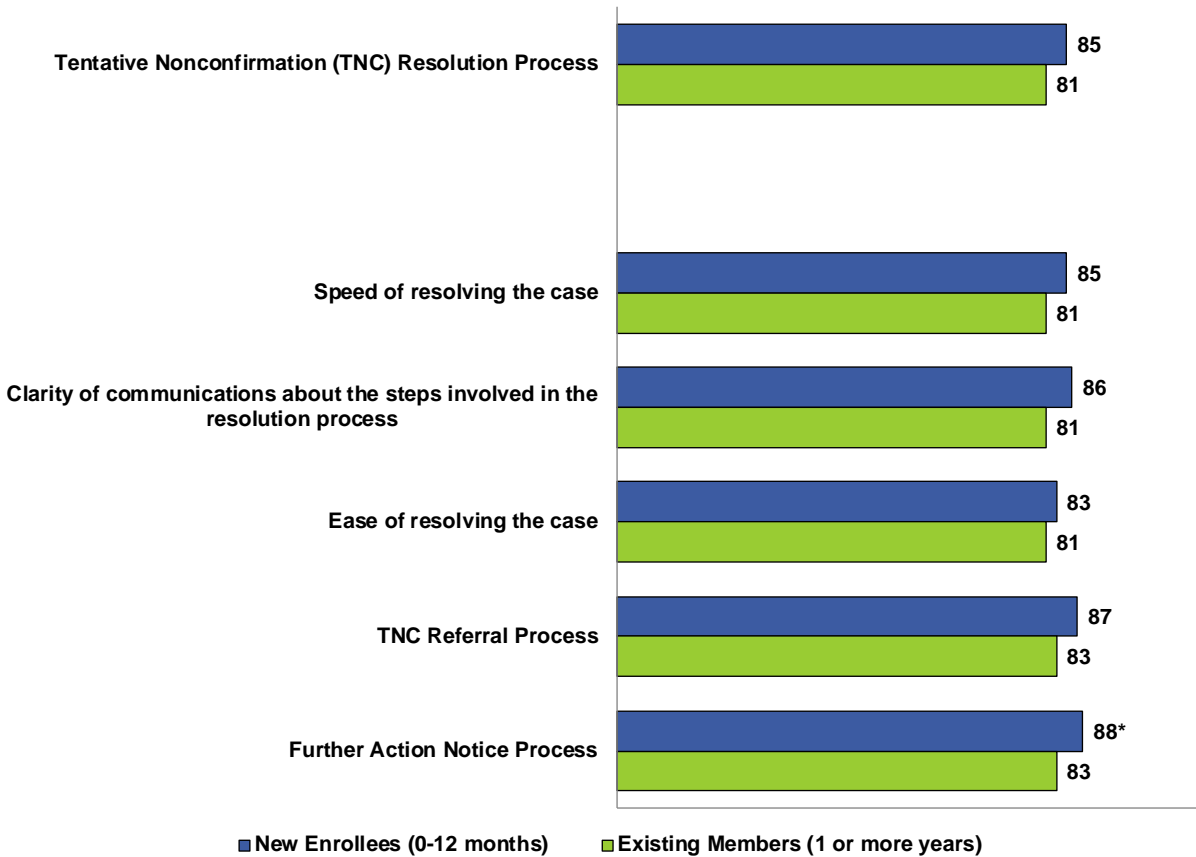
The questions comprising this driver address the:

- > *Ease of resolving the case*
- > *Speed of resolving the case*
- > *Clarity of communications about the steps involved in the resolution process*
- > *TNC Referral Process*
- > *Further action notice process*

Twenty-three percent of New Enrollees and 16% of Existing Users received a Tentative Non-confirmation (TNC) in the past 6 months (from survey completion date). New Enrollees scored TNC higher (85) than Existing Users (81). New Enrollees also scored higher across all attributes as well.

### TNC Resolution Process Scores

Figure 20 – TNC Resolution Process Scores



New Enrollees N=36

Existing Users N=279

\*Statistically Significant at 90% confidence level

Those who rated the ease of resolving the case lower than “6” (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. These comments can be accessed [here: Appendix D - Question 52](#). The complete list of verbatim comments is included in the [Appendix D](#) of this report.

### Photo Matching

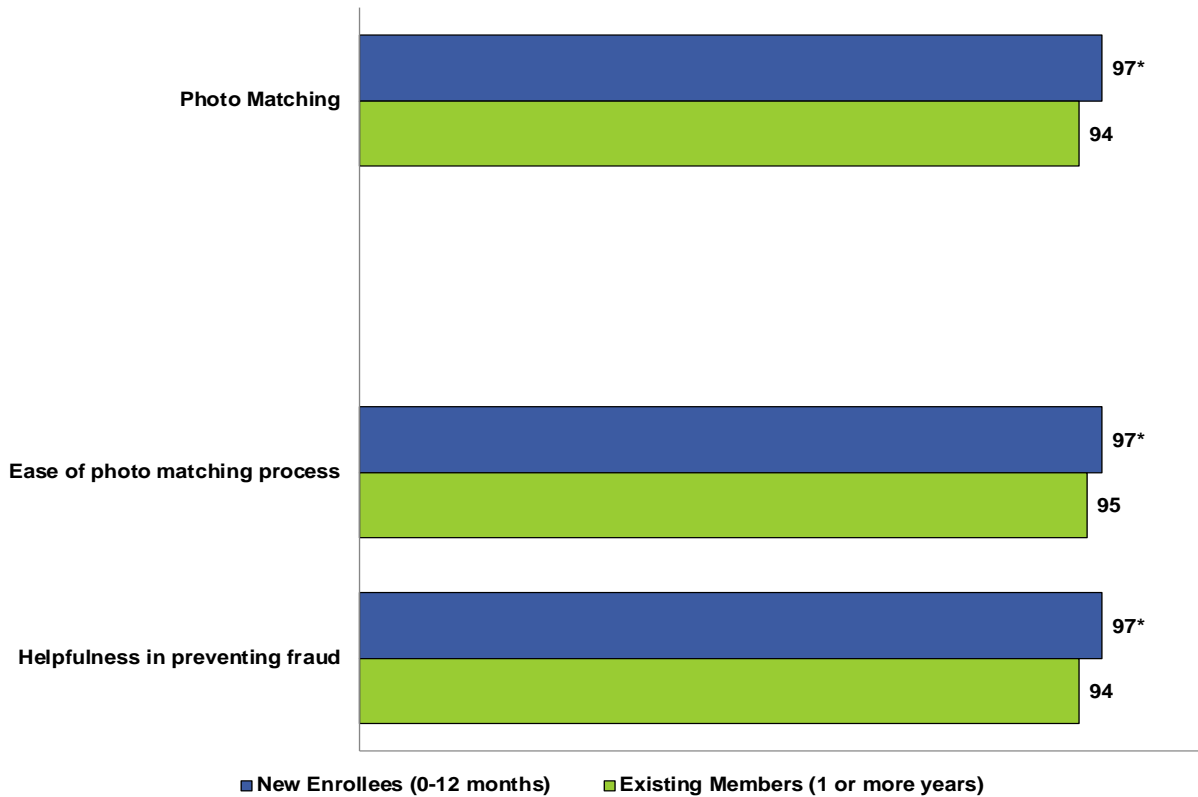
The questions comprising this driver address the:

- > *Helpfulness in preventing fraud*
- > *Ease of photo matching process*

The *Photo Matching* process is considered to be very easy and helpful in fraud prevention. Forty-eight percent of all users were prompted to match a photo in the past six months (from survey completion date). A large majority of respondents (91%) have convenient access to the technology to complete the process. While all drivers have strong scores, *Photo Matching* remains the highest rated of the modeled drivers.

### Photo Matching Scores

Figure 21 – Photo Matching Scores



New Enrollees N=74

Existing Users N=842

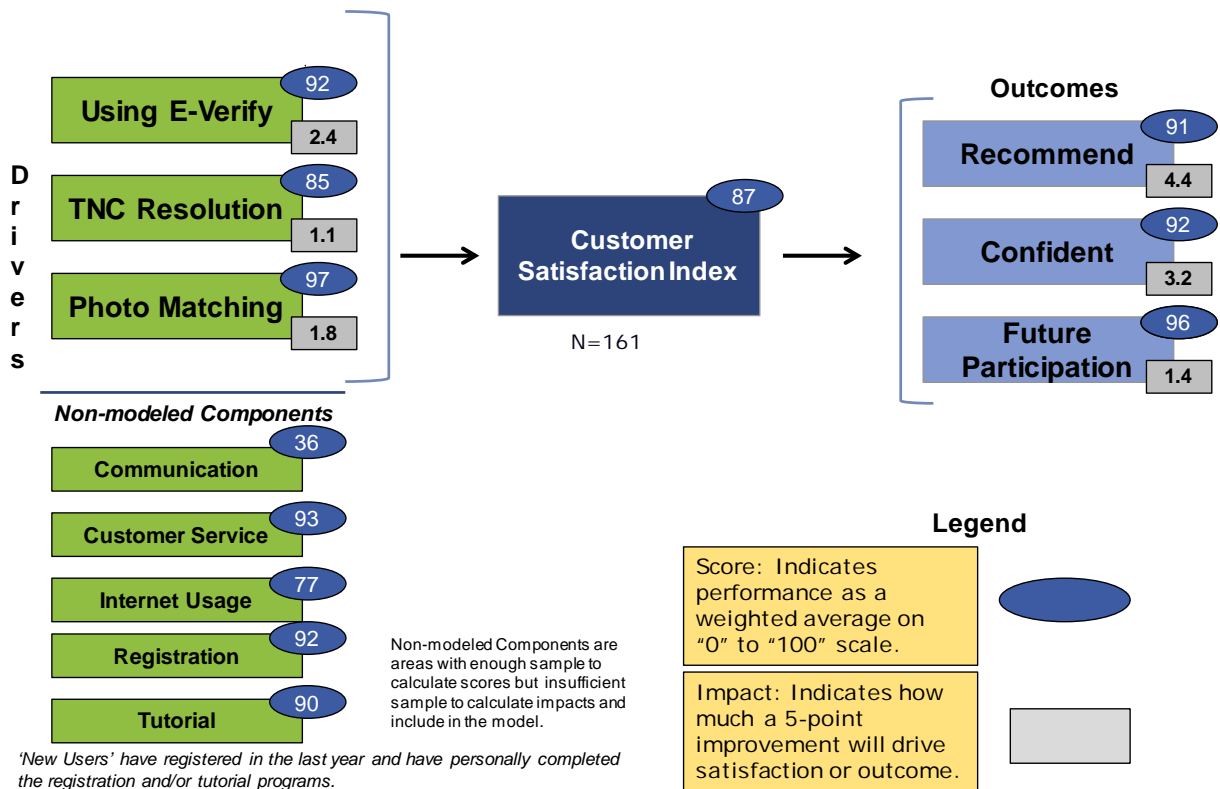
\*Statistically Significant at 90% confidence level

## 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 22 – New Enrollees CSI Model



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 (92 to 97), the Customer Satisfaction Index (CSI) would increase by the amount of its impact, or 2.4 points (87 to 89.4). 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*, *Confidence 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 4.4 for New Enrollees. This means that a 5-point improvement in satisfaction (CSI) will drive the likelihood to recommend up by 4.4 points. Scores for Outcomes (*Recommend*, *Confidence in agency* and *Future Participation*), are averages reported on a 0 to 100

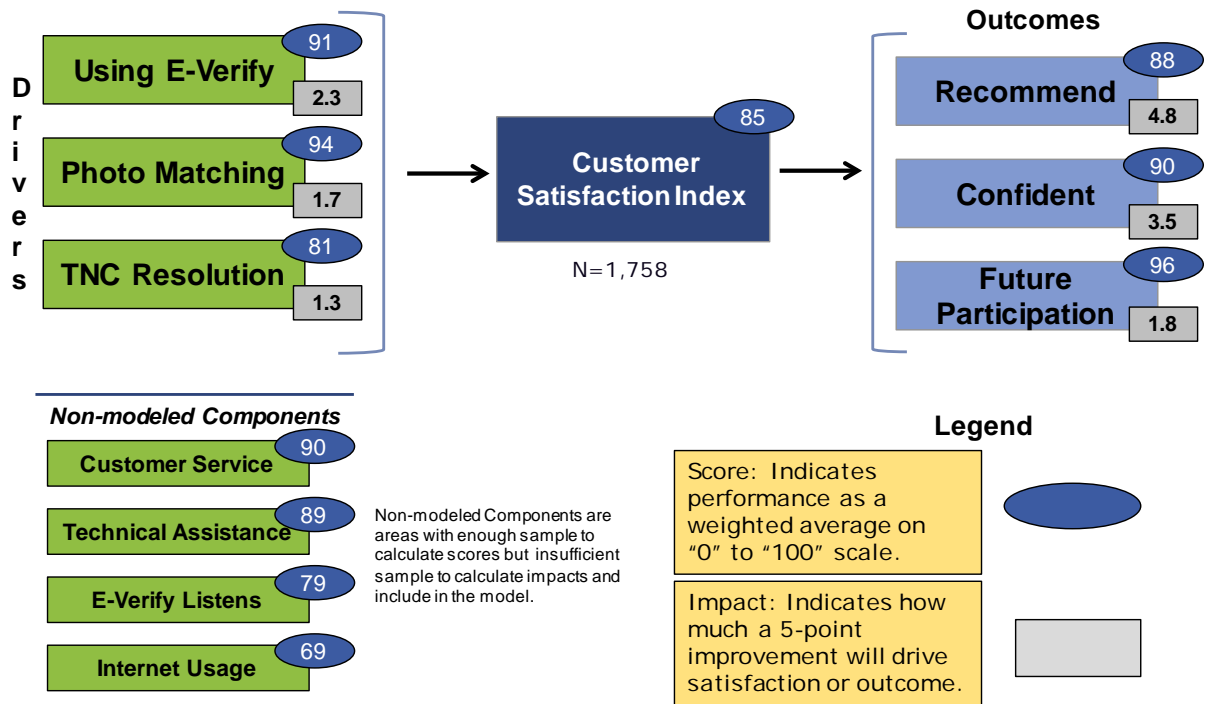


scale and not percentages. Thus, the score of 91 for Recommend means that the average respondent is very likely to recommend E-Verify and not that 91% of respondents would recommend E-Verify.

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 23 – Existing Users CSI Model



'Existing Users' are a subset of 'All Users' that are not considered New Enrollees.

When comparing the two models, you can see that while *Using E-Verify* was the driver with the most impact for both groups. *Using E-Verify* had the highest impact (2.3) for Existing Users with the other two drivers exerting moderate impact. *Using E-Verify* also had the highest impact for New Enrollees (2.4), but the overall impact on New Enrollees was spread out along with the other two drivers, *TNC Resolution* (1.1) and *Photo Matching* (1.8).

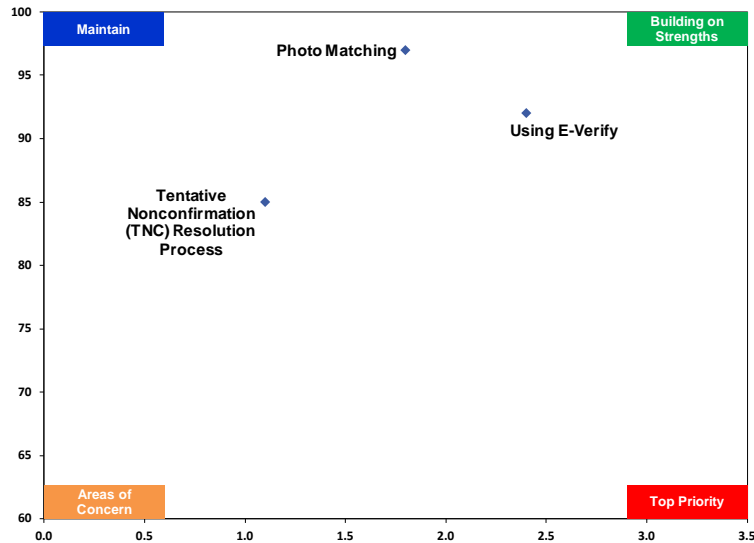
To better illustrate the intersection of CSI scores and impacts, the scores and impacts are plotted on the priority matrices below.

## Priority Matrix

By plotting performance scores (along the vertical axis) against impact on satisfaction (along the horizontal axis), it is possible to identify those 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.

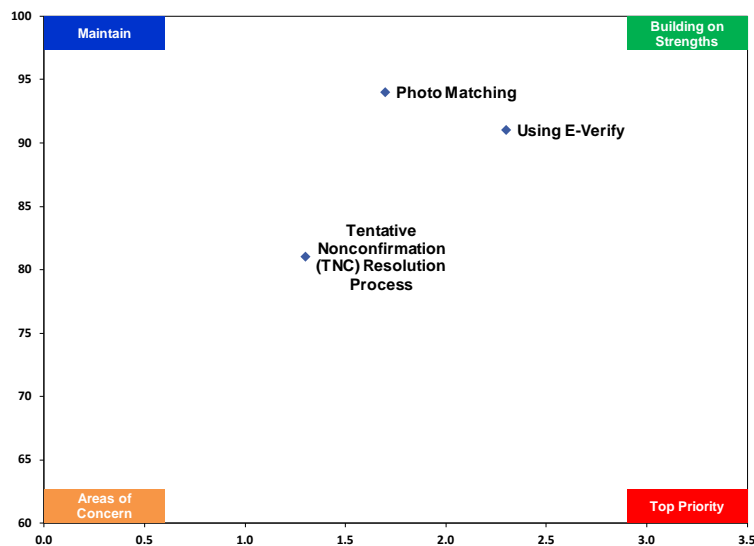
### New Enrollees Priority Matrix

Figure 24 – New Enrollees Priority Matrix



### Existing Users Priority Matrix

Figure 25 – Existing Users Priority Matrix



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## Non-Modeled Components

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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)

The questions comprising this driver address the:

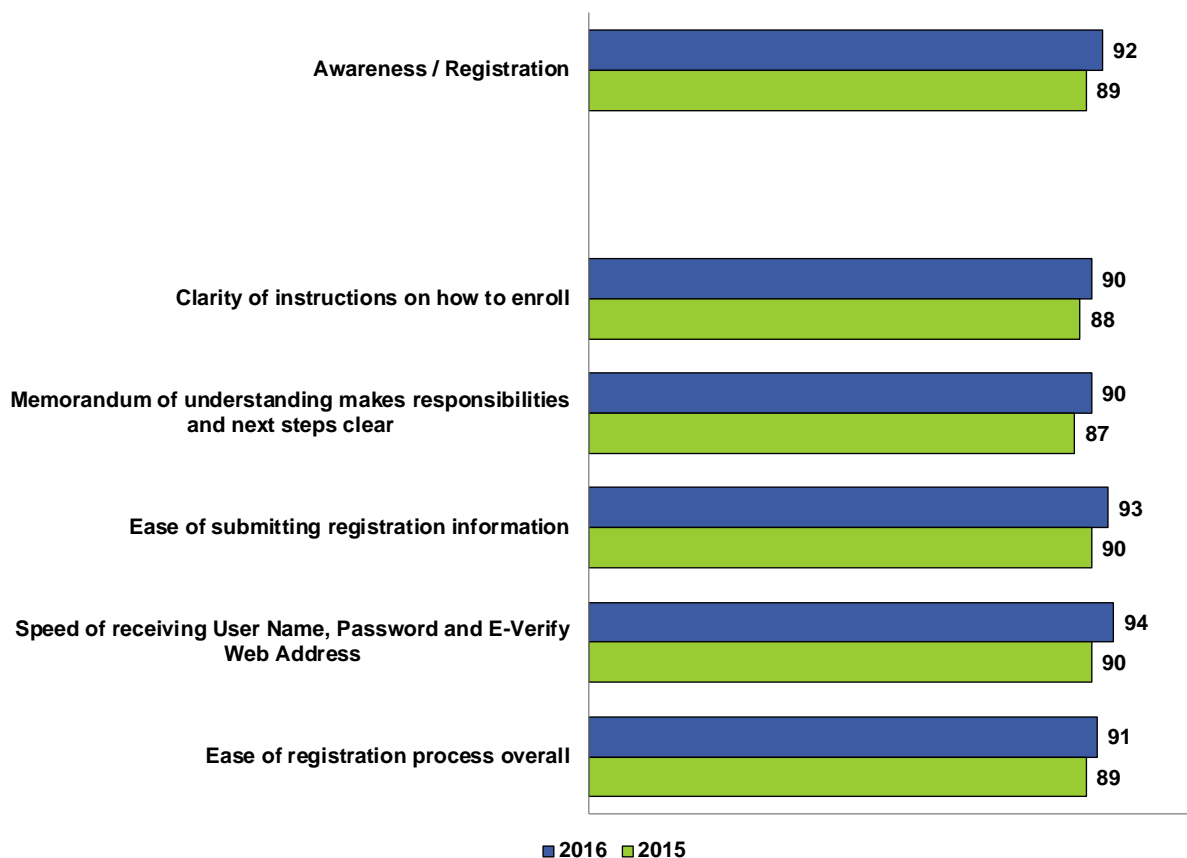
- > *Ease of submitting registration information*
- > *Speed of receiving User Name, Password and E-Verify Web Address*
- > *Ease of registration process overall*
- > *Clarity of instruction on how to enroll*
- > *Memorandum of understanding makes responsibilities and next steps clear*

From organizations that had enrolled in 2016, most respondents (82%) had personally registered their organization with E-Verify. This is an increase of 10 percentage points from 2015. Ratings for Registration (92) were also slightly higher compared to last year (89).

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.

## Registration Scores

Figure 26 – Registration Scores



2015 N=47

2016 N=131

\*Statistically Significant at 90% confidence level

### Tutorial (New enrollees only)

The questions comprising this driver address the:

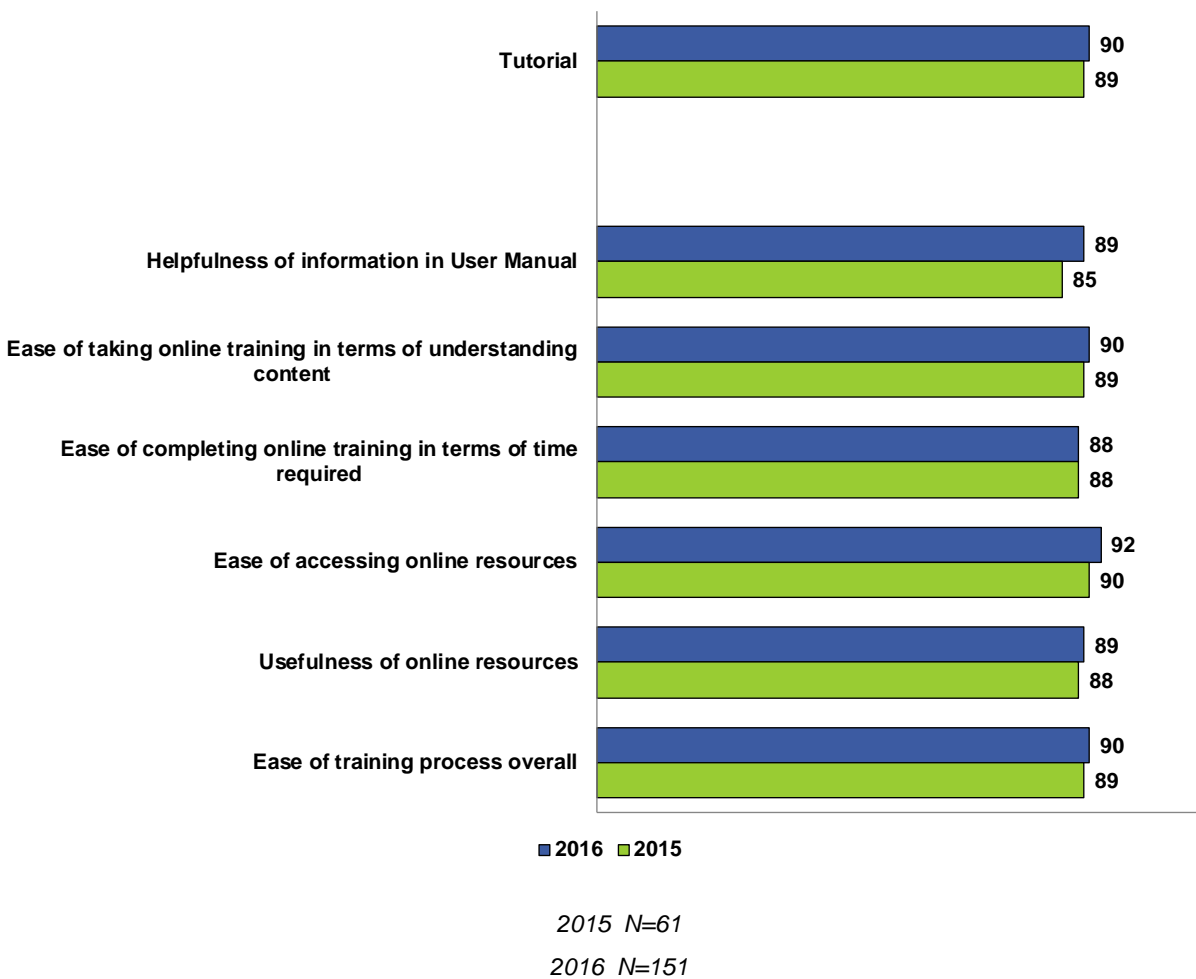
- > *Ease of accessing online resources*
- > *Ease of taking online training in terms of understanding content*
- > *Ease of training process overall*
- > *Ease of completing online training in terms of time required*
- > *Usefulness of online resources*
- > *Helpfulness of information in User Manual*

Online Resources, User Manual and Training provide useful information and are easily accessible. Almost all (94%) respondents who enrolled in E-Verify in the past 12 months (from survey completion date) *completed the training and online tutorial*. Of these, 87% thought the training was *useful in helping employers pass the mastery test*. This is an increase of 5 percentage points from last year. The percentage of those who thought *the tutorial and mastery test adequately prepares employers to use E-Verify* (90%) also rose 3 percentage point this year.

Last year the *helpfulness of user manual* was easily the lowest rated *Tutorial* item. It increased 4 points to score 89 this year, which is in line with the rest of the *Tutorial* attributes.

### Tutorial Scores

Figure 27 – Tutorial Scores



*\*Statistically Significant at 90% confidence level*

Those who rated the ease of the training process overall lower than “6” (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. These comments can be accessed [here: Appendix D](#).

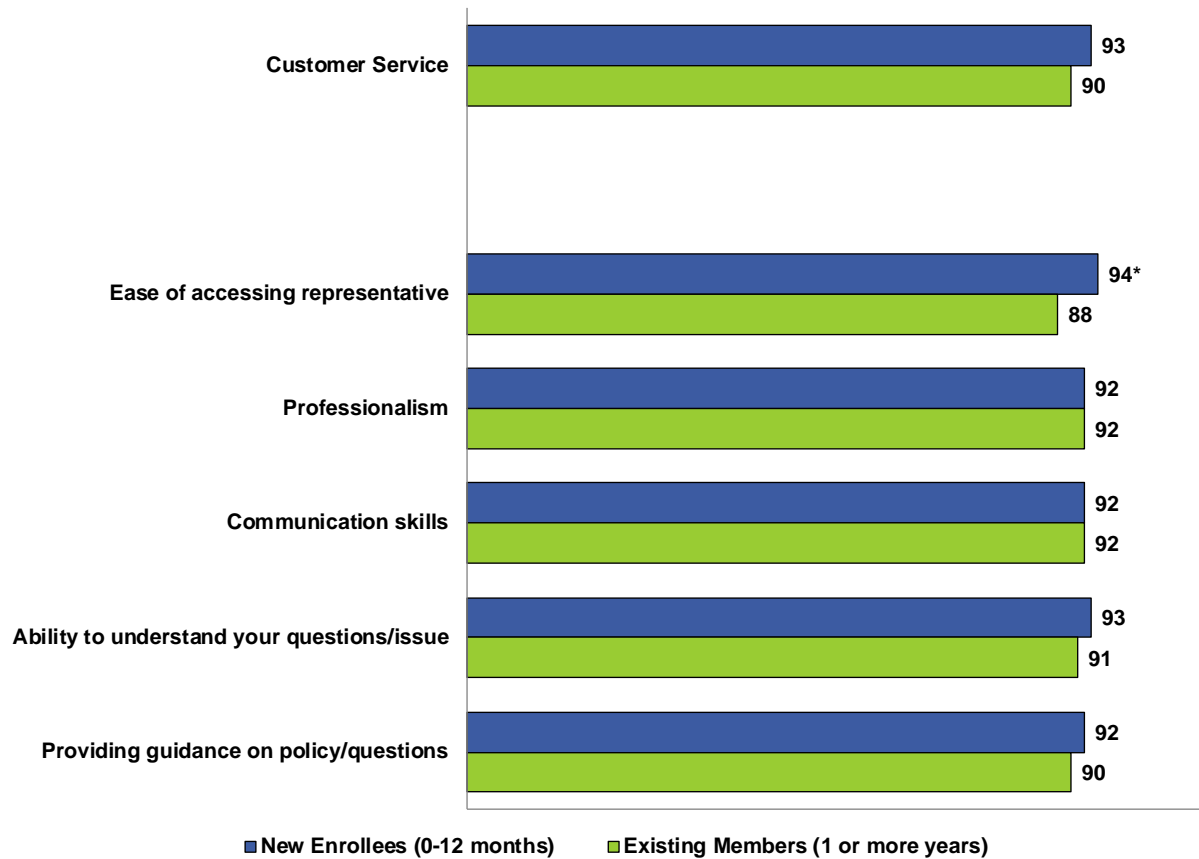
### **Customer Service (E-Verify Phone and E-mail)**

- > *Professionalism*
- > *Communication Skills*
- > *Ability to understand your question/issue*
- > *Ease of accessing representative*
- > *Providing guidance on policy/questions*

Eleven percent of all users contacted *Customer Service by phone* in the past six months. Phone is the predominate method for contacting Customer Service as only 3% of all users contacted Customer Service via e-mail. With scores mostly in the low 90s, Phone Customer Service professionals demonstrate strong *communication skills* and are seen as *professional* for the E-Verify users that contacted them.

## Customer Service – Phone Scores

Figure 28 – Customer Service – Phone Scores



New Enrollees N=27

Existing Users N=158

\*Statistically Significant at 90% confidence level

Nearly all who contacted customer service reported *having their issue resolved* (94%). Of those, 87% had their *issue resolved on the first call* (first call resolution).

Of those who contacted Customer Service via phone, only 11% of all callers were *transferred during their call*. This is a decrease of 5 percentage points from 2015 and 14 percentage points from 2014. Most (96%) found the *wait time* they experienced to be acceptable. Of those transferred, only 8% were transferred more than once. This is a decrease of 7 percentage points from 2015. Scores for *Customer Service prior to transfer* and *after transfer* are identical at 91. This indicates Customer Service is performing well before and after the transfer and transfers are not something that is affecting overall customer service satisfaction.

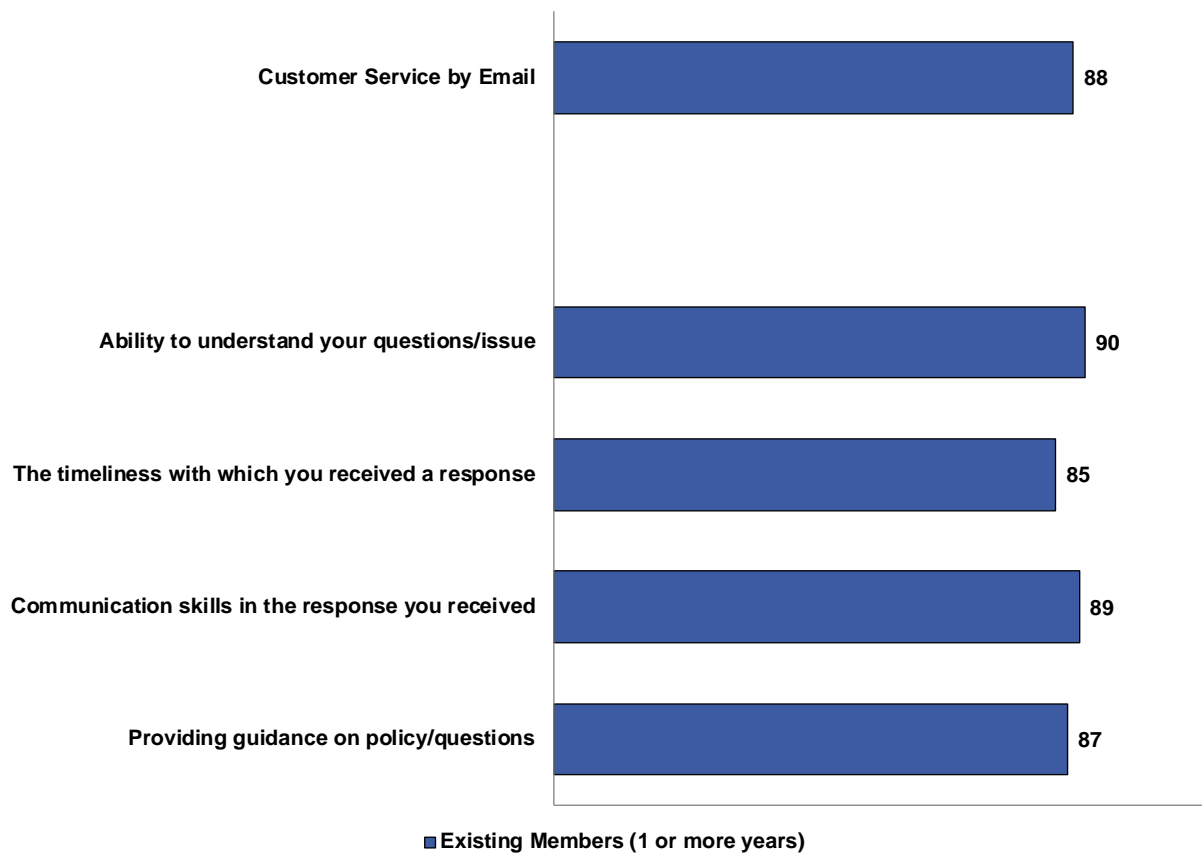
## Customer Service- E-mail

- > *Communication skills in the response you received*
- > *Providing guidance on policy/questions*
- > *The timeliness with which you received a response*
- > *Ability to understand your question/issue*

Three percent of respondents contacted *customer service by e-mail*. Satisfaction scores for e-mail customer service tend to be slightly lower than those for phone. Eighty-eight percent of those contacting E-Verify by e-mail had their issue resolved after emailing. This is an increase of 18 percentage points from last year.

### Customer Service – E-mail Scores

Figure 29 – Customer Service – E-mail Scores



Existing Users N=49

Insufficient responses (N=8) to calculate scores for New Enrollees



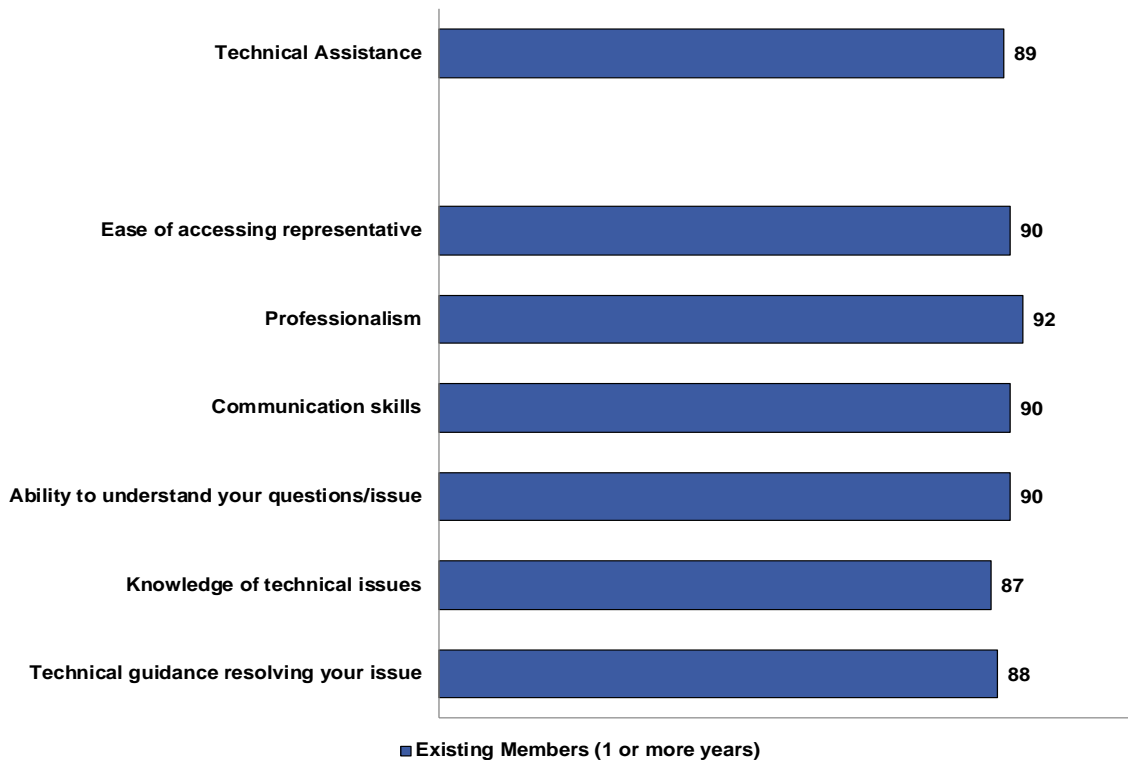
## Technical Assistance

- > *Knowledge of technical issues*
- > *Professionalism*
- > *Communication Skills*
- > *Technical guidance resolving your issue*
- > *Ease of accessing representative*
- > *Ability to understand your question/issue*

Just 4% of all respondents had *contacted Technical Assistance* in the past six months. This is an increase of 2 percentage points from last year. Technical Assistance staff still remain highly-rated as customers find *Technical Assistance* to be *easy to access* (90), are able to *understand questions asked* (90), possess *strong communication skills* (90) and above all are highly *professional* (92). Technical Assistance continues to resolve most issues as 89% of respondents who contacted Technical Assistance had their *issue resolved*.

### Technical Assistance Scores

Figure 30 – Technical Assistance Scores



Existing Users N=59

Insufficient responses (N=10) to calculate scores for New Enrollees

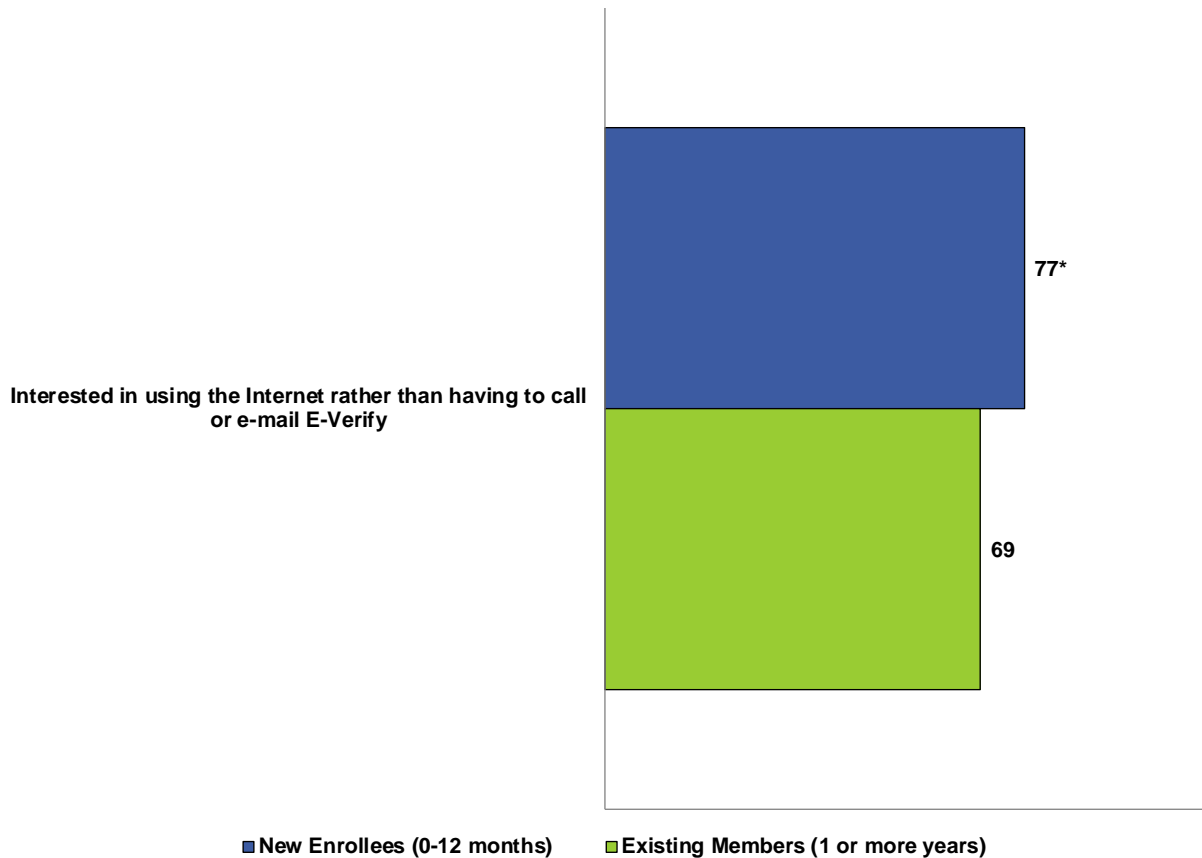
## Internet Use

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 (77) were showed more interest *in using the Internet to get assistance* than Existing Users (69).

### Internet Use – Interest in using Internet Help Scores

Figure 31 – Internet Use – Interest in using Internet Help Scores



New Enrollees N=153

Existing Users N=1,641

\*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 (63%) believe E-Verify is *doing enough to ensure companies adhere to E-Verify policies*. This is a slight increase from 2015 (59%). Likewise, 71% 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 32 – System Integrity – Policies and Safeguards Charts

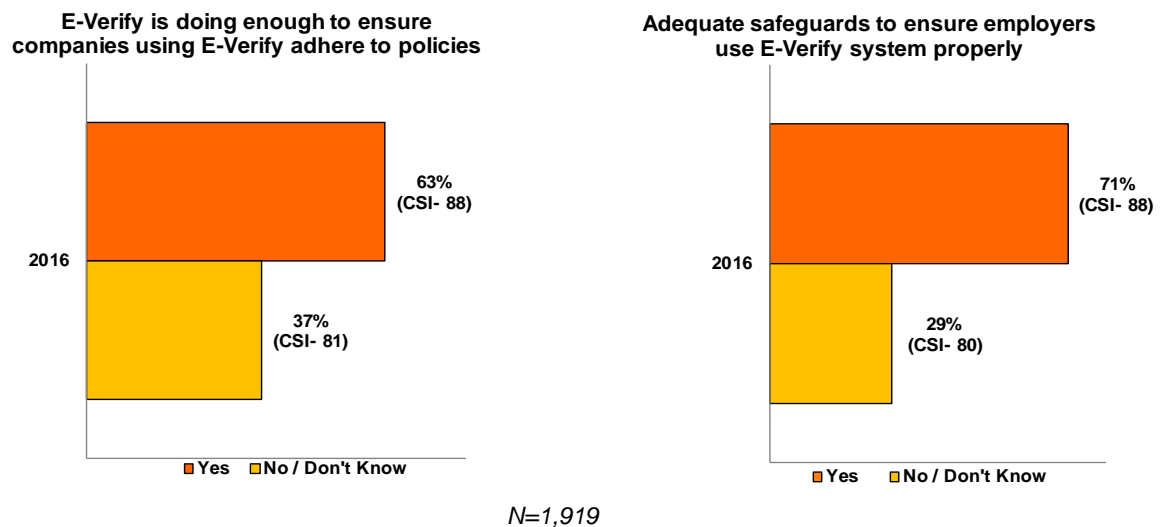


Figure 33 – System Integrity – Policies and Safeguards Tables

E-Verify is doing enough to ensure companies using E-Verify adhere to policies	2015 Percent	2015 Sample	2015 Satisfaction	2016 Percent	2016 Sample	2016 Satisfaction
Yes	59%	1,104	88	63%	1,205	88
No / Do not know	41%	755	80	37%	714	81
<b>Number of Respondents</b>	<b>1,859</b>	<b>1,859</b>	<b>1,859</b>	<b>1,919</b>	<b>1,919</b>	<b>1,919</b>

Adequate safeguards to ensure employers use E-Verify system properly	2015 Percent	2015 Sample	2015 Satisfaction	2016 Percent	2016 Sample	2016 Satisfaction
Yes	71%	1,312	87	71%	1,365	88
No / Do Not Know	30%	547	79	29%	554	80
<b>Number of Respondents</b>	<b>1,859</b>	<b>1,859</b>	<b>1,859</b>	<b>1,919</b>	<b>1,919</b>	<b>1,919</b>

## Outreach and Communications

When all users were asked how they first learned about E-Verify, the employee's *Company/HR/Corporate Office* (30%) remains the most mentioned resource again in 2016. *Local, State or Federal Government* receives the second highest percentage of responses (14%) and *E-Verify materials* and the *E-Verify website* collectively account for 16% of mentions. This year's findings are similar to both 2015 and 2014.

Figure 34 – How Did You Learn About E-Verify

How did you first learn about E-Verify	2015 Percent	2015 Frequency	2016 Percent	2016 Frequency
E-Verify materials or presentation	9%	161	8%	155
E-Verify website	9%	175	8%	158
USCIS or SSA materials or presentation	6%	106	6%	121
USCIS or SSA website	2%	32	2%	39
My Company/HR/Corporate Office	28%	519	30%	578
Colleague/Employee	5%	84	6%	120
Local, State or Federal Government	15%	285	14%	266
Print advertisement	1%	15	0%	5
Online advertisement	1%	16	1%	15
Radio advertisement	0%	1	0%	2
Billboard advertisement	0%	0	0%	2
Media coverage	3%	54	2%	40
Information from a client	5%	97	4%	79
Information from a professional organization	8%	153	9%	168
U.S. Immigration and Customs Enforcement audit or visit	1%	12	1%	11
Other	8%	149	8%	160
<b>Number of Respondents</b>	<b>1,859</b>	<b>1,859</b>	<b>1,919</b>	<b>1,919</b>

In 2016, of those who were required to use E-Verify (N=181), *Local, State and Federal Government* (31%) and *Company/HR/Corporate Office* (16%) remain the most mentioned when users were asked how they learned about the requirement.

**Figure 35 – How Did You Learn About E-Verify Requirements**

<b>How did you learn about requirement to participate in E-Verify</b>	<b>2015 Percent</b>	<b>2015 Frequency</b>	<b>2016 Percent</b>	<b>2016 Frequency</b>
E-Verify materials or presentation	8%	17	7%	13
E-Verify website	6%	13	4%	8
USCIS or SSA materials or presentation	1%	3	3%	5
USCIS or SSA website	1%	2	2%	4
My Company/HR/Corporate Office	18%	40	16%	29
Colleague/Employee	3%	7	4%	8
Local, State or Federal Government	36%	81	31%	57
Print advertisement	1%	2	1%	2
Online advertisement	0%	1	0%	0
Radio advertisement	0%	0	0%	0
Media coverage	5%	11	3%	5
Information from a client	8%	17	5%	9
Information from a professional organization	5%	12	12%	21
U.S. Immigration and Customs Enforcement audit or visit	0%	1	1%	1
Other	8%	17	10%	19
<b>Number of Respondents</b>	<b>224</b>	<b>224</b>	<b>181</b>	<b>181</b>

When asked about the reasons for signing up for E-Verify, the top three reasons were *Improving Ability to Verify Work Authorization (41%)*, *Federal Government Requirement (39%)*, and *Required Participation from State, Local (31%)*.

**Figure 36 – When Did Your Company Sign Up For E-Verify**

Why did your company sign up for E-Verify~	2015 Percent	2015 Frequency	2016 Percent	2016 Frequency
Parent company required participation	10%	190	10%	190
State or local government/state or local contractor required participation	33%	621	31%	588
Federal government/federal contractor required participation	40%	742	39%	744
To satisfy a client’s request	9%	160	8%	147
Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine	10%	181	11%	207
To improve ability to verify work authorization	39%	720	41%	782
Believed it would make us more competitive with others in our industry	4%	79	5%	104
Other	4%	68	4%	73
<b>Number of Respondents</b>	<b>1,859</b>	<b>1,859</b>	<b>1,919</b>	<b>1,919</b>

~multiple answers allowed

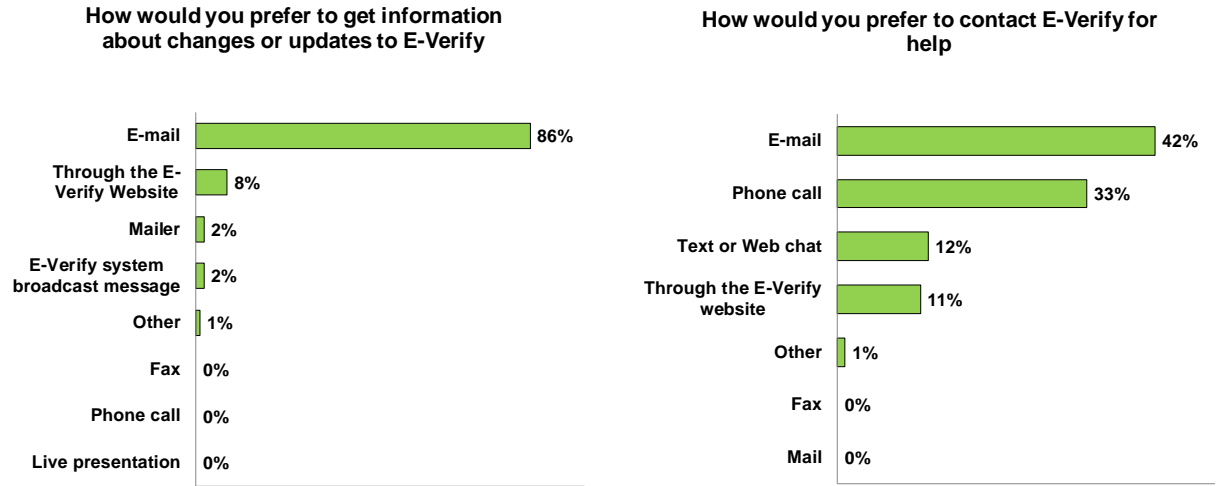
Two-thirds (66%) of those who were required to use E-Verify reported they would be *very likely to continue to do so even if not required* and another 20% would be *somewhat likely to continue to use it without a requirement*. Only 6% said they would not use it at all.

**Figure 37 – Likelihood To Continue Using E-Verify**

Likelihood to continue using E-Verify if no longer required to do so	2015 Percent	2015 Frequency	2016 Percent	2016 Frequency
Very likely	61%	777	66%	823
Somewhat likely	21%	263	20%	250
Not Too Likely	9%	118	9%	107
Not At All Likely	8%	106	6%	74
<b>Number of Respondents</b>	<b>1,264</b>	<b>1,264</b>	<b>1,254</b>	<b>1,254</b>

The vast majority of all users (86%) prefer e-mail as the mode for *getting information about changes or updates to E-Verify*. *E-mail* (42%) also remains also most preferred method of *contacting E-Verify for help* while one-third (33%) prefer to *use the phone*.

**Figure 38 – Preferred Contact Method Charts**



N=1,919

Figure 39 – Preferred Method About Hearing Changes

How would you prefer to get information about changes or updates to E-Verify	2015 Percent	2015 Frequency	2016 Percent	2016 Frequency
E-mail	85%	1,583	86%	1,647
Fax	0%	3	0%	4
Mailer	3%	54	2%	39
E-Verify system broadcast message	2%	31	2%	42
Phone call	0%	3	0%	4
Through the E-Verify Website	9%	171	8%	157
Live presentation	0%	7	0%	7
Other	0%	7	1%	19
<b>Number of Respondents</b>	<b>1,859</b>	<b>1,859</b>	<b>1,919</b>	<b>1,919</b>

Figure 40 – Preferred Method For Receiving Help

How would prefer to contact E-Verify for help	2015 Percent	2015 Frequency	2016 Percent	2016 Frequency
E-mail	41%	760	42%	808
Fax	0%	1	0%	0
Mail	0%	6	0%	2
Text or Web chat	11%	211	12%	235
Phone call	32%	600	33%	639
Through the E-Verify website	14%	255	11%	216
Other	1%	26	1%	19
<b>Number of Respondents</b>	<b>1,859</b>	<b>1,859</b>	<b>1,919</b>	<b>1,919</b>



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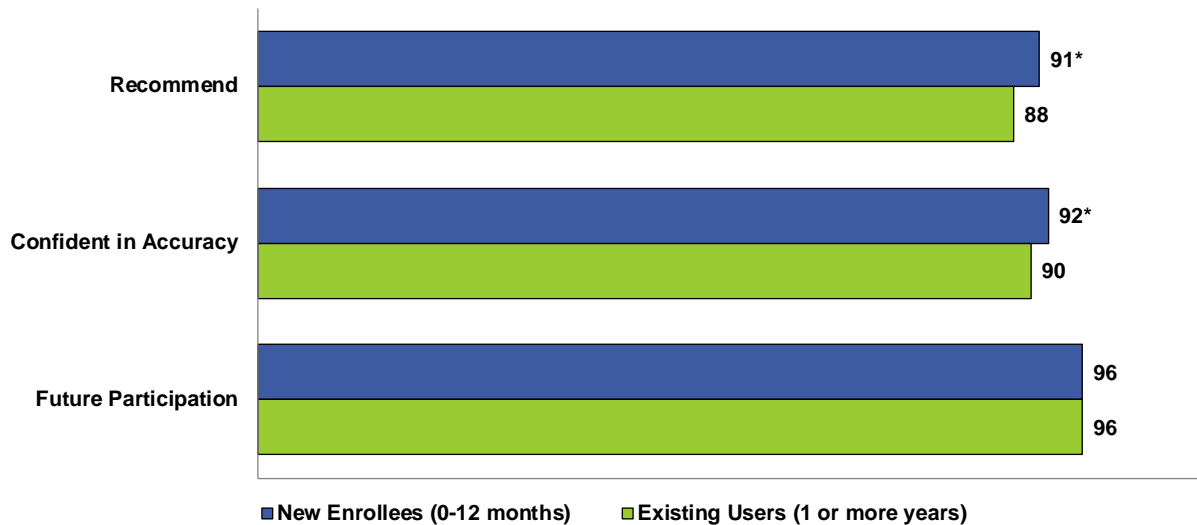
## Outcomes

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Three single-attribute outcome behaviors were measured in the survey: *Likelihood to Recommend*, *Confidence in the Accuracy of the Program* and *Likelihood to Participate in the Program in the Future*. Scores shown in the graphic below reflect average scores for each outcome on a 0 to 100 scale and not percentages. In other words, it is not 91% of newly enrolled respondents that would be likely to use/participate in E-Verify in the future but rather the average respondent rates their likelihood to participate in E-Verify in the future at a score of 91. Both new and existing users remain *confident in program accuracy*, are highly likely to *use E-Verify again in the future*, and are likely to *recommend E-Verify*.

### Outcome Behavior Scores

Figure 41 – Outcome Behavior Scores



New Enrollees N=161

Existing Users N=1,758

\*Statistically Significant at 90% confidence level

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## Overall Findings and Recommendations

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### Key Findings

This report describes findings from the 2016 survey on customer satisfaction of companies currently enrolled in the E-Verify program.

Historically, users have been highly satisfied with E-Verify. Since 2010, satisfaction with E-Verify has ranged from the low to high 80s. Satisfaction with E-Verify remained consistent this year with the 2016 Customer Satisfaction Index of USCIS E-Verify remaining unchanged from last year for a score of 85 (on a scale from 1-100) for all users. New enrollees scored slightly higher (87) than existing users (85). Since 2010, users have been highly satisfied with E-Verify and the E-Verify CSI number has never scored below the low 80s.

The same customer satisfaction model that was developed in the 2009 baseline study was again used this year. It identified three areas (drivers), which potentially affect satisfaction (CSI) with E-Verify and serve as the basis for the satisfaction model. Those three drivers are: *Using E-Verify*, *TNC Resolution*, and *Photo Matching*. For Existing Users, *Using E-Verify* (2.3) had the highest impact with *Photo Matching* (1.7) and *TNC Resolution* (1.3) also having a moderate impact on satisfaction. The impact for New Enrollees was similar with *Using E-Verify* having an impact of 2.4 with both *Photo Matching* (1.8) and *TNC Resolution* (1.1) also having a moderate impact.

*Photo Matching* was the highest rated driver for both New Enrollees (97) and Existing Users (94). Respondents report the process is easy to use and is very helpful in preventing fraud. As a result of these scores, *Photo Matching* should be considered a strength of the E-Verify program.

*Using E-Verify* (which includes ease of use and speed of response) is rated at 91 across all users and has the most impact on satisfaction (CSI) with the E-Verify program. New Enrollees rated *Using E-Verify* slightly higher (92) than Existing Users (91). This increase is most likely attributed to New Enrollees being able to *navigate the E-Verify site easier* (92) than Existing Users (89). This may be due to New Enrollees being more familiar with the latest E-Verify features since they most likely had recently completed the new user tutorial.

Seventeen percent of all users received a *Tentative Non-confirmation* (TNC) in the past six months (from survey completion date). The all user TNC score for 2016 (82) rose a statistically significant 3 points from 2015. This rise is most likely attributed to gains in *speed of resolving the case* (82, +4), *clarity of communication* (82, +5), and *ease of resolving the case* (81, +3).

The percentage of respondents who contacted Customer Service by phone rose slightly in 2016. Eleven percent of all respondents contacted Customer Service by phone in the past six months. This is an increase of 2 percentage points from last year. *Customer Service* by phone (91) continues to be highly rated by all users. E-Verify representatives continue to resolve calls quickly. The need to transfer callers has declined over the last two years. Only 11% of callers indicated they were transferred. This is a decrease of 5 percentage points from last year and 14 percentage points from 2014. Ninety-four percent of callers had their issue resolved and 87% of those had their issue resolved during the first call. Most (96%) found the wait time they experienced to be acceptable.

The percentage of respondents who contacted Customer Service by e-mail (3%) remained unchanged from the last two years

### **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* has the highest impact on satisfaction (CSI) for both Existing Users and New Enrollees. Although New Enrollees rated *Using E-Verify* slightly higher (92) than Existing Users (91), scores for both groups are high. As a result, the focus should be to ensure that users are able to easily navigate and submit information through E-Verify.
- *Registration* and *Tutorial* were rated by only New Enrollees. Both areas are highly regarded by new users. Both *Registration* and *Tutorial* serve as the introduction for new E-Verify users and effort should be taken to ensure that they both continue to be an asset to new users. Ninety percent indicated that the tutorial and test adequately prepared them to use E-Verify.
- The need to transfer callers has declined 14% percentage points over the last two years. Only 11% of callers indicated they were transferred this year. Although *Customer Service* by phone (91) continues to be highly rated by all users, large gains were made in *Customer Service Before Transfer* (91, +8) and *Customer Service After Transfer* (91, +7). These scores represent a successful phone experience regardless of the need to transfer. The excellent work by phone representatives should be recognized.
- Share the results of this survey to all front-line employees who interact with users. This will provide both positive feedback on the work they have been doing as well as discussion starting points on possible areas of improvement.

# APPENDIX A: SURVEY QUESTIONNAIRE

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## E-Verify Customer Survey 2016

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### 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 May 31, 2018. For more details on OMB authorization, please visit the following [website](#).

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### Awareness / Registration

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

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

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

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

QC. We would appreciate it if you would either:

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

OR

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

NAME: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

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

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

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

Q2. When did you learn about E-Verify?

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

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

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

8. Other (Please Specify: \_\_\_\_\_ )

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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## **Tutorial**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

---

**Use**

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

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

Q33. Have you ever used E-Verify?

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

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

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

Q35. Why haven't you used E-Verify within the past six months? [CHECK ALL THAT APPLY]

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

[ALL IN Q35. SKIP TO Q37.]

Q36. Why have you never used E-Verify? [CHECK ALL THAT APPLY]

1. Have not hired any new employees since enrolling in E-Verify
2. Do not want to participate in E-Verify
3. It seems too hard / difficult to use the E-Verify system
4. Do not see any value to using E-Verify
5. Using E-Verify may require us to let go of some existing employees

6. Using E-Verify will make us less competitive in the market-place
7. No one ever completed the E-Verify tutorial
8. Other (Please Specify: \_\_\_\_\_ )

[ALL IN Q36. SKIP TO D1]

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

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

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

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

---

### Using E-Verify

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

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

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

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

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

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

Now, think about using E-Verify system.

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

[ROTATE "Q42" THRU "Q45".]

Q42. Ease of navigating the E-Verify site

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

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

Q45. Clarity of next steps as described in the response

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

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

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

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

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

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

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

Q49. Speed of resolving the case

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

Q51. Ease of resolving the case

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

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

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

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

Q54a. Do you find the duplicate case alert useful?

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

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

---

### Photo Matching

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

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

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

Q56. Ease of photo matching process

Q57. Helpfulness in preventing fraud

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

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

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

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

---

### Customer Service

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

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

Q61. Did you call about a password reset?

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

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

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

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

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

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

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

1. Acceptable
2. Too long

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

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

[ALL IN Q66 SKIP TO Q72.]

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

- Q67. Ease of accessing representative
  - Q68. Professionalism
  - Q69. Communication skills
  - Q70. Ability to understand your questions/issue
  - Q71. Providing guidance on policy/questions
- [AFTER Q71 SKIP TO Q82.]

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

- Q72. Ease of accessing representative
- Q73. Professionalism
- Q74. Communication skills
- Q75. Ability to understand your questions/issue
- Q76. Providing guidance on policy/questions

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

- Q77. Ease of accessing representative
- Q78. Professionalism
- Q79. Communication skills
- Q80. Ability to understand your questions/issue
- Q81. Providing guidance on policy/questions

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

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

Q83. How many calls were needed to resolve your issue?

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

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

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

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

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

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

\_\_\_\_\_

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

Q87. Ability to understand your questions/issue

Q88. The timeliness with which you received a response

Q89. Communication skills in the response you received

Q90. Providing guidance on policy/questions

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

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

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

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### **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

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### **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]

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### 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.”

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### 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."

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### **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)

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### **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.

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## Demographics

D1. In which state are you located?

D2. How many people do you employ?

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

D3. Do you consider yourself a small business?

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

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

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

Thank you for participating in this survey.  
We greatly appreciate your time and effort and value the information you have provided.

## APPENDIX B: NON-MODELED RESPONSES

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

Figure 42 - 2015 v 2016 Demographics

	2015		2016	
	%	N	%	N
<b>How did you first learn about E-Verify</b>				
E-Verify materials or presentation	9%	161	8%	155
E-Verify website	9%	175	8%	158
USCIS or SSA materials or presentation	6%	106	6%	121
USCIS or SSA website	2%	32	2%	39
My Company/HR/Corporate Office	28%	519	30%	578
Colleague/Employee	5%	84	6%↑	120
Local, State or Federal Government	15%	285	14%	266
Print advertisement	1%	15	0%↓	5
Online advertisement	1%	16	1%	15
Radio advertisement	0%	1	0%	2
Billboard advertisement	0%	0	0%	2
Media coverage	3%	54	2%	40
Information from a client	5%	97	4%	79
Information from a professional organization	8%	153	9%	168
U.S. Immigration and Customs Enforcement audit or visit	1%	12	1%	11
Other	8%	149	8%	160
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

	2015		2016	
	%	N	%	N
<b>When did you learn about E-Verify</b>				
Within the last six months	1%	19	2%↑	36
Within the last six to twelve months	2%	43	4%↑	74
One or two years ago	14%	257	14%	264
More than two years ago	78%	1,442	75%	1,446
Don't remember	5%	98	5%	99
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

	2015		2016	
	%	N	%	N
<b>Why did your company sign up for E-Verify~</b>				
Parent company required participation	10%	190	10%	190
State or local government/state or local contractor required participation	33%	621	31%↓	588
Federal government/federal contractor required participation	40%	742	39%	744
To satisfy a client's request	9%	160	8%	147
Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine	10%	181	11%	207
To improve ability to verify work authorization	39%	720	41%	782
Believed it would make us more competitive with others in our industry	4%	79	5%↑	104
Other	4%	68	4%	73
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

	2015		2016	
	%	N	%	N
<b>Likelihood to continue using E-Verify if no longer required to do so</b>				
Very likely	61%	777	66%↑	823
Somewhat likely	21%	263	20%	250
Not Too Likely	9%	118	9%	107
Not At All Likely	8%	106	6%↓	74
<b>Number of Respondents</b>	<b>1,264</b>		<b>1,254</b>	

<b>How did you learn about requirement to participate in E-Verify</b>				
E-Verify materials or presentation	8%	17	7%	13
E-Verify website	6%	13	4%	8
USCIS or SSA materials or presentation	1%	3	3%	5
USCIS or SSA website	1%	2	2%	4
My Company/HR/Corporate Office	18%	40	16%	29
Colleague/Employee	3%	7	4%	8
Local, State or Federal Government	36%	81	31%	57
Print advertisement	1%	2	1%	2
Online advertisement	0%	1	0%	0
Radio advertisement	0%	0	0%	0
Media coverage	5%	11	3%	5
Information from a client	8%	17	5%	9
Information from a professional organization	5%	12	12%↑	21
U.S. Immigration and Customs Enforcement audit or visit	0%	1	1%	1
Other	8%	17	10%	19
<b>Number of Respondents</b>	<b>224</b>		<b>181</b>	

<b>When did your organization enroll with E-Verify</b>				
Within the last six months	1%	12	3%↑	57
Within the last six to twelve months	3%	56	5%↑	104
One or two years ago	18%	332	19%	362
More than two years ago	78%	1,459	73%↓	1,396
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>Did you enroll your organization with E-Verify</b>				
I personally enrolled our organization	72%	49	82%	132
Someone else in our organization enrolled us with E-Verify	24%	16	16%	26
Don't know	4%	3	2%	3
<b>Number of Respondents</b>	<b>68</b>		<b>161</b>	



	2015		2016	
	%	N	%	N
<b>Completed training and online tutorial during E-Verify sign up process</b>				
Completed the training	91%	62	94%	151
Did not complete the training	9%	6	6%	10
<b>Number of Respondents</b>	<b>68</b>		<b>161</b>	

<b>Used the E-Verify User Manual</b>				
Have used the User Manual	52%	32	48%	72
Have not used the User Manual	48%	30	52%	79
<b>Number of Respondents</b>	<b>62</b>		<b>151</b>	

<b>Used table of contents</b>				
Used table of contents	53%	17	64%	46
Did not use table of contents	13%	4	8%	6
Don't remember	34%	11	28%	20
<b>Number of Respondents</b>	<b>32</b>		<b>72</b>	

<b>Is the training provided useful in helping employers pass the required test</b>				
Training provided is useful	82%	51	87%	132
Training provided is not useful	2%	1	2%	3
Don't know	16%	10	11%	16
<b>Number of Respondents</b>	<b>62</b>		<b>151</b>	

<b>Tutorial and required test adequately prepare employers to use E-Verify</b>				
Test prepares employers	87%	54	90%	136
Test does not prepare employers	3%	2	4%	6
Don't know	10%	6	6%	9
<b>Number of Respondents</b>	<b>62</b>		<b>151</b>	

<b>Have you used E-Verify in the past six months</b>				
Used E-Verify past 6 months	92%	1,707	92%	1,772
Have not used E-Verify in past 6 months	8%	142	7%	131
Don't know	1%	10	1%	16
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>Have you ever used E-Verify</b>				
Used E-Verify	100%	152	100%	147
Have not used E-Verify	0%	0	0%	0
Don't know	0%	0	0%	0
<b>Number of Respondents</b>	<b>152</b>		<b>147</b>	

	2015		2016	
	%	N	%	N
<b>About how long has it been since you last used E-Verify</b>				
Seven to twelve months	63%	96	71%	104
One to two years	32%	49	26%	38
More than two years	5%	7	3%	5
<b>Number of Respondents</b>	<b>152</b>		<b>147</b>	

<b>Why you have not used E-Verify within the past six months-</b>				
Have not hired any new employees in past six months	83%	126	82%	121
No longer want to participate in E-Verify	3%	4	1%	1
It was too difficult to use the E-Verify system	1%	2	1%	1
No longer see any value to using E-Verify	3%	4	1%	1
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	1%	1	0%	0
No one on our current staff has completed the E-Verify tutorial	1%	1	0%	0
Other	15%	23	18%	26
<b>Number of Respondents</b>	<b>152</b>		<b>147</b>	

<b>Which best describes your organization as a user of E-Verify</b>				
General User	92%	1,718	94%↑	1,801
Temporary Agency or Employment Agency	5%	87	3%↓	63
E-Verify Employer Agent	3%	54	3%	55
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>Which best describes how frequently you use E-Verify</b>				
Once a week or more	18%	329	16%	316
Two or three times a month	20%	365	20%	387
About once a month	15%	272	13%	252
Once every few months	27%	503	30%↑	571
Once or twice a year	16%	294	15%	290
Less than once a year	5%	96	5%	103
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>How usually generate E-Verify case</b>				
Website	94%	1,742	93%	1,776
Web services	4%	78	5%	95
Website and Web service	2%	39	3%	48
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

	2015		2016	
	%	N	%	N
<b>Find the addition of electronic I-9 useful</b>				
Would find useful	49%	850	52%↑	923
Would not find useful	17%	291	16%	280
Don't know	35%	601	32%	573
<b>Number of Respondents</b>	<b>1,742</b>		<b>1,776</b>	

<b>Use pre-TNC check page</b>				
Use page	35%	647	36%	690
Do not use page	45%	842	42%↓	797
Don't know	20%	370	23%↑	432
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>Received a TNC in the past 6 months</b>				
Received TNC	15%	287	17%	321
Did not receive TNC	75%	1,385	69%↓	1,330
Don't know	10%	187	14%↑	268
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>How many TNCs received in the past 6 months</b>				
One	55%	158	57%	182
2-5	36%	104	34%	108
6-9	3%	9	5%	15
10-24	3%	8	3%	11
25 or more	3%	8	2%	5
<b>Number of Respondents</b>	<b>287</b>		<b>321</b>	

<b>Find duplicate case alert useful</b>				
Find duplicate case alert useful	70%	202	74%	237
Do not find it useful	10%	30	5%↓	15
Don't know	19%	55	21%	69
<b>Number of Respondents</b>	<b>287</b>		<b>321</b>	

<b>How often you enter employees e-mail into E-Verify</b>				
Never	68%	137	53%↓	108
Always	32%	65	47%↑	94
<b>Number of Respondents</b>	<b>202</b>		<b>202</b>	

	2015		2016	
	%	N	%	N
<b>Past 6 months while using E-Verify have you been prompted to match a photo</b>				
Prompted to match a photo	49%	912	48%	918
Not prompted to match a photo	47%	879	47%	902
Don't know	4%	68	5%↑	99
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>Have access to the required technology to complete the photo matching process</b>				
Have convenient access	92%	841	91%	834
Do not have convenient access	4%	41	4%	38
Don't know	3%	30	5%↑	46
<b>Number of Respondents</b>	<b>912</b>		<b>918</b>	

<b>How do you submit info when photo doesn't match photo provided</b>				
Scan and upload into E-Verify	36%	328	37%	336
Express Mail	2%	15	1%↓	5
Other	62%	569	63%	577
<b>Number of Respondents</b>	<b>912</b>		<b>918</b>	

<b>Contacted E-Verify customer service by phone in the past 6 months</b>				
Contacted customer service	9%	169	11%↑	213
Did not contact customer service	89%	1,661	87%↓	1,660
Don't know	2%	29	2%↑	46
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>Satisfaction with your experience when you contacted E-Verify customer service</b>				
Very satisfied	76%	128	80%	171
Somewhat satisfied	21%	35	15%	33
Somewhat dissatisfied	2%	4	3%	6
Very dissatisfied	1%	2	1%	3
<b>Number of Respondents</b>	<b>169</b>		<b>213</b>	

<b>Called about a password reset</b>				
Called about a password reset	31%	52	26%	55
Did not call about a password reset	65%	110	72%	154
Don't know	4%	7	2%	4
<b>Number of Respondents</b>	<b>169</b>		<b>213</b>	

	2015		2016	
	%	N	%	N
<b>Transferred during most recent call to E-Verify customer service</b>				
Transferred during the call	16%	27	11%	24
Not transferred during the call	65%	110	74%↑	157
Don't know	19%	32	15%	32
<b>Number of Respondents</b>	<b>169</b>		<b>213</b>	

<b>Amount of time you had to wait before the transfer was acceptable or too long</b>				
Acceptable	93%	25	96%	23
Too long	7%	2	4%	1
<b>Number of Respondents</b>	<b>27</b>		<b>24</b>	

<b>During that call how many times were you transferred</b>				
Once	85%	23	92%	22
Twice	11%	3	4%	1
Three times	4%	1	0%	0
More than three times	0%	0	4%	1
<b>Number of Respondents</b>	<b>27</b>		<b>24</b>	

<b>Issue resolved during most recent call to E-Verify customer service</b>				
Issue resolved	93%	157	94%	200
Issue not resolved	7%	11	4%	9
Don't know	1%	1	2%	4
<b>Number of Respondents</b>	<b>169</b>		<b>213</b>	

<b>How many calls were needed to resolve your issue</b>				
Resolved during first call	92%	144	87%	174
Needed to call back one additional time to resolve issue	7%	11	11%	21
Needed to call back two additional times to resolve issue	1%	2	2%	3
Needed to call back three or more additional times to resolve issue	0%	0	1%	2
<b>Number of Respondents</b>	<b>157</b>		<b>200</b>	

<b>Contacted E-Verify customer service by e-mail in the past 6 months</b>				
E-mailed customer service	3%	50	3%	58
Have not e-mailed customer service	96%	1,778	94%↓	1,804
Don't know	2%	31	3%↑	57
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

	2015		2016	
	%	N	%	N
<b>Satisfaction with your experience when you e-mailed E-Verify customer service</b>				
Very satisfied	68%	34	76%	44
Somewhat satisfied	24%	12	16%	9
Somewhat dissatisfied	6%	3	7%	4
Very dissatisfied	2%	1	2%	1
<b>Number of Respondents</b>	<b>50</b>		<b>58</b>	

<b>Question answered or issue resolved after e-mailing E-Verify customer service</b>				
Issue resolved after e-mailing	70%	35	88%↑	51
Issue not resolved after e-mailing	18%	9	10%	6
Don't know	12%	6	2%↓	1
<b>Number of Respondents</b>	<b>50</b>		<b>58</b>	

<b>Have you contacted E-Verify technical assistance in the past 6 months</b>				
Contacted technical assistance	2%	42	4%↑	70
Have not contacted technical assistance	95%	1,774	93%↓	1,794
Don't know	2%	43	3%	55
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>Amount of time before the call was transfer was acceptable or too long - TA</b>				
Acceptable	86%	36	94%	66
Too long	14%	6	6%	4
<b>Number of Respondents</b>	<b>42</b>		<b>70</b>	

<b>Was your reason or issue you called technical assistance resolved</b>				
Issue resolved	90%	38	89%	62
Issue not resolved	2%	1	10%↑	7
Don't know	7%	3	1%	1
<b>Number of Respondents</b>	<b>42</b>		<b>70</b>	

<b>How many calls were needed to resolve your technical issue</b>				
Resolved during first call	89%	34	94%	58
Needed to call back one additional time to resolve issue	11%	4	5%	3
Needed to call back two additional times to resolve issue	0%	0	2%	1
Needed to call back three or more additional times to resolve issue	0%	0	0%	0
<b>Number of Respondents</b>	<b>38</b>		<b>62</b>	

	2015		2016	
	%	N	%	N
<b>E-Verify is doing enough to ensure companies using E-Verify adhere to policies</b>				
Yes	59%	1,104	63%↑	1,205
Not Sure / Do not know	39%	721	36%	698
No	2%	34	1%↓	16
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>Adequate safeguards to ensure employers use E-Verify system properly</b>				
Yes	71%	1,312	71%	1,365
Not Sure / Do not know	28%	513	28%	532
No	2%	34	1%↓	22
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>How would you prefer to get information about changes or updates to E-Verify</b>				
E-mail	85%	1,583	86%	1,647
Fax	0%	3	0%	4
Mailer	3%	54	2%↓	39
E-Verify system broadcast message	2%	31	2%	42
Phone call	0%	3	0%	4
Through the E-Verify Website	9%	171	8%	157
Live presentation	0%	7	0%	7
Other	0%	7	1%↑	19
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>How would prefer to contact E-Verify for help</b>				
E-mail	41%	760	42%	808
Fax	0%	1	0%	0
Mail	0%	6	0%	2
Text or Web chat	11%	211	12%	235
Phone call	32%	600	33%	639
Through the E-Verify website	14%	255	11%↓	216
Other	1%	26	1%	19
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>Used of aware of E-Verify Listens</b>				
Yes	2%	45	3%	61
Don't know	98%	1,814	89%↓	1,716
Don't know	0%	0	7%	142
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

	2015		2016	
	%	N	%	N
<b>Contacted by E-Verify Monitoring and Compliance Group in last 6 months</b>				
Yes	4%	71	4%	76
No	96%	1,788	96%	1,843
Don't know	0%	0	0%	0
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	

<b>How E-Verify Monitoring and Compliance Group contacted you</b>				
E-mail	69%	49	79%	60
Phone call	21%	15	16%	12
Desk review	0%	0	1%	1
Site visit	1%	1	0%	0
Other	8%	6	4%	3
<b>Number of Respondents</b>	<b>71</b>		<b>76</b>	

<b>How many people do you employ</b>				
1-4	3%	65	4%	83
5-29	31%	577	30%	578
30-99	29%	543	30%	575
100-299	20%	366	20%	384
300-999	10%	186	10%	188
1,000-9,999	5%	94	4%	86
10,000+	2%	28	1%	25
<b>Number of Respondents</b>	<b>1,859</b>		<b>1,919</b>	



	2015		2016	
	%	N	%	N
<b>Primary industry in which your company or organization conducts business</b>				
Agriculture/Food Processing	2%	32	1%	23
Defense/Defense Industry	2%	37	2%	37
Communications/Media	1%	18	1%	17
Construction/General Contracting	16%	305	16%	316
Education	4%	74	3%	64
Engineering	5%	94	4%	84
Financial Services	2%	34	2%	37
Healthcare/Public Health	8%	146	8%	145
Hospitality	5%	89	4%↓	71
Information Technology	4%	81	6%↑	108
Manufacturing	11%	206	12%	222
Non-Profit/Not-for-Profit	5%	101	6%	109
Sales - Retail or Wholesale	6%	106	7%	134
Staffing/Personnel	3%	60	2%↓	39
Transportation	4%	79	4%	80
Utilities/Energy/Natural Resources	1%	19	1%	25
Professional Services/Consulting	6%	109	6%	110
Government Services	4%	66	4%	82
Other	11%	203	11%	216
<b>Number of Respondents</b>		<b>1,859</b>		<b>1,919</b>

<b>Do you consider yourself a small business</b>				
Small business	71%	1,329	72%	1,383
Not a small business	25%	461	24%	467
Don't know	4%	69	4%	69
<b>Number of Respondents</b>		<b>1,859</b>		<b>1,919</b>

State	2015		2016	
	%	N	%	N
AL	5%	85	5%	98
AK	0%	4	0%	4
AZ	6%	111	4%↓	70
AR	0%	3	1%↑	15
CA	6%	111	7%	125
CO	3%	58	2%↓	42
CT	1%	16	0%	9
DE	0%	1	0%	1
DC	0%	8	0%	8
FL	6%	117	5%↓	91
GA	8%	146	8%	154
GU	0%	0	0%	1
HI	0%	9	0%	7
ID	0%	5	1%	10
IL	2%	34	2%	44
IN	3%	49	3%	58
IA	1%	13	1%	16
KS	1%	20	1%	19
KY	1%	14	1%	15
LA	1%	16	2%↑	29
ME	0%	4	0%	4
MD	3%	49	2%	46
MA	2%	39	2%	30
MI	2%	30	2%	35
MN	2%	32	1%	21
MS	1%	23	1%	15
MO	4%	71	5%	89
MT	0%	2	0%	7
NE	1%	23	2%	30
NV	0%	3	0%↑	9
NH	0%	4	0%	6
NJ	1%	22	2%	31
NM	0%	5	0%	6
NY	3%	61	2%↓	44
NC	5%	102	6%	110
ND	0%	3	0%	4
OH	2%	30	1%	26
OK	1%	16	1%	25
OR	1%	15	1%	21
PA	3%	55	3%	53
PR	0%	1	0%↑	6

	2015		2016	
	%	N	%	N
<b>State (cont'd)</b>				
RI	0%	4	0%	2
SC	7%	125	5%	105
SD	0%	6	0%	8
TN	2%	40	3%	51
TX	5%	89	6%	112
UT	2%	41	2%	44
VT	0%	2	0%	1
VA	4%	83	6%	108
WA	2%	34	2%	29
WV	0%	7	0%	4
WI	1%	14	1%	16
WY	0%	4	0%	5
<b>Number of Respondents</b>		<b>1,859</b>		<b>1,919</b>

Figure 43 - New v Existing Demographics

	New Enrollees		Existing Members	
	%	N	%	N
<b>How did you first learn about E-Verify</b>				
E-Verify materials or presentation	6%	9	8%	146
E-Verify website	10%	16	8%	142
USCIS or SSA materials or presentation	6%	10	6%	111
USCIS or SSA website	3%	5	2%	34
My Company/HR/Corporate Office	20%	33	31%↑	545
Colleague/Employee	12%	20	6%↓	100
Local, State or Federal Government	4%	7	15%↑	259
Print advertisement	0%	0	0%	5
Online advertisement	1%	2	1%	13
Radio advertisement	0%	0	0%	2
Billboard advertisement	0%	0	0%	2
Media coverage	1%	1	2%↑	39
Information from a client	8%	13	4%↓	66
Information from a professional organization	9%	14	9%	154
U.S. Immigration and Customs Enforcement audit or visit	1%	1	1%	10
Other	19%	30	7%↓	130
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>When did you learn about E-Verify</b>				
Within the last six months	15%	24	1%↓	12
Within the last six to twelve months	29%	47	2%↓	27
One or two years ago	15%	24	14%	240
More than two years ago	38%	61	79%↑	1,385
Don't remember	3%	5	5%	94
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Why did your company sign up for E-Verify-</b>				
Parent company required participation	5%	8	10%↑	182
State or local government/state or local contractor required participation	19%	30	32%↑	558
Federal government/federal contractor required participation	23%	37	40%↑	707
To satisfy a client's request	9%	14	8%	133
Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine	11%	18	11%	189
To improve ability to verify work authorization	57%	91	39%↓	691
Believed it would make us more competitive with others in our industry	7%	11	5%	93
Other	7%	12	3%↓	61
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Likelihood to continue using E-Verify if no longer required to do so</b>				
Very likely	63%	39	66%	784
Somewhat likely	19%	12	20%	238
Not Too Likely	8%	5	9%	102
Not At All Likely	10%	6	6%	68
<b>Number of Respondents</b>	<b>62</b>		<b>1,192</b>	

	New Enrollees		Existing Members	
	%	N	%	N
<b>How did you learn about requirement to participate in E-Verify</b>				
E-Verify materials or presentation	0%	0	8%	13
E-Verify website	0%	0	5%	8
USCIS or SSA materials or presentation	0%	0	3%	5
USCIS or SSA website	0%	0	2%	4
My Company/HR/Corporate Office	0%	0	17%	29
Colleague/Employee	0%	0	5%	8
Local, State or Federal Government	18%	2	32%	55
Print advertisement	0%	0	1%	2
Online advertisement	0%	0	0%	0
Radio advertisement	0%	0	0%	0
Media coverage	9%	1	2%	4
Information from a client	27%	3	4%↓	6
Information from a professional organization	18%	2	11%	19
U.S. Immigration and Customs Enforcement audit or visit	0%	0	1%	1
Other	27%	3	9%	16
<b>Number of Respondents</b>	<b>11</b>		<b>170</b>	

<b>When did your organization enroll with E-Verify</b>				
Within the last six months	35%	57	0%	0
Within the last six to twelve months	65%	104	0%	0
One or two years ago	0%	0	21%	362
More than two years ago	0%	0	79%	1,396
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Did you enroll your organization with E-Verify</b>				
I personally enrolled our organization	82%	132	0%	0
Someone else in our organization enrolled us with E-Verify	16%	26	0%	0
Don't know	2%	3	0%	0
<b>Number of Respondents</b>	<b>161</b>		<b>0</b>	

<b>Completed training and online tutorial during E-Verify sign up process</b>				
Completed the training	94%	151	0%	0
Did not complete the training	6%	10	0%	0
<b>Number of Respondents</b>	<b>161</b>		<b>0</b>	

<b>Used the E-Verify User Manual</b>				
Have used the User Manual	48%	72	0%	0
Have not used the User Manual	52%	79	0%	0
<b>Number of Respondents</b>	<b>151</b>		<b>0</b>	

<b>Used table of contents</b>				
Used table of contents	64%	46	0%	0
Did not use table of contents	8%	6	0%	0
Don't remember	28%	20	0%	0
<b>Number of Respondents</b>	<b>72</b>		<b>0</b>	

	New Enrollees		Existing Members	
	%	N	%	N
<b>Is the training provided useful in helping employers pass the required test</b>				
Training provided is useful	87%	132	0%	0
Training provided is not useful	2%	3	0%	0
Don't know	11%	16	0%	0
<b>Number of Respondents</b>	<b>151</b>		<b>0</b>	

<b>Tutorial and required test adequately prepare employers to use E-Verify</b>				
Test prepares employers	90%	136	0%	0
Test does not prepare employers	4%	6	0%	0
Don't know	6%	9	0%	0
<b>Number of Respondents</b>	<b>151</b>		<b>0</b>	

<b>Have you used E-Verify in the past six months</b>				
Used E-Verify past 6 months	88%	142	93%↑	1,630
Have not used E-Verify in past 6 months	12%	19	6%↓	112
Don't know	0%	0	1%	16
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Have you ever used E-Verify</b>				
Used E-Verify	100%	19	100%	128
Have not used E-Verify	0%	0	0%	0
Don't know	0%	0	0%	0
<b>Number of Respondents</b>	<b>19</b>		<b>128</b>	

<b>About how long has it been since you last used E-Verify</b>				
Seven to twelve months	89%	17	68%↓	87
One to two years	11%	2	28%↑	36
More than two years	0%	0	4%	5
<b>Number of Respondents</b>	<b>19</b>		<b>128</b>	

<b>Why you have not used E-Verify within the past six months~</b>				
Have not hired any new employees in past six months	89%	17	81%	104
No longer want to participate in E-Verify	0%	0	1%	1
It was too difficult to use the E-Verify system	0%	0	1%	1
No longer see any value to using E-Verify	5%	1	0%	0
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%	0
No one on our current staff has completed the E-Verify tutorial	0%	0	0%	0
Other	5%	1	20%↑	25
<b>Number of Respondents</b>	<b>19</b>		<b>128</b>	

<b>Which best describes your organization as a user of E-Verify</b>				
General User	94%	151	94%	1,650
Temporary Agency or Employment Agency	4%	7	3%	56
E-Verify Employer Agent	2%	3	3%	52
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

	New Enrollees		Existing Members	
	%	N	%	N
<b>Which best describes how frequently you use E-Verify</b>				
Once a week or more	13%	21	17%	295
Two or three times a month	24%	38	20%	349
About once a month	16%	25	13%	227
Once every few months	29%	47	30%	524
Once or twice a year	11%	18	15%	272
Less than once a year	7%	12	5%	91
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>How usually generate E-Verify case</b>				
Website	90%	145	93%	1,631
Web services	6%	9	5%	86
Website and Web service	4%	7	2%	41
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Find the addition of electronic I-9 useful</b>				
Would find useful	66%	95	51%↓	828
Would not find useful	12%	17	16%	263
Don't know	23%	33	33%↑	540
<b>Number of Respondents</b>	<b>145</b>		<b>1,631</b>	

<b>Use pre-TNC check page</b>				
Use page	41%	66	35%	624
Do not use page	38%	61	42%	736
Don't know	21%	34	23%	398
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Received a TNC in the past 6 months</b>				
Received TNC	23%	37	16%↓	284
Did not receive TNC	64%	103	70%	1,227
Don't know	13%	21	14%	247
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>How many TNCs received in the past 6 months</b>				
One	65%	24	56%	158
2-5	27%	10	35%	98
6-9	8%	3	4%	12
10-24	0%	0	4%	11
25 or more	0%	0	2%	5
<b>Number of Respondents</b>	<b>37</b>		<b>284</b>	

<b>Find duplicate case alert useful</b>				
Find duplicate case alert useful	54%	20	76%↑	217
Do not find it useful	5%	2	5%	13
Don't know	41%	15	19%↓	54
<b>Number of Respondents</b>	<b>37</b>		<b>284</b>	

	New Enrollees		Existing Members	
	%	N	%	N
<b>How often you enter employees e-mail into E-Verify</b>				
Never	36%	10	56%↑	98
Always	64%	18	44%↓	76
<b>Number of Respondents</b>	<b>28</b>		<b>174</b>	

<b>Past 6 months while using E-Verify have you been prompted to match a photo</b>				
Prompted to match a photo	46%	74	48%	844
Not prompted to match a photo	48%	78	47%	824
Don't know	6%	9	5%	90
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Have access to the required technology to complete the photo matching process</b>				
Have convenient access	95%	70	91%	764
Do not have convenient access	4%	3	4%	35
Don't know	1%	1	5%↑	45
<b>Number of Respondents</b>	<b>74</b>		<b>844</b>	

<b>How do you submit info when photo doesnt match photo provided</b>				
Scan and upload into E-Verify	46%	34	36%↓	302
Express Mail	0%	0	1%	5
Other	54%	40	64%	537
<b>Number of Respondents</b>	<b>74</b>		<b>844</b>	

<b>Contacted E-Verify customer service by phone in the past 6 months</b>				
Contacted customer service	19%	31	10%↓	182
Did not contact customer service	78%	126	87%↑	1,534
Don't know	2%	4	2%	42
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Satisfaction with your experience when you contacted E-Verify customer service</b>				
Very satisfied	81%	25	80%	146
Somewhat satisfied	16%	5	15%	28
Somewhat dissatisfied	3%	1	3%	5
Very dissatisfied	0%	0	2%	3
<b>Number of Respondents</b>	<b>31</b>		<b>182</b>	

<b>Called about a password reset</b>				
Called about a password reset	3%	1	30%↑	54
Did not call about a password reset	97%	30	68%↓	124
Don't know	0%	0	2%	4
<b>Number of Respondents</b>	<b>31</b>		<b>182</b>	

<b>Transferred during most recent call to E-Verify customer service</b>				
Transferred during the call	6%	2	12%	22
Not transferred during the call	81%	25	73%	132
Don't know	13%	4	15%	28
<b>Number of Respondents</b>	<b>31</b>		<b>182</b>	



	New Enrollees		Existing Members	
	%	N	%	N
<b>Amount of time you had to wait before the transfer was acceptable or too long</b>				
Acceptable	100%	2	95%	21
Too long	0%	0	5%	1
<b>Number of Respondents</b>	<b>2</b>		<b>22</b>	

<b>During that call how many times were you transferred</b>				
Once	50%	1	95%	21
Twice	50%	1	0%	0
Three times	0%	0	0%	0
More than three times	0%	0	5%	1
<b>Number of Respondents</b>	<b>2</b>		<b>22</b>	

<b>Issue resolved during most recent call to E-Verify customer service</b>				
Issue resolved	90%	28	95%	172
Issue not resolved	3%	1	4%	8
Don't know	6%	2	1%	2
<b>Number of Respondents</b>	<b>31</b>		<b>182</b>	

<b>How many calls were needed to resolve your issue</b>				
Resolved during first call	79%	22	88%	152
Needed to call back one additional time to resolve issue	18%	5	9%	16
Needed to call back two additional times to resolve issue	0%	0	2%	3
Needed to call back three or more additional times to resolve issue	4%	1	1%	1
<b>Number of Respondents</b>	<b>28</b>		<b>172</b>	

<b>Contacted E-Verify customer service by e-mail in the past 6 months</b>				
E-mailed customer service	5%	8	3%	50
Have not e-mailed customer service	93%	149	94%	1,655
Don't know	2%	4	3%	53
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Satisfaction with your experience when you e-mailed E-Verify customer service</b>				
Very satisfied	63%	5	78%	39
Somewhat satisfied	38%	3	12%	6
Somewhat dissatisfied	0%	0	8%	4
Very dissatisfied	0%	0	2%	1
<b>Number of Respondents</b>	<b>8</b>		<b>50</b>	

<b>Question answered or issue resolved after e-mailing E-Verify customer service</b>				
Issue resolved after e-mailing	100%	8	86%↓	43
Issue not resolved after e-mailing	0%	0	12%	6
Don't know	0%	0	2%	1
<b>Number of Respondents</b>	<b>8</b>		<b>50</b>	

	New Enrollees		Existing Members	
	%	N	%	N
<b>Have you contacted E-Verify technical assistance in the past 6 months</b>				
Contacted technical assistance	6%	10	3%	60
Have not contacted technical assistance	92%	148	94%	1,646
Don't know	2%	3	3%	52
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Amount of time before the call was transfer was acceptable or too long - TA</b>				
	%	N	%	N
Acceptable	100%	10	93%↓	56
Too long	0%	0	7%	4
<b>Number of Respondents</b>	<b>10</b>		<b>60</b>	

<b>Was your reason or issue you called technical assistance resolved</b>				
	%	N	%	N
Issue resolved	70%	7	92%	55
Issue not resolved	20%	2	8%	5
Don't know	10%	1	0%	0
<b>Number of Respondents</b>	<b>10</b>		<b>60</b>	

<b>How many calls were needed to resolve your technical issue</b>				
	%	N	%	N
Resolved during first call	100%	7	93%↓	51
Needed to call back one additional time to resolve issue	0%	0	5%	3
Needed to call back two additional times to resolve issue	0%	0	2%	1
Needed to call back three or more additional times to resolve issue	0%	0	0%	0
<b>Number of Respondents</b>	<b>7</b>		<b>55</b>	

<b>E-Verify is doing enough to ensure companies using E-Verify adhere to policies</b>				
	%	N	%	N
Yes	66%	107	62%	1,098
Not Sure / Do not know	32%	51	37%	647
No	2%	3	1%	13
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Adequate safeguards to ensure employers use E-Verify system properly</b>				
	%	N	%	N
Yes	75%	120	71%	1,245
Not Sure / Do not know	24%	38	28%	494
No	2%	3	1%	19
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

	New Enrollees		Existing Members	
	%	N	%	N
<b>How would you prefer to get information about changes or updates to E-Verify</b>				
E-mail	88%	141	86%	1,506
Fax	0%	0	0%	4
Mailer	1%	2	2%	37
E-Verify system broadcast message	2%	3	2%	39
Phone call	1%	1	0%	3
Through the E-Verify Website	7%	12	8%	145
Live presentation	1%	1	0%	6
Other	1%	1	1%	18
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>How would prefer to contact E-Verify for help</b>				
E-mail	46%	74	42%	734
Fax	0%	0	0%	0
Mail	0%	0	0%	2
Text or Web chat	16%	25	12%	210
Phone call	28%	45	34%	594
Through the E-Verify website	11%	17	11%	199
Other	0%	0	1%	19
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Used of aware of E-Verify Listens</b>				
Yes	5%	8	3%	53
Don't know	88%	142	90%	1,574
Don't know	7%	11	7%	131
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Contacted by E-Verify Monitoring and Compliance Group in last 6 months</b>				
Yes	5%	8	4%	68
No	95%	153	96%	1,690
Don't know	0%	0	0%	0
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>How E-Verify Monitoring and Compliance Group contacted you</b>				
E-mail	100%	8	76%↓	52
Phone call	0%	0	18%	12
Desk review	0%	0	1%	1
Site visit	0%	0	0%	0
Other	0%	0	4%	3
<b>Number of Respondents</b>	<b>8</b>		<b>68</b>	

	New Enrollees		Existing Members	
	%	N	%	N
<b>How many people do you employ</b>				
1-4	9%	15	4%↓	68
5-29	37%	59	30%↓	519
30-99	26%	42	30%	533
100-299	18%	29	20%	355
300-999	7%	11	10%	177
1,000-9,999	2%	3	5%↑	83
10,000+	1%	2	1%	23
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Primary industry in which your company or organization conducts business</b>				
Agriculture/Food Processing	2%	3	1%	20
Defense/Defense Industry	1%	1	2%↑	36
Communications/Media	2%	3	1%	14
Construction/General Contracting	12%	19	17%↑	297
Education	2%	4	3%	60
Engineering	4%	6	4%	78
Financial Services	3%	5	2%	32
Healthcare/Public Health	11%	17	7%	128
Hospitality	6%	9	4%	62
Information Technology	9%	14	5%	94
Manufacturing	10%	16	12%	206
Non-Profit/Not-for-Profit	6%	10	6%	99
Sales - Retail or Wholesale	7%	11	7%	123
Staffing/Personnel	2%	3	2%	36
Transportation	1%	2	4%↑	78
Utilities/Energy/Natural Resources	2%	3	1%	22
Professional Services/Consulting	8%	13	6%	97
Government Services	2%	3	4%↑	79
Other	12%	19	11%	197
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

<b>Do you consider yourself a small business</b>				
Small business	79%	127	71%↓	1,256
Not a small business	20%	32	25%	435
Don't know	1%	2	4%↑	67
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

State	New Enrollees		Existing Members	
	%	N	%	N
AL	2%	4	5%↑	94
AK	0%	0	0%	4
AZ	3%	5	4%	65
AR	1%	1	1%	14
CA	13%	21	6%↓	104
CO	2%	3	2%	39
CT	1%	1	0%	8
DE	0%	0	0%	1
DC	1%	1	0%	7
FL	4%	7	5%	84
GA	2%	4	9%↑	150
GU	0%	0	0%	1
HI	0%	0	0%	7
ID	1%	2	0%	8
IL	5%	8	2%↓	36
IN	4%	7	3%	51
IA	2%	4	1%	12
KS	1%	2	1%	17
KY	0%	0	1%	15
LA	1%	2	2%	27
ME	0%	0	0%	4
MD	2%	3	2%	43
MA	2%	4	1%	26
MI	1%	2	2%	33
MN	1%	2	1%	19
MS	1%	1	1%	14
MO	4%	6	5%	83
MT	0%	0	0%	7
NE	1%	2	2%	28
NV	1%	1	0%	8
NH	0%	0	0%	6
NJ	3%	5	1%	26
NM	0%	0	0%	6
NY	4%	6	2%	38
NC	3%	5	6%↑	105
ND	1%	1	0%	3
OH	2%	3	1%	23
OK	2%	3	1%	22
OR	1%	1	1%	20
PA	1%	2	3%↑	51
PR	0%	0	0%	6
RI	0%	0	0%	2
SC	4%	6	6%	99
SD	1%	1	0%	7
TN	4%	6	3%	45
TX	9%	15	6%	97
UT	2%	3	2%	41
VT	0%	0	0%	1

State (cont'd)	New Enrollees		Existing Members	
	%	N	%	N
VA	4%	6	6%	102
WA	2%	3	1%	26
WV	0%	0	0%	4
WI	1%	2	1%	14
WY	0%	0	0%	5
<b>Number of Respondents</b>	<b>161</b>		<b>1,758</b>	

## **APPENDIX C: MODELED RESULTS/INDEX SCORE TABLES**

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*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.*

Figure 44 - All (Cross-Section)

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>1,859</b>		<b>1,919</b>		
<b>Awareness / Registration</b>	<b>89</b>	<b>47</b>	<b>92</b>	<b>131</b>	
Clarity of instructions on how to enroll	88	46	90	131	
Memorandum of understanding makes responsibilities and next steps clear	87	46	90	131	
Ease of submitting registration information	90	47	93	131	
Speed of receiving User Name, Password and E-Verify Web Address	90	47	94	129	
Ease of registration process overall	89	46	91	130	
<b>Tutorial</b>	<b>89</b>	<b>61</b>	<b>90</b>	<b>151</b>	
Helpfulness of information in User Manual	85	32	89	71	
Ease of taking online training in terms of understanding content	89	60	90	150	
Ease of completing online training in terms of time required	88	60	88	151	
Ease of accessing online resources	90	60	92	149	
Usefulness of online resources	88	60	89	147	
Ease of training process overall	89	60	90	151	
<b>Using E-Verify</b>	<b>90</b>	<b>1845</b>	<b>91</b>	<b>1906</b>	
Ease of navigating the E-Verify site	88	1824	89	1877	↑
Ease of submitting I-9 information on E-Verify	90	1747	91	1814	
Speed of receiving an initial response from E-Verify	94	1836	94	1886	
Clarity of next steps as described in the response	88	1820	89	1873	↑



	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	1,859		1,919		
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	79	284	82	315	↑
Speed of resolving the case	78	275	82	304	↑
Clarity of communications about the steps involved in the resolution process	77	282	82	313	↑
Ease of resolving the case	78	280	81	310	↑
TNC Referral Process	83	207	83	234	
Further Action Notice Process	81	211	83	253	
<b>Photo Matching</b>	94	911	95	916	
Ease of photo matching process	94	911	95	916	
Helpfulness in preventing fraud	94	857	95	859	
<b>Customer Service</b>	90	140	91	185	
Ease of accessing representative	88	140	89	184	
Professionalism	92	140	92	184	
Communication skills	90	140	92	184	
Ability to understand your questions/issue	89	140	91	184	
Providing guidance on policy/questions	90	133	90	172	
<b>Customer Service Before Transfer</b>	83	26	91	23	↑
Ease of accessing representative	82	26	91	23	↑
Professionalism	86	26	93	23	↑
Communication skills	84	26	92	23	↑
Ability to understand your questions/issue	82	26	91	23	↑
Providing guidance on policy/questions	81	25	90	21	↑
<b>Customer Service After Transfer</b>	84	27	91	23	↑
Ease of accessing representative	82	27	93	23	↑
Professionalism	87	27	94	23	↑
Communication skills	84	27	89	23	
Ability to understand your questions/issue	82	27	88	23	
Providing guidance on policy/questions	84	27	88	22	

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	1,859		1,919		
<b>Customer Service by Email</b>	79	49	88	57	↑
Ability to understand your questions/issue	80	47	90	57	↑
The timeliness with which you received a response	80	49	86	57	
Communication skills in the response you received	82	46	89	57	
Providing guidance on policy/questions	81	45	87	55	
<b>Internet Use</b>	68	1686	70	1794	↑
Interested in using the Internet rather than having to call or e-mail E-Verify	68	1686	70	1794	↑
<b>Technical Assistance</b>	87	38	90	69	
Ease of accessing representative	84	38	91	67	↑
Professionalism	89	38	92	68	
Communication skills	87	38	91	67	
Ability to understand your questions/issue	84	38	90	68	
Knowledge of technical issues	89	37	88	68	
Technical guidance resolving your issue	87	38	88	68	
<b>Interested in Communicating with Peers</b>	31	1776	33	1819	
Interested in communicating with peers about E-Verify or using the system	31	1776	33	1819	
<b>E-Verify Listens</b>	78	46	79	60	
Experience with E-Verify Listens	78	46	79	60	
<b>Satisfaction</b>	85	1859	85	1919	
Overall satisfaction	87	1859	87	1919	
Meets expectations	85	1859	85	1919	
Compared to ideal	83	1859	83	1919	
<b>Recommend</b>	86	1758	88	1812	↑
How likely would you be to recommend the E-Verify program to others	86	1758	88	1812	↑
<b>Confident in Accuracy</b>	89	1791	90	1854	↑
How confident are you in the accuracy of the E-Verify program	89	1791	90	1854	↑
<b>Future Participation</b>	95	1823	96	1886	↑
Likelihood to continue to participate in the E-Verify program in the future	95	1823	96	1886	↑

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	1,859		1,919		
<b>Usefulness of Manuals</b>	76	42	83	108	
Manuals	76	42	83	108	
<b>Usefulness of Tutorials</b>	85	57	87	136	
Tutorials	85	57	87	136	
<b>Usefulness of Refresher Tutorials</b>	82	37	84	91	
Refresher Tutorials	82	37	84	91	
<b>Usefulness of E-Verify Public Website</b>	84	52	88	128	
E-Verify public website	84	52	88	128	
<b>Usefulness of Q and As</b>	84	47	87	112	
Q and As	84	47	87	112	
<b>Usefulness of E-Verify News Articles</b>	75	39	84	95	↑
E-Verify news articles	75	39	84	95	↑
<b>Usefulness of Helper Text</b>	80	35	82	83	
Helper Text	80	35	82	83	
<b>Usefulness of Quick Reference Guides</b>	83	42	87	117	
Quick Reference Guides	83	42	87	117	
<b>Usefulness of E-Verify Call Center</b>	81	32	87	66	
E-Verify call center	81	32	87	66	
<b>Usefulness of Other E-Verify Users</b>	83	23	83	53	
Other E-Verify users	83	23	83	53	
<b>E-Verify Monitoring and Compliance Group</b>	88	56	85	64	
Assistance received from E-Verify Monitoring and Compliance Group	88	56	85	64	

Figure 45 - New Enrollees

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>68</b>		<b>161</b>		
<b>Awareness / Registration</b>	<b>89</b>	<b>47</b>	<b>92</b>	<b>131</b>	
Clarity of instructions on how to enroll	88	46	90	131	
Memorandum of understanding makes responsibilities and next steps clear	87	46	90	131	
Ease of submitting registration information	90	47	93	131	
Speed of receiving User Name, Password and E-Verify Web Address	90	47	94	129	
Ease of registration process overall	89	46	91	130	
<b>Tutorial</b>	<b>89</b>	<b>61</b>	<b>90</b>	<b>151</b>	
Helpfulness of information in User Manual	85	32	89	71	
Ease of taking online training in terms of understanding content	89	60	90	150	
Ease of completing online training in terms of time required	88	60	88	151	
Ease of accessing online resources	90	60	92	149	
Usefulness of online resources	88	60	89	147	
Ease of training process overall	89	60	90	151	
<b>Using E-Verify</b>	<b>91</b>	<b>65</b>	<b>92</b>	<b>160</b>	
Ease of navigating the E-Verify site	90	64	92	157	
Ease of submitting I-9 information on E-Verify	89	60	92	151	
Speed of receiving an initial response from E-Verify	94	63	94	156	
Clarity of next steps as described in the response	90	64	91	155	
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>89</b>	<b>13</b>	<b>85</b>	<b>36</b>	
Speed of resolving the case	90	13	85	33	
Clarity of communications about the steps involved in the resolution process	90	13	86	36	
Ease of resolving the case	91	13	83	34	
TNC Referral Process	90	10	87	25	
Further Action Notice Process	88	10	88	28	

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>68</b>		<b>161</b>		
<b>Photo Matching</b>	<b>93</b>	<b>36</b>	<b>97</b>	<b>74</b>	<b>↑</b>
Ease of photo matching process	93	36	97	74	↑
Helpfulness in preventing fraud	94	35	97	71	
<b>Customer Service</b>	<b>92</b>	<b>8</b>	<b>93</b>	<b>27</b>	
Ease of accessing representative	90	8	94	27	
Professionalism	93	8	92	27	
Communication skills	92	8	92	27	
Ability to understand your questions/issue	92	8	93	27	
Providing guidance on policy/questions	90	8	92	25	
<b>Customer Service Before Transfer</b>	<b>--</b>	<b>0</b>	<b>100</b>	<b>2</b>	
Ease of accessing representative	--	0	100	2	
Professionalism	--	0	100	2	
Communication skills	--	0	100	2	
Ability to understand your questions/issue	--	0	100	2	
Providing guidance on policy/questions	--	0	100	2	
<b>Customer Service After Transfer</b>	<b>--</b>	<b>0</b>	<b>97</b>	<b>2</b>	
Ease of accessing representative	--	0	100	2	
Professionalism	--	0	100	2	
Communication skills	--	0	100	2	
Ability to understand your questions/issue	--	0	94	2	
Providing guidance on policy/questions	--	0	89	2	
<b>Customer Service by Email</b>	<b>53</b>	<b>4</b>	<b>90</b>	<b>8</b>	
Ability to understand your questions/issue	70	3	90	8	
The timeliness with which you received a response	53	4	90	8	
Communication skills in the response you received	70	3	90	8	
Providing guidance on policy/questions	70	3	86	7	
<b>Internet Use</b>	<b>73</b>	<b>62</b>	<b>77</b>	<b>153</b>	
Interested in using the Internet rather than having to call or e-mail E-Verify	73	62	77	153	

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>68</b>		<b>161</b>		
<b>Technical Assistance</b>	<b>78</b>	<b>1</b>	<b>91</b>	<b>10</b>	
Ease of accessing representative	78	1	93	9	
Professionalism	78	1	91	10	
Communication skills	78	1	93	9	
Ability to understand your questions/issue	78	1	91	10	
Knowledge of technical issues	78	1	90	10	
Technical guidance resolving your issue	78	1	90	9	
<b>Interested in Communicating with Peers</b>	<b>32</b>	<b>65</b>	<b>36</b>	<b>154</b>	
Interested in communicating with peers about E-Verify or using the system	32	65	36	154	
<b>E-Verify Listens</b>	<b>72</b>	<b>2</b>	<b>85</b>	<b>6</b>	
Experience with E-Verify Listens	72	2	85	6	
<b>Satisfaction</b>	<b>85</b>	<b>68</b>	<b>87</b>	<b>161</b>	
Overall satisfaction	86	68	89	161	
Meets expectations	85	68	87	161	
Compared to ideal	84	68	86	161	
<b>Recommend</b>	<b>89</b>	<b>65</b>	<b>91</b>	<b>151</b>	
How likely would you be to recommend the E-Verify program to others	89	65	91	151	
<b>Confident in Accuracy</b>	<b>91</b>	<b>67</b>	<b>92</b>	<b>154</b>	
How confident are you in the accuracy of the E-Verify program	91	67	92	154	
<b>Future Participation</b>	<b>91</b>	<b>65</b>	<b>96</b>	<b>157</b>	↑
Likelihood to continue to participate in the E-Verify program in the future	91	65	96	157	↑
<b>Usefulness of Manuals</b>	<b>76</b>	<b>42</b>	<b>83</b>	<b>108</b>	
Manuals	76	42	83	108	
<b>Usefulness of Tutorials</b>	<b>85</b>	<b>57</b>	<b>87</b>	<b>136</b>	
Tutorials	85	57	87	136	
<b>Usefulness of Refresher Tutorials</b>	<b>82</b>	<b>37</b>	<b>84</b>	<b>91</b>	
Refresher Tutorials	82	37	84	91	
<b>Usefulness of E-Verify Public Website</b>	<b>84</b>	<b>52</b>	<b>88</b>	<b>128</b>	
E-Verify public website	84	52	88	128	

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>68</b>		<b>161</b>		
<b>Usefulness of Q and As</b>	<b>84</b>	<b>47</b>	<b>87</b>	<b>112</b>	
Q and As	84	47	87	112	
<b>Usefulness of E-Verify News Articles</b>	<b>75</b>	<b>39</b>	<b>84</b>	<b>95</b>	<b>↑</b>
E-Verify news articles	75	39	84	95	↑
<b>Usefulness of Helper Text</b>	<b>80</b>	<b>35</b>	<b>82</b>	<b>83</b>	
Helper Text	80	35	82	83	
<b>Usefulness of Quick Reference Guides</b>	<b>83</b>	<b>42</b>	<b>87</b>	<b>117</b>	
Quick Reference Guides	83	42	87	117	
<b>Usefulness of E-Verify Call Center</b>	<b>81</b>	<b>32</b>	<b>87</b>	<b>66</b>	
E-Verify call center	81	32	87	66	
<b>Usefulness of Other E-Verify Users</b>	<b>83</b>	<b>23</b>	<b>83</b>	<b>53</b>	
Other E-Verify users	83	23	83	53	
<b>E-Verify Monitoring and Compliance Group</b>	<b>83</b>	<b>4</b>	<b>89</b>	<b>7</b>	
Assistance received from E-Verify Monitoring and Compliance Group	83	4	89	7	

Figure 46 - Existing Users

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>1,791</b>		<b>1,758</b>		
<b>Awareness / Registration</b>	--	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	
<b>Tutorial</b>	--	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	
<b>Using E-Verify</b>	90	1780	91	1746	
Ease of navigating the E-Verify site	88	1760	89	1720	↑
Ease of submitting I-9 information on E-Verify	90	1687	90	1663	
Speed of receiving an initial response from E-Verify	94	1773	94	1730	
Clarity of next steps as described in the response	88	1756	89	1718	
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	78	271	81	279	↑
Speed of resolving the case	78	262	81	271	↑
Clarity of communications about the steps involved in the resolution process	77	269	81	277	↑
Ease of resolving the case	77	267	81	276	↑
TNC Referral Process	82	197	83	209	
Further Action Notice Process	81	201	83	225	
<b>Photo Matching</b>	94	875	94	842	
Ease of photo matching process	94	875	95	842	
Helpfulness in preventing fraud	94	822	94	788	



	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	1,791		1,758		
<b>Customer Service</b>	90	132	90	158	
Ease of accessing representative	88	132	88	157	
Professionalism	92	132	92	157	
Communication skills	90	132	92	157	
Ability to understand your questions/issue	89	132	91	157	
Providing guidance on policy/questions	90	125	90	147	
<b>Customer Service Before Transfer</b>	83	26	90	21	↑
Ease of accessing representative	82	26	90	21	
Professionalism	86	26	92	21	
Communication skills	84	26	91	21	↑
Ability to understand your questions/issue	82	26	90	21	↑
Providing guidance on policy/questions	81	25	89	19	
<b>Customer Service After Transfer</b>	84	27	90	21	
Ease of accessing representative	82	27	92	21	↑
Professionalism	87	27	93	21	
Communication skills	84	27	88	21	
Ability to understand your questions/issue	82	27	88	21	
Providing guidance on policy/questions	84	27	88	20	
<b>Customer Service by Email</b>	81	45	88	49	
Ability to understand your questions/issue	81	44	90	49	↑
The timeliness with which you received a response	82	45	85	49	
Communication skills in the response you received	83	43	89	49	
Providing guidance on policy/questions	82	42	87	48	
<b>Internet Use</b>	67	1624	69	1641	
Interested in using the Internet rather than having to call or e-mail E-Verify	67	1624	69	1641	

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	1,791		1,758		
<b>Technical Assistance</b>	87	37	89	59	
Ease of accessing representative	84	37	90	58	↑
Professionalism	89	37	92	58	
Communication skills	87	37	90	58	
Ability to understand your questions/issue	84	37	90	58	
Knowledge of technical issues	90	36	87	58	
Technical guidance resolving your issue	87	37	88	59	
<b>Interested in Communicating with Peers</b>	31	1711	33	1665	
Interested in communicating with peers about E-Verify or using the system	31	1711	33	1665	
<b>E-Verify Listens</b>	78	44	79	54	
Experience with E-Verify Listens	78	44	79	54	
<b>Satisfaction</b>	85	1791	85	1758	
Overall satisfaction	87	1791	87	1758	
Meets expectations	85	1791	85	1758	
Compared to ideal	83	1791	83	1758	
<b>Recommend</b>	86	1693	88	1661	↑
How likely would you be to recommend the E-Verify program to others	86	1693	88	1661	↑
<b>Confident in Accuracy</b>	89	1724	90	1700	↑
How confident are you in the accuracy of the E-Verify program	89	1724	90	1700	↑
<b>Future Participation</b>	95	1758	96	1729	
Likelihood to continue to participate in the E-Verify program in the future	95	1758	96	1729	
<b>Usefulness of Manuals</b>	--	0	--	0	
Manuals	--	0	--	0	
<b>Usefulness of Tutorials</b>	--	0	--	0	
Tutorials	--	0	--	0	
<b>Usefulness of Refresher Tutorials</b>	--	0	--	0	
Refresher Tutorials	--	0	--	0	
<b>Usefulness of E-Verify Public Website</b>	--	0	--	0	
E-Verify public website	--	0	--	0	

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>1,791</b>		<b>1,758</b>		
<b>Usefulness of Q and As</b>	--	0	--	0	
Q and As	--	0	--	0	
<b>Usefulness of E-Verify News Articles</b>	--	0	--	0	
E-Verify news articles	--	0	--	0	
<b>Usefulness of Helper Text</b>	--	0	--	0	
Helper Text	--	0	--	0	
<b>Usefulness of Quick Reference Guides</b>	--	0	--	0	
Quick Reference Guides	--	0	--	0	
<b>Usefulness of E-Verify Call Center</b>	--	0	--	0	
E-Verify call center	--	0	--	0	
<b>Usefulness of Other E-Verify Users</b>	--	0	--	0	
Other E-Verify users	--	0	--	0	
<b>E-Verify Monitoring and Compliance Group</b>	<b>88</b>	<b>52</b>	<b>85</b>	<b>57</b>	
Assistance received from E-Verify Monitoring and Compliance Group	88	52	85	57	

Figure 47 - Recent Users Score Table

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>931</b>		<b>1,025</b>		
<b>Awareness / Registration</b>	<b>84</b>	<b>21</b>	<b>93</b>	<b>68</b>	<b>↑</b>
Clarity of instructions on how to enroll	83	20	91	68	
Memorandum of understanding makes responsibilities and next steps clear	83	20	90	68	
Ease of submitting registration information	85	21	94	68	↑
Speed of receiving User Name, Password and E-Verify Web Address	86	21	95	67	↑
Ease of registration process overall	83	21	92	68	↑
<b>Tutorial</b>	<b>81</b>	<b>26</b>	<b>91</b>	<b>75</b>	<b>↑</b>
Helpfulness of information in User Manual	75	13	90	39	↑
Ease of taking online training in terms of understanding content	81	26	91	74	↑
Ease of completing online training in terms of time required	80	26	90	75	↑
Ease of accessing online resources	83	25	93	73	↑
Usefulness of online resources	81	26	90	72	↑
Ease of training process overall	81	26	91	75	↑
<b>Using E-Verify</b>	<b>90</b>	<b>925</b>	<b>91</b>	<b>1018</b>	<b>↑</b>
Ease of navigating the E-Verify site	88	915	89	1003	↑
Ease of submitting I-9 information on E-Verify	90	881	91	977	
Speed of receiving an initial response from E-Verify	94	920	95	1010	
Clarity of next steps as described in the response	88	917	90	1002	↑
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>79</b>	<b>136</b>	<b>83</b>	<b>174</b>	<b>↑</b>
Speed of resolving the case	79	131	83	167	↑
Clarity of communications about the steps involved in the resolution process	78	135	82	173	↑
Ease of resolving the case	78	136	82	171	
TNC Referral Process	81	96	84	124	
Further Action Notice Process	80	98	84	131	

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>931</b>		<b>1,025</b>		
<b>Photo Matching</b>	<b>94</b>	<b>493</b>	<b>95</b>	<b>533</b>	
Ease of photo matching process	94	493	95	533	
Helpfulness in preventing fraud	93	461	95	497	↑
<b>Customer Service</b>	<b>89</b>	<b>61</b>	<b>90</b>	<b>104</b>	
Ease of accessing representative	87	61	89	103	
Professionalism	91	61	92	104	
Communication skills	90	61	91	104	
Ability to understand your questions/issue	89	61	90	104	
Providing guidance on policy/questions	89	56	89	98	
<b>Customer Service Before Transfer</b>	<b>88</b>	<b>15</b>	<b>93</b>	<b>12</b>	
Ease of accessing representative	87	15	92	12	
Professionalism	90	15	94	12	
Communication skills	88	15	91	12	
Ability to understand your questions/issue	87	15	94	12	
Providing guidance on policy/questions	87	15	94	11	
<b>Customer Service After Transfer</b>	<b>89</b>	<b>16</b>	<b>93</b>	<b>12</b>	
Ease of accessing representative	85	16	93	12	
Professionalism	92	16	94	12	
Communication skills	90	16	94	12	
Ability to understand your questions/issue	88	16	92	12	
Providing guidance on policy/questions	90	16	93	12	
<b>Customer Service by Email</b>	<b>80</b>	<b>26</b>	<b>91</b>	<b>29</b>	
Ability to understand your questions/issue	82	25	92	29	
The timeliness with which you received a response	82	26	89	29	
Communication skills in the response you received	84	25	91	29	
Providing guidance on policy/questions	86	23	90	28	

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>931</b>		<b>1,025</b>		
<b>Internet Use</b>	<b>68</b>	<b>843</b>	<b>70</b>	<b>963</b>	
Interested in using the Internet rather than having to call or e-mail E-Verify	68	843	70	963	
<b>Technical Assistance</b>	<b>88</b>	<b>19</b>	<b>89</b>	<b>43</b>	
Ease of accessing representative	85	19	90	42	
Professionalism	90	19	90	42	
Communication skills	87	19	89	42	
Ability to understand your questions/issue	85	19	92	42	
Knowledge of technical issues	92	18	89	42	
Technical guidance resolving your issue	87	19	88	43	
<b>Interested in Communicating with Peers</b>	<b>31</b>	<b>898</b>	<b>33</b>	<b>967</b>	<b>↑</b>
Interested in communicating with peers about E-Verify or using the system	31	898	33	967	↑
<b>E-Verify Listens</b>	<b>70</b>	<b>15</b>	<b>78</b>	<b>32</b>	
Experience with E-Verify Listens	70	15	78	32	
<b>Satisfaction</b>	<b>85</b>	<b>931</b>	<b>86</b>	<b>1025</b>	<b>↑</b>
Overall satisfaction	86	931	88	1025	↑
Meets expectations	85	931	86	1025	↑
Compared to ideal	83	931	84	1025	
<b>Recommend</b>	<b>86</b>	<b>877</b>	<b>89</b>	<b>970</b>	<b>↑</b>
How likely would you be to recommend the E-Verify program to others	86	877	89	970	↑
<b>Confident in Accuracy</b>	<b>89</b>	<b>891</b>	<b>90</b>	<b>989</b>	
How confident are you in the accuracy of the E-Verify program	89	891	90	989	
<b>Future Participation</b>	<b>95</b>	<b>913</b>	<b>96</b>	<b>1009</b>	
Likelihood to continue to participate in the E-Verify program in the future	95	913	96	1009	
<b>Usefulness of Manuals</b>	<b>72</b>	<b>20</b>	<b>85</b>	<b>57</b>	<b>↑</b>
Manuals	72	20	85	57	↑
<b>Usefulness of Tutorials</b>	<b>77</b>	<b>24</b>	<b>88</b>	<b>68</b>	<b>↑</b>
Tutorials	77	24	88	68	↑

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>931</b>		<b>1,025</b>		
<b>Usefulness of Refresher Tutorials</b>	<b>70</b>	<b>12</b>	<b>87</b>	<b>42</b>	<b>↑</b>
Refresher Tutorials	70	12	87	42	↑
<b>Usefulness of E-Verify Public Website</b>	<b>75</b>	<b>20</b>	<b>92</b>	<b>61</b>	<b>↑</b>
E-Verify public website	75	20	92	61	↑
<b>Usefulness of Q and As</b>	<b>78</b>	<b>20</b>	<b>90</b>	<b>53</b>	<b>↑</b>
Q and As	78	20	90	53	↑
<b>Usefulness of E-Verify News Articles</b>	<b>72</b>	<b>13</b>	<b>83</b>	<b>43</b>	
E-Verify news articles	72	13	83	43	
<b>Usefulness of Helper Text</b>	<b>73</b>	<b>15</b>	<b>85</b>	<b>39</b>	
Helper Text	73	15	85	39	
<b>Usefulness of Quick Reference Guides</b>	<b>78</b>	<b>19</b>	<b>90</b>	<b>58</b>	<b>↑</b>
Quick Reference Guides	78	19	90	58	↑
<b>Usefulness of E-Verify Call Center</b>	<b>68</b>	<b>11</b>	<b>87</b>	<b>31</b>	<b>↑</b>
E-Verify call center	68	11	87	31	↑
<b>Usefulness of Other E-Verify Users</b>	<b>67</b>	<b>9</b>	<b>83</b>	<b>27</b>	
Other E-Verify users	67	9	83	27	
<b>E-Verify Monitoring and Compliance Group</b>	<b>86</b>	<b>29</b>	<b>88</b>	<b>27</b>	
Assistance received from E-Verify Monitoring and Compliance Group	86	29	88	27	

Figure 48 - FAR Users Score Table

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>460</b>		<b>520</b>		
<b>Awareness / Registration</b>	<b>91</b>	<b>12</b>	<b>91</b>	<b>23</b>	
Clarity of instructions on how to enroll	91	12	88	23	
Memorandum of understanding makes responsibilities and next steps clear	90	12	86	23	
Ease of submitting registration information	92	12	92	23	
Speed of receiving User Name, Password and E-Verify Web Address	94	12	94	22	
Ease of registration process overall	88	12	92	23	
<b>Tutorial</b>	<b>86</b>	<b>16</b>	<b>90</b>	<b>24</b>	
Helpfulness of information in User Manual	83	7	90	14	
Ease of taking online training in terms of understanding content	86	16	89	24	
Ease of completing online training in terms of time required	85	16	89	24	
Ease of accessing online resources	86	15	93	23	
Usefulness of online resources	85	16	86	23	
Ease of training process overall	85	16	91	24	
<b>Using E-Verify</b>	<b>90</b>	<b>460</b>	<b>91</b>	<b>515</b>	
Ease of navigating the E-Verify site	87	459	90	509	↑
Ease of submitting I-9 information on E-Verify	90	438	91	494	
Speed of receiving an initial response from E-Verify	94	456	94	511	
Clarity of next steps as described in the response	87	456	89	508	↑
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>79</b>	<b>76</b>	<b>83</b>	<b>82</b>	
Speed of resolving the case	79	73	83	79	
Clarity of communications about the steps involved in the resolution process	77	76	83	81	
Ease of resolving the case	78	76	83	82	
TNC Referral Process	81	55	83	60	
Further Action Notice Process	79	54	83	59	



	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>460</b>		<b>520</b>		
<b>Photo Matching</b>	<b>92</b>	<b>269</b>	<b>94</b>	<b>298</b>	<b>↑</b>
Ease of photo matching process	93	269	94	298	
Helpfulness in preventing fraud	91	250	95	279	↑
<b>Customer Service</b>	<b>86</b>	<b>29</b>	<b>92</b>	<b>58</b>	
Ease of accessing representative	86	29	90	58	
Professionalism	88	29	93	58	
Communication skills	87	29	92	58	
Ability to understand your questions/issue	84	29	92	58	↑
Providing guidance on policy/questions	85	26	91	53	
<b>Customer Service Before Transfer</b>	<b>89</b>	<b>9</b>	<b>92</b>	<b>4</b>	
Ease of accessing representative	90	9	94	4	
Professionalism	91	9	94	4	
Communication skills	88	9	83	4	
Ability to understand your questions/issue	88	9	92	4	
Providing guidance on policy/questions	90	9	96	3	
<b>Customer Service After Transfer</b>	<b>89</b>	<b>10</b>	<b>90</b>	<b>4</b>	
Ease of accessing representative	87	10	89	4	
Professionalism	91	10	89	4	
Communication skills	89	10	94	4	
Ability to understand your questions/issue	87	10	89	4	
Providing guidance on policy/questions	89	10	92	4	
<b>Customer Service by Email</b>	<b>81</b>	<b>9</b>	<b>89</b>	<b>13</b>	
Ability to understand your questions/issue	79	9	91	13	
The timeliness with which you received a response	84	9	86	13	
Communication skills in the response you received	81	9	91	13	
Providing guidance on policy/questions	86	8	88	13	
<b>Internet Use</b>	<b>68</b>	<b>414</b>	<b>70</b>	<b>484</b>	
Interested in using the Internet rather than having to call or e-mail E-Verify	68	414	70	484	

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>460</b>		<b>520</b>		
<b>Technical Assistance</b>	<b>85</b>	<b>12</b>	<b>93</b>	<b>19</b>	
Ease of accessing representative	81	12	92	19	
Professionalism	89	12	92	19	
Communication skills	86	12	92	19	
Ability to understand your questions/issue	81	12	94	19	
Knowledge of technical issues	91	11	94	19	
Technical guidance resolving your issue	84	12	94	19	
<b>Interested in Communicating with Peers</b>	<b>32</b>	<b>446</b>	<b>33</b>	<b>490</b>	
Interested in communicating with peers about E-Verify or using the system	32	446	33	490	
<b>E-Verify Listens</b>	<b>62</b>	<b>7</b>	<b>74</b>	<b>17</b>	
Experience with E-Verify Listens	62	7	74	17	
<b>Satisfaction</b>	<b>85</b>	<b>460</b>	<b>86</b>	<b>520</b>	
Overall satisfaction	87	460	88	520	
Meets expectations	85	460	86	520	
Compared to ideal	82	460	84	520	
<b>Recommend</b>	<b>86</b>	<b>440</b>	<b>90</b>	<b>491</b>	<b>↑</b>
How likely would you be to recommend the E-Verify program to others	86	440	90	491	↑
<b>Confident in Accuracy</b>	<b>90</b>	<b>441</b>	<b>91</b>	<b>505</b>	
How confident are you in the accuracy of the E-Verify program	90	441	91	505	
<b>Future Participation</b>	<b>95</b>	<b>455</b>	<b>96</b>	<b>514</b>	
Likelihood to continue to participate in the E-Verify program in the future	95	455	96	514	
<b>Usefulness of Manuals</b>	<b>77</b>	<b>13</b>	<b>82</b>	<b>19</b>	
Manuals	77	13	82	19	
<b>Usefulness of Tutorials</b>	<b>83</b>	<b>14</b>	<b>87</b>	<b>21</b>	
Tutorials	83	14	87	21	
<b>Usefulness of Refresher Tutorials</b>	<b>81</b>	<b>7</b>	<b>84</b>	<b>12</b>	
Refresher Tutorials	81	7	84	12	
<b>Usefulness of E-Verify Public Website</b>	<b>82</b>	<b>13</b>	<b>91</b>	<b>21</b>	<b>↑</b>
E-Verify public website	82	13	91	21	↑

	2015		2016		Significant Difference
	Score	Sample	Score	Sample	
<b>Sample Size</b>	<b>460</b>		<b>520</b>		
<b>Usefulness of Q and As</b>	84	11	92	16	
Q and As	84	11	92	16	
<b>Usefulness of E-Verify News Articles</b>	81	8	84	12	
E-Verify news articles	81	8	84	12	
<b>Usefulness of Helper Text</b>	84	11	87	11	
Helper Text	84	11	87	11	
<b>Usefulness of Quick Reference Guides</b>	84	12	91	17	
Quick Reference Guides	84	12	91	17	
<b>Usefulness of E-Verify Call Center</b>	78	6	84	9	
E-Verify call center	78	6	84	9	
<b>Usefulness of Other E-Verify Users</b>	78	6	75	8	
Other E-Verify users	78	6	75	8	
<b>E-Verify Monitoring and Compliance Group</b>	96	9	85	12	↓
Assistance received from E-Verify Monitoring and Compliance Group	96	9	85	12	↓

Figure 49 - Consider Small Business Scores

	Small business		Not a small business		Don't know	
	Score	Sample	Score	Sample	Score	Sample
<b>Sample Size</b>	<b>1,383</b>		<b>467</b>		<b>69</b>	
<b>Awareness / Registration</b>	<b>92</b>	<b>108</b>	<b>92</b>	<b>22</b>	<b>89</b>	<b>1</b>
Clarity of instructions on how to enroll	90	108	89	22	89	1
Memorandum of understanding makes responsibilities and next steps clear	90	108	90	22	89	1
Ease of submitting registration information	93	108	93	22	89	1
Speed of receiving User Name, Password and E-Verify Web Address	94	106	95	22	89	1
Ease of registration process overall	91	107	88	22	89	1
<b>Tutorial</b>	<b>89</b>	<b>119</b>	<b>91</b>	<b>30</b>	<b>97</b>	<b>2</b>
Helpfulness of information in User Manual	89	52	90	18	89	1
Ease of taking online training in terms of understanding content	90	118	91	30	100	2
Ease of completing online training in terms of time required	88	119	90	30	94	2
Ease of accessing online resources	92	117	91	30	100	2
Usefulness of online resources	88	115	93	30	100	2
Ease of training process overall	90	119	90	30	94	2
<b>Using E-Verify</b>	<b>91</b>	<b>1371</b>	<b>90</b>	<b>466</b>	<b>92</b>	<b>69</b>
Ease of navigating the E-Verify site	89	1357	89	453	91	67
Ease of submitting I-9 information on E-Verify	90	1298	91	452	92	64
Speed of receiving an initial response from E-Verify	95	1356	93	461	93	69
Clarity of next steps as described in the response	89	1351	89	455	90	67

	Small business		Not a small business		Don't know	
	Score	Sample	Score	Sample	Score	Sample
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>82</b>	<b>169</b>	<b>80</b>	<b>128</b>	<b>87</b>	<b>18</b>
Speed of resolving the case	82	160	80	126	88	18
Clarity of communications about the steps involved in the resolution process	83	168	80	127	90	18
Ease of resolving the case	82	164	80	128	90	18
TNC Referral Process	84	129	83	93	81	12
Further Action Notice Process	84	139	83	102	80	12
<b>Photo Matching</b>	<b>95</b>	<b>577</b>	<b>94</b>	<b>299</b>	<b>93</b>	<b>40</b>
Ease of photo matching process	95	577	95	299	93	40
Helpfulness in preventing fraud	95	547	94	279	94	33
<b>Customer Service</b>	<b>91</b>	<b>104</b>	<b>90</b>	<b>76</b>	<b>90</b>	<b>5</b>
Ease of accessing representative	89	103	89	76	93	5
Professionalism	93	103	92	76	100	5
Communication skills	92	103	91	76	91	5
Ability to understand your questions/issue	93	103	90	76	73	5
Providing guidance on policy/questions	92	95	88	72	91	5
<b>Customer Service Before Transfer</b>	<b>88</b>	<b>13</b>	<b>94</b>	<b>8</b>	<b>100</b>	<b>2</b>
Ease of accessing representative	88	13	93	8	100	2
Professionalism	89	13	97	8	100	2
Communication skills	88	13	96	8	100	2
Ability to understand your questions/issue	89	13	92	8	100	2
Providing guidance on policy/questions	88	13	91	6	100	2

	Small business		Not a small business		Don't know	
	Score	Sample	Score	Sample	Score	Sample
<b>Customer Service After Transfer</b>	<b>89</b>	<b>13</b>	<b>91</b>	<b>8</b>	<b>100</b>	<b>2</b>
Ease of accessing representative	89	13	97	8	100	2
Professionalism	91	13	97	8	100	2
Communication skills	89	13	88	8	100	2
Ability to understand your questions/issue	88	13	86	8	100	2
Providing guidance on policy/questions	88	13	84	7	100	2
<b>Customer Service by Email</b>	<b>91</b>	<b>31</b>	<b>83</b>	<b>22</b>	<b>97</b>	<b>4</b>
Ability to understand your questions/issue	92	31	86	22	97	4
The timeliness with which you received a response	89	31	80	22	94	4
Communication skills in the response you received	91	31	84	22	97	4
Providing guidance on policy/questions	90	30	81	21	97	4
<b>Internet Use</b>	<b>69</b>	<b>1291</b>	<b>72</b>	<b>444</b>	<b>71</b>	<b>59</b>
Interested in using the Internet rather than having to call or e-mail E-Verify	69	1291	72	444	71	59
<b>Technical Assistance</b>	<b>89</b>	<b>43</b>	<b>90</b>	<b>21</b>	<b>91</b>	<b>5</b>
Ease of accessing representative	91	42	89	20	96	5
Professionalism	91	42	94	21	98	5
Communication skills	89	42	93	20	98	5
Ability to understand your questions/issue	90	42	90	21	84	5
Knowledge of technical issues	89	42	87	21	80	5
Technical guidance resolving your issue	88	43	87	20	87	5
<b>Interested in Communicating with Peers</b>	<b>31</b>	<b>1312</b>	<b>39</b>	<b>447</b>	<b>37</b>	<b>60</b>
Interested in communicating with peers about E-Verify or using the system	31	1312	39	447	37	60
<b>E-Verify Listens</b>	<b>81</b>	<b>43</b>	<b>76</b>	<b>14</b>	<b>67</b>	<b>3</b>
Experience with E-Verify Listens	81	43	76	14	67	3

	Small business		Not a small business		Don't know	
	Score	Sample	Score	Sample	Score	Sample
<b>Satisfaction</b>	<b>85</b>	<b>1383</b>	<b>85</b>	<b>467</b>	<b>86</b>	<b>69</b>
Overall satisfaction	87	1383	87	467	89	69
Meets expectations	85	1383	85	467	85	69
Compared to ideal	84	1383	83	467	84	69
<b>Recommend</b>	<b>88</b>	<b>1298</b>	<b>89</b>	<b>447</b>	<b>89</b>	<b>67</b>
How likely would you be to recommend the E-Verify program to others	88	1298	89	447	89	67
<b>Confident in Accuracy</b>	<b>90</b>	<b>1330</b>	<b>90</b>	<b>456</b>	<b>91</b>	<b>68</b>
How confident are you in the accuracy of the E-Verify program	90	1330	90	456	91	68
<b>Future Participation</b>	<b>96</b>	<b>1356</b>	<b>97</b>	<b>461</b>	<b>95</b>	<b>69</b>
Likelihood to continue to participate in the E-Verify program in the future	96	1356	97	461	95	69
<b>Usefulness of Manuals</b>	<b>82</b>	<b>82</b>	<b>88</b>	<b>25</b>	<b>100</b>	<b>1</b>
Manuals	82	82	88	25	100	1
<b>Usefulness of Tutorials</b>	<b>86</b>	<b>106</b>	<b>90</b>	<b>29</b>	<b>100</b>	<b>1</b>
Tutorials	86	106	90	29	100	1
<b>Usefulness of Refresher Tutorials</b>	<b>83</b>	<b>67</b>	<b>88</b>	<b>23</b>	<b>100</b>	<b>1</b>
Refresher Tutorials	83	67	88	23	100	1
<b>Usefulness of E-Verify Public Website</b>	<b>88</b>	<b>100</b>	<b>90</b>	<b>28</b>	<b>--</b>	<b>0</b>
E-Verify public website	88	100	90	28	--	0
<b>Usefulness of Q and As</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>25</b>	<b>89</b>	<b>1</b>
Q and As	86	86	88	25	89	1
<b>Usefulness of E-Verify News Articles</b>	<b>83</b>	<b>71</b>	<b>87</b>	<b>24</b>	<b>--</b>	<b>0</b>
E-Verify news articles	83	71	87	24	--	0
<b>Usefulness of Helper Text</b>	<b>82</b>	<b>62</b>	<b>84</b>	<b>21</b>	<b>--</b>	<b>0</b>
Helper Text	82	62	84	21	--	0
<b>Usefulness of Quick Reference Guides</b>	<b>87</b>	<b>90</b>	<b>90</b>	<b>27</b>	<b>--</b>	<b>0</b>
Quick Reference Guides	87	90	90	27	--	0

	Small business		Not a small business		Don't know	
	Score	Sample	Score	Sample	Score	Sample
<b>Usefulness of E-Verify Call Center</b>	87	50	88	16	--	0
E-Verify call center	87	50	88	16	--	0
<b>Usefulness of Other E-Verify Users</b>	82	41	84	12	--	0
Other E-Verify users	82	41	84	12	--	0
<b>E-Verify Monitoring and Compliance Group</b>	86	29	85	31	78	4
Assistance received from E-Verify Monitoring and Compliance Group	86	29	85	31	78	4



Figure 50 - How Many Do You Employ Scores

	1-4		5-29		30-99		100-299	
	2015	2016	2015	2016	2015	2016	2015	2016
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
<b>Sample Size</b>	<b>65</b>	<b>83</b>	<b>577</b>	<b>578</b>	<b>543</b>	<b>575</b>	<b>366</b>	<b>384</b>
<b>Awareness / Registration</b>	<b>90</b>	<b>87</b>	<b>86</b>	<b>93</b>	<b>90</b>	<b>92</b>	<b>88</b>	<b>93</b>
Clarity of instructions on how to enroll	89	83	87	92	89	91	83	92
Memorandum of understanding makes responsibilities and next steps clear	90	86	86	92	86	89	86	93
Ease of submitting registration information	93	87	87	93	90	94	92	94
Speed of receiving User Name, Password and E-Verify Web Address	90	90	87	95	93	94	89	94
Ease of registration process overall	92	87	85	93	93	90	89	93
<b>Tutorial</b>	<b>91</b>	<b>84</b>	<b>87</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>83</b>	<b>91</b>
Helpfulness of information in User Manual	89	76	82	90	90	90	79	88
Ease of taking online training in terms of understanding content	93	84	88	90	90	91	78	92
Ease of completing online training in terms of time required	91	83	85	88	90	89	80	89
Ease of accessing online resources	92	87	87	92	90	92	87	92
Usefulness of online resources	88	85	87	90	88	89	83	91
Ease of training process overall	91	84	87	90	90	90	81	92
<b>Using E-Verify</b>	<b>84</b>	<b>85</b>	<b>89</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>92</b>
Ease of navigating the E-Verify site	82	82	86	87	90	91	90	91
Ease of submitting I-9 information on E-Verify	83	84	89	89	92	92	92	92
Speed of receiving an initial response from E-Verify	91	91	94	94	95	96	95	95
Clarity of next steps as described in the response	82	82	88	89	89	91	91	90
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>56</b>	<b>86</b>	<b>80</b>	<b>85</b>	<b>79</b>	<b>82</b>	<b>82</b>	<b>82</b>
Speed of resolving the case	56	83	83	83	79	82	81	85
Clarity of communications about the steps involved in the resolution process	56	83	78	87	78	82	82	81
Ease of resolving the case	56	86	80	84	79	81	82	82
TNC Referral Process	--	86	83	88	84	83	87	84
Further Action Notice Process	--	89	81	88	83	83	86	83

	1-4		5-29		30-99		100-299	
	2015	2016	2015	2016	2015	2016	2015	2016
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
<b>Sample Size</b>	<b>65</b>	<b>83</b>	<b>577</b>	<b>578</b>	<b>543</b>	<b>575</b>	<b>366</b>	<b>384</b>
<b>Photo Matching</b>	<b>94</b>	<b>97</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>
Ease of photo matching process	92	97	94	95	95	95	96	95
Helpfulness in preventing fraud	95	96	93	94	95	95	95	96
<b>Customer Service</b>	<b>92</b>	<b>81</b>	<b>91</b>	<b>94</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>95</b>
Ease of accessing representative	89	78	90	92	86	86	91	94
Professionalism	94	96	93	94	93	92	92	95
Communication skills	90	94	91	95	88	91	93	95
Ability to understand your questions/issue	92	94	91	94	91	89	91	95
Providing guidance on policy/questions	93	94	92	94	92	88	91	94
<b>Customer Service Before Transfer</b>	<b>65</b>	<b>82</b>	<b>91</b>	<b>93</b>	<b>86</b>	<b>50</b>	<b>88</b>	<b>93</b>
Ease of accessing representative	22	89	94	93	87	44	89	92
Professionalism	78	89	94	93	87	44	86	94
Communication skills	67	44	89	93	87	78	89	94
Ability to understand your questions/issue	78	89	89	93	83	44	86	94
Providing guidance on policy/questions	67	89	89	93	84	44	93	91
<b>Customer Service After Transfer</b>	<b>65</b>	<b>73</b>	<b>91</b>	<b>93</b>	<b>90</b>	<b>81</b>	<b>90</b>	<b>91</b>
Ease of accessing representative	44	67	89	93	92	78	86	92
Professionalism	67	67	89	93	94	100	92	92
Communication skills	67	89	94	93	89	67	89	90
Ability to understand your questions/issue	78	67	89	93	87	78	89	90
Providing guidance on policy/questions	67	78	94	93	87	78	92	87
<b>Customer Service by Email</b>	<b>56</b>	<b>96</b>	<b>78</b>	<b>86</b>	<b>81</b>	<b>89</b>	<b>92</b>	<b>90</b>
Ability to understand your questions/issue	56	100	81	87	85	90	93	92
The timeliness with which you received a response	56	78	78	87	79	89	92	87
Communication skills in the response you received	56	100	76	83	88	91	92	91
Providing guidance on policy/questions	56	100	80	87	85	85	92	89
<b>Internet Use</b>	<b>63</b>	<b>65</b>	<b>65</b>	<b>67</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>71</b>
Interested in using the Internet rather than having to call or e-mail E-Verify	63	65	65	67	67	70	69	71

	1-4		5-29		30-99		100-299	
	2015	2016	2015	2016	2015	2016	2015	2016
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
<b>Sample Size</b>	<b>65</b>	<b>83</b>	<b>577</b>	<b>578</b>	<b>543</b>	<b>575</b>	<b>366</b>	<b>384</b>
<b>Technical Assistance</b>	<b>89</b>	<b>93</b>	<b>83</b>	<b>90</b>	<b>99</b>	<b>82</b>	<b>88</b>	<b>97</b>
Ease of accessing representative	89	97	78	91	93	89	87	96
Professionalism	93	92	86	91	98	90	87	97
Communication skills	89	97	83	88	100	86	87	98
Ability to understand your questions/issue	89	97	76	89	100	85	89	97
Knowledge of technical issues	89	86	86	91	100	75	90	97
Technical guidance resolving your issue	89	86	82	91	100	77	89	98
<b>Interested in Communicating with Peers</b>	<b>25</b>	<b>32</b>	<b>27</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>35</b>	<b>35</b>
Interested in communicating with peers about E-Verify or using the system	25	32	27	27	30	31	35	35
<b>E-Verify Listens</b>	<b>67</b>	<b>100</b>	<b>87</b>	<b>77</b>	<b>78</b>	<b>83</b>	<b>73</b>	<b>83</b>
Experience with E-Verify Listens	67	100	87	77	78	83	73	83
<b>Satisfaction</b>	<b>76</b>	<b>79</b>	<b>83</b>	<b>84</b>	<b>87</b>	<b>87</b>	<b>88</b>	<b>87</b>
Overall satisfaction	78	81	85	86	89	90	90	89
Meets expectations	76	77	84	84	86	87	88	87
Compared to ideal	74	78	81	83	85	85	86	85
<b>Recommend</b>	<b>76</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>88</b>	<b>90</b>	<b>91</b>	<b>91</b>
How likely would you be to recommend the E-Verify program to others	76	82	83	86	88	90	91	91
<b>Confident in Accuracy</b>	<b>82</b>	<b>88</b>	<b>88</b>	<b>89</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>91</b>
How confident are you in the accuracy of the E-Verify program	82	88	88	89	91	91	91	91
<b>Future Participation</b>	<b>85</b>	<b>90</b>	<b>94</b>	<b>95</b>	<b>96</b>	<b>97</b>	<b>97</b>	<b>97</b>
Likelihood to continue to participate in the E-Verify program in the future	85	90	94	95	96	97	97	97
<b>Usefulness of Manuals</b>	<b>84</b>	<b>78</b>	<b>67</b>	<b>76</b>	<b>86</b>	<b>89</b>	<b>68</b>	<b>87</b>
Manuals	84	78	67	76	86	89	68	87
<b>Usefulness of Tutorials</b>	<b>86</b>	<b>83</b>	<b>81</b>	<b>83</b>	<b>90</b>	<b>89</b>	<b>78</b>	<b>89</b>
Tutorials	86	83	81	83	90	89	78	89
<b>Usefulness of Refresher Tutorials</b>	<b>89</b>	<b>83</b>	<b>75</b>	<b>78</b>	<b>95</b>	<b>87</b>	<b>67</b>	<b>88</b>
Refresher Tutorials	89	83	75	78	95	87	67	88

	1-4		5-29		30-99		100-299	
	2015	2016	2015	2016	2015	2016	2015	2016
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
<b>Sample Size</b>	<b>65</b>	<b>83</b>	<b>577</b>	<b>578</b>	<b>543</b>	<b>575</b>	<b>366</b>	<b>384</b>
<b>Usefulness of E-Verify Public Website</b>	<b>88</b>	<b>85</b>	<b>80</b>	<b>86</b>	<b>88</b>	<b>91</b>	<b>79</b>	<b>90</b>
E-Verify public website	88	85	80	86	88	91	79	90
<b>Usefulness of Q and As</b>	<b>89</b>	<b>86</b>	<b>79</b>	<b>83</b>	<b>89</b>	<b>87</b>	<b>75</b>	<b>91</b>
Q and As	89	86	79	83	89	87	75	91
<b>Usefulness of E-Verify News Articles</b>	<b>81</b>	<b>74</b>	<b>70</b>	<b>76</b>	<b>79</b>	<b>86</b>	<b>63</b>	<b>92</b>
E-Verify news articles	81	74	70	76	79	86	63	92
<b>Usefulness of Helper Text</b>	<b>87</b>	<b>76</b>	<b>77</b>	<b>76</b>	<b>81</b>	<b>84</b>	<b>71</b>	<b>89</b>
Helper Text	87	76	77	76	81	84	71	89
<b>Usefulness of Quick Reference Guides</b>	<b>89</b>	<b>82</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>90</b>	<b>72</b>	<b>92</b>
Quick Reference Guides	89	82	81	84	82	90	72	92
<b>Usefulness of E-Verify Call Center</b>	<b>96</b>	<b>87</b>	<b>77</b>	<b>84</b>	<b>79</b>	<b>86</b>	<b>64</b>	<b>91</b>
E-Verify call center	96	87	77	84	79	86	64	91
<b>Usefulness of Other E-Verify Users</b>	<b>92</b>	<b>83</b>	<b>73</b>	<b>72</b>	<b>93</b>	<b>81</b>	<b>71</b>	<b>92</b>
Other E-Verify users	92	83	73	72	93	81	71	92
<b>E-Verify Monitoring and Compliance Group</b>	<b>70</b>	<b>94</b>	<b>93</b>	<b>90</b>	<b>84</b>	<b>92</b>	<b>99</b>	<b>86</b>
Assistance received from E-Verify Monitoring and Compliance Group	70	94	93	90	84	92	99	86

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

	300-999		1,000-9,999		10,000+	
	2015	2016	2015	2016	2015	2016
	Scores	Scores	Scores	Scores	Scores	Scores
<b>Sample Size</b>	<b>186</b>	<b>188</b>	<b>94</b>	<b>86</b>	<b>28</b>	<b>25</b>
<b>Awareness / Registration</b>	<b>94</b>	<b>87</b>	<b>100</b>	<b>89</b>	<b>--</b>	<b>74</b>
Clarity of instructions on how to enroll	93	81	100	89	--	56
Memorandum of understanding makes responsibilities and next steps clear	93	83	100	94	--	67
Ease of submitting registration information	93	92	100	89	--	78
Speed of receiving User Name, Password and E-Verify Web Address	100	94	100	94	--	100
Ease of registration process overall	93	83	100	78	--	56
<b>Tutorial</b>	<b>98</b>	<b>89</b>	<b>95</b>	<b>96</b>	<b>--</b>	<b>92</b>
Helpfulness of information in User Manual	94	96	78	83	--	100
Ease of taking online training in terms of understanding content	100	87	100	100	--	100
Ease of completing online training in terms of time required	100	89	89	100	--	83
Ease of accessing online resources	97	94	100	100	--	89
Usefulness of online resources	97	87	100	94	--	94
Ease of training process overall	100	87	100	94	--	89
<b>Using E-Verify</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>83</b>	<b>84</b>
Ease of navigating the E-Verify site	87	89	87	88	83	84
Ease of submitting I-9 information on E-Verify	89	90	90	90	83	86
Speed of receiving an initial response from E-Verify	94	94	92	91	87	86
Clarity of next steps as described in the response	85	88	87	86	79	81
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>73</b>	<b>81</b>	<b>83</b>	<b>81</b>	<b>73</b>	<b>76</b>
Speed of resolving the case	73	81	81	81	73	71
Clarity of communications about the steps involved in the resolution process	71	82	81	81	74	77
Ease of resolving the case	72	81	84	82	70	68
TNC Referral Process	77	82	85	85	76	78
Further Action Notice Process	76	81	82	84	76	79

	300-999		1,000-9,999		10,000+	
	2015	2016	2015	2016	2015	2016
	Scores	Scores	Scores	Scores	Scores	Scores
<b>Sample Size</b>	<b>186</b>	<b>188</b>	<b>94</b>	<b>86</b>	<b>28</b>	<b>25</b>
<b>Photo Matching</b>	<b>92</b>	<b>95</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>88</b>
Ease of photo matching process	92	95	92	92	91	89
Helpfulness in preventing fraud	93	95	91	90	92	91
<b>Customer Service</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>85</b>	<b>81</b>
Ease of accessing representative	86	90	84	87	90	79
Professionalism	92	90	91	91	89	84
Communication skills	90	87	90	90	86	86
Ability to understand your questions/issue	88	89	88	89	80	79
Providing guidance on policy/questions	90	90	87	89	80	73
<b>Customer Service Before Transfer</b>	<b>80</b>	<b>97</b>	<b>81</b>	<b>--</b>	<b>80</b>	<b>92</b>
Ease of accessing representative	89	97	78	--	81	91
Professionalism	83	97	85	--	86	98
Communication skills	83	97	80	--	81	96
Ability to understand your questions/issue	72	97	81	--	78	89
Providing guidance on policy/questions	72	97	81	--	72	89
<b>Customer Service After Transfer</b>	<b>75</b>	<b>100</b>	<b>82</b>	<b>--</b>	<b>77</b>	<b>86</b>
Ease of accessing representative	78	100	80	--	73	96
Professionalism	78	100	83	--	87	96
Communication skills	78	100	81	--	78	80
Ability to understand your questions/issue	67	100	83	--	71	78
Providing guidance on policy/questions	72	100	83	--	76	78
<b>Customer Service by Email</b>	<b>72</b>	<b>91</b>	<b>77</b>	<b>93</b>	<b>73</b>	<b>58</b>
Ability to understand your questions/issue	71	93	84	93	58	67
The timeliness with which you received a response	73	88	81	92	83	52
Communication skills in the response you received	71	89	93	93	81	67
Providing guidance on policy/questions	72	92	87	93	69	41
<b>Internet Use</b>	<b>71</b>	<b>73</b>	<b>72</b>	<b>72</b>	<b>73</b>	<b>85</b>
Interested in using the Internet rather than having to call or e-mail E-Verify	71	73	72	72	73	85

	300-999		1,000-9,999		10,000+	
	2015	2016	2015	2016	2015	2016
	Scores	Scores	Scores	Scores	Scores	Scores
<b>Sample Size</b>	<b>186</b>	<b>188</b>	<b>94</b>	<b>86</b>	<b>28</b>	<b>25</b>
<b>Technical Assistance</b>	<b>81</b>	<b>83</b>	<b>88</b>	<b>94</b>	<b>81</b>	<b>67</b>
Ease of accessing representative	78	83	89	91	80	72
Professionalism	83	86	89	96	89	83
Communication skills	81	82	89	95	80	83
Ability to understand your questions/issue	79	82	89	93	73	72
Knowledge of technical issues	83	82	89	93	89	39
Technical guidance resolving your issue	83	83	83	93	80	39
<b>Interested in Communicating with Peers</b>	<b>33</b>	<b>41</b>	<b>43</b>	<b>49</b>	<b>54</b>	<b>69</b>
Interested in communicating with peers about E-Verify or using the system	33	41	43	49	54	69
<b>E-Verify Listens</b>	<b>67</b>	<b>70</b>	<b>68</b>	<b>72</b>	<b>67</b>	<b>89</b>
Experience with E-Verify Listens	67	70	68	72	67	89
<b>Satisfaction</b>	<b>84</b>	<b>85</b>	<b>83</b>	<b>84</b>	<b>74</b>	<b>81</b>
Overall satisfaction	86	86	85	87	77	83
Meets expectations	85	85	84	83	77	83
Compared to ideal	82	82	79	82	69	76
<b>Recommend</b>	<b>86</b>	<b>89</b>	<b>88</b>	<b>89</b>	<b>80</b>	<b>85</b>
How likely would you be to recommend the E-Verify program to others	86	89	88	89	80	85
<b>Confident in Accuracy</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>89</b>	<b>79</b>	<b>86</b>
How confident are you in the accuracy of the E-Verify program	88	88	87	89	79	86
<b>Future Participation</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>96</b>	<b>94</b>	<b>98</b>
Likelihood to continue to participate in the E-Verify program in the future	95	96	95	96	94	98
<b>Usefulness of Manuals</b>	<b>96</b>	<b>97</b>	<b>--</b>	<b>83</b>	<b>--</b>	<b>78</b>
Manuals	96	97	--	83	--	78
<b>Usefulness of Tutorials</b>	<b>94</b>	<b>94</b>	<b>100</b>	<b>89</b>	<b>--</b>	<b>89</b>
Tutorials	94	94	100	89	--	89
<b>Usefulness of Refresher Tutorials</b>	<b>100</b>	<b>93</b>	<b>--</b>	<b>83</b>	<b>--</b>	<b>89</b>
Refresher Tutorials	100	93	--	83	--	89

	300-999		1,000-9,999		10,000+	
	2015	2016	2015	2016	2015	2016
	Scores	Scores	Scores	Scores	Scores	Scores
<b>Sample Size</b>	<b>186</b>	<b>188</b>	<b>94</b>	<b>86</b>	<b>28</b>	<b>25</b>
<b>Usefulness of E-Verify Public Website</b>	<b>92</b>	<b>94</b>	<b>--</b>	<b>83</b>	<b>--</b>	<b>94</b>
E-Verify public website	92	94	--	83	--	94
<b>Usefulness of Q and As</b>	<b>93</b>	<b>94</b>	<b>100</b>	<b>78</b>	<b>--</b>	<b>89</b>
Q and As	93	94	100	78	--	89
<b>Usefulness of E-Verify News Articles</b>	<b>89</b>	<b>97</b>	<b>--</b>	<b>78</b>	<b>--</b>	<b>89</b>
E-Verify news articles	89	97	--	78	--	89
<b>Usefulness of Helper Text</b>	<b>100</b>	<b>94</b>	<b>--</b>	<b>78</b>	<b>--</b>	<b>83</b>
Helper Text	100	94	--	78	--	83
<b>Usefulness of Quick Reference Guides</b>	<b>94</b>	<b>89</b>	<b>100</b>	<b>89</b>	<b>--</b>	<b>94</b>
Quick Reference Guides	94	89	100	89	--	94
<b>Usefulness of E-Verify Call Center</b>	<b>92</b>	<b>91</b>	<b>100</b>	<b>89</b>	<b>--</b>	<b>94</b>
E-Verify call center	92	91	100	89	--	94
<b>Usefulness of Other E-Verify Users</b>	<b>100</b>	<b>94</b>	<b>--</b>	<b>89</b>	<b>--</b>	<b>100</b>
Other E-Verify users	100	94	--	89	--	100
<b>E-Verify Monitoring and Compliance Group</b>	<b>71</b>	<b>74</b>	<b>87</b>	<b>88</b>	<b>85</b>	<b>82</b>
Assistance received from E-Verify Monitoring and Compliance Group	71	74	87	88	85	82



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	
	2015	2016	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores		Scores	
<b>Sample Size</b>	12	57	56	104	332	362	1,459	1,396
<b>Awareness / Registration</b>	74	93	92	91	--	--	--	--
Clarity of instructions on how to enroll	72	93	92	88	--	--	--	--
Memorandum of understanding makes responsibilities and next steps clear	72	91	91	89	--	--	--	--
Ease of submitting registration information	75	94	93	92	--	--	--	--
Speed of receiving User Name, Password and E-Verify Web Address	75	95	93	93	--	--	--	--
Ease of registration process overall	76	92	92	90	--	--	--	--
<b>Tutorial</b>	83	91	90	89	--	--	--	--
Helpfulness of information in User Manual	71	88	88	90	--	--	--	--
Ease of taking online training in terms of understanding content	84	93	90	89	--	--	--	--
Ease of completing online training in terms of time required	84	89	89	88	--	--	--	--
Ease of accessing online resources	83	94	91	91	--	--	--	--
Usefulness of online resources	84	90	89	89	--	--	--	--
Ease of training process overall	84	92	90	89	--	--	--	--
<b>Using E-Verify</b>	77	93	94	92	89	89	90	91
Ease of navigating the E-Verify site	80	92	92	91	87	87	88	89
Ease of submitting I-9 information on E-Verify	76	93	92	91	89	89	90	91
Speed of receiving an initial response from E-Verify	82	96	96	94	94	93	94	95
Clarity of next steps as described in the response	79	93	93	91	88	88	88	89

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2015	2016	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores		Scores	
<b>Sample Size</b>	<b>12</b>	<b>57</b>	<b>56</b>	<b>104</b>	<b>332</b>	<b>362</b>	<b>1,459</b>	<b>1,396</b>
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>77</b>	<b>76</b>	<b>92</b>	<b>88</b>	<b>84</b>	<b>84</b>	<b>77</b>	<b>81</b>
Speed of resolving the case	78	76	92	87	83	85	77	81
Clarity of communications about the steps involved in the resolution process	72	78	93	90	82	82	76	81
Ease of resolving the case	78	74	93	87	85	84	76	80
TNC Referral Process	78	83	91	89	88	86	81	82
Further Action Notice Process	78	83	90	90	88	83	80	82
<b>Photo Matching</b>	<b>93</b>	<b>98</b>	<b>92</b>	<b>97</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>94</b>
Ease of photo matching process	91	98	93	97	95	95	94	94
Helpfulness in preventing fraud	96	98	93	97	95	94	94	94
<b>Customer Service</b>	<b>93</b>	<b>94</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>89</b>	<b>90</b>	<b>91</b>
Ease of accessing representative	94	94	89	94	84	88	88	89
Professionalism	94	95	93	90	93	91	92	93
Communication skills	94	94	91	90	91	90	90	92
Ability to understand your questions/issue	94	95	91	91	90	89	89	91
Providing guidance on policy/questions	89	91	91	93	92	89	89	91
<b>Customer Service Before Transfer</b>	<b>--</b>	<b>100</b>	<b>--</b>	<b>--</b>	<b>80</b>	<b>93</b>	<b>84</b>	<b>90</b>
Ease of accessing representative	--	100	--	--	71	93	85	90
Professionalism	--	100	--	--	82	93	87	92
Communication skills	--	100	--	--	80	93	85	91
Ability to understand your questions/issue	--	100	--	--	80	93	82	90
Providing guidance on policy/questions	--	100	--	--	82	93	81	88

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2015	2016	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores		Scores	
<b>Sample Size</b>	<b>12</b>	<b>57</b>	<b>56</b>	<b>104</b>	<b>332</b>	<b>362</b>	<b>1,459</b>	<b>1,396</b>
<b>Customer Service After Transfer</b>	--	97	--	--	81	96	84	89
Ease of accessing representative	--	100	--	--	78	96	83	91
Professionalism	--	100	--	--	82	96	88	93
Communication skills	--	100	--	--	82	96	84	87
Ability to understand your questions/issue	--	94	--	--	82	96	82	86
Providing guidance on policy/questions	--	89	--	--	82	96	84	86
<b>Customer Service by Email</b>	<b>0</b>	<b>86</b>	<b>70</b>	<b>92</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>91</b>
Ability to understand your questions/issue	--	85	70	93	87	83	80	92
The timeliness with which you received a response	0	89	70	91	83	79	82	87
Communication skills in the response you received	--	85	70	93	79	79	84	92
Providing guidance on policy/questions	--	85	70	86	81	80	83	89
<b>Internet Use</b>	<b>62</b>	<b>79</b>	<b>76</b>	<b>76</b>	<b>70</b>	<b>67</b>	<b>67</b>	<b>69</b>
Interested in using the Internet rather than having to call or e-mail E-Verify	62	79	76	76	70	67	67	69
<b>Technical Assistance</b>	<b>--</b>	<b>89</b>	<b>78</b>	<b>93</b>	<b>84</b>	<b>91</b>	<b>87</b>	<b>89</b>
Ease of accessing representative	--	91	78	94	83	94	84	89
Professionalism	--	89	78	93	83	94	90	92
Communication skills	--	91	78	94	85	95	87	89
Ability to understand your questions/issue	--	89	78	93	80	94	85	89
Knowledge of technical issues	--	87	78	93	85	91	90	86
Technical guidance resolving your issue	--	87	78	94	83	88	87	87
<b>Interested in Communicating with Peers</b>	<b>35</b>	<b>38</b>	<b>31</b>	<b>36</b>	<b>35</b>	<b>30</b>	<b>30</b>	<b>33</b>
Interested in communicating with peers about E-Verify or using the system	35	38	31	36	35	30	30	33
<b>E-Verify Listens</b>	<b>--</b>	<b>89</b>	<b>72</b>	<b>83</b>	<b>83</b>	<b>79</b>	<b>76</b>	<b>79</b>
Experience with E-Verify Listens	--	89	72	83	83	79	76	79

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2015	2016	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores		Scores	
<b>Sample Size</b>	<b>12</b>	<b>57</b>	<b>56</b>	<b>104</b>	<b>332</b>	<b>362</b>	<b>1,459</b>	<b>1,396</b>
<b>Satisfaction</b>	<b>73</b>	<b>89</b>	<b>87</b>	<b>86</b>	<b>84</b>	<b>84</b>	<b>85</b>	<b>86</b>
Overall satisfaction	71	91	89	87	85	86	87	87
Meets expectations	72	89	87	86	84	83	85	86
Compared to ideal	76	87	86	85	81	82	83	83
<b>Recommend</b>	<b>81</b>	<b>93</b>	<b>90</b>	<b>90</b>	<b>85</b>	<b>86</b>	<b>87</b>	<b>89</b>
How likely would you be to recommend the E-Verify program to others	81	93	90	90	85	86	87	89
<b>Confident in Accuracy</b>	<b>83</b>	<b>91</b>	<b>92</b>	<b>93</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>90</b>
How confident are you in the accuracy of the E-Verify program	83	91	92	93	89	89	89	90
<b>Future Participation</b>	<b>86</b>	<b>97</b>	<b>93</b>	<b>96</b>	<b>92</b>	<b>96</b>	<b>96</b>	<b>96</b>
Likelihood to continue to participate in the E-Verify program in the future	86	97	93	96	92	96	96	96
<b>Usefulness of Manuals</b>	<b>43</b>	<b>86</b>	<b>82</b>	<b>82</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
Manuals	43	86	82	82	--	--	--	--
<b>Usefulness of Tutorials</b>	<b>83</b>	<b>90</b>	<b>85</b>	<b>84</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
Tutorials	83	90	85	84	--	--	--	--
<b>Usefulness of Refresher Tutorials</b>	<b>78</b>	<b>86</b>	<b>83</b>	<b>84</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
Refresher Tutorials	78	86	83	84	--	--	--	--
<b>Usefulness of E-Verify Public Website</b>	<b>80</b>	<b>90</b>	<b>85</b>	<b>88</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
E-Verify public website	80	90	85	88	--	--	--	--
<b>Usefulness of Q and As</b>	<b>78</b>	<b>84</b>	<b>85</b>	<b>88</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
Q and As	78	84	85	88	--	--	--	--
<b>Usefulness of E-Verify News Articles</b>	<b>59</b>	<b>85</b>	<b>78</b>	<b>83</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
E-Verify news articles	59	85	78	83	--	--	--	--
<b>Usefulness of Helper Text</b>	<b>71</b>	<b>80</b>	<b>83</b>	<b>83</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
Helper Text	71	80	83	83	--	--	--	--
<b>Usefulness of Quick Reference Guides</b>	<b>77</b>	<b>87</b>	<b>85</b>	<b>87</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
Quick Reference Guides	77	87	85	87	--	--	--	--

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2015	2016	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores		Scores	
<b>Sample Size</b>	12	57	56	104	332	362	1,459	1,396
<b>Usefulness of E-Verify Call Center</b>	74	88	83	87	--	--	--	--
E-Verify call center	74	88	83	87	--	--	--	--
<b>Usefulness of Other E-Verify Users</b>	76	83	85	83	--	--	--	--
Other E-Verify users	76	83	85	83	--	--	--	--
<b>E-Verify Monitoring and Compliance Group</b>	100	93	67	86	92	79	87	86
Assistance received from E-Verify Monitoring and Compliance Group	100	93	67	86	92	79	87	86

Figure 53 - Frequency Of Use Scores

	Once a week or more		Two or three times a month		About once a month	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>329</b>	<b>316</b>	<b>365</b>	<b>387</b>	<b>272</b>	<b>252</b>
<b>Awareness / Registration</b>	<b>91</b>	<b>90</b>	<b>92</b>	<b>94</b>	<b>81</b>	<b>93</b>
Clarity of instructions on how to enroll	86	91	93	94	80	93
Memorandum of understanding makes responsibilities and next steps clear	86	89	89	93	80	90
Ease of submitting registration information	92	91	92	95	81	93
Speed of receiving User Name, Password and E-Verify Web Address	97	92	93	97	81	94
Ease of registration process overall	92	89	94	93	83	92
<b>Tutorial</b>	<b>93</b>	<b>88</b>	<b>88</b>	<b>94</b>	<b>85</b>	<b>89</b>
Helpfulness of information in User Manual	85	84	84	95	77	87
Ease of taking online training in terms of understanding content	91	88	87	95	88	91
Ease of completing online training in terms of time required	93	88	86	91	86	86
Ease of accessing online resources	93	89	90	95	84	90
Usefulness of online resources	93	89	87	93	83	89
Ease of training process overall	93	87	88	93	85	89
<b>Using E-Verify</b>	<b>89</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>92</b>
Ease of navigating the E-Verify site	87	89	90	91	89	91
Ease of submitting I-9 information on E-Verify	89	90	92	92	90	92
Speed of receiving an initial response from E-Verify	93	93	95	95	94	95
Clarity of next steps as described in the response	86	88	89	90	90	90
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>78</b>	<b>80</b>	<b>77</b>	<b>85</b>	<b>81</b>	<b>81</b>
Speed of resolving the case	77	80	76	86	85	79
Clarity of communications about the steps involved in the resolution process	77	80	76	85	81	82
Ease of resolving the case	78	80	75	85	81	80
TNC Referral Process	81	82	82	86	87	85
Further Action Notice Process	80	82	81	86	84	84

	Once a week or more		Two or three times a month		About once a month	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>329</b>	<b>316</b>	<b>365</b>	<b>387</b>	<b>272</b>	<b>252</b>
<b>Photo Matching</b>	<b>93</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>95</b>
Ease of photo matching process	93	94	94	95	95	95
Helpfulness in preventing fraud	92	94	94	95	94	95
<b>Customer Service</b>	<b>86</b>	<b>90</b>	<b>90</b>	<b>91</b>	<b>95</b>	<b>93</b>
Ease of accessing representative	85	89	87	91	93	93
Professionalism	89	91	92	93	96	94
Communication skills	87	91	92	91	95	93
Ability to understand your questions/issue	85	89	90	90	93	93
Providing guidance on policy/questions	85	89	89	91	94	92
<b>Customer Service Before Transfer</b>	<b>81</b>	<b>91</b>	<b>88</b>	<b>97</b>	<b>--</b>	<b>75</b>
Ease of accessing representative	80	90	90	97	--	72
Professionalism	86	94	87	97	--	72
Communication skills	82	93	89	97	--	89
Ability to understand your questions/issue	78	90	86	97	--	72
Providing guidance on policy/questions	74	89	90	97	--	72
<b>Customer Service After Transfer</b>	<b>80</b>	<b>88</b>	<b>93</b>	<b>97</b>	<b>--</b>	<b>90</b>
Ease of accessing representative	78	93	92	97	--	89
Professionalism	84	92	95	100	--	100
Communication skills	81	85	94	97	--	83
Ability to understand your questions/issue	76	84	94	97	--	89
Providing guidance on policy/questions	80	84	92	94	--	89
<b>Customer Service by Email</b>	<b>77</b>	<b>85</b>	<b>83</b>	<b>94</b>	<b>93</b>	<b>95</b>
Ability to understand your questions/issue	76	88	91	95	94	96
The timeliness with which you received a response	80	83	82	92	94	94
Communication skills in the response you received	84	86	85	95	94	94
Providing guidance on policy/questions	79	84	88	94	89	94

	Once a week or more		Two or three times a month		About once a month	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>329</b>	<b>316</b>	<b>365</b>	<b>387</b>	<b>272</b>	<b>252</b>
<b>Internet Use</b>	<b>69</b>	<b>75</b>	<b>72</b>	<b>71</b>	<b>68</b>	<b>72</b>
Interested in using the Internet rather than having to call or e-mail E-Verify	69	75	72	71	68	72
<b>Technical Assistance</b>	<b>84</b>	<b>86</b>	<b>87</b>	<b>92</b>	<b>80</b>	<b>90</b>
Ease of accessing representative	81	89	85	88	78	91
Professionalism	87	91	86	96	100	91
Communication skills	84	89	88	94	78	85
Ability to understand your questions/issue	82	86	85	93	67	91
Knowledge of technical issues	88	81	90	92	78	91
Technical guidance resolving your issue	85	82	88	93	78	91
<b>Interested in Communicating with Peers</b>	<b>37</b>	<b>43</b>	<b>35</b>	<b>36</b>	<b>34</b>	<b>34</b>
Interested in communicating with peers about E-Verify or using the system	37	43	35	36	34	34
<b>E-Verify Listens</b>	<b>73</b>	<b>81</b>	<b>72</b>	<b>81</b>	<b>87</b>	<b>80</b>
Experience with E-Verify Listens	73	81	72	81	87	80
<b>Satisfaction</b>	<b>84</b>	<b>85</b>	<b>88</b>	<b>87</b>	<b>86</b>	<b>87</b>
Overall satisfaction	85	86	89	89	88	90
Meets expectations	84	86	87	87	86	87
Compared to ideal	81	83	86	85	84	85
<b>Recommend</b>	<b>86</b>	<b>90</b>	<b>90</b>	<b>92</b>	<b>87</b>	<b>91</b>
How likely would you be to recommend the E-Verify program to others	86	90	90	92	87	91
<b>Confident in Accuracy</b>	<b>86</b>	<b>89</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>92</b>
How confident are you in the accuracy of the E-Verify program	86	89	92	92	91	92
<b>Future Participation</b>	<b>97</b>	<b>97</b>	<b>97</b>	<b>97</b>	<b>95</b>	<b>97</b>
Likelihood to continue to participate in the E-Verify program in the future	97	97	97	97	95	97
<b>Usefulness of Manuals</b>	<b>64</b>	<b>84</b>	<b>85</b>	<b>93</b>	<b>67</b>	<b>81</b>
Manuals	64	84	85	93	67	81
<b>Usefulness of Tutorials</b>	<b>84</b>	<b>88</b>	<b>86</b>	<b>94</b>	<b>80</b>	<b>83</b>
Tutorials	84	88	86	94	80	83



	Once a week or more		Two or three times a month		About once a month	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>329</b>	<b>316</b>	<b>365</b>	<b>387</b>	<b>272</b>	<b>252</b>
<b>Usefulness of Refresher Tutorials</b>	<b>81</b>	<b>86</b>	<b>82</b>	<b>92</b>	<b>70</b>	<b>86</b>
Refresher Tutorials	81	86	82	92	70	86
<b>Usefulness of E-Verify Public Website</b>	<b>89</b>	<b>85</b>	<b>83</b>	<b>93</b>	<b>81</b>	<b>91</b>
E-Verify public website	89	85	83	93	81	91
<b>Usefulness of Q and As</b>	<b>86</b>	<b>86</b>	<b>85</b>	<b>91</b>	<b>79</b>	<b>86</b>
Q and As	86	86	85	91	79	86
<b>Usefulness of E-Verify News Articles</b>	<b>56</b>	<b>89</b>	<b>78</b>	<b>87</b>	<b>70</b>	<b>91</b>
E-Verify news articles	56	89	78	87	70	91
<b>Usefulness of Helper Text</b>	<b>89</b>	<b>87</b>	<b>80</b>	<b>86</b>	<b>73</b>	<b>87</b>
Helper Text	89	87	80	86	73	87
<b>Usefulness of Quick Reference Guides</b>	<b>92</b>	<b>84</b>	<b>81</b>	<b>91</b>	<b>81</b>	<b>91</b>
Quick Reference Guides	92	84	81	91	81	91
<b>Usefulness of E-Verify Call Center</b>	<b>92</b>	<b>89</b>	<b>77</b>	<b>91</b>	<b>75</b>	<b>92</b>
E-Verify call center	92	89	77	91	75	92
<b>Usefulness of Other E-Verify Users</b>	<b>94</b>	<b>89</b>	<b>81</b>	<b>90</b>	<b>67</b>	<b>87</b>
Other E-Verify users	94	89	81	90	67	87
<b>E-Verify Monitoring and Compliance Group</b>	<b>85</b>	<b>85</b>	<b>82</b>	<b>82</b>	<b>98</b>	<b>96</b>
Assistance received from E-Verify Monitoring and Compliance Group	85	85	82	82	98	96

	Once every few months		Once or twice a year		Less than once a year	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>503</b>	<b>571</b>	<b>294</b>	<b>290</b>	<b>96</b>	<b>103</b>
<b>Awareness / Registration</b>	<b>90</b>	<b>93</b>	<b>87</b>	<b>88</b>	<b>100</b>	<b>84</b>
Clarity of instructions on how to enroll	90	92	87	83	100	78
Memorandum of understanding makes responsibilities and next steps clear	90	91	87	89	100	82
Ease of submitting registration information	91	94	91	89	100	88
Speed of receiving User Name, Password and E-Verify Web Address	91	95	87	91	100	91
Ease of registration process overall	89	93	89	88	100	79
<b>Tutorial</b>	<b>90</b>	<b>93</b>	<b>90</b>	<b>83</b>	<b>91</b>	<b>81</b>
Helpfulness of information in User Manual	90	89	100	89	--	89
Ease of taking online training in terms of understanding content	90	93	91	83	100	77
Ease of completing online training in terms of time required	88	92	89	82	94	80
Ease of accessing online resources	92	94	91	85	94	89
Usefulness of online resources	91	92	91	81	72	79
Ease of training process overall	90	93	91	85	94	80
<b>Using E-Verify</b>	<b>92</b>	<b>92</b>	<b>88</b>	<b>89</b>	<b>84</b>	<b>89</b>
Ease of navigating the E-Verify site	89	89	84	85	82	88
Ease of submitting I-9 information on E-Verify	91	91	89	88	84	87
Speed of receiving an initial response from E-Verify	96	95	94	94	90	91
Clarity of next steps as described in the response	90	90	87	88	82	88
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>83</b>	<b>80</b>	<b>76</b>	<b>88</b>	<b>--</b>	<b>91</b>
Speed of resolving the case	84	80	67	88	--	94
Clarity of communications about the steps involved in the resolution process	81	80	59	88	--	89
Ease of resolving the case	85	82	67	89	--	89
TNC Referral Process	86	81	72	87	--	100
Further Action Notice Process	86	80	44	90	--	100

	Once every few months		Once or twice a year		Less than once a year	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>503</b>	<b>571</b>	<b>294</b>	<b>290</b>	<b>96</b>	<b>103</b>
<b>Photo Matching</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>94</b>	<b>98</b>
Ease of photo matching process	96	95	95	96	94	99
Helpfulness in preventing fraud	95	95	94	95	94	97
<b>Customer Service</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>84</b>	<b>97</b>	<b>97</b>
Ease of accessing representative	89	88	88	79	94	97
Professionalism	94	93	92	93	100	97
Communication skills	90	93	91	92	94	97
Ability to understand your questions/issue	91	93	92	92	94	97
Providing guidance on policy/questions	93	91	91	91	100	96
<b>Customer Service Before Transfer</b>	<b>80</b>	<b>94</b>	<b>100</b>	<b>100</b>	<b>--</b>	<b>82</b>
Ease of accessing representative	72	94	100	100	--	89
Professionalism	83	94	100	100	--	89
Communication skills	78	94	100	100	--	44
Ability to understand your questions/issue	83	94	100	100	--	89
Providing guidance on policy/questions	83	89	100	100	--	89
<b>Customer Service After Transfer</b>	<b>78</b>	<b>94</b>	<b>100</b>	<b>100</b>	<b>--</b>	<b>73</b>
Ease of accessing representative	75	94	100	100	--	67
Professionalism	81	94	100	100	--	67
Communication skills	75	94	100	100	--	89
Ability to understand your questions/issue	81	94	100	100	--	67
Providing guidance on policy/questions	78	89	100	100	--	78
<b>Customer Service by Email</b>	<b>79</b>	<b>84</b>	<b>80</b>	<b>93</b>	<b>44</b>	<b>--</b>
Ability to understand your questions/issue	79	86	78	94	67	--
The timeliness with which you received a response	77	79	83	94	33	--
Communication skills in the response you received	80	88	78	89	33	--
Providing guidance on policy/questions	79	81	81	94	--	--

	Once every few months		Once or twice a year		Less than once a year	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>503</b>	<b>571</b>	<b>294</b>	<b>290</b>	<b>96</b>	<b>103</b>
<b>Internet Use</b>	<b>67</b>	<b>68</b>	<b>63</b>	<b>63</b>	<b>62</b>	<b>69</b>
Interested in using the Internet rather than having to call or e-mail E-Verify	67	68	63	63	62	69
<b>Technical Assistance</b>	<b>91</b>	<b>90</b>	<b>97</b>	<b>98</b>	<b>74</b>	<b>89</b>
Ease of accessing representative	90	90	96	100	61	94
Professionalism	94	93	100	97	72	72
Communication skills	90	90	96	100	78	83
Ability to understand your questions/issue	90	87	96	100	72	94
Knowledge of technical issues	92	90	96	94	83	94
Technical guidance resolving your issue	90	90	96	94	72	100
<b>Interested in Communicating with Peers</b>	<b>29</b>	<b>30</b>	<b>24</b>	<b>25</b>	<b>21</b>	<b>26</b>
Interested in communicating with peers about E-Verify or using the system	29	30	24	25	21	26
<b>E-Verify Listens</b>	<b>81</b>	<b>81</b>	<b>80</b>	<b>67</b>	<b>89</b>	<b>--</b>
Experience with E-Verify Listens	81	81	80	67	89	--
<b>Satisfaction</b>	<b>86</b>	<b>86</b>	<b>82</b>	<b>83</b>	<b>77</b>	<b>81</b>
Overall satisfaction	88	88	84	85	78	83
Meets expectations	86	86	82	82	78	80
Compared to ideal	84	84	80	80	74	80
<b>Recommend</b>	<b>88</b>	<b>87</b>	<b>81</b>	<b>85</b>	<b>79</b>	<b>85</b>
How likely would you be to recommend the E-Verify program to others	88	87	81	85	79	85
<b>Confident in Accuracy</b>	<b>90</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>82</b>	<b>88</b>
How confident are you in the accuracy of the E-Verify program	90	90	87	89	82	88
<b>Future Participation</b>	<b>96</b>	<b>96</b>	<b>94</b>	<b>94</b>	<b>82</b>	<b>90</b>
Likelihood to continue to participate in the E-Verify program in the future	96	96	94	94	82	90
<b>Usefulness of Manuals</b>	<b>76</b>	<b>81</b>	<b>85</b>	<b>65</b>	<b>100</b>	<b>85</b>
Manuals	76	81	85	65	100	85
<b>Usefulness of Tutorials</b>	<b>86</b>	<b>86</b>	<b>91</b>	<b>74</b>	<b>78</b>	<b>87</b>
Tutorials	86	86	91	74	78	87

	Once every few months		Once or twice a year		Less than once a year	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>503</b>	<b>571</b>	<b>294</b>	<b>290</b>	<b>96</b>	<b>103</b>
<b>Usefulness of Refresher Tutorials</b>	<b>85</b>	<b>82</b>	<b>100</b>	<b>68</b>	<b>100</b>	<b>83</b>
Refresher Tutorials	85	82	100	68	100	83
<b>Usefulness of E-Verify Public Website</b>	<b>82</b>	<b>89</b>	<b>91</b>	<b>77</b>	<b>100</b>	<b>90</b>
E-Verify public website	82	89	91	77	100	90
<b>Usefulness of Q and As</b>	<b>82</b>	<b>87</b>	<b>96</b>	<b>75</b>	<b>100</b>	<b>91</b>
Q and As	82	87	96	75	100	91
<b>Usefulness of E-Verify News Articles</b>	<b>77</b>	<b>82</b>	<b>81</b>	<b>68</b>	<b>100</b>	<b>76</b>
E-Verify news articles	77	82	81	68	100	76
<b>Usefulness of Helper Text</b>	<b>79</b>	<b>78</b>	<b>92</b>	<b>68</b>	<b>100</b>	<b>83</b>
Helper Text	79	78	92	68	100	83
<b>Usefulness of Quick Reference Guides</b>	<b>79</b>	<b>89</b>	<b>96</b>	<b>78</b>	<b>100</b>	<b>87</b>
Quick Reference Guides	79	89	96	78	100	87
<b>Usefulness of E-Verify Call Center</b>	<b>79</b>	<b>85</b>	<b>100</b>	<b>69</b>	<b>100</b>	<b>84</b>
E-Verify call center	79	85	100	69	100	84
<b>Usefulness of Other E-Verify Users</b>	<b>86</b>	<b>77</b>	<b>100</b>	<b>53</b>	<b>100</b>	<b>87</b>
Other E-Verify users	86	77	100	53	100	87
<b>E-Verify Monitoring and Compliance Group</b>	<b>88</b>	<b>83</b>	<b>93</b>	<b>93</b>	<b>100</b>	<b>--</b>
Assistance received from E-Verify Monitoring and Compliance Group	88	83	93	93	100	--

Figure 54 - Which Best Describes Organization Scores

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>1,718</b>	<b>1,801</b>	<b>87</b>	<b>63</b>	<b>54</b>	<b>55</b>

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>1,718</b>	<b>1,801</b>	<b>87</b>	<b>63</b>	<b>54</b>	<b>55</b>
<b>Awareness / Registration</b>	<b>89</b>	<b>92</b>	<b>88</b>	<b>90</b>	<b>91</b>	<b>93</b>
Clarity of instructions on how to enroll	88	90	83	97	89	93
Memorandum of understanding makes responsibilities and next steps clear	88	90	83	78	89	93
Ease of submitting registration information	90	93	83	92	89	93
Speed of receiving User Name, Password and E-Verify Web Address	90	94	100	92	89	93
Ease of registration process overall	89	91	89	89	100	93
<b>Tutorial</b>	<b>88</b>	<b>90</b>	<b>87</b>	<b>86</b>	<b>98</b>	<b>93</b>
Helpfulness of information in User Manual	85	90	83	78	89	100
Ease of taking online training in terms of understanding content	89	90	89	91	100	93
Ease of completing online training in terms of time required	87	88	89	84	100	93
Ease of accessing online resources	90	92	85	89	100	93
Usefulness of online resources	88	89	85	87	100	93
Ease of training process overall	88	90	89	87	100	93
<b>Using E-Verify</b>	<b>90</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>87</b>	<b>92</b>
Ease of navigating the E-Verify site	88	89	89	92	86	89
Ease of submitting I-9 information on E-Verify	90	91	89	91	85	90
Speed of receiving an initial response from E-Verify	94	94	95	94	92	95
Clarity of next steps as described in the response	88	89	90	91	84	91
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	<b>78</b>	<b>82</b>	<b>86</b>	<b>84</b>	<b>67</b>	<b>79</b>
Speed of resolving the case	78	82	85	83	67	82
Clarity of communications about the steps involved in the resolution process	77	82	84	85	68	80
Ease of resolving the case	78	81	85	85	62	81
TNC Referral Process	82	83	88	86	67	77
Further Action Notice Process	80	83	89	86	79	77
<b>Photo Matching</b>	<b>94</b>	<b>95</b>	<b>93</b>	<b>93</b>	<b>95</b>	<b>93</b>

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>1,718</b>	<b>1,801</b>	<b>87</b>	<b>63</b>	<b>54</b>	<b>55</b>
Ease of photo matching process	94	95	93	93	95	93
Helpfulness in preventing fraud	94	95	93	93	95	93
<b>Customer Service</b>	<b>89</b>	<b>91</b>	<b>93</b>	<b>95</b>	<b>90</b>	<b>89</b>
Ease of accessing representative	87	89	93	95	90	85
Professionalism	92	92	95	95	90	96
Communication skills	90	92	93	94	89	96
Ability to understand your questions/issue	89	91	92	95	90	70
Providing guidance on policy/questions	89	90	94	94	92	93
<b>Customer Service Before Transfer</b>	<b>85</b>	<b>91</b>	<b>84</b>	<b>89</b>	<b>77</b>	<b>100</b>
Ease of accessing representative	83	91	85	89	78	100
Professionalism	87	93	89	89	83	100
Communication skills	85	92	81	89	81	100
Ability to understand your questions/issue	84	91	85	89	69	100
Providing guidance on policy/questions	85	90	78	89	69	100
<b>Customer Service After Transfer</b>	<b>84</b>	<b>92</b>	<b>82</b>	<b>84</b>	<b>86</b>	<b>100</b>
Ease of accessing representative	81	94	85	86	84	100
Professionalism	87	96	85	83	91	100
Communication skills	84	90	78	83	87	100
Ability to understand your questions/issue	84	88	78	86	78	100
Providing guidance on policy/questions	83	88	81	83	87	100
<b>Customer Service by Email</b>	<b>79</b>	<b>90</b>	<b>86</b>	<b>80</b>	<b>72</b>	<b>69</b>
Ability to understand your questions/issue	82	92	86	81	63	78
The timeliness with which you received a response	79	88	86	85	78	52
Communication skills in the response you received	82	91	86	78	78	67
Providing guidance on policy/questions	83	88	86	74	69	74
<b>Internet Use</b>	<b>67</b>	<b>69</b>	<b>71</b>	<b>78</b>	<b>64</b>	<b>79</b>

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>1,718</b>	<b>1,801</b>	<b>87</b>	<b>63</b>	<b>54</b>	<b>55</b>
Interested in using the Internet rather than having to call or e-mail E-Verify	67	69	71	78	64	79
<b>Technical Assistance</b>	<b>88</b>	<b>91</b>	<b>83</b>	<b>85</b>	<b>69</b>	<b>75</b>
Ease of accessing representative	85	92	78	86	67	83
Professionalism	89	93	83	89	89	94
Communication skills	88	92	83	83	67	94
Ability to understand your questions/issue	86	92	83	88	50	56
Knowledge of technical issues	90	90	83	81	89	44
Technical guidance resolving your issue	88	90	83	82	67	61
<b>Interested in Communicating with Peers</b>	<b>30</b>	<b>32</b>	<b>42</b>	<b>54</b>	<b>42</b>	<b>43</b>
Interested in communicating with peers about E-Verify or using the system	30	32	42	54	42	43
<b>E-Verify Listens</b>	<b>75</b>	<b>77</b>	<b>87</b>	<b>84</b>	<b>84</b>	<b>94</b>
Experience with E-Verify Listens	75	77	87	84	84	94
<b>Satisfaction</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>80</b>	<b>87</b>
Overall satisfaction	87	87	88	87	81	87
Meets expectations	85	85	86	87	80	87
Compared to ideal	83	83	82	83	77	87
<b>Recommend</b>	<b>87</b>	<b>88</b>	<b>88</b>	<b>91</b>	<b>80</b>	<b>92</b>
How likely would you be to recommend the E-Verify program to others	87	88	88	91	80	92
<b>Confident in Accuracy</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>93</b>	<b>82</b>	<b>93</b>
How confident are you in the accuracy of the E-Verify program	89	90	89	93	82	93
<b>Future Participation</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>96</b>	<b>88</b>	<b>98</b>
Likelihood to continue to participate in the E-Verify program in the future	95	96	95	96	88	98
<b>Usefulness of Manuals</b>	<b>77</b>	<b>83</b>	<b>89</b>	<b>78</b>	<b>0</b>	<b>93</b>
Manuals	77	83	89	78	0	93
<b>Usefulness of Tutorials</b>	<b>84</b>	<b>86</b>	<b>93</b>	<b>84</b>	<b>89</b>	<b>93</b>
Tutorials	84	86	93	84	89	93
<b>Usefulness of Refresher Tutorials</b>	<b>81</b>	<b>84</b>	<b>100</b>	<b>92</b>	<b>89</b>	<b>93</b>



	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2015	2016	2015	2016	2015	2016
	Scores		Scores		Scores	
<b>Sample Size</b>	<b>1,718</b>	<b>1,801</b>	<b>87</b>	<b>63</b>	<b>54</b>	<b>55</b>
Refresher Tutorials	81	84	100	92	89	93
<b>Usefulness of E-Verify Public Website</b>	<b>84</b>	<b>88</b>	<b>89</b>	<b>96</b>	<b>89</b>	<b>93</b>
E-Verify public website	84	88	89	96	89	93
<b>Usefulness of Q and As</b>	<b>83</b>	<b>87</b>	<b>89</b>	<b>85</b>	<b>89</b>	<b>89</b>
Q and As	83	87	89	85	89	89
<b>Usefulness of E-Verify News Articles</b>	<b>74</b>	<b>83</b>	<b>89</b>	<b>96</b>	<b>89</b>	<b>89</b>
E-Verify news articles	74	83	89	96	89	89
<b>Usefulness of Helper Text</b>	<b>80</b>	<b>82</b>	<b>--</b>	<b>92</b>	<b>89</b>	<b>89</b>
Helper Text	80	82	--	92	89	89
<b>Usefulness of Quick Reference Guides</b>	<b>82</b>	<b>87</b>	<b>100</b>	<b>92</b>	<b>89</b>	<b>89</b>
Quick Reference Guides	82	87	100	92	89	89
<b>Usefulness of E-Verify Call Center</b>	<b>80</b>	<b>86</b>	<b>89</b>	<b>96</b>	<b>78</b>	<b>93</b>
E-Verify call center	80	86	89	96	78	93
<b>Usefulness of Other E-Verify Users</b>	<b>81</b>	<b>82</b>	<b>100</b>	<b>94</b>	<b>89</b>	<b>89</b>
Other E-Verify users	81	82	100	94	89	89
<b>E-Verify Monitoring and Compliance Group</b>	<b>92</b>	<b>84</b>	<b>73</b>	<b>90</b>	<b>87</b>	<b>92</b>
Assistance received from E-Verify Monitoring and Compliance Group	92	84	73	90	87	92

## APPENDIX D: VERBATIM COMMENTS

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Hyperlink Directory of Verbatim Comments

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

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

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

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

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

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

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

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

Q30. *Why was the training and online tutorial no helpful in passing the test?*

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

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

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

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

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

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

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

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.*

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

Q107. *How would prefer to contact E-Verify for help? (Other)*

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

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

payroll provider  
Online search on what i need to do as a business owner  
Corporate office  
Local business groups opposed to state requiring all new hires to be processed through e-verify  
PRACTICE MANAGEMENT FIRM  
required for a project  
don't really remember  
I don't remember  
My Boss told me to enroll  
Do not recall  
Legal Counsel  
save Program when it first came out  
Accountant  
My previous company's PEO  
Worked for an employer who participated in the Basic Pilot Program in 1997  
Accountants  
Previous Employer  
construction trade publications  
Customer Requirement  
Don't recall- too long ago  
BLR HR Hero Forum  
Learned as part of profession, but learned more details due to being a federal contractor.  
Stumbled upon it in google  
I don't remember...it was 5 years ago  
It was a long time ago, I don't really remember how we first learned about it.  
I don't remember  
E-Verify was required for a Federal project for which we were a contractor.  
All Federal Contractor required  
Customer  
FedEx  
I am former law enforcement.  
college  
We have been using through a different vendor for a couple years.  
The President Requested we start doing this  
I don't recall. I think it was a combinaiton of things.  
Paycom  
our payroll provider  
Government Contracts  
Consulting Firm that assists with legal matters  
From a Friend/Peer  
ADP HR Services  
DoD Contractual Requirement  
Auditor  
HR PEO  
Don't recall: too long ago!  
used e-verify at previous business when e-verify first became avail  
We are contractor with FedEx and they made us aware and made us use the program.  
Our corporate licensing office  
requested by a customer  
Federal Contractor Requirements  
Our background check company

required in my state  
Accountant  
do not remember  
Investigated upon award of Federal Contract  
Our accountant  
doing research online  
University International student center  
OFCCP  
Previous Company used  
Our Accountant  
Webinar  
legal advice and the media  
news of it was everywhere  
SHRM  
Previous employment (law)  
Used the system at a previous employer  
Hireology Onboarding  
For a project that we were working on we had to show that we used E-Verify to document our employees that were working on that particular project.  
Other employer I worked for  
Not 100% sure. Joined in 2009 when it started.  
used at another company  
Enrolled since 2008  
previous employer  
don't remember  
Emails  
We work with REsource Management Inc  
fedex ground  
We use an employee leasing company  
FORM I-9 SEMINAR  
state contracts  
It's been too long - I can't remember.  
Federal Contractor Regulations  
Contractor  
Continuing Education Class  
Missouri DHSS  
the company who I contract for  
Don't remember  
Prior experience and offered by payroll company  
Required by a state DOT contract  
customer audit  
accountant  
Web Search  
Requirement as part of our Contract with FedEx  
Talk radio  
One of the companies we work for required us to use E-Verify  
Payroll Provider  
I've been using it for so long, I can't remember how I first heard about it.  
Don't remember.  
Our payroll company  
Federal Contracts Requirement  
Company's immigration lawyer

FAR 52.222-54  
TEXAS CATTLE FEEDERS ASSOC  
Our CPA  
Pilot program  
Have done at previous company  
Our accountant  
I've done this forever; I don't remember specifically how or when I learned/started doing it.  
I do not recall.  
previous employer  
GENERAL CONTRACTOR  
Used at pervious employer  
Accountant  
It was in our contract for a project  
Federal Accounting Register (FAR) Clause included in a government contract (SBIR Program)  
Professional organization  
I don't recall as we registered back in Jan. 2011.  
intuit  
Contract Requirement  
Required by MDOT  
Previous company I worked for participated  
Previous employment  
Payroll Company  
FedEx  
Federal Contract Requirement  
Immigration Attorney  
Federal Contractor - learned about e-verify as it was required for federal contractors. I have been using the system for years.  
CANNOT REMEMBER  
Immigration attorney  
Management at fedex made it mandatory  
it has been several years ago so i do not remember  
SHRM  
due to the type of Government Contracts we have it was required  
at a HR seminar  
Paycor partner  
Required on a federal construction project  
I don't remember...it's been years since we started using E-Verify  
don't remember  
Former Employer  
I do not remember  
previous employer  
I don't remember  
I learned about it when my company joined ADP's PEO. They used it as part of their payroll/hr program.  
We don't remember  
Payroll Forum  
College  
Required for some employees  
Our payroll provider  
do not recall  
Our immigration attorney.  
TalentReef

Was not here when they first initiated it  
Advertisement  
Used at previous company  
State requirements  
my payroll service  
From previous employment positions.  
Local SHRM meeting  
contract requirement  
Not sure, believe we were told it was the law  
Where I used to work  
Been Too Long Ago  
My HR Director came to me and said this is what we have to do for each new hire  
working with a Company that needed it from us.  
Employment Attorney  
Boys & Girls Club  
Construction documents  
payroll company  
Government contract  
A PEO company  
Contractor  
FORMER EMPLOYER  
The Company that completes our background checks  
It is required in AZ  
Background Check vendor - PT Research Inc  
payroll service

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

payroll provider  
Supervisor required it  
To make sure that everyone who I hire has a valid SS number  
Do not recall  
They were enrolled before I started working here 7 years ago so I'm not sure  
thought it would be mandatory  
Previous employee used it  
Requested by employee for visa extension purposes  
Compliance with the law  
Don't remember  
Don't remember, believe it was required at time.  
At the time, I thought that it was required by law  
It is a requirement as far as I know  
Required for employee on international work visa  
Required by immigration for employees on work visa.  
Required by a customer  
We just want to do everything possible to make sure we follow guidelines  
After an I9 audit by USDHS  
Some of our locations required it; better verify work authorization; ensure accurate records  
Wanted to create a more formal process  
A uniform process for verifying work authorization.

I thought it was the law.  
Visa sponsorship required it.  
Hired a new employee for first time in 6 years  
Required for students with OPT documents  
My Supervisor  
background check process implemented  
unknown  
Unknown  
Federal government subcontractors  
Thought it was important  
THOUGHT WE HAD TO  
Thought it was required by law  
required by fedex ground  
To insure they are legal to work in the USA  
Non-Private General Contractor  
Employee leasing company requires it  
it is so easy to use and a good tool  
Requirement  
Our company was already enrolled before I was hired.  
LAW  
Tax Credit  
to streamline onboarding process for our locations  
Required  
Knew it would become mandatory at some point. Extra layer of protection.  
Thought it was madatory  
I thought it was required.  
Required to because an employee was applying for an H-1B Visa  
Tax Credit  
Previus HR director taught me about it.  
Believe it was a requirement  
To comply with upcoming regulations if all businesses would have to do going forward.  
to comply with visa requirements  
F-1 OPT Extention and Training Grant Requirement  
Company we contract with required it  
We want to be 100 compliant with all rules/regulations regarding employment laws  
Thought it was required  
Assumed it was required of all employers  
Paycor encouraged use of eVerify for electronic onboarding of new hires  
It was part of ADP's Totalsource platform that we use.  
Required for employee working on OPT status  
Also allowed extension of OPT visas.  
to hire candidates on OPT- STEM  
For safety  
Was already in place when I started here.  
I'm assuming required by state or local Government  
E-Verify was in place when I was hired by company



FDIC encouraged participation  
Not sure why  
Requirement  
Payroll company said they do this  
PEO Company (ADP)  
Grant requirement  
Fi students needed STEM exentions  
THOUGHT WE WERE REQUIRED TO  
I don't know

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

It takes extra effort to use e-verify and it is not required by federal law (for most companies)  
Our type of employment involves certified employees who obtain certification from the State of Alabama.

We are a company of 10 workers, all of whom are personally known to the company and long-time residents of our small rural community.

We are a professional services firm, not in the day labor or temporary staff industry.

We collect enough documentation on new employees to establish their right to work

Additional work in the hiring process

We would rely on the documentation provided by new employees when completing Form I9  
In my case, as a small business (>20 employees) E-Verify adds an unnecessary layer of bureaucracy to what would otherwise be a very simple hiring process. Often I need to do the paperwork in a hurry, and E-Verify has changed some obscure rule and now I need to read a publication and take a test in order to just bring somebody on the payroll. Also, finding a place to hang those ugly signs is a challenge.

Not sure

We're a small government contractor. If it were to be privatized and we were to be charged a fee, we most likely wouldn't use it unless it remained free.

Often difficult to meet 3 day rule. Also, it is rare to receive anything other than 'Employment Verified'. Typically, if employment verification had an issue, it was due to keying error when entering information.

I still have to fill out I9 paperwork so for me it's duplicate work. If I fill out the information online then I shouldn't have to keep the I9 paperwork or there should be some benefit to doing it online. It's just an extra step we have to go through to process people. It's an extra burden and additional work for our staff.

We have a small, professional staff. The documents provided by new employees for completion of the I-9 Form seem adequate for our needs.

Because we have found that through the process of all employees, we have never find someone who is not authorized to work in the US.

Time Consuming

I do not think it is needed based on required documentation that has to be presented and completing the I-9. Our industry is not one that would have illegal immigrant applicants anyway. It is very time consuming administratively.

For the most part, it is a waste of time and resources. If someone can present me with a valid social security card and a valid driver's licenses, why should I have to waste time on the website?

I have to follow what the corporate office decides.

One less thing to do.

Because of the stringent reporting time frame requirements and the time commitment amongst all of the other forms and notifications the government requires that we comply with on each employee.

if it not required i will not use it. /

I don't feel it is my company's responsibility to enforce immigration laws.

Everyone that we have e-verified have been approved.

It is another step in on boarding that takes time. The process, if we get a non-confirmation result, is too laborious.

The way our business is structured having a 72 hour time frame to enter new hires creates hardships for my employees. The process to enter new hires is very time consuming and at times redundant, the password requirements are incredibly difficult and to keep coming up with new "acceptable" ones every few months can be both time consuming and stressful. The system is not user friendly at all and I feel that it costs my company time and money due to the fact that most of my employees spend approximately the equivalent of 1 whole day entering E-Verify information, time that in the past was spent on things like doing payroll, processing bills and other aspects of the job they were hired to do. Due to the nature of our business, we hire employees who we know or are friends and family and have licenses so there is little risk that they are illegal or have any issues with the law.

Having the required IDs and verifying them already helps. I never ran an E-Verify and got something back other than Authorized.

I once accidentally entered incorrect information for a new hire and E-Verify came back with positive verification so I don't have much confidence in the system.

just another step in the hiring and training process. we generally don't have many non citizens apply We generally know who we are hiring either thru referrals or identification. If there were a question as to the identity of the employee then we would use it.

Because it is time consuming

If it isn't required, I wouldn't continue the practice. However, there are customers that require it once in awhile, so I would use it in that case.

If the verification is not mandatory by the State

To much time

it is a very arduous process for small businesses. I only have 2-3 part time employees ( most only work 8 hours a month) and hire an additional one or two people for the holidays & having only 3 days to complete the check when I only use it one or two times a year; meaning I have to look up how to use it or be re-certified to use it. TAKES UP WAY TO MUCH TIME. I am a small business owner and I wear MANY hats. so no I would not use it if I did not have to use it.

Employees are professionals who abide by State and Federal laws.

1. It is one more administrative task that takes time and documentation. I already fill out the I-9 which takes time. 2. The login password restrictions are very difficult to keep up with, changing every 90 days and hard to remember passwords.

Its a waste of time to me its discriminating to the work force

Our company is situated in an area where we get very few applicants/new hires (if any at all) that are anything but caucasian, US citizens. I can't remember one employee in the past 32 years that was anything but. I do understand why in other areas of the US this could be a problem in the hiring process but we are situated "small town America" with no influx of hispanic or other foreign applicants.

I don't think it is a job of small business owners to police and verify potential employees. it is an extra step in hiring process that takes away time from working.

We might continue to use- not sure- but we require employees to be US Persons as a requirement for hiring as a baseline.

It's nice software, but if I could streamline and cut out some steps for hiring - I would do that. Would be super cool if QBonline had an E-Verify interface...

We do not have a large number of employees and 3 day time frame

We believe a copy of a driver's license and SS card is enough to verify.

It is silly to wait until the employee has started working for us to verify that they are eligible to work in the US. The verification should be completed PRIOR to the employee's first day of work.

We initially thought E-Verify would replace paper I-9 forms but it does not. Since we have to complete the paper forms anyway, E-Verify seems redundant and we would likely discontinue use if it were not required.

We are required to hire only US citizens as part of our contract with the Dept. of Energy. We do not accept resumes from non-US citizens.

Since participating in E-Verify, new hires have provided me with a social security card for documenting their citizenship in 100% of my cases.

Only had one not verify and that was due to Social Security issue/error.

Time consuming.

It is the biggest pain since I've been running the company for 26 years. I'm not a government agent and shouldn't be checking up on whether someone is legal, illegal or otherwise. Next, my computer is not always safe from hacking and I'm feeding my possible employees' information into it. Next, I haven't taken any tests since 1973 and I had to read all that stuff which took a while and then take a test!!!!!!!!!!!!!! What kind of stuff is that????? Then after all the study and test taking, I fed the info in and the site was down.....ugh!!!!!!!!!! I had to call the next day to an agent and start all over as they said I didn't pass the test when your site said I did.

Would like to streamline the new hire process

I'm very busy and it would be one less thing to do.

It is a very time consuming process.

We have never had an issue with someone using fake documents

If we had an individual situation that warranted it we would probably use e-verify on a one-off basis, however we are a small charity thrift shop with very low turnover (generally 1 person every 4 or 5 years) and the general labor pool we draw from are We are a charity thrift shop with low turnover and generally hire people who are highly unlikely be illegal aliens.

One more step that could be eliminated if not required.

One less regulation that I would have to deal with

We use the I9 and nearly all of our employees have Security clearances

State and Federal regulations already require comprehensive background checks into licensing and registration of our drivers. The nature of our business (commercial transportation) precludes illegal employees.

I9 is pretty much the same info just not on line

It has not made any difference in our companies hiring process. For us it has just been another process we have had to go thru.

Enough paperwork already

having to get items entered within 3 days. If the 3rd day falls on a weekend, it is more difficult to get the forms completed.

We were using it because we understood it was required. I have never come across an employee that was not verified to work in the US, so it would not make sense for our organization to do it, if it wasn't required.

If it wasn't a requirement, it would be an extra step.

reduction of steps in hiring process

Unnecessary burden

Unnecessary work.

We have had no problems of this type, ever.

If anybody is already in the United States regardless of how they came, they should be REQUIRED to have a job and not be on federal assistance. The government should not make it harder for any person to get a legitimate job.

We hire lawyers and they go through a much more detailed background search. This is repetitive. I do not believe it is an employer's responsibility to enforce laws. Arizona's requirement that I use this system for all of the clients to whom our firm provides payroll is a huge waste of time. If ICE can't enforce immigration laws on their own, the money they waste should be funneled to the payroll service companies that are tasked with doing their jobs for them.

It takes longer to get the password changed than it does to fill out the form. There is a short window of time to get it done and not certain it helps anything at all.

If it's not required we would not do that extra step of work.

We are a non-profit organization required to utilize e-verify to satisfy grant requirements. If at anytime this was not a requirement we would have not reason to utilize the system.

Because is not required

We are also required to run background checks on all of our employees for the type of work we do and this does include a Social Security check. The only benefit for E-verify is for those who are employment authorization paperwork. In addition, e-verify is not difficult at all, but it is time consuming to check each employee and do so within 72 working hours. I have often had to come in on days off to run the checks since we are a small employer.

It is not a good system, anyone can produce a fake ID and get a doc notarized

I no longer have my business or need for E-Verify

Required = Do; Not required = Do Not. Time and costs are everything in construction.

It has not proved useful. We are a very small company and it just creates extra work.

We have never had anyone not be verified since the program began.

We have background checks for applicants that is a screening tool.

Most of my clients are knowledgeable about who they hire.

Because the industry we are in and the town we pull employees from isn't one that I'd be questionable of potential employees nationality now if someone were to come along that would I would be questionable of then I'd use it for that....or if we expanded and had larger amounts of employees spread out all over then I'd feel I'd need to just to be sure but as of now for the most part everyone that works for our company is related to at least one other employee. Sometimes more.

Time Saving

we are a small company with very low turnover and we spending the time to complete the E-Verify items adds to our overhead costs. Unless required by the client we would not participate in the E-Verify System.

Bureaucratic Red Tape

Not an effective means of preventing employment of illegal aliens or undocumented workers.

Our employees are mostly college students who are only working part-time while attending the local university. In 12 years we haven't had a problem.

It doesn't apply to the positions we hire for.

Employees already must pass several background checks and driving record checks.

Too much government in business. Use all of the effort that goes into e-verify (including this survey) to keep illegal people out. I feel like we are working for the government when we have to verify if someone is legal to work or not. Protect the borders and know who is flying in, don't just be lazy and then get the private sector to do part of your job after the fact.

We don't have issues that come up

I would be an employee

With our company they are spread all over in remote locations and it is hard for us to contact them if we have questions or if there is something flagged. I sometimes don't get their new hire paper work for 3 or 4 days after they start for us.

Volume of new hires is low and it is another step in a lengthy paperwork chain

Our employees are clearly eligible to work in the US.

The E-Verify requirement adds to administrative burden and costs (especially since it is in addition to I-9 requirements).

provides no value to us

The requirements of the system to set up new users. The tutorial and test takes too long. It is just easier to fill out an I-9 form.

All of my business involves classified work where citizenship is baked into the clearance process. eVerify is redundant for my needs.

Too much trouble

We primarily do business in an area where citizenship is not of concern. Meaning, the vast majority of workers are local residents.

We're a very small company in a very niche industry so it's unlikely that we'd have an issue that wasn't identified through the I-9 process.

All of our employees are US Citizens. All of our employees come back as eligible to work in the US

We provide this service for our clients and they would not want to pay us to do anything not required by law.

TIME CONSUMING

Businesses identifying and not employing individuals that are not authorized to work in the U.S. doesn't correct the problem that exists; it doesn't prevent the individual from being hired by another company that isn't enrolled in E-verify. The e-verify system should report further to authorities those individuals attempting employment. E-verify should be required by all employers or none, by not doing so allows loop holes.

Because the owner would rather not be so limited as to who he can hire.

Wouldn't have a need too

Only use for hiring purposes

Extra responsibility, not much benefit.

It would depend on if my Corporate office allowed us to use this verification process or required some other means of record check.

I don't see the point! All my employees have passed the e-verify, so I am not sure what the purpose is it is just another requirement among many for state contractors. It serves no useful purpose that I can tell.

We're understaff and it would cut down on our workload if we didn't have to E-Verify.

We have 5 employees and usually they are long term inhabitants of the geographical area.

time consuming more paper to keep

most of my employees are family and we live in a small town and know everyone so I know anyone applying for a job is a citizen of the United States

We don't have that many employees and they are all local people so we are pretty sure they are United States citizens

A STEP NOT NEEDED IN A BUSY DAY

We don't hire many people and do not feel we need the extra step of using E Verify to make sure they are legally allowed to work in the US.

I already need to select my employees to have US Permanent Residency or US Citizenship due to

International Traffic in Arms Restrictions (ITAR). As such, we are already verifying residency and avoiding the more exotic visa cases where we could get in trouble.

Because it is not a very user friendly site!! /

Just another work step that could be avoided; save time.

Small private company, not many employees.

our employees are professionals with higher education. we check employment status before offering full-time work

Most of the people we hire are people we know. Citizenship is a given, not a questionable quality.

We mostly hire only Americans due to the nature of our work

We do not get any non us citizens applying for work in our organization.

Because if it wasn't being provided anymore we would be unable to use it?

This company has very few employees.

If I'm not required to do it, why do the extra work?

We would continue to use the I-9 form but would probably not do the additional e-verify step that is online. Again, this is my opinion only.

As a small company, our employee turnover is minimal. Additionally, the majority of our employees are known by the Owner's on a personal basis.

Because when we hire a new employee there is so much paperwork involved. I work for a school district and with the fingerprinting and background checks required along with the tax and insurance forms, I would be happy to have one less thing to do.

Because it's one more step to complete when hiring someone.

My company goes above to follow the laws, government, federal, state, etc. so if its not required, I would follow company policy.

do not have applications that are questionable as to their citizenship

I do not believe it is the business's or persons responsibility to check citizenship but the government's.

It appears that the government is looking to prosecute it's citizens rather than dealing with illegal immigration and immigrants.

n/a

We are required to get our employees out of Union Halls and believe they have all been screened.

Additional Paperwork

We follow instructions from our corporate office

Small companies, few hires, usually already know new hire and no issues with verifying documents.

We hire quality employees through our onboarding process.

WE ARE A VERY SMALL COMPANY AND DON'T HAVE VERY MUCH TURN OVER.

Yes I feel e-verify is necessary on a national level but not in our small community.

With all the immigrants living tax free in the US, what's the point?

We are a union contractor and acquire our workers from the union hall: cement masons, laborers, carpenters, operators, etc. The unions require US citizenship to be members; therefore, we feel confident that the workers they send us are authorized to work in the United States.

It's just an additional step in the hiring process that if not required by law likely wouldn't be continued.

extra work and some California limitations.

wouldn't be needed

We have never used it before

I am a one person HR dept, and it is time consuming.

We comply with what Fundamental Administrative Services tell each facility to do more paper work and very confusing

I check my employees myself. E verify is time consuming and is very slow in response.

No need to expend additional effort.

We already verify eligibility by obtaining required evidence with I-9 Form completion.

We use it when it is contractually required.

Its hard to remember and its hard to get it done within the time limit

Most of our hires are local folks and we know they are U.S. citizens. The ones that get a non conformation are usually because they have different last names on documents from being married or divorced.

It's a cumbersome system. It is complex, it's often down, it's unnecessary for my purposes and yet, it is required. It reflects negatively to the service that I'd like to provide to my customers.

only if the person might be illegal

E-verify is not user friendly to our type of business and it's business owners. Even staff from E-verify acknowledges that with me.

It is just another time consuming step.

Due to international student employment, it is a requirement, so we registered for the program to use on all new hires.

We are in a small community and are familiar with most people who apply for work here.

not needed

Time consuming- process should be more streamlined-- like just a simple name/DOB/SS# match- 3 fields- 3 entries- that would make it a better system. Only in cases where for some reason the employee is flagged should you have to put in the other information. Plus why does each EIN have to have a separate log in? Why not make it that I register as a user, and then register the EIN's I enter for? We have 5 different EIN's... I have to log out- Log in for each.. not to mention each log in requires some stupidly over complicated password / / Also- 3 business days is ridiculous. Who thought of that?? Seriously. When you deal with fast food jobs you have high turnover- a lot of hiring- a lot of overhead administratively. then to top it off, I end up entering the new hires into Everify one 2, sometimes 5 days late... I mean really, once your late your late... why hurry up? Then someone from DHS actually has the time to CALL me and ask me why I am late? Good grief. should extend the deadline to 5 business days at the very least. Maybe 7... / / Ok- rant over- in principle, I like the idea of Everify. In practicality, the system is top heavy and could be a lot more business friendly.

As an American business owner in construction I am unable to grow my company. Americans are to lazy to do construction anymore and I am now unable to find workers. But once again the government has done nothing to the illegal construction business owners and nothing has changed for them and they continue to hire as many workers as they need. Bullshit.

ALREADY VERIFY EMPLOYMENT ELIGIBILITY THROUGH THE I9 PROCESS

We don't always have someone in the office who is registered to complete the E-verification during the first 3 days of someone's employment

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

Awarded Contract

Customer/ Contractor

online research

I don't remember.

Corporate licensing office

Already in place when I began working.

SHRM  
SHRM  
Can't remember  
fedex ground  
contract  
Information was supplied in our client's contract  
accountant  
previous employer  
SBIR contract FAR Clause.  
Meeting my boss went to  
I really do not remember  
don't remember  
General Contractor requires it, it is in our contract with them  
Contract specs  
College  
The company that completes our background checks

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

I work at a corporate office that has several companies and I was very confused about the process to have all companies registered. I called once and was told to enroll all companies separately. Then the very next day I talked to someone else and was told that I did not need to enroll all companies separately. I feel like the information is very confusing for the testing and also not clear on how to set up my companies and e-verify myself.

These is a piece of shit program that deters American business owners from just fucking doing their work. More administrative overhead. And fuck you for sending my so many god damn surveys.

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

Nothing. It's pretty simple to use and very straight forward.

They are probably fine, I just didn't need any help.

I didn't need the other resources because the site is so user friendly.

Nothing it was easy. I was a little nervous about the test but the material was explained very well and throughly

E-Verify is very user-friendly, I don't think there's anything that needs to change.

I would keep advertising that this is needed - in my case, I wasn't sure until I checked into it.

We run a small company of 3 people, born and raised in the U.S.A. I didn't know we even had to sign up for e-verify until a state agency asked for our E-Verify certification. I thought employers with multi-national workers might be the ones who'd need to sign up for E-Verify.

The training was a little confusing. The refresher training is a little better

The can advertise more to make it available to other small companies.

do a summary first in layman's term

Share case studies from other companies and/or how it has affected court outcomes.

I don't know. I only use the site to verify employees work status, so I don't spend a lot of time on it. /

Nothing I can think of right now

This are the best to confirm aliens hold legal documents to work or stay here legally.



Because I set this up a year ago, I do not remember which resources that I used.

The initial registration process was okay considering I had the checklist before hand but the testing although informative took a while.

It's a good system, it is just the time and administrative burden. Also the I-9 new form is so hard to read on line, the font is small.

email seems to help the most

I think the tutorials and testing required in order for our HR users to use e-verify can be lengthy, but I understand it's a lot of information. I recommend more real-life examples being used for all documents a new employee may present, visual examples would help new users understand more thoroughly. E-Verify is very simple to navigate. The results are very fast. My only request is to be allowed to use the service before the employee starts working for us.

Add criminal background data and link Federal Office of Personnel Management data in a way that allows government contractors to utilize an enhanced selection of background screening options as part of other federal agency screening requirements.

It takes too much time, it's too complicated, and the I9 itself isn't conducive to people being able to complete the process easily, so simplifying the site so it follows the form more closely would make sense.. I don't use it enough to be more specific than that, but a couple years ago when I WAS using it more, I was frustrated with the signup process (which doesn't seem to have changed much) and password recovery.

We are a small office. When someone is hired while I am on vacation. It is difficult to be as timely as the website would like me to be (3 days, what if I am gone two weeks?)

I don't know of anything. It is pretty simple as it is.

E-Verify could provide more examples of different situations that may arise - I had a difficult time finding the information I needed to determine the appropriate responses/policies/procedures.

Actually the process seemed pretty effective and reasonable

nothing that i can think of

I thought that the overall process was very user friendly and I enjoyed learning or getting a better understanding of the overall process. It's a great tool for HR professionals and employers.

none

Nothing

provide more insight and details regarding verification of older permanent resident cards and visa eligible candidates and their passports with regards to identifying specific data required for completion.

No suggestions at this time

Give more instructions/details to identify correct id cards and details in noticing a fake id/authorization card.

1. Quit spamming my mailbox. / 2. Make one page summary document that has links for more detail as needed.

To be able to save key links on the website for future reference

Nothing further. It's MOST helpful & user friendly as is. Thanks so much for a great site!

Step by step how-to manual. I was confused about when or whether or not employee was cleared to work.

The submittal process is way too sensitive! There is NO oversight in a simple error when the I.D. is submitted with the I-9. WAY TOO PICKY is frivolous little things like print not dark enough, or other misc picky things that cause a lot of back and forth. It is way too time consuming and other companies are hiring people we deny, which creates us to run 30 thru the eVerify to get 10 new hires! These applicants being denied have no real motivation to go thru the FAN process to verify a DHS Work Auth. even though they are legal to work! It way too comprehensive or threatening or scary for them to validate they're legal to work. Ralph, Jr.

Have a refresher to complete every 6 months for all users.

I think it is very easy to use.

I think is Excellent. No suggestions

Have information needed all in one place with a checklist

None known.

Can't think of a thing, your upgrades are always beneficial.

Have ability to access pictures on all photo documents - ie drivers license and state ID card - Like the passport photo identification.

Not sure, you guys do a great job so far

QUESTION: Why cant we E-Verify past employees? We get fined if they are illegal. / Its discrimination if I don't hire a person for being illegal but I thought E-verify was here to protect the company.

Nothing

Nothing. It is very understandable.

Actually the program from my point of view is very complete and they provide a lot of resources to keep the person in charge of this up to date with the different training offered.

VIDEOS ON YOUTUBE

When you first enroll as an E-verify user and you are required to take the tutorial it honestly not as useful as when you first start using the application online, at least I thought so. Other than that I am enjoy e-verify very much.

I was able to find everything I needed.

Overwhelming number of emails. Mandatory training was pointless-anyone with experience using I9 forms is aware required documentation. Not sure why they keep promoting additional training to use their website.

Currently pleased.

newsletters

nothing

more tooltips

At this point, nothing. It is easy to use and understand and a great tool to have!

I felt this is one of the easier government websites to use. The course was easy to learn and / understand and I felt confident once I completed it to do what needed to be done to follow / the requirements

can't think of a thing

It was very easy for me to enroll and test out. Each time I've had to verify an employee, it was very smooth.

simple FAQs on the website--I like it.

I think it works quite well

??

n/a

Everything is great, thank you /

CFI Group, fuck you and your qualtrics powered piece of shit survey instrument. This is a bullshit way to collect data and you're sending bullshit data back to the government. Fucking implement this survey in the god damn everify tool to collect real data you fucking nimrods.

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

The material was confusing to understand.

It's time consuming. There's so much time spent on the I9 itself that this seems like an unnecessary additional time burden.

Totally god damn unnecessary.

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

The information was laid out in a simple, easy to read way.

Not sure...don't remember

Accessing proper information

completing form I-9, everything is helpful

overall it was helpful

Overall good manual

Because information are use only to verification alien status

Instructions on the registration process.

table of contents

It's fairly easy to look up the topic without having to scroll through the entire document to get to the area needed.

It was well organized.

Instructions/Guidelines for initiating cases

Reviewing the different types of documents an employee can provide and how to ensure that you record the correct information in the appropriate section of the form.

the step by step pictures

Good information overall

Items to identify cards/id's

Can't recall.

index

Making the examples easily understood.

Resource

Procedures and policies in general

ease

Table of Contents to cut down the time to search.

The step by step explanation with the pictures.

It is very easy to understand and find answers.

Part two - Completing Form I-9

Explaining the I-9

The table of contents helped me to get to the information I needed very fast

NOTHING IN PARTICULAR

All of it

N/A

clear language and simple explanations

Answered my questions

Don't remember

All was helpful

visual clips from the website  
toc  
nothing of it was useful

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

In my opinion, to pass the test all you need is to have the correct and lawful documentation  
Too much information I thought. I found it was more helpful using the manual to help pass the test, as  
there were some things that seem to be more clearer in the manual than in the tutorial.  
Basic information. Mandatory test took time away from my job.

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

I am a software developer assigned to integrate E-Verify with EnterpriseAxis Human Resource  
Information System. The treadmill of regular changes to the E-Verify system required frequent  
recertification made it too expensive to perform the integration.  
Other Staff member does it  
hired temporary help and they were gone before I could get all of the required paperwork from them  
Company's HR Manager is using it.  
Closed business  
Colleague is primary user  
My role did not require me to use E-Verify  
Our recruiter now does the e-verify for our company  
have not hired any migrant labor  
We have signed up with a PEO who now conducts our E-Verify requirements under their FEIN  
no longer required by our state to report due to number of employees  
Not required by the contracts I have now  
Haven't had any contracts requiring it  
I am no longer the primary person that handles e-verify for our company but can if necessary  
Another co-worker is doing this as well  
this task assigned to another employee within our company  
New Payroll Company now need to start using again.  
I now use an out source company for all human resource needs and they everify.  
Another person in our office does this task.  
last time I used it, your system was down  
H/R manager quit and also did not think it was mandatory at this point  
Job is done that required it  
Use it annually  
Short-staffed, and not enough time to go through the process on all new hires.  
another staff member has performed this function in the past.  
Delegated task to other staff  
Our payroll provider offers e-verify services as a part of the contract.

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

I personally have not enrolled anyone, but another user in our company has.  
Have been doing I-9 form  
Another person in my office uses the website  
Resource Management Inc does all that for us  
We use a PEO that does this for us  
Have only hired American Citizens with work history or people that we knew personally  
Company's HR used  
Others in the company use E-Verify  
someone else in the office does

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

No  
There have been a lot of technical issues over the last two months that have made using E-Verify a little more difficult and time-consuming: duplicate cases that can't be closed because of an imposed error message from a prior page, significant time delay in receiving a No Show final confirmation, system going down completely or having intermittent issues. While we understand that technical difficulties will happen, they seem to be happening on a more frequent basis and for a longer duration than before.  
The questions after an employee is verified are unnecessary. If an employee is verified, they will continue to be employed in the ten seconds afterward that it takes to click through the question of if they are still employed. That should only be asked if an employee is not verified instead of every time. What happens frequently, at various points in the process and sometimes multiple times with one entry attempt, the system kicks out/reverts to the start page and the process has to be done over and over.  
Develop an easier means of integrating with software.  
The system works for me as it is for creating a case. Don't have any problems  
No  
No  
Not at this time. However, is there a way that the required 3 days be extended into maybe 7 days. There are extenuating circumstances at times that cause us to be over the 3 days.  
IT'S REALLY FRIENDLY  
No  
NO  
not at this time  
no  
Site is hard to navigate. Sometimes I have a hard time getting on. I have heard this from some of subcontractors (who are required to use E-Verify according to contract).  
NO  
no  
No, just the password requirements are difficult to come up with new ones each time  
No  
No  
No

No it is a great site

No.

no

Make the "sign-on" more visible on the home page

no

No, my experience with it has been easy and straight forward. Thank you.

Please consider increasing the time between a new hire and creating a case. Three days is nearly impossible to achieve when hiring teenagers or young adults.

N/A

No suggestions, it's very easy!

The process is very easy to use.

No, it is pretty easy to use.

None

work on the new electronic I-9 it is confusing

IF THERE IS A WAY TO DO THE I-9 ALONG WITH THE EVERIFY THAT WOULD CUT TIME AND ADDITIONAL PROCESSES.

NOT AT THIS TIME

No. This system is very user friendly and cut and dry. Enter your new hire's information, verify there are no typos, and you get a response. I have had nothing but great success using this system.

none that i can think of

Pretty simple already.

if you have names in incorrect order on form of ID or if there has been an error in the issuance of a form of ID which happens. It is difficult to get to match up correctly. User database should access SS admin database for all name matches with that social no matter the order to prevent this from happening.

No, the case process is rather easy to navigate.

don't ask repetitive questions at the end - is this person still employed and this person continues to work after receiving a good result!

There has been a few exception errors on website while entering a new case that results in shutting the browser and website.

Please find a way to consolidate paperwork with online services.

No

We use a third party to run our EVerify.

Not at this time. It's very easy to use now.

It's working just fine for us.

It would be wonderful if we could search by name

no

More clarity on the options to choose and likely a need for more options

Not sure why you don't have everything we need on one page.

None at all.

No.

don't know

Allow more than 3 days.

It's already easy and convenient to use, very friendly!

No suggestions. E-Verify has worked great for us and very simple to use.

Explain each step in detail like do I need to close the case after verification. Can we just renew

verification based on new employment authorization documents?

Maybe a streamlined process for US Citizens using a list B & C doc? In our case usually a SS Card and a DL

no problems to report. we are satisfied with E-verify process.

allow to use e-verify before employee actually starts working for company - Company should have ability to verify employment eligibility before hiring

it is sometimes difficult to understand what needs to be done to rectify the case. the instructions are unclear. /

Ability to enter in multiple employees at a time, like the Basic Pilot program offered.

Please continue with the current site ease of use. Thank you.

I find each upgrade makes the process easier.

Not really. Good system.

It seems after the last upgrade, the website took at least 5 minutes per page to load. When trying to process 50+ cases, it is frustrating that the website is taking so long.

No - easy to use now.

not at this time

None

We have many employees with work visas. Currently, I can only view the work authorization alerts for those cases I personally entered and receive those alerts. I wish there was a way to see this at a corporate level regardless of who entered the information. This way we could track all our cases through Everify without maintaining separate spreadsheets.

No

No

Password resets are too frequent

No. I have been around software for quite a long while and this is well designed and forgiving.

No

The process is very simple, we use the Equifax system to initiate our cases. We are not going directly on the eVerify site. Initially, we went directly on the eVerify site, but we have since moved to Equifax.

Very clean, easy process with a quick response. Can't think of anything to suggest for improvement E-Verify is excellent. It's agent's customer service skills are outstanding and should be role model to other Government Agencies.

No

no

This is a fantastic resource and the website is very easy to use. I appreciate that I no longer have to trust my own knowledge to determine if identity documents that are presented are legitimate. I am very confident in our workforce, thank you!

I think the process is very easy to use - I have no suggestions for improvement.

My concern is personal as to the use of E-Verify through entering the SSN. My personal information has been compromised through hacking of OPM, SSA and IRS databases in the last 2 years. Yes, we receive a picture of a passport when the passport is the document of record, but what keeps someone using my information and creating a new record that overrides my true identification? Also, have thoughts been given due to the theft of identity to come up with employment verification through some other mechanism other than SSN?

Create a link for employers who are registered to go directly to the application page without having to click through anything else. Give a more plausible time frame (say, 14 days?) to complete. You make it sound like you will be in big trouble or that it is being tracked if you are not timely.

no

none

I find the process to be user friendly and do not have any suggestions at this time.

no

Process is easy to follow.

It is plenty easy.

Allow electronic verification of identity. We have a lot of remote workers and finding designated agents can be challenging.

NO

No

No

There are too many steps involved. Make it more user friendly with less clicks to complete the process.

None

After you get clearance to hire the employee there are 2 more questions you have to answer. The first is "do you continue to employ xxx after receiving this decision..." well I always answer "yes" because if I wasn't employing them I would not have had to E-verify. The question does not seem purposeful...perhaps more explanation would be good. Otherwise, we like knowing our employees are American citizens who can legally work in the US and pay taxes WITHOUT discrimination :)

No suggestions. I find the web site and the process to be quite easy to use.

no

Non-Confirmation results should have better assistance.

Extend the time from 3 days to 5 days. Remove or change the questions so that it does not involve having go thru multiple pages and wait for each page to upload. Basically shorten the process to maybe two pages rather than 5 or more and extend the amount of time before you have to change your password or make passwords easier to in general.

Not really since I use it so seldom. We are not a large business (family owned) and our employees don't turn over hardly ever.

No it is so easy as it is-I think your system is great

NO

no

Not really, I like the new improvements with the orders of questions, no need to keep going back and forth between the different sections.

Easier process to reset password.

Too many password reset makes it error prone. We would suggest Govt to provide 2 factor authentication to employer rather than changing password on a regular basis .

No.

The website is user friendly, easily accessible and meets our company's needs.

None at this time.

We employ F1 students primarily who are legally enrolled and able to work at our school. However, the vast majority of E-verify cases end in TNC's, which takes time and consumes resources. E-verify should be able to access SAVE or other confirmation sources faster than it takes now.

No

No

No

No

None

not right now



We use a third party to submit cases to E-verify.

no

No

No

Entry of dates with numeric keypads instead of 3 drop down menus (day/month/year)

Not at this time.

No suggestions

No

The ability to scan in applicant documents (Driver's License, Social Security Card) and have the system "read" them for all the relevant information.

In case I don't get the chance later in survey... within the past month, I enrolled our company in E-Verify. That is probably why I was flagged to do survey. However, I had enrolled a previous company very early in the E-Verify history. Trained myself via the website. Used it often to meet requirements of performing contracts for the Bureau of Reclamation. Both in that past experience and recent experience, I have been REMARKABLY impressed at how well E-Verify works. I tell everyone that it's encouraging to see a government program that works this well.

NO

I9 information and EV information should be exactly the same. Once EV is confirmed the I9 should be discontinued. EV confirmation kept as permanent record and the current I9 filing system discontinued.

Not really,

No suggestions at this time.

Not really

let me save and go back later /

Electronic I-9 with auto-fill for E-Verify (eliminates double entry of data).

work perfect.

Seems to be more difficult than necessary to have a new password accepted in the system due to restrictions. I had to make multiple attempts (about 6) to find a password it would accept. This was frustrating. Otherwise, the system is easy to use.

I do not like how often and how difficult it is to change password for login

I think it is good as it is

none. I find it easy to use.

no

For smaller units who have only one person to handle the case creation, the three day period is sometimes cumbersome. Especially when on vacation or out sick.

It would be wonderful to have more than 3 days to process these.

I created the account for our company and it is quite useful and speedy when needed.

It seems with each update, it takes longer, and more keystrokes to navigate thru the required entry fields to input the employee's information in order to submit

No.

None at this time

no

Standardize how to move from one field to the next; some you have to tab to, some are automatic upon completion of entry.

Move the login prompt to a more accessible place on the web page. It is always hard to find in the middle of the page.

I would love to be able to create a report and upload it the the E-Verify site. We are a seasonal employer and may have as many as 30 employees in one day to enter during our busy season.

No.

Sorry, it has been awhile since I have used it. The company I am with now is very small.

no

not at this time

Eliminate some of the steps, clarify the process, or change requirements for use of the system ( ie businesses with less than 10 total employees or 5 full time employees & 5 part time, etc- must use the system)

When we have new staff using the system, there have been instances where they forget to close the case. The process seems to be completed prior to that step.

No

No

No--easy process to use. Thank you.

None at this time.

No

Less screens

none

Sometimes we may miss key a date of birth by putting in their hire date in error and the system will give us the need further processing error. We then have to key in all the employee information again and we end up with outstanding files for the employee under incorrect information. I suggest allow the option either to correct the information or notify us if the dob seems out of place. (ex. Persons dob is showing them to be under 1 years old)

When there is an issue, it is difficult to know exactly what the required steps are. And when you return to the system to submit, it is not easy to know how to update the file.

It is fine once you get used to using it.

It would be a big benefit to our company if we could do the E-Verify as part of the pre-employment process. As it is now we cannot check until we have hired someone and that is after we have spent money or Physicals and Drug testing. It would be nice to find problems before we spend the money.

no

The last 2 questions, should only need to be check marked if they no longer are employed. The only reason I use E-Verify is to employ the applicant. Those 2 questions seem obsolete by the time I am doing E-Verify. just my opinion. Thank you!!

do away with it

website works well for me. However, our turn over rate is very low and I probably don't have more than 6 to 12 interactions per year.

It's easy and quick response; can't think of any other suggestions.

We moved to ADP's i9 services to make sure all our manufacturing facilities are in compliance. I love the fact we can make sure everything is in compliance and pull everything if we have an audit at the location.

no

No.

System sometimes "throws you out" when in the middle of entering a record, and makes you start over, which is frustrating and a time waster. Also, the requirement to begin to type a Month (i.e. September) or use the dropdown scroll instead of using a number for the birth month is slower.

I feel that the system is very easy to use. No complaints here.

I find that the system is very easy and practical to use. As policy we use e-verify for all employees (except owner and children of owner). This makes every employee subject to the same process. We have never had an issue with this process to date and will continue to use it. I wish that all employers would use e-verify.

JUST FIX THE SYSSYSTEM FROM MAKING A SECOND FILE WHEN ADDING A NEW CLIENT

na

No

Need to change password to often and there is too many screens for data entry of employee info. Just have one or two screens to put in all the info.

Scanning in of documents presented to auto-populate fields

NO. I THINK IT IS VERY WELL DESIGNED AND EAST TO UNDERSTAND.

before the website was updated, it was nice having a button on the start page that took you directly to create a new case

No

no

It has improved greatly since it was first introduced to our business. Please don't try to make changes too fast. We just don't like the testing phase when we first started. We don't have time for that. The process is easy and does not require a test to teach your system.

no

No

none at this time.

None

We use E-Verify very seldom, so not having to reset the password each time would be more convenient. Also, simplify the steps.

Stop E-Verify and spend this time and money on securing the border and then give amnesty to those who are here illegally and get rid of all this extra burden on the small business's of this country.

No

none

NO.

no. Very efficient way to verify employees.

No

Not at this time.

Thanks for making it easy and not time consuming.

None

Just to keep the design of the website the same instead of making changes to how it looks. When I learn a process regarding any government-required reporting, I become very frustrated when the process changes and/or the program "design" changes. It seems as if the moment you get comfortable with a program it will change and the user is required to learn the whole process again.

No. It seems pretty straight forward.

Perhaps an electronic I9 that would push the info to EVerify would be helpful...it would decrease that time burden.

No

no

Because I only use the website every few months when we hire a new employee, I am required to change my password every time. This is more cumbersome than entering the new employee. Your requirements make it difficult to come up with a new password so often and I'm not permitted to use the old ones over again. It takes me at least 10 minutes to create a new password and then 2 or 3 minutes to create and close a new case. Thanks for listening.

Not having to change password so often!

All my submissions have not had a problem; so, not sure all the ease of using website. Also, not everyone has an email address; fortunately, my submissions have had email addresses. This seemed o make the process go smoothly; not sure if they did not have an email, it would have gone smoothly.

N/A

No

NA

Yeah, get rid of it. Our government should be the deciding factor as to whether someone is legal or illegal not a store owner or a farmer. Give everyone who looks for a job a card that says he or she is allowed to have a job in this country just like a drivers license says that someone is legally able to drive.

I really dislike how often a password change is required. It seems every single time I log in, I have to change my password.

None.

No it is not to difficult

Not at this time.

no

No

We go through our payroll company to process cases so my suggestions would be to them.

I would like another option for closing a case that has a temporary nonconfirmation and referral. I would like an option that says employee refused to go through final confirmation process after given all referral materials and have explained entire process to employee.

Searching for past cases is my only complaint. Trying to figure out the correct buttons to hit to parse the data is difficult at best. Same for searching past cases. Any way to make the data easily searchable once access is granted would be a strong recommendation.

NO

None

It is very easy to get thru now.

No, thanks.

No.

No.

Not at this time

no

No, I really like the way the system is user friendly when you move through the steps, it would be helpful if you had little information tabs that you could click on if you don't understand a question or what information is needed.

none

No

not at this time

No, it's pretty easy. I do hate changing the password all the time.

no

No, overall it's a easy process. Thanks

No

No. Easy to use.

None at this time. Thank you.

More examples of Alien Documents. There are many options on an I-9. The examples are useful, but not always clear for the lesser known types of docs.

No it is easy to use.

I only did it once. It took me an hour. I have since found out it's not required by employers. Why not!

none

no

No

Allow us at least 7 days to process a new employee

Sometimes the site is very slow and that could be improved.

No

N/A

None

No

make all employers use nationwide

We register employees prior to starting with us. That can be one of the choices at the end of the process since the employee at time of registration with E-Verify is really not currently employed.

No

It is difficult to delete an entry once you have started even if you made a mistake.

no

None

none

None

No

No

not at this time.

none

where the print button is located is not conducive to noticing it and thereby forgetting to print the report. If it was down next to the next case button it would be more obvious.

None at this time.

Works fine for our purposes

no

no.

Not at this time.

no

NO

No

N/A

Electronic I9

Don't require password changes as often - I have 13 businesses using e-verify and the constant password changes get frustrating

an email reminder once TNC report comes through would help.

Not at this time.

No - it's pretty easy.

More ease of entering information with surnames/last names as sometimes there is confusion as to which is which for the surname/last name .

Very easy to use. No issues at all.

No really. E-Verify is easy to use and fast.

Works well for our Company. / If it protects Americans.....keep on keeping on!!!

None

No

No

Sometimes some of the statuses (such as waiting for the final result of a TNC) remain the same for a long period of time. It might be helpful to at least know that it is being worked on and no action is needed for peace of mind.

The initial sign-in is a pain because it has to be changed so often, about as often as I use it. It should be easier to get into. There is no security improvement in having to re-invent a password every time I get in, when the passwords are all kept in the same place.

None

More options for late case creation. Vacations and other interruptions in office staff can postpone entry. We are a small office and cannot always create the case in a 3 day window.

Only one - the MOU should be updated each time a new location is added to a company to allow a new MOU to be printed. We have clients who are curious why the printed version is not accurate. I have been told the official E-Verify MOU cannot be altered. When we enrolled in 2009, we had 9 locations, now at 14, but the official MOU only shows 9 which is incorrect. Otherwise, great system, love the system, and when questions do come up (infrequent), customer service is extremely helpful.

I have no suggestions

Changing passwords less often

No

More complete information and transparency on what the issue is.

provide more visibility into the Pre-TNC

Recent changes to data info where great!

Make the instructions to close cases more clear, if a problem exists

No suggestions.

Not really. Very user friendly.

Get anybody in the US qualified to work then no E-verifying would be necessary. Get away from the democrats approach to solving a problem.

Don't make me change my password every other day it seems like. PW requirements are too stringent to change every 30 days.

A TPA uses the system so I can't answer.

No

It is almost impossible to "get to" the E-Verify website. I have struggled for a few years trying to find the correct site to log in. Many site choices pop up, but I waste a lot of time trying sites until I get to one that accepts my most recent password. It is a big time waster and frustration to not be able to easily reach the website and begin. Once I do reach the website, I usually have to change my password as I only use it every few months when I have a new employee. I don't think there is a "cure" for that, since it is related to security. Thank you for asking.

none

The I-9 instructions do not make it clear enough for the employer to obtain which alien registration numbers/letters from the many listed on a permanent alien card. Often we receive the I-9 with information that is not acceptable for the everify site because employers do not take this process seriously.

no

Sometimes I forget and use back arrow which deletes the information I have entered. It would be great if using the back arrow gave a warning that info would be deleted.

I would like it we had more time to E-Verify. 3 days before and 3 days after is too strict.

No

n/a

No

No

Electronic I-9s would be helpful. We struggle with deadlines having new employees throughout the country.

Case creation is pretty simple

To have the report automatically emailed to user would be nice.

I would like Social Security to be more prompt in responding to TNC's.

No, it is very simple and easy to use.

New Hires often enter their SSN incorrectly, they transpose the numbers at least 7% of the time.

Requiring the hire to re-enter their SSN as a quality check is important. If the user does not present a social security card as one of their documents, as an employer, we don't know it is incorrect until after submitting to E-Verify. It is not always caught as a case incomplete. As a Federal Contractor, SSN is required for all hires. Also, a clearer understanding of what Documents issued by the Department of Homeland Security are acceptable. Our users do not realize that the Certificate of Naturalization falls into that category and are not sure what other documents are acceptable either.

Requirements to change password are too frequent.

No, the system is user-friendly and it is easy to navigate throughout the site.

None

Not at this time

None

no suggestions at this time

None

no

Not unless a user could submit data on their own and employers get the outcome

Not at this time.

Improve page Layout for I-9 information.

Not at this time.

Can't think of any

I have designed software systems for many decades. It is a nice system and we have not had any problems with it.

No

./

Not right now

None.

When you initially put in an employee who is has a green card or a work visa, the system reminds you when the card is about to expire! Love that! But I wish you would put in a new date to get the reminder again in the future. It only reminds the first time, after that, it is up to us to catch it. Nice to have that back up of the website.

N/A

It is very good tool

I wouldn't change anything. It's easy to use and navigate.

None

no

none

allowing the case to be closed within the creation process....having to go through and close a case after everything is entered and verified leads to it being forgotten.

no

No

Thank you for the electronic system.

None

no

No

Not really.

no

None

NONE

It is so simple and streamlined I do not know what could be done better. The electronic I-9 is NOT exciting to me, because then the new hire would need access to a computer and the employer would likely need to print the form for record retention anyway, because most small business, I would assume, do not have proper electronic record retention software.

Main issues related to site not being operational so a case cannot be submitted when initiated by web service integration.

No.

No, it seems very clear to me.

No

No

The password change requirement is really annoying--we have only a few employees and low turnover, so every time I log in, I must change our password. The requirements for the pw change are not clearly outlined upfront, so there is also trial and error about what letters/numbers/symbols etc. can/cannot/must be used. It's very frustrating, though the rest of the process is pretty straightforward.

Again, nothing really. It's GREAT as is.

No

I use e-Verify once a few months, then when I use the web-site I need change password most of time. It is too much for me.

Once individual has been verified, should not have to repeat process if they work for me for just a few months out of each year.

none, thank you

see prior issues only. It needs to be required to level the playing field and also more support for the applicant to get verified or approved for work auth., or there will be severe consequences to our work competitions in USA! They're the only ones that want to work and have the work ethics!

No it needs to be scrapped and efforts put into only having verified people in the country anyway.

No

No suggestions, the website is easy to use. An electronic I-9 would be preferred.

I like it the way it is now.

none

I believe it is as easy as one can get

None

No suggestions at this time.

no

Having a portal for the employee to enter their I-9 information and sign electronically would be helpful. The information could then be verified by HR and the case submitted.

None



None

No suggestions.

Include an example workflow in tutorial form for first time users.

The process is very simple. I can't think of any improvements at this time.

Hold more webinars now that the new I9 form is available.

No

Not at this time.

Reduce the steps for documentation requirement. For e.g. in case of Green card (GC) it requires employees to provide a copy of back side of GC, which mostly employees forget. Either the document number should be on the front side of the GC or they should have that information on form I9, so employees fill out the complete details before submitting I9. Otherwise we have to keep reminding them to send the backside of GC.

No

NO, the e-verify system is easy to navigate, very user friendly

Need at least 5 -7 days to generate all that is needed to process the everify . 3 days isn't enough time .

Not at this time.

No I have been using it for years and always found it easy to use.

no

no

Do away with E-Verify

do not require a password change so frequently. or allow more flexibility in selecting passwords

N/A

No. I feel it is easy to navigate already.

NO

no

NO

i love it!

Sometimes I find it frustrating to change the password as frequently as required.

Employees are not fully aware of the documentation requirements and often they provide us with incorrect or expired documents even after we give them the list from the I9 form. That is the most challenging part.

The system is easy to move through. I would not change anything.

Changing the password a bit less frequently. Otherwise, a clear and concise site to use.

no i think it is very easy and user friendly.

None

would like to be able to create a I-9 on line and type the information into the form and submit it.

Make it easier to login

Should have to change pass word so often.

no

no

N/A

the page could be reorganized so that the fields to be completed are in the same order as they appear on the I-9 form. this could make for a logical progression as you follow the form and look for information to enter in each field

none

No

no

None

Need to change frequency of password changes. Need to be less often.

I think it's one of the better sites

Why is date for employment not defaulted to current date?

Drop down box for dates especially in birthdates and drivers licenses should open to more expected dates, i.e. the DOB of someone who is working is not going to be 2017 / ss# entry should auto move to the next box when you enter data, (no need to tab)

Not at this time.

no

not really

It's simple, clear and easy to use. Thank You

Search section should search open and close cases instead of one or the other.

No

N/A

None

none

Yes, I'm not sure why you have to do the case creation within three days of employment. There are times we don't get paperwork from human resources and it won't allow you to go beyond the three days, or if you can I am unable to navigate that.

feature to either type in dates or select from dropdown - dropdowns add time to entry and spacing between items can easily result in selecting the wrong information.

Not for what I use it for. It is really quick and we get a response back as fast as you hit submit.

no

Not making me change the password so often

No i do not

Something that red flags you as you either log out or in, if you have cases not closed. I've thought I've closed cases only to find out when I logged in the next time, they weren't and are still sitting on the web site as open even though I completed the verification.

No

no, it's very user friendly.

No

no

No

I thought I was complete before I was the first time that I used it. I later realized there was another step.

None

n/a

No

NO

no

No

No

No

No

System works and it seems to be easy to use

Too difficult and time consuming to change password. May be it could be relaxed a little bit or use a double verification (like some banks send temporary code by text/e-mail) instead of expiring password too frequently.

It's pretty simple as it is. I can't think how it would be simplified that would dramatically improve it's efficiency.

Nope. It's already pretty easy to use.

sometimes when a case is referred to SSA it does not allow you to print the information for the employee

None

No it is not time consuming and only takes a few min to complete

Maybe ability to scan forms therefor avoiding data entry mistakes. You cannot as applicant to present specific info, but you request A No. for residents when they are only presenting driver's license and social security card.

Try and have someone not involved read the steps and verbage to help get it more simple.

none

No.

N/A

no.

Try to limit the number of "clicks" it takes to input data, print report and close the case. Having print buttons on the webpage, instead of having to create the PDF and then printing would be helpful. Also, combining the two-screen case closing process into one screen would be helpful. But having said all of this, the changes made on the website in the last year are a huge improvement to the flow of data input from the forms filled out by the employee.

No, the process is simple.

no

The hardest part is choosing a new password so frequently and the complexity required for the password. /

No - I have been using the system for almost 10 years at various employers

No suggestions - it is a great website, easy to use!

i find it to be extremely easy

Nope

No

Not at this time. Works very well for us.

None

It's probably a server issue but the website locks up a lot. Also we don't understand why we have to do the I-9's when we E-verify everyone. It just makes for a lot more paperwork to keep on file.

Not at this time

It is pretty easy!!

It has always done what I needed it to do and it was easy for me to do

I no longer use the E-Verify as my job duties changed. That has been assigned to another employee

NO

None

No

We don't do a lot of hiring, but the last time I tried to use it, your system was down.

No, pretty easy.

I only use the system once or twice a year. I always forget where to go on the website to get to the page for employers to start cases and things like that. I click on all the info buttons first and can't get

to the right place easily.

There are a lot of numbers on the US permanent residency card (basically a huge block of text with the number embedded in the middle). This is mainly an issue with the card, and not the website, but it is not always so obvious exactly what number is supposed to be entered.

n o

NO

No

Better web-site!!

I have always been curious as to why the I-9 requires an address, but the web portal does not?

Shouldn't it though?

No

no

None

No

No

No

So far I am doing well and understand using the system no changes

We like the current version - don't mess it up

no

No, it is very efficient and useful.

None

no

no

No, website is easy to use.

No really

Not at this time

None at this time. I found the site very user friendly and easy to navigate.

Nothing that I can think of.

It is a good system; keep it going.

no

No. We process E-Verify through ADP Resources when we have new hires. It works very well.

no

use the month name instead of the number

Hyphenated last names sometimes cause problems. Maybe you could incorporate the instructions in fine print on the data entry page.

satisfied /

No.

The user password change procedure is very cumbersome and restrictive. I dread whenever the time comes that I have to change my password.

no

no- with your recent website updates it is a now very user friendly

No, I have not suggestions. I believe the system is user-friendly, easy to navigate, and provides timely results.

no

no

We have interns who arrive with a J1 visa. It takes 1 month or so to get a Social Security number.

Creating a process to handle these at the time of hire would make it easier.

no

None

No

Not really. You are making great updates as the years progress!

None

Return to auto fill of demographic information with the check page to find any errors.

I like how you have it. It's easy.

NA

No

No

No suggestions, it is pretty clear cut / user friendly as is.

I would like to search for an E-Verify case by name.

no. I like it.

no

No

None come to mind.

Allowing more than three working days from start date to submit electronic data. We have various work sites and at times the new employee does not come to HR in a timely manner to complete necessary paperwork or are we notified of an employee's start date for several days so we can complete and submit to E-Verify to be in compliance.

The pull down menu lists of years are too long to scroll through; it would be preferable to be able to type in the year as an option. / Even though Everify is not required on 1099 contractors, our clients do require it. Therefore, it would be nice if the "reason for submitting late" answer choices could include an exemption from the 3-day deadline for 1099 contractors. We complete the I-9 with our pre-contract vetting process, but the contract effective date or "hire date" is not until they actually provide their first service, which is under the contractor's control and therefore we may not know about it until a week later when they submit evidence of their work. / It would be nice to have customized field choices based on the state Driver's License, for one example, since the format of FL DL number is standard, have the field pre-populated with dashes in the appropriate place and limited to the correct number of characters to reduce error (and maybe a popup ox if the DL# entered doesn't fit the format. Any customization of fields based on entered responses thus far would make it more user-friendly and reduce error.

FYI - No, I have a subordinate who has primarily been entering into E-Verify recently so I may try to enter a case soon to see if I need any updated training. Also, everyone has been very helpful in assisting us when in the past with E-Verify. I am not sure of the reason for the upcoming electronic I-9 but I am looking for a free webinar that will provide additional information.

None at this time.

na

Not at this time

Our e-Verify is integrated with our electronic I-9 Management system so it makes it very easy to submit.

The process in place is step by step. I see no changes that need to be made at this time. User friendly.

No suggestions.

No questions

Not necessarily, the only problem that I have is in the instance where our systems are down and/or we are waiting for Social Card. Is there a manual process?

Great system - user friendly.

no

It could be less cumbersome.

no

I have trouble accessing the cases that do not go through on the first application. Would like to see this part of the process more clearly defined and more visible.

No suggestions to make the process easier, but I do suggest that e-verify be made mandatory for ALL employers NO MATTER WHAT or how many employees they have. If all of the illegal immigrants are unable to work here and come and go as they please, then a lot of them will go home!

Would like more then the 3 day time limit... 2 weeks would be more appropriate for mid size company where one person does the job of many.

no suggestions

none at this time

Not at this time.

none

No. I think it's very easy to use.

sometimes it is difficult to figure out how much of a last name to use.

The process is pretty simple to use.

none

no

No

Get rid of your ridiculous password requirements. They are insanely complex. It takes more time to reset the password than it does to e-verify several employees.

No

login can be frustrating due to not accepting password

None

Increase the time period that the password remains valid. I've had to create so many password versions I find it cumbersome.

not at this time

None

No

Have not had a rejection , but making it easy to correct if we had a reject caused by info we input could be a good thing

I which it could say exactly what was wrong on a foreign employee. They can have one or two last names and I'm not always sure which one to put in.

No

No suggestions

NO

Not at this time!

It would be good if there were ways to correct typos without having to close the case and redo the whole case.

NONE

Not at this time

Once a case has been made, its complicated to make changes to a case. For example, if I accidently entered the wrong state on a drivers license information and realized it after the fact, It's very difficult/confusing to go back into e-verify and edit the information.

NO.

Everything runs smoothly for me so I have no suggestions.

It is quick and easy

no

no it is very easy

No

None

No

Give the employer longer than 3 days to submit.

No

No

Pass port. Make it easier to use. Not complete until verify photo. This is not always easy to understand. We have it now but took us a few chances to understand why we were not getting an answer back until we verified the photo.

No

No Comment

The website is very user friendly.

None at this time.

No

No

No

none

none

Nothing, it works well for our organization.

No

I feel that they have made the process very easy.

no

Ease of Navigation should be much easier.

Just have people available by phone to be able to advise on strange situations. There seems to always be uncertainty especially when you are just starting the procedure. /

none

Not at this time.

NO

No

no, works great

NO - it's user friendly and straightforward.

Having to constantly change your login and having so many logon requirements gets frustrating. Sometimes it takes me longer to log on or create a logon than it does to do the verification! /

none

No, it is quite quick and simple to use.

Keep up the good work!

No

nope

No

No, this process runs smoothly.

Less frequent requirement to change password. Once a year is sufficient.

None at this time.

no

No, it works well.

no

No

I don't

I think it is a good system as is.

No. It is very easy.

no

We provide the information to our payroll company and they run the E-Verify so we are not familiar with interfacing with the system. We do receive the notice if there is an issue and we follow up.

if an error made a way to go back after reviewing page

Not at this time.

No

??

n/a

The process keeps improving which makes it easier on people applying for employment.

no

When we have rehired that we know are U.S. citizens because they have already done e-verify once we should not have to do it again because we rehire folks alot

none

Not requiring the service.

the only issue I have is sometimes the system times out multiple times during a session

The three day turnaround is very difficult for small shops - this means I can never take vacation!

Seriously, 5-10 business days would be awesome.

Make doing a correction easier.

None

No

Not at this time

not

No

None

yeah. stop asking the 3 stupid questions. "does this employee still work for you" Really?? if an employer is entering it within 3 days of hire I am pretty sure that's a yes. In our case, we do now know at the office if an employee quit until they have been gone for 2 weeks. So we always say yes without even knowing.

not at this time

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

There have been significant delays in the system updating after an employee contacts the appropriate agency - SSA in Continuance cases can remain open and pending for 1+ months with some never coming back with a resolution. In addition, there has been a delay in receiving a DHS No Show. There are some cases that don't come back with a No Show result until 2-3 weeks after the date E-Verify states there will be an update.

NOT AN EASY PROCESS TO EXPLAIN TO OUR EMPLOYEES



Not much information. Takes a lot for the employee to resolve.

#### DIFFICULT TO UNDERSTAND

In my opinion, it shouldn't take so long. Why can't you check the SAVE system instantaneously and avoid TNC's in the first place?

This is just another burden put on small business's. We have a lot of these government requirements already that take us away from running our company in an efficient manner.

No comment

Employees are consistently very confused on the process, even after talking to them multiple times about what is required.

We give the TNC notice to the prospective employee and never hear from them again.

Lack of updates and information.

It is not clear on everify what the next step are to close the case

The disconnect between DHS and SSA often makes it extremely challenging for our employees to get their cases resolved. SSA offices are NOT trained and educated on the E-Verify process and often provide improper guidance and don't take action on cases as they are required to. Our employees often have to go back to SSA multiple times to try to get their cases resolved. This is a huge waste of time for all. Most often these cases are due to a name discrepancy of some sort.

The lack of response from Social Security and or how long it takes them to resolve the situation.

It is often difficult for our users to go back and keep track of the TNC cases due to the 8 business day gap, however, it is when the cases take up to 6 or more months to resolve that then result in an FNC (We have had at least 2 of these) that cause issues from an operational perspective. There needs to be an easy option to email the TNC form. Clearer steps to not have our users instinctively close the case versus proceeding with the TNC process.

Hassle for a valid, legal worker to jump through hoops to address a problem for fewer than 5% of population.

see the answers

The next step is not always clear.

Employee having to go to local SSA office to get resolution.

The employee was told by the local Social Security Office that all was resolved, but E-Verify never sent any updates. I contacted E-Verify customer service and they told me that SSA should send resolution, SSA told me resolution was sent, but the case was not updated. I finally closed the case and started a new case with the employee, and the new case came out "Authorized". I still don't understand why the original case couldn't have been updated/resolved. This went on for several weeks due to the employee needing a new copy of his birth certificate, so maybe it was a timing issue.

difficulty obtaining documents by print

The TNC process can be challenging for some applicants/new employees

Most of the TNC that we received are for an individual that is not understanding the process of what is happening. They think they are in trouble and don't want to pursue the issue, most times they just don't come back to work. The other issue that we have is the entrance stamp (I-94). They might have the information somewhere, but don't understand what I am looking for. We have phoned and sent emails to help the individual resolve also.

I was not clear on the next steps or what was needed

I have to log into Everify to see if there is any information regarding the TNC. It would be nice if an email could be sent saying if it has been resolved.

more with the applicant than the process

It's complex, cumbersome and it scares our students.

It always take a phone call or two to some government agency by me or the employee.

The disruption to the employer as well as the business to resolve the case is not "ease"

Employees must actually visit a SSA Office

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

This hasn't happened to us.

not done yet

never happened

That's not yet happened.

Haven't had to do so

it has not occurred

I haven't had this issue

This has never happened

THEY HAVE ALWAYS MATCHED

na

haven't needed

its never happened

never had this problem

unknown

It has not happened

This has never occurred

i haven't had to do so yet

never had this issue

N/A as of today

never needed to

haven't had to do this

never had this problem

have not had that problem

n/a

Have not had that happen

never happened

Has not occurred

NEVER HAD THIS ISSUE

Have not had that happen as of yet. I would follow the system's instructions and suggestions should it occur.

Hasn't happened

Have not had that happen

Don't know. I have never encountered this situation

has never happened

have not had that happen

Never faced this problem

haven't used

never needed

unknown

n/a

Has not happened

Has always matched  
Did not ever encounter this situation yet  
Never had this happen  
NA  
Has not happened to our company  
Hasn't occurred  
Never happened  
has not happened  
This hasn't happened to me yet  
Never had this issue  
No experience of mismatch  
Not been in this situation  
Not applicable - it has not happened  
Have not had that happen  
We haven't had to do this yet, but would most likely use a scanner  
have never experienced this  
Haven't had that issue  
has not occurred  
Never an issue photo always matched  
Haven't had to do this.  
Never occurred  
have not experienced  
All photos have matched  
hasn't happened yet.  
Have not experienced this yet  
Never had this situation  
Have not had this issue  
have not had non-matching photo  
haven't had to do this  
has not occurred  
don't know  
never had one that didn't match  
Have not had that experience yet  
N/A - The few photos have matched.  
I misread earlier question. Thought it meant matching photo in passports.  
It has never happened  
We have not had this situation arise  
haven't had a photo not match  
Have not encountered the situation  
situation hasn't occurred  
Have not had to  
Have not had to do this yet  
Have not had to  
n/a  
I've never had this happen

haven't experienced this  
I have not had this happen  
Have not had one that did not match  
Hasn't occurred yet  
Have not had to use  
This hasn't happened.  
I misunderstood the previous question - we have had to visually verify a photo but never upload a photo to match - the survey will not allow me to move back to the previous question  
Never necessary  
hasn't happened yet  
NEVER HAD HAPPEN  
not applicable  
Never happened  
this has not happened  
Have not had photo not match in E-Verify.  
they have always matched  
I haven't had to  
Haven't had a non match  
Have not had that happen  
haven't come across this  
I have not had to do this in the past  
n/a  
Have not submitted, all photos matched  
Has not been an issue  
never  
never had that problem  
Never happened  
Haven't had this issue  
N/A-they have always matched  
never had that happen  
Has not occurred.  
No mismatched photos yet.  
N/A  
Never had to  
WE upload for Third Party to upload  
never had this happen  
Have not had to yet  
N/A  
I have not encountered that experience, yet.  
HAVE NOT HAD THIS, YET  
Have not had that happen yet  
Have never had a photo that doesn't match  
Never had this happen  
Never use.  
I've never had a photo that doesn't match.

I have not had a photo that did not match  
Haven't had this happen  
It has never happened.  
Has not happened  
not applicable  
na  
hasn't happened  
N/A - never had this happen  
Has not happened yet  
Has not occurred.  
Has not occurred  
Haven't had to use this  
never had it happen  
have not had to do this  
That's never happened  
Never had trouble  
N/A  
N/A  
Have not had this happen  
has never happened  
Never had it to happen  
Sorry- I misunderstood question. We have not had to do this. Cannot go back and change answer  
N/A, have not had this happen.  
haven't had it come up yet  
N/A  
Has not occurred  
Never had this happen  
Never had that happen  
Never done  
Have not had this issue yet.  
haven't run into that situation  
Has not happened  
I have never had a case where this has come up.  
Never had this problem.  
I've never had this situation  
NA  
Never had that happen  
Never happened  
haven't had that happen  
NA. photo always matched presented photo id.  
I have not had to do this. Misunderstood the earlier question.  
have not had to do so  
Haven't had it happen yet  
Has not happened  
Never happend before.

Has not happened  
Not yet experienced  
we have not come across this issue  
Hasn't happened (yet).  
haven't needed to  
This has not occurred  
Hasn't ever happened  
Have not encountered yet  
Haven't had a non match  
error; did not have to photo match - just verify documents  
haven't had that problem  
Haven't had that yet  
Have not experienced that issue.  
Never had this issue  
I goofed. I have not had to upload photos  
Have not had a non-match.  
I have not run into a situation like this yet  
Not applicable  
i have'nt had too  
I haven't had this experience  
Never happened  
Have not had that problems  
I never had a instance when the photo on E-Verify did not match the new employee's driver's licence  
or passport.  
Have not encountered this situation. Would probably elect to scan and upload.  
never had one that does not match  
Have never had to do that  
N/A  
Haven't had to do it  
All have matched so far.  
Haven't had this come up  
has not occurred  
Never happened.  
never had to do this -they have always matched  
Has not happened.  
always match  
n/a  
n/a  
On-line  
NEVER not matched  
all photos have matched  
Have not had this happen  
No need as yet  
Has not occurred

has never happened  
have not had that happen  
haven't had the photo not match  
All photos have matched  
That has not happened to me  
Haven't had a case that didn't match  
Have not had mis-matches  
have not done  
Hasn't occurred  
It has not happened as of yet,  
Have not had this situation  
Have not had to do this on any of our employees.  
Never had a non-matching photo  
haven't had that situation  
haven't had to do  
Never had that problem  
never had to do it  
Never had that happen  
it always matches  
Haven't had one  
have not had that happen yet  
Photo has always matched.  
Not applicable - has always matched  
Has never happened  
never used  
never happened  
never had a case  
Don't have this issue, never done this  
N/A  
Never had it happen  
that has not happened  
this has never happend (yet!)  
never had to to upload for cases  
hasn't happened yet  
never happened  
I never had a photo not matching  
Have not run into this.  
It has never happened  
Have not had to provide  
Haven't had to do that yet  
Hasn't happened before.  
Have not had that happen  
have not had that happen  
Never happened

Haven't had this issue  
haven't had that happen  
Has not happened; all match  
Not happened  
has not come up yet  
no cases of photos not matching  
NEVER HAD THIS ISSUE

I didn't understand what this question meant. I have never done this process. Please disregard my last responses to this question. There is no back button on this survey for me to make the corrections.

It hasn't happened to me yet.

haven't had to match photo. sorry I answered that I did, but was confused

.

Never had that happen  
Have never had a case of mismatched photo  
Haven't experienced this  
N/A

It hasn't happened

hasn't occurred

Has not happened yet

Oops, I misunderstood - we have not been required to do this.

Have never had situation where photos did not match

has never happened, don't know

have not had that issue yet

check no and send to TNC

has not happened

n/a

I haven't had this situation occur on any of the cases that I have ran.

It has never not matched

not applicable-never happened

I have never had to but would use scan & upload if did

This has never happened.

N/A

I have never had a photo not match

N/A

Never happened

Not had this happen yet

I've not had this happen to me

Have never had this happen

Have not had to.

Never experienced

Haven't had a case where the photo didn't match

have never had to do this

N/A



We have had success and have not had to use.  
has never happened  
have not had this experience  
HAVE NOT HAD THIS OCCUR  
This has never happened  
never has happened; your photo should be larger  
This has never happened.  
HAVE NOT HAD THAT HAPPEN  
Only had to verify photo  
Not had an issue  
n/a  
Hasn't happened yet  
hasn't happened  
Not had problem  
Haven't had a non-match  
I have never had one that didn't match  
I don't know  
none  
Has never happened  
Has not happened  
Have not experience this yet  
never happened before  
not applicable  
N/A  
Never had to match  
Hasn't happened yet.  
N/A  
always matched  
N/A  
I have never had a mismatch  
Have never had to submit a photo  
That has never happened at our office!  
Have not had this issue  
never happened  
N/A  
Have not had to submit one yet  
This instance has never occurred. All photos have matched for our cases.  
N/A  
Not applicable  
never had one  
does not apply  
HAVE NOT HAD TO DO THIS  
I have never had this happen  
n/a

Never had this happen  
Never had this happen  
Employee calls DHS  
I haven't had to do this yet.  
Not a problem at this point.  
Have not had any issues so far.  
I personally have not ran into that issue  
have not encountered this  
Has not happened  
N/A  
We haven't had this happen  
Have not had that issue  
misunderstood original question - all the photos have matched  
Never had that problem  
Have not had that happen  
Have not had to do so yet  
This has never happened all photos have matched  
Has not happened  
Have not had to do this.  
I have never had a photo that didn't match; if I did, I would Scan and upload.  
Have not used this  
never has the photo not matched what the employee has submitted.  
never had to do this  
Never happened.  
no experience  
n/a  
Has never happened yet  
have not had to do this  
Have not used this, since it was an error in my part when initially submitting information.  
that has never happened  
haven't had to do that yet  
Have never had this situation occur  
Never had to.  
Haven't had to do it  
Has not happened  
photos have always matched  
NA  
Never had  
This has not happened  
haven't had to submit a photo where it doesn't match E-Verify  
It has never happened  
This hasn't happened yet  
photo always matches  
Haven't had to do this  
Not happened

NA  
I didnt have to submit. It matched  
Has not happened  
n/a  
informed on website  
not applicable never happened yet  
haven't had that problem  
never happened  
not had to do that yet  
Has not happened for me  
N/A  
N/A  
never had this happen  
Haven't had the need  
mine have all matched  
Hasn't happened to me  
never happened for us  
not sure i understood the original question  
Have not faced this issue  
It has never happened.  
This has not occurred  
Never had it happen  
have not encountered that issue  
not had that situation yet  
just matched their picture with what I had  
havent had to do this  
This has never happened where a photo has not matched  
I have never had this issue.  
have not experienced non-matching photos  
NEVER HAD ONE  
so far photo always matched  
Not an issue. Photo has always matched.  
n/a  
Has not happened  
Never had that happen  
Haven't had this occur  
Hasn't happened.  
never used  
not applicable  
Have not had this happen  
Have never had the need to do this  
hasn't happened before  
no experience  
the photo always matches - don't know what we would do if it doesn't match

Haven't had one  
Never had this situation  
has never happened  
have not had that issue  
I have not experienced this.  
This hasn't happened  
This situation has not occurred so far  
dont know have never had it happen  
Photo has always matched  
have not had that happen  
Have not had that experience  
not happened  
I've never run into this problem.  
Never occurred  
passport picture came up to confirm  
Hasn't happended.  
I have not had a photo not match  
None  
never happened  
N/a  
N/a  
I would scan and upload into E-Verify  
Have not had this happen  
not applicable  
THIS HASN'T HAPPENED  
N/A  
have not had to do this  
Have never had to.  
Not had this happen  
have not have any one that have not match the photo  
have not had a non-matching photo  
Has never happened  
This has not yet occurred  
has never happened  
Hasn't happened  
Never had this occur.  
Never had to do this  
Have not had a photo that didn't match  
this has not occurred here  
Hasn't happened yet  
This has not happened since I've been using E-Verify  
Don't know. Have not encountered.  
I have not yet had to complete that process sined I never had a photo that did not match  
Haven't had one.  
never had this happen

Never had the issue  
never had this problem  
I've never had a photo that did not match.  
N/A  
It has not happened  
Have not had this happen  
I'm sorry, I have verified the photo on the passport was the one on the site, I have not had to send a photo in or scan one it. I answered incorrectly.  
have not had that situation yet  
never had this case  
Has not happened  
has never happened  
never had to do  
we dont have this kind of cases  
never happened  
I have not had to do that.  
n/a  
never had to  
never had this issue  
Hasn't been an issue  
Have not had the issue  
never had this happen  
has never happened  
Never experienced a non-match  
I misunderstood the original question. I though photo matching meant just confirm the photo you show.  
So I haven't used photo matching.  
It's been a long time, don't recall how I sent it  
never have  
never happened  
Havn't had that issue  
I'm not sure. This hasn't happened to me yet.  
Has not happened  
Haven't had such a case  
HASN'T HAPPENED YET  
Haven't had to do so  
hasn't happened  
always seems to match  
haven't had an instance where the photo did not match e-verify  
Have never had this case  
Never have had to submit  
Have not had to upload photo  
Never happened  
Copies  
Never had reason to do so.  
I have not had that happen

N/A, has never happened  
This has never happen  
N/A  
Have not needed to do this.  
Never had that occur  
Never needed  
Have not had this happen  
N/A  
thus far, always been a match  
N/A  
Have not had this situation  
hasn't happened  
have not had to yet  
haven't had it not match  
Never had it happen  
Never had that happen....  
Hasn't happened  
hasnt happened  
This situation has not come up  
Haven't had this happen yet  
haven't had it happen yet  
Have not had this happen  
call  
Have not come across this issue  
never had to  
havent had any  
Always matched  
All photos have matched  
Never had that problem  
Never happened.  
Has not happened yet  
N/A  
Never had an issue  
HAS NOT HAPPEN  
Have not had this occur  
Hasn't occurred yet.  
Have not had that experience  
unknown - hasn't happened yet  
never happened to me  
N/A  
n/a  
Has not occured yet  
Havent had this issue

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

The agents don't always seem to be aware of the ongoing technical issues so it's difficult to get a resolution many times.

Went round and round with the automation until I finally got a hold of a live person and that person was not very knowledgeable.

System down for about 4 to 5 days and unable to have it resolved in a timely matter resulting in late E-Verify.

E-Verify can't help whenever the issue is with SSA. Even in cases where a case is in continuance for longer than it should be, E-Verify can never help.

See answers!

Often the representative is not fully aware of related regulations (for example - the fact that higher education institutions are not required to E-Verify all new hires). Often spend a lot of time explaining regulations to the representative. Additionally, often it appears that representatives have little to no experience and/or understanding in working with E-Verify and I-9 requirements as an employer. Lastly, the E-Verify and I-9 customer service centers should be separate.

Can't get a live person to help. Only recorded message.

The representative was very nice and seemed to be helpful (and may have been accurate), but the information he gave me was not at all with Social Security told me. I'm still not sure what I should have done to resolve the case more quickly.

Could not fix problem.

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

It took over a week to receive a response and still did not get a resolution to my issue.

Inability to reset the password by email.

Takes forever for a response.

I e-mailed only after attempting to resolve the issue via phone and then was asked by the representative to e-mail. This takes a lot of time and effort on my behalf.

The e-mail response was quick and professional, but again, referred me back to SSA. SSA claims they resolved the case. Maybe the correct action was to close the case and start another one (which ultimately worked), but nobody told me that.

**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.**

Inspections or audits.

It is hard to say - I think that there are quite a lot of people who get hired by employers that never go through E-Verify. If E-Verify and the wage reporting system were to be connected then anyone not verified through USCIS could be flagged for follow-up.

I don't know.

I think companies should be randomly audited to ensure compliance. I have hired folks who told me, "I was working at McDonald's" but when I E-Verify them they fail. How is McDonald's not complying but I am? I think there should be a fine to the employer for not complying when it is legally required such as in SC.

E-Verify is worthless if it doesn't interact with the Social Security Administration to verify valid social security numbers. The only thing E-Verify does is notify the state that someone's working so they can garnish wages sooner than waiting for payrolls to be submitted.

Would be nice to have a corporate log-in that can assign and manage users and see all submissions.

N/A

NOOOOOOOOOOOOOOOOOOOOOOOOOOO, NO, NO, NO internet system will ever be safe from hackers. All issues should be on paper which would be too hard for any bad guys to intercept.

It's easy to enter the information, but it's hard to keep up with it all. Things expire and fall thru the cracks. Not sure it's all handled as well as we can, but there's not anything that will fix it all. This is a great process overall.

We don't need a wall. We need this to become the law. Any company who doesn't use it should get a fine per employee.

I'm not sure but I know several employers who don't use it at all

Everify doesn't do anything to address expired documents. I am just a payroll clerk, and Everify needs to address these issues to the employer(s) and not me. I have no way to enforce anything when employees' authorization to work expires after they have been initially verified. Therefore, this system is useless to prevent unauthorized people from working.

The only issue is related to closing cases as invalid. If a case is closed as invalid and another I-9 is completed, the record may look like a late I-9 but we attempted to complete on time and due to an error have to resubmit. There needs to be improvements when cases are closed as invalid and what the process should look like. Also, if a case is legitimately closed as invalid because a duplicate is detected, then this process needs to be able to be differentiated from a case that was closed as invalid due to incorrect data. I know the 2 options to select are there, but if an I-9 is legitimately a duplicate case, a new I-9 is not required so the process and tracking should adequately reflect that versus a case with incorrect data submitted. Biggest Issue: Cases that are FNCs but have a paper form that was received authorizing the employee can never be properly resolved electronically - Please fix this asap. Next issue/question: What happens if an employee presents a receipt but can no longer get that document, but has another document for example to present?

E-Verify should make companies scan in list B & C documents that are being used.

Make it easier to login

In our profession of tree services professionals, there are a lot of hispanic groups that are quoting lower prices to customers that hire them. I'm sure they do not use E-Verify. Not sure how you would contact them to use the system. Of course they would not be in business if they had to use E-Verify. Do it!!!

My opinion, all contractors working on Federal and/or Public Works projects no matter the dollar value should be required to use E-Verify.

Over the years I have seen multiple times where fraudulent id's were used to run thru the system. Individuals sell people their information and would have a state ID created to have legal documentation. There should be a better way to verify photos on all ID cards

NA

if they do something wrong 3 times in a month, disable their access

i think the TNC is confusing and more clarification could be helpful

Not sure, the documents provided by a potential employee cannot be scrutinized at the employee level, this is another structured level that has fallen on the employers and should be another level of / verification as a supplement to legal status in this country.

I believe E-verify should be mandatory across the entire country for any employer regardless of size or other factors.

Send warning notices to employers who do not use system. Everyone should be legal to work in US.

E-Verify should make sure first that all companies are complying with this. perhaps e-verify number be required on tax forms such as 941 and w-2 /

**Q106. How would you prefer to get information about changes or updates to E-Verify? (Other)**  
payroll provider



maybe 2 or more of these

Email and Live presentations

on the website and emailed to registered users

I want no updates

Through Paycom our payroll company

don't really care if i didn't have to use it i would not

I would prefer things not be changed at all unless there is a change in the regulations

All of the above

website and mailer

Our Payroll Company

I would prefer not to be bothered.

Through PEO

email, mailer, and e-V website please - - lots of infor comes in daily - want to be sure I don't miss something important

Mail/email

no longer involved in this process as this task assigned to another employee, so don't know

TalentReef

My business has closed so I will not be using this website

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

No comments at this time.

Like I said earlier, I am a software developer. I do not use your Web interface except to be certified.

The frequent updates to the Web Services API requiring recertification creates a treadmill that my budget does not support. We cannot afford to maintain E-Verify integration over time, so we cancelled that part of our project. Users of EnterpriseAxis Human Resource Information System must login to E-Verify separately.

DOING GREAT

I WISH THE 3 DAY DEADLINE WOULD BE EXTENDED, DUE TO SHIFT WORK AND ON CALL RESERVE EMPLOYEES 1ST DATE WORKED CAN BE TRICKY

Change password requirements

No comments

i hate the constant re-do of our passwords. its a nuisance.

There are no additional comments Thank you.

none

TNC notice - more claification on "next step" for employee and employer would be helpful.

Everything seems to be straight forward.

N/A

At the end after the person has been verified, the questions you need to answer after that don't make a lot of sense. Especially the one that asks if the employee is still working for you. I just filled out the E-Verify form on this person, of course they are still with us, or actually they have just started with us.

dump the electronic I-9 or detail how to use it more clearly

NONE AT THIS TIME

I think E-Verify has evolved into a good database, could use some tweaking but overall it works. Should be required across the board to level the playing field and bring people out of cash basis market we compete with, who do not follow the law.

A little more than 3 days form the date of hire in order to E-Verify would be nice.

Please consolidate the forms and reconcile it against E-verify. If I've verified an employee online and you have the information, why keep an I9? Why fill out an I9 when the information is in the system or vice versa? It's just an extra step in the process that creates extra work for my employees. How much did this survey cost. Feds spend a lot of money on BS. It is what it is. If you're "excited".about e verify -get a life man.

We are very happy with the service.

none

I didn't think we had a choice in participation!

I'm a satisfied customer!

nice program, I would like to see it replace the I-9 all together

We have to participate in E-Verify at this time by law. If we didn't have to, we wouldn't.

Make it mandatory for all employers especially for work visa holders and whenever there is a gap I'm employment in US for more than three years. That way you can check on the candidates who has three year H1B approval but uses it only once in a while which is not correct.

I-9 paperwork reduction a plus! :-)

Thank you for providing E-Verify as we as Employers are guided in having a legal and safe staff.

To better serve my company, nothing. I believe every employer should be required to use E-Verify.

This survey is the first time that I have seen phone numbers for Customer Service and Technical Assistance. I had questions when I first started and never could find a phone number. Maybe need to make the phone numbers more prominent.

None

Again password resets are required too frequently

None

I have had a great experience with the E-Verify program.

I look forward to all allowable photo IDs coming up in the future, the few times this has happened it gave an extra level of certainty that the process ensured validity.

No

Please see my comments as entered in the "create a case" section. I am skeptical of a verification system that is reliant on information that has been compromised on several levels. The SSN should only be used for actions applicable to the administration of Social Security benefits. / / The website itself is easy to use and I have not encountered any issues with confirmations. However, as a one person HR unit, the three day limit is hard to meet when I do finally get some time out of the office. I always send out a timely notification to all hiring officials within the Company of the period I will be out of the office, but it always seems that as soon as I go on leave, they will hire someone. Not a website issue, except perhaps to add that as a specific reason why the form was not submitted within the 3 day limit.

Would like to not have to change my password every 3 months. How about yearly?

Make the testing process shorter. Make the wait times for phone calls shorter. Lengthen the time for compliance. Have a direct like for the business to the application once they have completed testing.

none at this time.

I don't have a problem with the system

Online web system is great. Easy to navigate thru and is self-explanatory. My mine issue would be finding answers when I need them. Sometimes it can be difficult to dig thru the website and customer service via phone is less than satisfactory.

I've been extremely satisfied with the system and especially the people who have always been more than helpful, knowledgeable, and professional whenever I have the need to call for assistance. I appreciate the personal touch!

none

I would like to see E-Verify use DMV photos (from driver's license or identification cards) to E-Verify every employee.

The current process is fine but I'm sure there are improvements that can be made.

No suggestions.

Create a level playing field among businesses in different states by requiring E-Verify nationwide. By the way, I did NOT vote for Trump, I am Democrat but I do believe in hiring Americans first. If all business did this there would be no need for a "WALL". It costs me zero dollars to E-Verify and I am not discriminating.

No comments. I'm pretty satisfied with the current E-Verify system.

none

Since we are required by the states we operate in we have no choice but to continue to use E-Verify, however due to all of the difficulties which I mentioned earlier we would not choose to participate if it was not required.

In 5 years of using Everify there has only been 1 photo ID for a prospective employee. If the system works for its intended purpose there MUST be photo match verification.

Less frequent password changes and maybe make it to where you can repeat a password sooner than going back 10.

Website crash ... too slow .. often ask password reset ... takes a lot of time and makes it costly for the company to verify. Concept of the program is excellent but the quality of the web application is below standard .

Good program. Only improvement would be to eliminate I9 requirement if everify case is returned as authorized. Eliminate duplicate requirement.

Verify social security numbers through the Social Security Administration for validity.

None

EVerify is helpful in the employment verification process but I'm not as confident with the simple verification of a social security number.

E-Verify is a resource we use to maintain eligibility for government contracts.

Improve accuracy

We use a third party to submit our E-verify cases and so I do not submit cases to E-verify but our employees do handle the Incomplete, TNC and Photo Matching processes.

Our firm has been well served with E-Verify services

Your survey is too long.

None

A nice feature that E-Verify could add with minimal cost would be annual "certifications". Maybe an email on the anniversary of the account to show the company is in good standing. That certificate could be forwarded, on request, to municipal or state governments that require the use of E-Verify. I have learned about other companies hiring a service that handles their E-Verify process. I think that it's easy for people to assume that it is difficult. I think they would be nicely surprised if they simply worked through the onsite training. Within a few hours and after going through several first experiences, they would see that it works. As a 58-year-old with years of watching internet-based systems evolve, I am genuinely impressed to see a government program work this well. It's very encouraging! To my thinking, if all employers had to use E-Verify, the problem of illegal aliens working in our country would be GREATLY curtailed.

I am not confident that EV reviews state DL/ID information in real time. Seems the EV system relies on SS record check. All of this leave the employer with potential issues with ICE and having met our stated goal of documented workers.

span the initial verification deadline from 3 to 5 days

Great system to avoid fraud, however every employer ought to use it for employment only.

No final comments.

Your survey is too long.

The poster requirements are difficult for small employers with limited space.

This program are the best on Help the companies to process all new employee .

If it isn't broken, don't fix it.

Longer period of time for submitting case. Sometimes 3 days is not sufficient

I was confident in the process until prompted with the question " How confident are you that E-Verify is accurate". My interpretation of that is that, there could be room for inaccuracy. If someone is lying in regards to the information they give, than that is not an inaccuracy of E-Verify, so I am not sure how the information could be "accurate" through E-Verify.

Has been a while but when I have spoken with E-Verify reps, they have been knowledgeable and helpful.

It was a pain to use at first, but it has gotten easier, or I have gotten used to it. I do like that it allows us to use the information given on an I-9 to verify employment eligibility rather than just looking at it and making an educated guess. I just want to reiterate that standardizing how to move from one field to the next would be an improvement.

None.

1. Why do you have to wait until we enter most all information before you send a notification that this is a duplicate. Why not stop at the SS number. 2. Why does the system start from the beginning when you make a mistake

no comments

Not sure how to simplify the process and keep it safe, secure with cyber security- but it has got to become easier to use for those who do not use it frequently.

Registration should be simpler, had to call and speak with someone because it was somewhat confusing

no comments

I feel it is imperative that E-Verify "communicate" with state driver's license databases.

As stated earlier, being able to make E-Verify part of the application process would be great.

get rid of it

It costs a fee to use outside service and making sure someone is updating the forms and compliance of them is well worth it. There is a lot of legal/compliance items we have to go through..so it's nice to have this consolidated for us and having everyone going through e-verify.

For small business it would be easier not to be part of E-Verify.

Again I would hope that this use can be expanded as it is a very easy process and validation of employee's legal ability to work.

More clarify as it relates to I-9, the form and various regulations tied to each variable can be overwhelming to fully understand, E-verify could provide further training and clarification for a variety of different situations and documents that employers experience on a regular basis.

n/a

I am opposed to not being able to verify ALL employees at one time, but E-Verify will only allow me to verify new hires.

Keep it simple and quick. Employers want to log in input employees info and get out of system. It's that easy.

None

None

Delete the system and have the government do their own police procedures. The government has created this problem and they need to stop putting the burden on small business.

E-Verify works fairly well, but can always be better. A as small startup veteran owned company, I can say that what works for me as the owner is not only verifying employment eligibility, but also employment interest. That's a huge amount of field data that can be added to Federal databases.

People are always best at what they love to do, and capturing that at the Federal level would probably

do a lot for unemployment statistics in our country, once you make that filtered data available to small businesses like ours. If you like my crazy idea, I'd be happy to expand upon it, and contribute to this potential research project. E. Keith Joseph keith.joseph@dhsops.com 225-30-278.

The E-Verify system seems to have a lot of outages which hinders processing. The message "everify is currently not available...try back later" is sometimes frustrating.

NONE.

I had 1 employee findings come back where the documents didn't match in the e-verify system. I attempted to contact them and follow e-verify procedure but they never responded etc. What happens to those individuals. It is difficult to explain this scenario on the site.

Thanks! Love this tool!!

I would love to be able to do the whole process online and not have to complete and file paper I-9 forms. I would also appreciate more guidance on what information we need from employees who are not US Citizens but who are authorized to work here - we had trouble figuring out exactly which documents and document numbers we needed and though we eventually figured it out, it would be wonderful if E-Verify could provide sample documents so we would know what to look for.

My only thought of improvement is around the password requirements. Since I use E-Verify only once every three or four months, I am constantly changing my password. It is a bit frustrating.

It works as is. I do not know if non citizens can circumvent the system using false drivers license and social security cards. I think there should be a way to let the Employer know for a fact if indeed the new employee is a legitimate citizen of the US. Currently I feel that I'm not 100% sure if they are Americans because I don't speak Spanish. The other thing is if an employee is very good at his trade but was found to be illegal how can I keep him employed. I think the Employer should have access to a fee based system within E-Verify to get the employee toward US Citizenship or Work Visas plus including additional taxation and a program they can use to speed up processes with Employer assistance.

None.

I will continue to use E-Verify as long as I am required to do so.

I think it should be able to be used prior to hiring someone to prevent unauthorized people from being hired in the first place

Thank you for your services, Great Idea of how to do this and not have fraud commit on others identity. Keep up the great and accurate job you are currently doing.

The website is much better than when I first learned of program and had tried to call (before internet availability) Calling was futile.

Nothing that I can think of at the moment

Get rid of the tests someone has to take. A lot of possible employers have not taken any tests in over 50 or 60 years..... and more than you think have not yet used computers with ease. I've been using them since 1983 and still had some problems with e-verify's site.

1) Our company has several hiring locations (close to 100). The enrollment process was very time consuming since each location needed to be entered in separately and the training for all my user IDs needed to be overridden. 2) Also, since our company is so large I can only run reports for 2-3 days at a time or it times out. This is time consuming since I need to run reports for about a week or more each day. 3) The ability to run more audit type reports at the corporate admin level would be extremely useful. Since our entire company enters about 200 - 300 associates each month, some more user friendly reports that provide additional data would be great for larger companies.

We use it very little we have less than 25 employees and all of them have been US citizens in the past. We have very little turnover and are not looking to hire any new employees in the near future.

Very easy to use.

There appears to be one area in which E-verify is deficient. If it turns out that if there is a problem with an employee with an OPT certification, there is no designated office the employer could easily

telephone USCIS to discuss the matter. / / While any employee has the right to quit a job and take another job with an OPT, it would be a breach of trust for an employee to take company proprietary information without permission and return to his native country with that information. If this happens it should be possible to prevent that person from returning to the US and accepting another position until the issue has been resolved. This requires more cooperation and better communication between the employer and USCIS, since there is no way for a previous employer to know what a previous employee is doing once he has left the company to prevent similar problems for a future employer. /

It serves well but lately another employee in the company is handling this work.

I really feel the system is very useful and gives me what I need when hiring a new employee

none

I use E-verify with ADP, so ADP did a lot of the set up for me, and I use the ADP site to go through E-verify. I love the integration and think it works really well for the 15 companies i hire for.

I am very pleased with the E-Verify process and I have full confident in the process.

The only thing I find fault with is the warning at the beginning also shows up when you log off and you have to deal with it a 2nd time.

No suggestions at all. Never had an issue.

None at this time. Thank you.

I have no recommendations at this time.

Why would I recommend it to others when I have found out most companies don't use it!?? Why are we spending all this money if it's not a mandatory system?

none

I like the E-Verify system very much. It is easy to navigate. I liked that we had a reminder on an individual who needed to update his documentation. I really like that I am able to print the results and keep them.

None /

Again, just allowing us to have additional days to complete the verification of a new employee. Three days is just not enough time

think it works fine ... quick and easy

N/A

None

No comments

E-Verify is a great service. To be able to confirm identity and work authorization so quickly is very efficient for us in this busy world.

signed up through Hireology, but very happy to have the service

up to date training sessions to stay on track with the software.

I believe that the service is great because you know from the start if there are any issues with your new hire.

None /

No additional comments.

N/A

N/A

Make I9 form electronic

The updating of password can be a hassle sometimes. Leaving the original password for a longer period of time can help.

I've already stated that ease of entering surname/last name could be easier as sometimes it is hard to delineate between the 2

Can't think of anything at the moment.

Believe this to be a good idea & resource.

None

I don't understand the purpose, since there is no instruction-that I have seen-on what to do when the SSN is NOT verified. Apparently they just continue to work? There is no further instruction.

None

We use e verify because we do some work on state and federal buildings and it is required. It would be helpful if you would state in your Web site that employees hired prior to when we began this service can be "grandfathered" as long as they are not working on jobs that require it.

I WISH THAT THE DRIVERS LICENSE AND ID CARDS HAD PHOTO MATCH OPTION.

The only complaint I have is the frequency we have to change our password. I usually have to go through the process of changing the password everytime I need to log on verify a new hire.

None

Give the ability to delete a case when it's created in error or if it's a duplicate case.

No comments.

Get anybody living in the US eligible to be employed and not worry about e-verifying anybody. SSA and DHS need to get connected as agencies. SSA needs more training & education in the field about the E-Verify process. Many of their agents have no idea what to do and don't have documentation or job aids on what to do for E-Verify cases. This is very frustrating for employees and employers. Additionally, SSA has an issue where their name field is fewer characters than E-Verify and as a result, long names fall out as TNCs and SSA rarely resolves these cases properly. This seems like a very easy technical issue that can be fixed. Systems and processes and procedures between the agencies need to be aligned!

Will you make the password to change once a year instead, is the only thing I don't like.

Provide a clear, concise website address and quick entry to the website.

don't inactivate user ID's for non use so often. We don't have new hires that often and also I as the administrator don't sign on as often as my HR manager.

This service is a waste of time and money. Work on catching people that don't pay taxes or steal data and money electronically instead of chasing down people that are interested in working to better global society on the whole by being productive and not useless LIKE EVERIFY. Do the authors of ransomware have green cards? How about everifying that business email accounts aren't hacked, crippling American businesses? All this everify service does is prevent motivated people from working for a living. All this waste is the problem, not the solution.

I find E-Verify to be one of the best government websites I have used!

Allow for submitting E-Verify even after the 3 days

n/a

No comments

The website is cumbersome only when you are trying to search for a case; it would be helpful to be able to search ALL categories, rather than searching one at a time. Otherwise, the site is fairly user-friendly.

See previous comments in survey.

Password changes are required too frequently /

Question to other employers ---- why are you NOT using E-Verify??? The program is simple, easy, and fast.

None

None at this time

None at this time.

It's already easy to use.

My company uses a payroll service to do payroll. We submit everify info to them and they process for us. As a result I do not know the workings of everify myself

Do Not send me email every day. I have work to do.

Thank you for asking, I can't think of anything at this time.

The photos you display need to be larger and of a higher resolution, say at least 300 dpi.

I am happy with the effectiveness and accuracy of the current system. I have no recommendations.

.

N/A

None

no constructive suggestions at this time.

none

The last update to the system makes the process flow so much more logical. Thank you for changing the form and input order.

N/A

System maintenance and service issues impact our internal hiring service levels and attempts to leverage automation through web services. During Oct/Nov 2016 more than 30% of web cases submitted did not complete due to your website being down. You must have the system up and running reliably 99% of the time.

I can't think of anything. It's a very clear format that is easy to follow.

Please fix the password change/requirements to be less time-consuming.

Thanks for making this process so VERY simple, effective, and fast.

We are currently using a PEO, they have taken over the E-Verification process from us for our employees. I have tried to answer the questions as best I can but we really don't participate any longer in the program because our PEO takes care of this.

It is easy to use and very accurate.

Reduce the amount of info that must be entered for employees that have already been "passed" by E-Verify.

none, thank you

Thank you!

Transform it into a service that is verifying a person when they enter the country. Don't give employers more work to do. Private Employers are the reason EVERYONE has a job in the first place and do not need another burden.

I it really a very good working tool for our company

It works as it should

Notices that there is an issue seems a little cumbersome/difficult to understand. If there is a way to simplify that so we know exactly what to print, communicate, next step to take, that would be great.

No comments

I think the online e-verify is very easy to use and I'm glad that it's available. To have to do this any other way would be horrible!

An I-9 should not be required if E-Verification occurs on an employee.

Not on improving but I think I may have answered a question wrong and wasn't able to go back. If there is an answer that looks like I am very dissatisfied, it is the opposite extreme. I am very satisfied with E-Verify.

Continue to do what you are doing. Great job!

I have been using E-Verify for over three years now and have never had a problem using the website. not so many rules and instructions, simplify.

Make the tutorial faster.

The technology itself isn't bad. It is just yet another government burden to my business operations. Everyone thinks "It's only 5 minutes", but those 5 minutes add up.



often times, i cannot get in the system on the weekends. this is when i do my paper work as i work very long hours during the week. This often causes me to be late inputting the data in everify  
Please do not require password changes so frequently.

N/A

By keeping it quick and simple, just as it is. Thank you. Most HR in small companies do more than one job. So having a system that is SIMPLE/Accurate and time friendly is very important.

1. improve by reducing number of required password changes. / 2. be more effective in insuring other employers are conforming to the system. when some do not comply with the law it puts those that do comply in a disadvantaged position. Competing with others who are not making sure to hire as required by law is a serious problem that makes it difficult to impossible for those that hire legally to compete in my industry.

The 3 day limit allowed to input new employees can be a hardship, with only one employee allowed to do this input: sickness, vacation etc. snail mail with the required paperwork to input new employees, needs to be a week-2 weeks.

We are a business with a high rate of employee turnover so for us we are using e-verify multiple times a week. A longer than 3 day time frame would really help us work with our employees and gather the correct paperwork. /

None at this time, Maybe in the future

Improve login

Ensure all companies utilize this most important step of employment next to a background check.

none

N/A

USCIS could provide information to employers about the system; how many users, how many entries, how long has it been in operation now? share the news about usage and what issues or problems are being addressed if any. also, varied employers with different experience could share insight and since govt contractors are compelled to use the service, they should be offered insight that USCIS has gained. PS: most survey sites include an auto correction / spell check in the narrative boxes

none

No recommendations. It gets easier the more one uses the site.

none

None

The e-verify system does the job in identifying those individuals not authorized to work in the U.S. However, as stated previously, it doesn't correct the problem of unauthorized individuals being employed by companies not participating in the E-verify program. E-verify doesn't FIX anything, it only makes it more difficult for the employer to hire.

Need to have less password changes

N/A

Would like to see one website to do all - background check, E-Verify, Check Credit Report

In my opinion it is excellent and free

No more that I can think of

No more surveys, please. And not as many questions on e-verify website.

none

The system works fine for me and I am very satisfied. Thank you!

Your survey could allow the person taking the survey to skip questions that are no longer pertinent to them if someone else in the company has been assigned the task of using E-Verify. Thank you!

n/a

n/a

n/a

n/a

Since it's a system we have to use (as a local government), the only thing that would improve it is to see photos when we enter someone. I have had a few pop up but not many.

It would be nice if the EVerify could some day totally replace the I-9 requirement from employers. Duplication of work.

Very pleased with this service. Thank you.

Great program, everyone should use.

The simpler the better

The 3-day requirement is a hardship for us as our employees are hired out in the Field and there is quite often delays in getting the paperwork turned in. Could this be extended to one-week?

I have seen to many individuals in the past create and use false information to by-pass the system.

none

None

The time limit is sometimes a problem when we can't log on every few days to make sure these are done timely. We fill out the I-9's right away but sometimes don't have time to e-verify within 3 days.

live chat would be helpful. I-9 done at time of verifying

The Federal Government is using me, as an employer to do the job of the Federal Government. If the Federal Government properly controlled the borders of the US, then E-Verify would have absolutely zero purpose. Until such time as the Federal Government does its job of controlling access to the USA, E-Verify serves a purpose.

Reminders to enroll new employees. I tend to forget as I do not hire frequently.

Thank you.

Re-design your web-site!!!

How come the web system does not accept "Jr" or "Sr" on employee's last names?

Too many emails being sent regarding basic training, etc. Please send me an email if there is a change.

NA

N/A

Although we have not had many new hires recently, I noticed that the password needs to be changed every 3 months. Would prefer having a permanent password.

No additional comments

All is well no suggesstions

I love that the passport picture appears to verify the photo. It would be nice if the passport picture is unavailable, you would be able to produce their DMV photo for us to verify the person's ID

The system is intuitive and easy to use.

none

I really like this program and I don't see anything right now

Not at this time

As previously stated, I found the site extremely user friendly. I was very impressed how quickly the photo information came up when I entered the required information.

Don't use the E-Verify website. We use ADP Resource E-Verify.

very satisfied

Improve the password change process. Don't be so restrictive about the form of passwords or about re-using old passwords.

We were contractually required to start using E-Verify (by FAR). Getting started was time-consuming, but we really like ongoing use of the system for new hires.

none

none

None

the only negative I have about E-Verify is when some changes are made you have to do a tutorial and then be tested on it. Haven't had to do one in quite some time but E-verify is very simple to use, don't need a tutorial and testing.

We E-verify all of our new hires. It is our policy. It gives us added confidence in our hiring processes.

Would like to see I-9 and e-verify combined so that we only need to complete one process.

E-verify is a great program! It is easy to understand, easy to use and I am glad employers are able to utilize it.

doesn't matter, I have just retired

EVERY PHOTO ID WE TYPE A NUMBER IN FOR SHOULD HAVE A PHOTO MATCH. SO FAR I BELIEVE I HAVE JUST SEEN THIS FOR PASSPORTS, BUT IT SHOULD BE FOR DRIVER LICENSES, STATE IDS, ETC. SO WE CAN MAKE SURE THE PERSON IS IN FACT WHO WE ARE ACTUALLY MEETING WITH.

very informative

None

No comment

No improvement recommendations.

none

My real issue with E-Verify is that I have to do it, thanks to the State of Alabama.

I'm very glad to learn that the Trump Administration is going to mandate the use of E-Verify BY ALL EMPLOYERS! It has been our experience on numerous occasions that our use of E-Verify has resulted in a loss of very-qualified potential employees to other non-participating E-Verify companies. We find this practice to be discriminatory and unfair.

As mentioned before, a longer period is needed to enter new employees from their actual date of hire to entry in E-verify due to the various work sites and notification timelines. /

Having a more intuitive/flexible field to accommodate multiple surnames, as some people are not consistent with how they list their name (state DL and ssn card do not always match character to character). Some people sometimes hyphenate a married name on one document, but not another. Or may drop one of two surnames on one document, but not another. It is inconvenient for them to gather documents, drive to the nearest social security administration office, then have to stand in a long line for hours, just to clear up a hyphen before they can start work.

I really need to visit E-Verify and determine if I need any updated training. I have always appreciated the assistance that I received whenever I needed questions answered. The only thing that I may be fuzzy on at this time was just still trying to understand our responsibility if we have a contractor/non-employee from another company to work for us while in a federal grant at our company. It is my understanding that we have to make sure that the other company has completed E-Verify and know they are going to work into a federal grant at our agency. I figured if this situation presents itself to my knowledge, I would contact E-verify via phone to walk through everything. The representatives have always been helpful in the past.

The second set of numbers on the resident card are not asked for or listed on the I-9 form, so if you don't have a copy of the card, sometimes front and back, you don't have the number to submit for the verification.

At this time I am pleased with the way E-Verify is working. I have no recommendations for improving at this time.

Please limit email notifications. Overwhelming number of emails received. No one needs this much training to use a simple computer program. Let employers hire/train employees who are capable of using a simple online registration program instead of continually bombarding the computer literate with invitations to more and more online seminar.

No comments at this time

Rarely do I have a question or problem but when I have the customer service person has been very helpful and my issues have been answered. I have not had any problems with E-Verify and as a construction contractor we are happy to know that our employees are authorized to work.

I have none. Thanks

nothin really.

none at this time

Having an electronic form of the form I-9 where new hires can log in and complete will be ideal.

None at this time.

none

None

None

None

None at this time

N/A

E-Verify is a straight forward way of confirming and assuring that the people we hire are eligible individuals. I can't think of any improvements. Thank you

None

N/A

Nothing at this time. It's a great system and easy to use.

I expected the worst and was pleasantly surprised, but I don't agree with the law behind E-Verify.

While the laws prevent us from using non-citizens, it only makes non-citizens vulnerable to unscrupulous employers who will take advantage of them. Ultimately, I think it lowers wages for legal workers who would take the jobs of the illegals who have no protections. However, E-Verify has been rather easy to use and accomplishes what the law requires.

Overall I feel like the program is very easy to use. The only comment I have is allowing a user to go back and update or make changes if the information was initially put in the system incorrectly. It's difficult to go back and make changes.

The initial testing to qualify to use E-Verify is rather long for small employers like ourselves -- we have 7 employees. Would like to be able to qualify in a quicker manner to use E-Verify.

None

E-Verify is required by the state I work in. It seems to work well and I am glad to be able to use / it.

No Comments. Your service has been great!

thank you for your service

Easy to use system that provides immediate results. Thanks.

Give the employer longer than 3 days to submit.

No Comment

E-Verify serves our company well and I can not think of any improvements that would be needed.

None.

none @ time

Nothing

So far I think you are doing a great job!

I don't use E-Verify very often as we do not hire very often. When I go to access it, because of the lapse in time, I always have to change my password and go through another training.

having to change the password too often is annoying

Navigation and visibility

This survey is too long!

Easiest to have a human help on the phone when I have questions. I don't like guessing at things when I am unclear. Then I have to worry about if I do it incorrectly. Too much room for error.

none

No commend, just do what company ask me to do.

thank you

Thank you!

none

It works well for us. No problems with it yet. It has been user-friendly.

More training for new employees who will be using E-Verify. Videos, or pamphlets that can be easily shard with staff.

Thank you for helping me to build a workforce of eligible workers.

the business is closed so I wont be using e-verify anymore.

System seems to work well.

Like the idea

n/a

The system is too complex. It is cumbersome.

None

Nothing at this time

My only issue with eVerify is the complexity of password verification. The timing and requirements are a bit cumbersome. Other than that, all is great.

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

warranty provider

Human Services

Janitorial

Church/Not-for-Profit

Hard Chrome & Electroless Nickel Plating

Property Management

Entertainment/vacation

Fast Food-Pizza

automobile sales,service,parts

Church

unmanned marine systems

Entertainment

Real Estate

Entertainment

Public Library

Telecommunication

low voltage cabling

Housecleaning

REIT

Test development

Residential Service

Real Estate Sales Rentals  
Brewing  
Security Service  
Landscaping  
House Cleaning  
Payroll provider  
remodelling company  
Hair Salon  
uniform rental  
municipal government  
hvac  
Behavioral Healthcare  
design and production  
Property Management/real estate  
Software Development  
PEO  
Aerospace  
Analytics Services  
Telecommunications  
Marketing  
Fabrication  
Surveying Co.  
Equipment Retail/Service  
Pharmacy  
Public Housing/Section 8  
Consumer Services  
biotech  
C-STORE  
contracting  
Real Estate  
sales, installation, service and monitoring of security, fire and emergency systems  
Uniform and Linen rental services  
distributor  
Home Care  
Telecommunications Contractor  
Contract Security  
heating and cooling  
Small Business Projects for Federal and Private Sector Clients  
Document Management Solutions  
Software Development  
Biotechnology  
Private Service  
I provide payroll & HR services for family managed and operated affordable housing apartment complexes across the State of Alabama  
Consumer Goods

Coatings Applicator  
Plumbing  
Architectural Engineering Firm  
Hair Salons  
Heavy hauling  
NDT Services and Engineering Services  
auto quick lube centers  
Warehousing  
Staffing Agency  
Warehousing/Logistics  
Contract Office Furniture  
Health & Fitness  
Medical Device Repair  
dentistry  
Church  
special events  
Temporary Staffing  
automotive  
Consulting (Architecture, Engineering, Intelligence)  
3rd Party Customer Service Provider for numerous organizations  
RE Management & Genl Contractor  
distributor of hose and fittings  
Logistics/Warehouse  
FREIGHT FORWARDING SERVICES  
Government Contractor  
Government Contractor  
vet clinic  
Landscape Service  
Electrical  
Landscaping  
Industrial Painting & Coatings  
Service industry  
Specialty Construction  
law office  
Payroll Service Provider  
Distribution/Warehousing  
Medical Device  
Marine Repair  
Legal Technology  
Services-Janitorial  
Service of generator equipment  
SYSTEMS INTEGRATOR  
SERVICE  
Acctg and Bookkeeping

barge maintenance & cleaning company  
other services  
Non profit  
Fitness Instruction  
Property Management  
Non medical home care  
call center  
Cyber Security  
consulting  
Environmental Consulting  
Housing  
independent living  
Property maintenance  
Design  
Hair Stylist  
House cleaning  
Tree Service/Environmental  
Poultry  
R & D  
Aerial Surveying and Photogrammetry  
Architecture  
Funeral Services  
Fiber Optic Splicing  
car dealership  
HVAC Commerical Sales and Service  
R&D  
Specialty Cleaning  
Compliance  
Federal Contractor  
Distribution of Consumer Products  
STEEL FABRICATION  
research & development  
Temporary Agency  
Uniforms  
Pest control  
Government Contractor, Engineering Services  
Automotive Supplier Support  
Maintenance  
Property Management  
Solid Waste Collection  
Distribution  
HVAC Controls contractor  
Food service  
Environmental and Scientific Consulting and Services  
Petroleum distribution and apparel manufacturing



facilities & relocation services  
Waste Environmental  
Biometric Scanning devices  
Surveying  
Statistical Consulting Services  
Movie theater  
Veterinary Clinic  
Science  
Automotive Repair  
Screenprinting  
Software  
Collections  
Transportation  
House cleaning  
Security  
Delivery service  
plant health care  
Recreation  
Cleaning Services  
Landscape  
PariMutuel  
RV Dealership  
Call Center  
ELECTRICAL  
REPAIR  
Fitness/ Recreation  
REAL ESTATE PROPERTY MANAGER  
MANUFACTURING/SALES-RETAIL/WHOLESALE  
Architecture  
Real Estate Rentals  
Recycling & Refuse Hauler  
Consulting  
Landscaping  
Local Government  
golf course management  
research software  
SOFTWARE SERVICES  
Services / Repair  
Biotech  
Contractor for Government  
RECREATION  
Home and Commercial Services  
Distribution of Moving Equipment  
Payroll

Distribution  
Medical  
child care agency  
Online Training  
software  
Funeral Home & Cemetary  
Hospital  
on line advertising  
Real estate  
distributor  
oil field service  
Environmental  
Publishing  
HVAC- we have closed the business  
Design and fabricate themed environments  
group home  
transportation services  
entertainment  
Professional Services  
Marketing & Advertising  
service

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