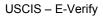# Department of Homeland Security
U.S. Citizenship and Immigration Services

Customer Satisfaction Survey
E-Verify

Final Report
January 2013

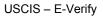*This page intentionally left blank.*

Table of Contents

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3

EXECUTIVE SUMMARY

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Overall Findings and Recommendations

This report focuses on the customer satisfaction of companies currently enrolled in the E-Verify program. Satisfaction with E-Verify remains high and follows up a three-point gain in 2011 with a one-point improvement in 2012 for a satisfaction index of 86. This is 19 points above the current federal government average.

Two segments of E-Verify Users were also measured. Recent users, those who had run a case since January 1, 2012, had satisfaction of 87, also a one-point improvement for this group. Those who used E-Verify because of the FAR requirement had satisfaction with E-Verify of 88, which was up four points from last year.

The customer satisfaction model that was developed identified five areas which potentially drive satisfaction with E-Verify. The five drivers of satisfaction remain very highly rated with two of them rated in the 90s. There were no significant changes in the scores of these drivers with scores either holding at last year's level or improving one point. The Photo Matching Process is again rated the highest at 95. The process was easy and users felt that Photo Matching was very helpful in preventing fraud. Using E-Verify is the other driver rated in the 90s. Additionally, it has a very strong impact on satisfaction. In Using E-Verify, submitting I-9 information was easy as was navigating the E-Verify site. The initial response was received in a very timely manner and the next steps were clearly described in the response.

After posting gains in 2011, Awareness/Registration and Tutorial, hold their scores to remain at 85 in 2012. Both areas have considerable impacts on satisfaction so keeping the performance scores at a high level remains critical to keeping satisfaction high. With respect to Awareness/Registration, enrollment instructions are clear, the memorandum of understanding clearly states responsibilities and next steps. Users rate the registration submittal as easy. They also find that user name, password and E-Verify web address are quickly received.

In the area of the Tutorial, it continues to meet users' needs. Scores improved significantly between 2010 and 2011, and those gains held in 2012. The online training is easy access, easy to understand and the amount of time to take it is not burdensome. Both the User Manual and online training provide useful information.

Tentative Nonconfirmations were received by 23% of respondents and in 55% of those cases the user had received just one TNC in the past six months. With a score of 81 and a modest impact on satisfaction, the Resolution Process appears to be meeting users' needs. Ease and speed of resolving the case were sufficient to users. Communication about the steps involved in the resolution process were clearly communicated.

Just 13% of respondents contacted Customer Service by phone in the past six months and only 4% contacted Customer Service by e-mail. However, Customer Service delivery both by phone and e-mail had scores improve significantly from last year. Professionalism, communication skills and guidance on questions each had significant improvements as did the accessibility of representatives. In conjunction with higher Customer Service scores issue resolution is up from last year as well. In 2012, 93% of callers had their issue resolved during their most recent call to E-Verify customer service. This is up from 87% in 2011.

While findings for satisfaction and its drivers have been mostly positive users' perceptions of System Integrity may have slipped slightly from last year. In 2011, 71% of respondents believed that E-Verify was doing enough to ensure companies using it adhere to policies. However, in 2012 only 63% thought this was still true. Likewise, in 2012, 70% of users thought there were adequate safeguards to ensure employers are using the E-Verify system properly. This was down from 77% in 2011.

Despite being less positive about System Integrity, users remain very likely to continue participation in E-Verify in the future with a likelihood rating holding at 94. Confidence in the accuracy of the program (87) remains high as does their likelihood to recommend (86) E-Verify to others.

In order to improve customer satisfaction, it is recommended to target the areas that have a high impact and are lower performing as priorities. However, with a satisfaction score of 86, ensuring current practices are maintained to keep satisfaction at this high level is a more realistic goal. The following are recommendations based on the findings from the survey.

- Using E-Verify is one of the high-impact areas. Scores for this driver remain very high, and indicate there are not issues that users are experiencing with E-Verify. The site is easy to navigate. Submitting information is also easy for users. The initial response is received very quickly and the steps described in the response are clear. Maintain the process and tool as is.

- The Tutorial is another high-impact area and is also high scoring. The User Manual provides helpful information. Online Resources are rated as being both useful and accessible. Online Training is easy to understand and not too burdensome in terms of time required. While there had been slightly lower scores in the past with respect to time required for training, this no longer appears to be an issue. Whatever improvements occurred in this area seem to be meeting users' training needs for E-Verify.

- The Registration Process is the third higher-impact area (Drivers with an impact of at least 1.0). There is likely not much of an opportunity to make improvements to this process. Enrollment instructions are clear and the process is easy to follow. The Memorandum of Understanding clearly states responsibilities and next steps. The User Name, Password and E-Verify Web Address are received in a very timely manner. Maintain the Registration Process as is.
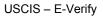
There is commentary in the Appendix from those few who rated ease of registration process, ease of training or ease of resolving case low. There are very few comments overall, but a review of the comments may provide some insight on those few instances where users have an issue.

Photo Matching remains very highly rated and has a modest impact. The process is easy and users believe it is very helpful in preventing fraud. Maintain the current process.

Only about one-quarter of users encountered a Tentative Nonconfirmation during the past six months. It has a lower impact as well. The Resolution Process, relative to scores for other E-Verify drivers, is somewhat lower scoring. However, overall it appears to be meeting users' needs. Cases are resolved with sufficient speed and communications about steps in the process are clear.

Customer Service and Technical Assistance, which were only used by a small percentage of respondents remain high-performing. Scores for Customers Service by Phone and E-mail improved significantly in 2012. Maintaining those improvements in professionalism, communication and guidance should be goals going forward.

DETAILED REPORT

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Introduction and Methodology

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

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

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

   ALL Users – a cross-section of employers that have used E-Verify since Jan. 1, 2011

   RECENT Users – an oversample {*} of employers that used E-Verify since Jan. 1, 2012

   FAR Users – an oversample of employers that are enrolled in E-Verify as federal
      contractors and have used E-Verify since Jan. 1, 2012

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

Data were collected from October 18 – November 28, 2012. The sample sizes and response rates for the cross-section sample and oversamples are reported below:

Type of USER	Size of {1} Sample Provided	Surveys Returned	Response Rate	Usable {2} Surveys	TOTAL {3} Number of Usable Responses
All	10,000	1,407	14%	1,351	1,351
Recent	2,500	437	18%	421	2,083
FAR	2,500	461	18%	448	634

NOTES:

{1} Initial sample sizes were based on the desired number of responses and expected completion rates.

{2} Due to ineligible respondents or missing data, not all surveys that were returned were usable.

{3} Includes respondents from the oversamples and the All Users cross-section. In many instances, respondents from the All Users cross-section fell into more than one of the oversample categories.

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

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

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

Respondent Background

The table below shows respondents by state. For the most part, frequencies by state were similar to last year's. Arizona (9%), California (7%), Georgia (7%), Texas (6%) and Missouri (5%) remain among the states that comprise the highest percentage of respondents. Additionally, in 2012 a much larger percentage of respondents are from Alabama (7%) and South Carolina (8%).

	2011		2012	
	Percent	Frequency	Percent	Frequency
State				
AL	1%	34	7%	95
AK	0%	6	0%	1
AR	1%	24	1%	7
AZ	10%	276	9%	118
CA	8%	216	7%	88
CO	3%	80	3%	34
CT	0%	13	1%	12
DC	0%	11	0%	4
DE	0%	5	0%	1
FL	5%	130	4%	58
GA	6%	156	7%	90
GU	0%	2	0%	0
HI	1%	15	0%	1
ID	1%	14	1%	7
IA	1%	22	1%	14
IL	2%	59	2%	28
IN	2%	41	3%	36
KS	2%	43	1%	15
KY	1%	20	1%	7
LA	1%	21	2%	21
MA	2%	48	1%	16
MD	2%	43	2%	21
ME	0%	8	0%	3
MI	2%	49	2%	21
MN	2%	53	1%	19
MO	6%	158	5%	74
MS	2%	46	2%	21
MT	0%	7	0%	0
NC	3%	79	3%	38
ND	0%	6	0%	2
NE	2%	55	2%	22
NH	0%	13	0%	2
NJ	2%	46	2%	24
NM	0%	12	0%	2
NV	1%	23	1%	8
NY	2%	63	2%	29
OH	2%	45	2%	23
OK	1%	38	1%	16
OR	1%	21	1%	7
PA	2%	42	2%	25
PR	0%	2	0%	3
RI	0%	13	0%	4
SC	4%	104	8%	113
SD	0%	9	0%	5
TN	2%	43	2%	22
TX	5%	145	6%	82
UT	3%	83	2%	29
VA	4%	119	4%	48
VT	0%	2	0%	2
WA	2%	63	1%	19
WI	1%	28	1%	13
WV	0%	3	0%	0
WY	0%	4	0%	1
Number of Respondents	2,661		1,351	

Organizations that employ between 5 and 29 employees account for 29% of responses, while 26% are with organizations that have 30 to 99 employees and 23% are with organizations that have between 100 and 299 employees.

	2011		2012	
	Percent	Frequency	Percent	Frequency
How many people do you employ				
1-4	5%	142	5%	70
5-29	25%	664	29%	388
30-99	27%	720	26%	347
100-299	25%	659	23%	304
300-999	11%	295	12%	165
1,000-9,999	6%	157	5%	62
10,000+	1%	24	1%	15
Number of Respondents	2,661		1,351	

Slightly more respondents consider their organization a small business (69%) compared to last year when 65% did. Conversely, 27% did not consider their organization to be a small business.

	2011		2012	
	Percent	Frequency	Percent	Frequency
Do you consider yourself a small business				
Small business	65%	1,740	69%	936
Not a small business	30%	800	27%	360
Don´t know	5%	121	4%	55
Number of Respondents	2,661		1,351	

The composition of respondents' industries was similar to last year's. Again in 2012, Construction/General Contracting (14%), manufacturing (12%) and healthcare/public health (9%) were the industries most mentioned.

	2011		2012	
	Percent	Frequency	Percent	Frequency
Primary industry in which your company or organization conducts business				
Agriculture/Food	2%	44	2%	30
Defense/Defense Industry	2%	42	1%	18
Communications/Media	0%	11	1%	8
Construction/General Contracting	16%	419	14%	184
Education	3%	92	3%	40
Engineering	3%	83	3%	39
Financial Services	2%	64	3%	34
Healthcare/Public Health	8%	214	9%	122
Hospitality	5%	121	6%	80
Information Technology	5%	124	5%	61
Manufacturing	14%	370	12%	165
Non-Profit/Not-for-Profit	5%	135	5%	61
Sales - Retail or Wholesale	6%	150	7%	93
Staffing/Personnel	4%	96	4%	52
Transportation	3%	70	3%	47
Utilities/Energy/Natural Resources	1%	24	1%	15
Professional Services/Consulting	3%	93	4%	60
Government Services	5%	145	4%	57
Other	14%	364	14%	185
Number of Respondents	2,661		1,351	

Most respondents consider themselves as General Users (89%). A slightly larger percentage of respondents are E-Verify Employer Agents (6%) compared to last year and 5% are Temporary Agency or Employment Agencies.

With respect to frequency of using E-Verify, one-fifth (20%) or respondents are at least weekly users and another 36% are at least monthly users.
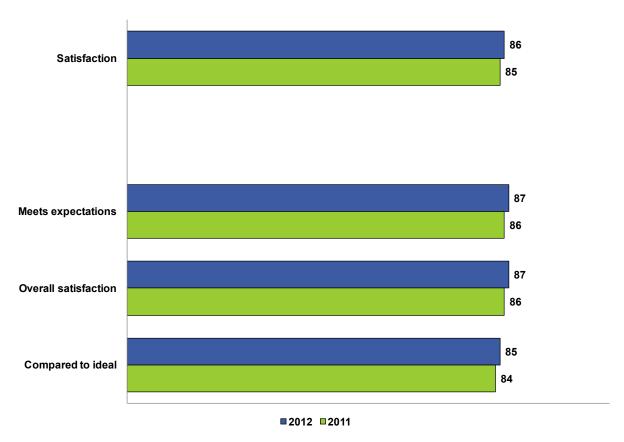
	2011		2012	
	Percent	**Frequency**	**Percent**	**Frequency**
Which best describes your organization as a user of E-Verify				
General User	91%	2,415	89%	1,209
Temporary Agency or Employment Agency	6%	153	5%	67
E-Verify Employer Agent	3%	84	6%	75
Number of Respondents	**2,652**		**1,351**	
Which best describes how frequently you use E-Verify				
Once a week or more	17%	450	20%	272
Two or three times a month	22%	572	21%	289
About once a month	14%	380	15%	201
Once every few months	28%	731	25%	337
Once or twice a year	14%	383	14%	193
Less than once a year	5%	136	4%	59
Number of Respondents	**2,652**		**1,351**	

Customer Satisfaction Index

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

The 2012 Customer Satisfaction Index (CSI) for USCIS E-Verify is 86 on a scale of 0 to 100. This represents a significant 1-point gain from last year and is 4 points above the 2010 measure. The Customer Satisfaction Index scores for each of the index questions are provided in the chart below: overall satisfaction (87), satisfaction compared to expectations (87) and satisfaction with E-Verify compared to the ideal online verification service (85). The CSI for E-Verify is 19 points above the current overall federal government ACSI of 67.

Customer Satisfaction Index

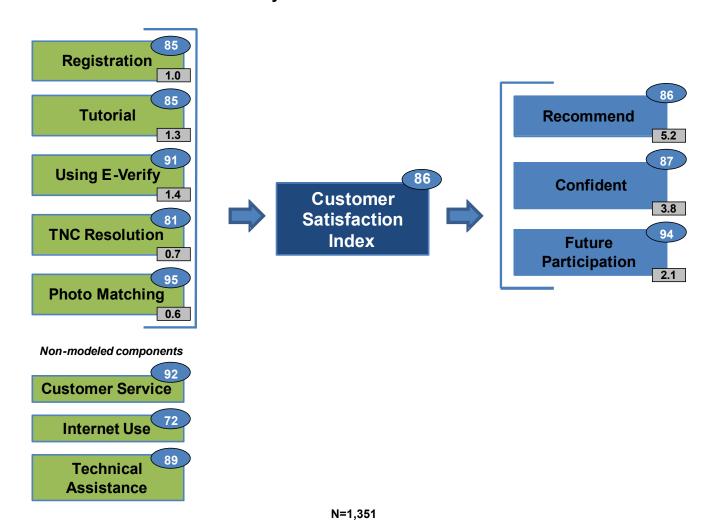| Category	2012	2011
Satisfaction	86	85
Meets expectations	87	86
Overall satisfaction	87	86
Compared to ideal	85	84

■2012 ■2011

N=1,345

Customer Satisfaction Models

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

USCIS E-Verify Customer Satisfaction Model

Driver	Score	Impact
Registration	85	1.0
Tutorial	85	1.3
Using E-Verify	91	1.4
TNC Resolution	81	0.7
Photo Matching	95	0.6

Customer Satisfaction Index: 86

Outcome	Score	Impact
Recommend	86	5.2
Confident	87	3.8
Future Participation	94	2.1

Non-modeled components

Component	Score
Customer Service	92
Internet Use	72
Technical Assistance	89

N=1,351

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

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

The satisfaction driver (also called "component") is the weighted average of the individual attribute ratings given by each respondent to the questions presented in the survey. A score is a relative measure of performance for a component, as given for a particular set of respondents. In the model above, the component area "Registration" is an index of the ratings of five questions: Clarity of

instructions on how to enroll, Memorandum of understanding making the employer's responsibilities and next steps clear, Ease of submitting registration information, Speed of receiving User Name, Password and E-Verify Web Address, and Ease of registration process overall (including the required testing). Specific results for these questions with scores for individual attribute questions are shown in the Drivers of Satisfaction section of this report.

Impacts should be read as the effect on the subsequent component if the initial driver (component) were to be improved or decreased by five points. For example, if the score for Registration increased by five points (85 to 90), Customer Satisfaction would increase by the amount of its impact, 1.0 point (86 to 87). If the driver increases by less than or more than five points, the resulting change in satisfaction would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by five points, the related improvement in satisfaction would be the sum of the impacts. Satisfaction, in turn, drives outcome behaviors shown on the right-hand side of the model. These outcomes include recommending E-Verify, confidence in accuracy and likelihood to participate in the future.

The impact that Satisfaction has on each of the outcomes is shown in the rectangle in the lower right hand side of the box. For example, Recommend has an impact of 5.2. This means that a 5-point improvement in Satisfaction will drive the likelihood to recommend by 5.2 points. Scores for outcomes, Recommend, Confidence in agency and Future Participation, are averages reported on a 0 to 100 scale and not percentages. Thus, the score of 86 for Recommend means that the average respondent is very likely to recommend E-Verify and not that 86% of respondents would recommend E-Verify.

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

Customer Satisfaction Model – Recent Users

Additional data were collected to look specifically at Recent Users. These respondents have started using E-Verify since January 1, 2012. The Customer Satisfaction Model for Recent Users is shown below. The model structure used for Recent Users is the same as the overall USCIS model.

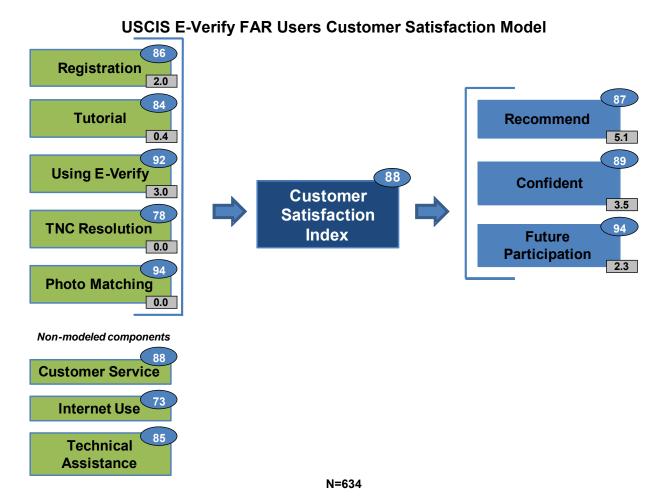### USCIS E-Verify Recent Users Customer Satisfaction Model

N=2,083

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

For Recent Users, Using E-Verify has the most impact on satisfaction with an impact of 2.0. The Tutorial has an impact of 1.0 and Registration has nearly the same impact at 0.9. Photo Matching and TNC Resolution have somewhat lower impacts (0.5). It is recommended to focus improvement on those key drivers with the lowest performance.

Customer Satisfaction Model – FAR Users

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

USCIS E-Verify FAR Users Customer Satisfaction Model

Component	Score	Impact
Registration	86	2.0
Tutorial	84	0.4
Using E-Verify	92	3.0
TNC Resolution	78	0.0
Photo Matching	94	0.0

Customer Satisfaction Index: 88

Outcome	Score	Impact
Recommend	87	5.1
Confident	89	3.5
Future Participation	94	2.3

Non-modeled components

Component	Score
Customer Service	88
Internet Use	73
Technical Assistance	85

N=634

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

For FAR users, Registration and Using E-Verify have very high impacts on satisfaction, but the other drivers (Tutorial, TNC Resolution and Photo Matching) have very little impact. It is recommended to focus improvement on those key drivers with the lowest performance.

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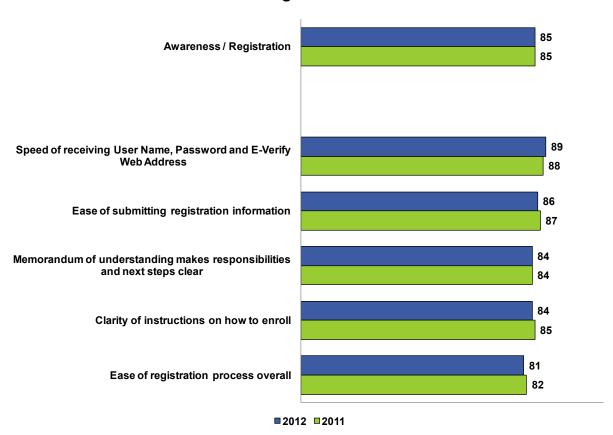
Drivers of Satisfaction

Registration
Impact on Satisfaction 1.0

Most respondents (86%) from organizations who had enrolled in the last year had personally registered their organization with E-Verify. Registration has an impact of 1.0 on satisfaction, which makes it one of the higher-impact areas. The score holds at 85 with no significant changes in score among its attributes. User Name, Password and E-Verify Web Address are all received quickly (89). Submitting registration information remains easy (86). The instructions on how to enroll (84) and memorandum of understanding (84) are both clear. While the lowest rating among Registration attributes is the ease of the registration process overall, with a score of 81 it is clearly not that problematic for users.
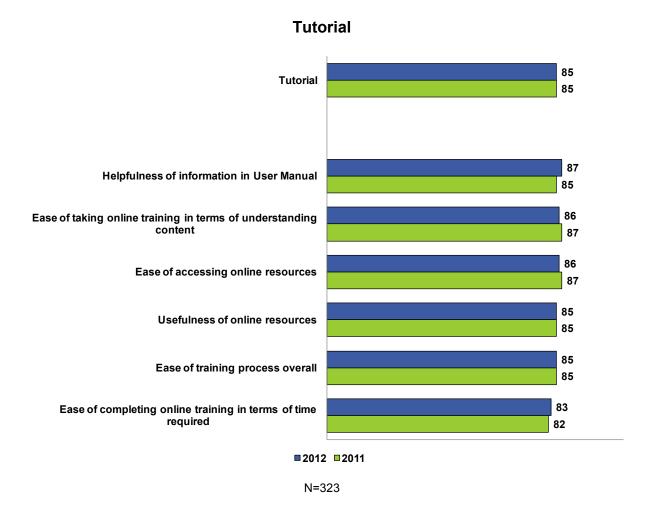
Registration

Attribute	2012	2011
Awareness / Registration	85	85
Speed of receiving User Name, Password and E-Verify Web Address	89	88
Ease of submitting registration information	86	87
Memorandum of understanding makes responsibilities and next steps clear	84	84
Clarity of instructions on how to enroll	84	85
Ease of registration process overall	81	82

■ 2012 ■ 2011

N=287

Tutorial
Impact on Satisfaction 1.3

Ninety-six percent (96%) of respondents who enrolled in E-Verify in the past 12 months completed the training and online tutorial. Of these 92% thought the training was useful in helping employers pass the mastery test and nearly the same percentage (93%) thought the tutorial and master test adequately prepare employers to use E-Verify. While these percentages are high they are down slightly from last year when 96% thought training was useful in passing the mastery test and 95% thought the tutorial and master test prepared employers to use E-Verify.

Tutorial remains one of higher-impact areas (1.3) and its score is unchanged from last year (85). There were no significant changes its six attribute scores from last year either. Information in the User Manual remains helpful (87). Online training continues to provide users with understandable content (86) and accessible (86) and useful (85) resources. Overall, the training process is easy (85) and rates well for the amount of time required (83).

Tutorial

	2012	2011
Tutorial	85	85
Helpfulness of information in User Manual	87	85
Ease of taking online training in terms of understanding content	86	87
Ease of accessing online resources	86	87
Usefulness of online resources	85	85
Ease of training process overall	85	85
Ease of completing online training in terms of time required	83	82

■2012 ■2011

N=323

Those who rated the ease of the training process overall lower than "6" (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. The complete list of verbatims is included in the Appendix D of this report.
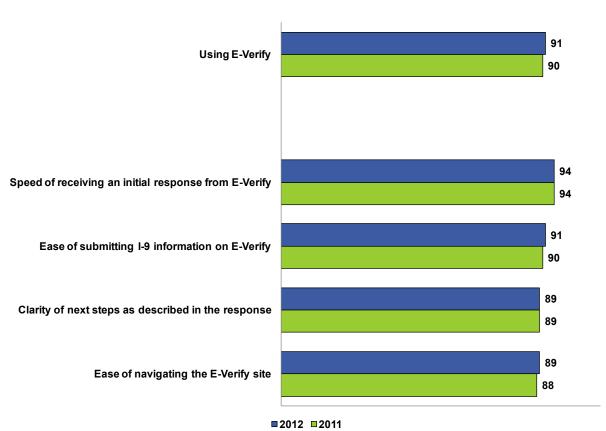
Using E-Verify
Impact on Satisfaction 1.4

Again in 2012, 92% of respondents had used E-Verify in the past six months. As might be expected, Using E-Verify had the most impact on satisfaction with E-Verify with an impact of 1.4. This component also is among the highest rated areas with a score of 91, which is up from last year's score of 90.

The initial response from E-Verify is very quick (94) and submitting I-9 information is easy (91). The next steps described in the response are clear (89) and the site itself is easy to navigate (89).

Using E-Verify

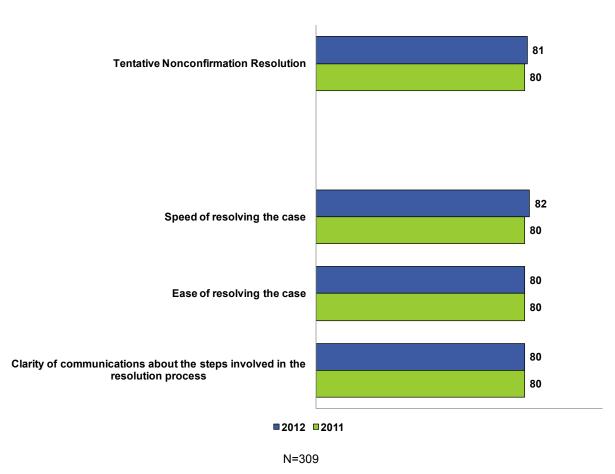|	2012	2011
Using E-Verify	91	90
Speed of receiving an initial response from E-Verify	94	94
Ease of submitting I-9 information on E-Verify	91	90
Clarity of next steps as described in the response	89	89
Ease of navigating the E-Verify site	89	88

■2012 ■2011

N=1,346

Tentative Non-confirmation Resolution
Impact on Satisfaction 0.7

Just under one-quarter (23%) of respondents received a Tentative Nonconfirmation (TNC) to any of their queries of the past six months. Of those with a TNC, just over half (55%) had received only one and 36% received between two and five.

The TNC Resolution Process remains the lowest rated area (81) with a one-point improvement from last year. Its impact on satisfaction is a relatively modest 0.7. Speed of resolving the case improved 2 points to 82. Ease of resolving the case and clarity of communications about steps involved in the resolution process remained unchanged from last year (80).
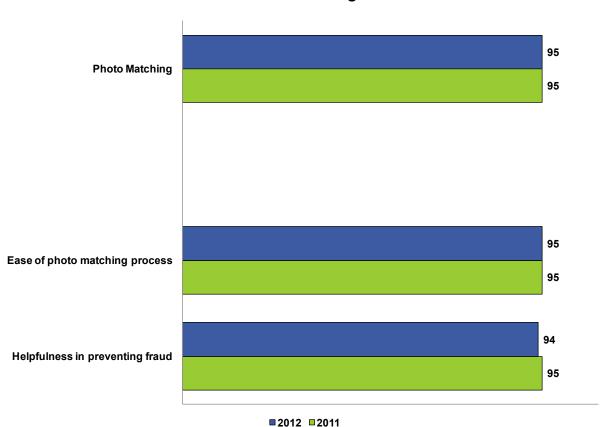
Resolution Process

N=309

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

Photo Matching
Impact on Satisfaction 0.6

Nearly half (48%) of respondents had been prompted to match a photo while using E-Verify in the past 6 months. Most (93%) who were prompted to match a photo had the required technology to complete the photo matching process. Photo Matching has a more modest impact on satisfaction this year with an impact of 0.6. However, it remains the highest rated area with a score unchanged at 95. The process of matching photos was found to be easy (95) and users believe the process is helpful in preventing fraud (94).

Photo Matching

	2012	2011
Photo Matching	95	95
Ease of photo matching process	95	95
Helpfulness in preventing fraud	94	95

N=643

Non-Modeled Components

Customer Service

Just 13% of respondents contacted E-Verify Customer Service in the past six months. Given the small proportion of all respondents this represents, Customer Service was not included in the customer satisfaction model.   Scores improved significantly from last year with a four-point increase to 92. This indicates a very high level of service. Professionalism (94) was the highest rated attribute. Communication skills (92) are strong as is the ability to understand customers' questions (91). Representatives were easy to access (91) and reps did a very good job in providing guidance on policy/questions.
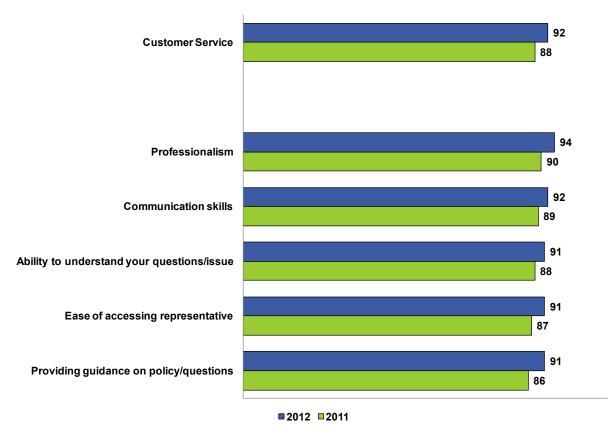
Ninety-four percent (94%) of respondents were either very or somewhat satisfied with Customer Service.

Of those who contacted Customer Service, only 19% were transferred during their call. This is down from 32% last year. Just under three-fourths (73%) of those transferred were transferred once and 24% were transferred twice. Among those who were transferred, Customer Service prior to transfer was rated 79 and after transfer it was 84. Eighty-eighty percent (88%) thought the wait before transfer was acceptable.

Again this year, 4% of respondents contacted customer service by e-mail. Ratings improved significantly to 82 for Customer Service by e-mail. Last year this score was just 66.

Most who contacted customer service had their issue resolved (93%). This was up from last year's 87%. In both 2011 and 2012, 87% had their issue resolved in their first call.

Customer Service

Customer Service: 2012 = 92, 2011 = 88
Professionalism: 2012 = 94, 2011 = 90
Communication skills: 2012 = 92, 2011 = 89
Ability to understand your questions/issue: 2012 = 91, 2011 = 88
Ease of accessing representative: 2012 = 91, 2011 = 87
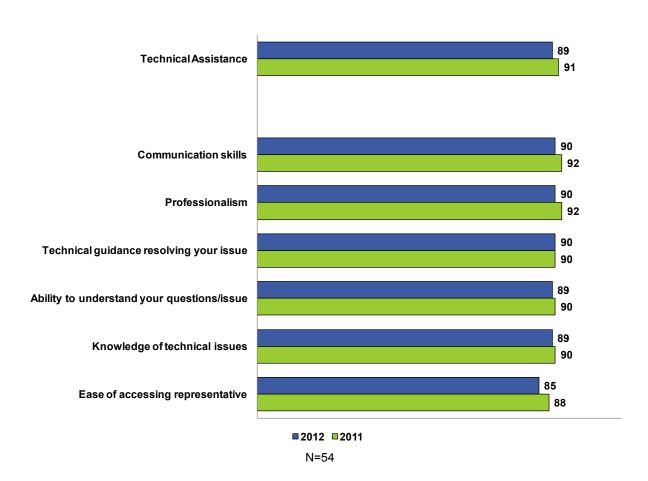Providing guidance on policy/questions: 2012 = 91, 2011 = 86

■2012 ■2011

N=141

Technical Assistance

Just 4% of respondents had contacted Technical Assistance in the past six months. This is too low of a percentage of responses to calculate impacts for this component in the customer satisfaction model. Despite a slight slip in score, down 2 points to 89, Technical Assistance remains a highly rated area. Technical Assistance staff remain highly professional with strong communication skills as both scored 90. Their technical guidance (90) resolves users' issues and they have excellent knowledge of technical issues (89) and are able to understand users' questions (89). Only ease of accessing representative scored as low as 85.

Technical Assistance continues to resolve most users' issues as 94% of respondents who contacted them had their issue resolved.

Technical Assistance

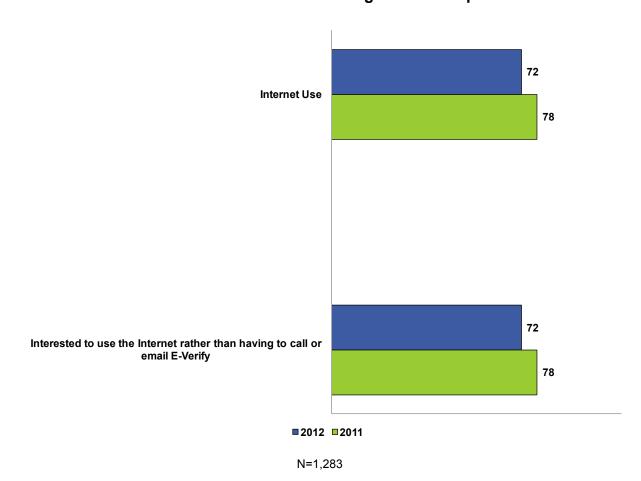| Category	2012	2011
Technical Assistance	89	91
Communication skills	90	92
Professionalism	90	92
Technical guidance resolving your issue	90	90
Ability to understand your questions/issue	89	90
Knowledge of technical issues	89	90
Ease of accessing representative	85	88

■2012 ■2011

N=54

Internet Use

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

Interest in using the Internet rather than contacting E-Verify by phone or e-mail seems to be lower this year compared to last year with a score of 72, which is down 6 points from 2011.

Internet Use – Interest in using Internet Help

Internet Use
72
78

Interested to use the Internet rather than having to call or email E-Verify
72
78

■2012 ■2011

N=1,283

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

System Integrity

While 63% of users believe that E-Verify is doing enough to ensure companies using E-Verify adhere to policies, this is a drop from last year when this figure was 71%.

There was a similar drop in the belief that adequate safeguards are in place to ensure that employers use the E-Verify system properly. In 2011, 77% of users thought there were adequate safeguards but in 2012, only 70% thought safeguards were adequate.

Outreach and Communications

The employee's company/HR/Corporate Office (26%) was again mentioned by approximately one-quarter of respondents as to how they first learned about E-Verify. Far fewer mentioned Local, State or Federal Government this year (16%). Last year over one-quarter of respondents mentioned government as how they learned about E-Verify. E-Verify materials and the E-Verify website collectively accounted for 16% of mentions.

	2011		2012	
	Percent	Frequency	Percent	Frequency
How did you first learn about E-Verify				
E-Verify materials or presentation	5%	131	8%	110
E-Verify website	6%	171	8%	102
USCIS or SSA materials or presentation	4%	106	5%	68
USCIS or SSA website	2%	55	2%	25
My Company/HR/Corporate Office	25%	660	26%	349
Colleague/Employee	4%	119	4%	56
Local, State or Federal Government	27%	711	16%	217
Print advertisement	0%	12	1%	19
Online advertisement	1%	30	1%	14
Radio advertisement	1%	14	0%	4
Billboard advertisement	0%	0	0%	0
Media coverage	3%	91	5%	61
Information from a client	4%	107	4%	57
Information from a professional organization	9%	228	9%	125
U.S. Immigration and Customs Enforcement audit or visit	1%	21	1%	15
Other	8%	205	10%	129
Number of Respondents	**2,661**		**1,351**	

Local, State and Federal Government and Company/HR/Corporate Office were also most mentioned when users were asked how they learned about the requirement.

	2011		2012	
	Percent	Frequency	Percent	Frequency
How did you learn about requirement to participate in E-Verify				
E-Verify materials or presentation	6%	46	7%	64
E-Verify website	9%	61	8%	72
USCIS or SSA materials or presentation	4%	29	3%	31
USCIS or SSA website	1%	8	1%	9
My Company/HR/Corporate Office	15%	106	26%	230
Colleague/Employee	2%	17	3%	23
Local, State or Federal Government	0%	0	30%	263
Print advertisement	2%	12	1%	8
Online advertisement	1%	5	0%	1
Radio advertisement	0%	2	0%	2
Media coverage	9%	62	3%	30
Information from a client	18%	129	4%	37
Information from a professional organization	17%	120	8%	74
U.S. Immigration and Customs Enforcement audit or visit	0%	2	0%	2
Other	16%	112	5%	45
Number of Respondents		711		891

Improving ability to verify work authorization was again the most cited reason for company's signing up for E-Verify with the same percentage (41%) mentioning it in 2012 as in 2011. Requirements from State or Local Government (38%) and Federal Government requirements (29%) were also frequently mentioned as reasons for signing up.

	2011		2012	
	Percent	Frequency	Percent	Frequency
Why did your company sign up for E-Verify~				
Parent company required participation	11%	293	11%	151
State or local government required participation	33%	871	38%	509
Federal government required participation	31%	822	29%	386
To satisfy a client request	9%	250	9%	117
Believed using E-Verify would help avoid an ICE audit	14%	378	14%	195
To improve ability to verify work authorization	41%	1,101	41%	549
Believed it would make us more competitive with others in our industry	6%	150	6%	79
Other	4%	96	4%	52
Number of Respondents		2,661		1,351

~Multiple answers allowed

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

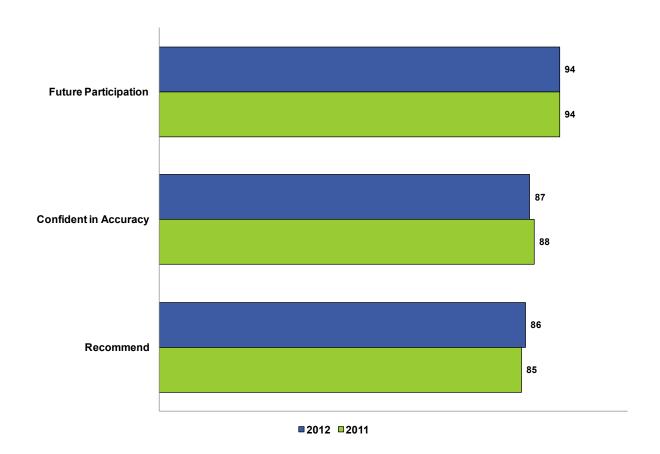|	2011		2012	
	Percent	Frequency	Percent	Frequency
Likelihood to continue using E-Verify if no longer required to do so				
Very likely	61%	897	60%	531
Somewhat likely	26%	380	25%	220
Not Too Likely	7%	109	8%	73
Not At All Likely	6%	87	8%	67
Number of Respondents		1,473		891

E-mail remains the most preferred method of receiving information about changes or updates to E-Verify with 85% preferring it. E-mail (46%) and phone (34%) remain the most preferred methods of contacting E-Verify for help.

	2011		2012	
	Percent	Frequency	Percent	Frequency
How would you prefer to get information about changes or updates to E-Verify				
E-mail	86%	2,271	85%	1,148
Fax	0%	6	0%	3
Mailer	2%	50	3%	44
E-Verify system broadcast message	3%	71	2%	32
Phone call	0%	6	0%	2
Through the E-Verify website	9%	235	9%	115
Live presentation	0%	5	0%	2
Other	0%	8	0%	5
Number of Respondents	2,652		1,351	
How would prefer to contact E-Verify for help				
E-mail	46%	1,213	46%	615
Fax	0%	1	0%	0
Mail	0%	4	0%	1
Text or web chat	5%	140	6%	80
Phone call	40%	1,072	34%	464
Through the E-Verify website	8%	214	14%	184
Other	0%	8	1%	7
Number of Respondents	2,652		1,351	

Outcomes

Three outcome behaviors were measured in the survey: likelihood to recommend, confidence in the accuracy of the program and likelihood to participate in the program in the future. Scores shown in the graphic below reflect average scores for each outcome on a 0 to 100 scale and not percentages. E.g., the average respondent rates their likelihood to participate in E-Verify in the future at 94; not 94% of respondents would be likely to participate in E-Verify in the future. Respondents remain highly likely to participate in the future (94). They also remain very confident in the accuracy of the program (87) and are likely to recommend (86) E-Verify.

Satisfaction continues to have a high impact on recommendation behavior with an impact of 5.2. Satisfaction also has a high impact on the confidence in accuracy with an impact of 3.8. Likelihood to participate in the future was less impacted by satisfaction with an impact of 2.1. Given that requirements or other reasons besides satisfaction may be driving the participation in the E-Verify program, satisfaction's lower impact on this behavior should be expected.
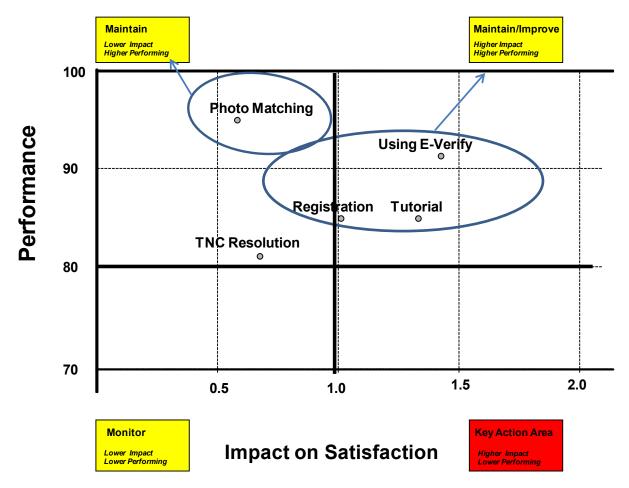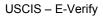

N=1,324

Priority Matrix

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

The areas of Using E-Verify, Tutorial and Registration have higher impacts (1.0 or greater) and high performance scores. Improvements to these areas may be difficult, given the high level of performance but if they were to be achieved satisfaction would be impacted. The area of Photo Matching is a very high-performing areas and has a modest impact. Rather than seeking to improve this area, maintain the current processes surrounding Photo Matching. TNC Resolution scores lower relative to the other drivers but with a score of 81 and somewhat lower impact, there is no need to make improvements to the process at this time.
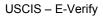
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APPENDIX A: SURVEY QUESTIONNAIRE

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E-Verify Customer Survey 2012
Final Version

Introduction

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

Please take a few moments to respond to our survey.

In order to assure confidentiality, the survey is being administered by a third-party customer satisfaction research organization, CFI Group. They will treat all information you provide as confidential. Moreover, all information you provide will be combined with that of others for research and reporting purposes only. Individual responses will not be released.

This survey has been approved by the Office of Management and Budget Control and is authorized under number 1090-0007.

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)

Q1a. How did you <u>first learn</u> about E-Verify? (Select only one.)
1. E-Verify materials or presentation
2. E-Verify web site
3. US Citizenship and Immigration Services (USCIS) or Social Security Administration (SSA) materials or presentation
4. USCIS or SSA website
5. My Company / Human Resources (HR) / Corporate Office
6. Colleague / Employee
7. Local, State or Federal Government
8. Print advertisement
9. Online advertisement
10. Radio advertisement
11. Billboard advertisement
12. Media coverage (other than advertisements)
13. Information from a client
14. Information from a professional organization
15. U.S. Immigration and Customs Enforcement (ICE) audit or visit
16. Other (Please Specify: _____)

Q1b. 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

Q2. Why did your company sign up for E-Verify? (Select all that apply.)
1. Parent company required participation
2. Required to by state or local government / state or local contractor [ASK Q3a.]
3. Required to by federal government / federal contractor [ASK Q3a.]
4. To satisfy a client's request
5. Believed using E-Verify would help us to avoid a U.S. Immigration and Customs Enforcement (ICE) audit, raid, or fine
6. To improve ability to verify work authorization
7. Believed it would make us more competitive with others in our industry
8. Other (Please Specify: _____)

[IF "1","2" OR "3" IS CHECKED IN Q2. ASK Q3a.]
Q3a. 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 Q4.)
2. Somewhat likely (SKIP TO Q4.)
3. Not Too Likely (CONTINUE)
4. Not At All Likely (CONTINUE)

Q3b. Why do you say that? {OPEN-END}

_____

[IF "1","2" OR "3" IS CHECKED IN Q2. ASK Q3c.]
Q3c. If your company participates in E-Verify because it is required to do so, how did you learn about that requirement? (Select only one.)
    1. E-Verify materials or presentation
    2. E-Verify web site
    3. US Citizenship and Immigration Services (USCIS) or Social Security Administration (SSA) materials or presentation
    4. USCIS or SSA website
    5. My Company / Human Resources (HR) / Corporate Office
    6. Colleague / Employee
    7. Local, State or Federal Government
    8. Print advertisement
    9. Online advertisement
    10. Radio advertisement
    11. Billboard advertisement
    12. Media coverage (other than advertisements)
    13. Information from a client
    14. Information from a professional organization
    15. U.S. Immigration and Customs Enforcement (ICE) audit or visit
    16. Other (Please Specify: _____)

Q4. When did your organization enroll with E-Verify?
    6. Within the last six months
    7. Within the last six to 12 months
    8. One or two years ago (SKIP TO USE Q11a.)
    9. More than two years ago (SKIP TO USE Q11a.)

Q5. 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 Q7.)
    3. Don't Know (SKIP TO TUTORIAL Q7.)

Q6. Next, think about the process when you enrolled your organization for E-Verify.
    Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."
  a. Clarity of instructions on how to enroll

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

  c. Ease of submitting registration information

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

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

      (IF Q6e. IS RATED LOWER THAN "6" ASK Q6f.)

Q6f. What is your reason for rating ease of registration process overall lower than "6"? (OPEN END)

_____

Tutorial

Q7. 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 Q11a.)

Q8. 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 "a" THRU "d"; "e" MUST BE LAST.]
a. Ease of taking online training in terms of understanding content
b. Ease of completing online training in terms of time required
c. Ease of accessing online resources
d. Usefulness of online resources
e. Ease of training process overall

(IF Q8e. IS RATED LOWER THAN "6" ASK Q8f.)
Q8f. What is your reason for rating ease of training lower than "6"? (OPEN END)

_____

Q8g. Have you used the User Manual?
1. Yes   (CONTINUE TO 8h)
2. No   (SKIP TO Q9)

Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."
8h. Helpfulness of information in User Manual

Q9. Is the training provided useful in helping employers pass the required test?
1. Yes
2. No
3. Don't Know

Q10. Do the tutorial and required test adequately prepare employers to use E-Verify effectively?
1. Yes
2. No
3. Don't Know

Use

Q11a. Have you used E-Verify in the past six (6) months?
1. Yes (SKIP TO Q12.)
2. No (CONTINUE)
3. Don't Know (CONTINUE)

Q11b. Have you ever used E-Verify?
1. Yes (CONTINUE)
2. No (SKIP TO Q11e.)
3. DK (SKIP TO Q11e.)

Q11c. 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

Q11d. 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 Q11d. SKIP TO Q12.]

Q11e. 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 Q11e. SKIP ACSI BMQs]

Q12. Which best describes your organization as a user of E-Verify?
1. General User -- users of E-Verify that are NOT employment services providers, E-Verify Employer Agents (formerly Designated Agents), or the user of an E-Verify Employer Agent.
2. Temporary Agency or Employment Agency -- users of E-Verify that provide employment services to other employers, that is, provide them with permanent or temporary workers.
3. E-Verify Employer Agent (formerly Designated Agent) -- users of E-Verify that enrolled for E-Verify as an E-Verify Employer (or Designated) Agent, that is, as a company that provides E-Verify services to other employers for a fee.

Q13. 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

Q14. 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 "a" THRU "d".]
a. Ease of navigating the E-Verify site
b. Ease of submitting I-9 information on E-Verify
c. Speed of receiving an initial response from E-Verify
d. Clarity of next steps as described in the response

Q15a. Have you received a Tentative Nonconfirmation (TNC) in any of the cases you have submitted to E-Verify in the past 6 months?
1. Yes (CONTINUE)
2. No (SKIP TO PHOTO MATCHING Q17.)
3. Don't know (SKIP TO PHOTO MATCHING Q17.)

Q15b. Approximately how many Tentative Nonconfirmations (TNCs) have you received in the past 6 months?
1. 1
2. 2 - 5
3. 6 - 9
4. 10 - 24
5. 25 or more

Q16. Now think about the Tentative Nonconfirmation resolution process. Please rate the following
       using a 10-point scale where "1" is "poor" and "10" is "excellent."
       [ROTATE "a" AND "b"; "c" MUST BE LAST.]

a. Speed of resolving the case

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

c. Ease of resolving the case

     (IF Q16c. IS RATED LOWER THAN "6" ASK Q16d.)
     Q16d. What is your reason for rating ease of resolving case lower than "6"? (OPEN END)

     _____

Photo Matching

Q17. 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 Q20a.)
       3.   Don't Know (SKIP TO CUSTOMER SERVICE Q20a.)

Q18. 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 "a" AND "b".]

a. Ease of photo matching process

b. Helpfulness in preventing fraud

Q19. 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

Customer Service

Q20a. 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 Q24a.)
    3. Don't Know (SKIP TO Q24a.)

Q20b. DID YOU CALL ABOUT A PASSWORD RESET?

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

Q20c. Overall, how satisfied were you with your experience when you contacted E-Verify customer service?

    1. Very satisfied (SKIP TO Q21a.)
    2. Somewhat satisfied (SKIP TO Q21a.)
    3. Somewhat dissatisfied (CONTINUE)
    4. Very dissatisfied (CONTINUE)

Q20d. What caused you to be dissatisfied with your experience when you called E-Verify customer service? (OPEN END) _____

Q21a. Think about your most recent call to E-Verify customer service, were you transferred during that call?

    1. Yes (CONTINUE)
    2. No (SKIP TO Q22.1.)
    3. Don't Know (SKIP TO Q22.1.)

Q21b. 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

Q21c. During that call how many times were you transferred?

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

 [ALL IN Q21c. SKIP TO Q22.2.]

Q22.1 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 "a" THRU "e".]

 a. Ease of accessing representative
 b. Professionalism
 c. Communication skills

d. Ability to understand your questions/issue
e. Providing guidance on policy/questions
    [ALL IN Q22.1. SKIP TO Q23a.]

Q22.2. 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 "a" THRU "e".]
a. Ease of accessing representative
b. Professionalism
c. Communication skills
d. Ability to understand your questions/issue
e. Providing guidance on policy/questions

Q22.3. 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 "a" THRU "e".]
a. Ease of accessing representative
b. Professionalism
c. Communication skills
d. Ability to understand your questions/issue
e. Providing guidance on policy/questions

Q23a. 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 Q24a.)
3. Don't Know (GO TO Q24a.)

Q23b. 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

Q24a. 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 Q27.)
c. Don't Know (SKIP TO Q27.)

Q24b. Overall, how satisfied were you with your experience when you emailed E-Verify customer service?
1. Very satisfied (SKIP TO Q25.)
2. Somewhat satisfied (SKIP TO Q25.)
3. Somewhat dissatisfied (CONTINUE)

4. Very dissatisfied (CONTINUE)

Q24c. What caused you to be dissatisfied with your experience when you emailed E-Verify customer service? (OPEN END)

_____

Q25 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 "a" THRU "d".]
  a. Ability to understand your questions/issue
  b. The timeliness with which you received a response
  c. Communication skills in the response you received
  d. Providing guidance on policy/questions

Q26. 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

Q27. How interested would you be in using the Internet to get answers to questions or help with problems on your own, anytime, rather than having to call or email E-Verify? Please use a 10-point scale on which "1" means "not interested" and "10" means "extremely interested."

Technical Assistance

Q28a. 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 SYSTEM INTEGRITY Q31.)
  3. Don't Know   (SKIP TO SYSTEM INTEGRITY Q31.)

Q28b. 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

Q.29. 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 "a" THRU "f".]
  a. Ease of accessing representative
  b. Professionalism
  c. Communication skills
  d. Ability to understand your questions/issue
  e. Knowledge of technical issues
  f. Technical guidance resolving your issue

Q30a. Was your reason or issue you called technical assistance resolved?
1.   Yes   (CONTINUE)
2.   No   (SKIP TO SYSTEM INTEGRITY Q31.)
3.   Don't Know   (SKIP TO SYSTEM INTEGRITY Q31.)

Q30b. 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

System Integrity

Q31. 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

Q32. 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 Q31. OR Q32. IS "NO", ASK Q33.]

Q33. Please describe, briefly, what you think E-Verify should be doing to make sure that companies adhere to the program's policies and regulations and/or use the system properly. [OPEN END]
_____

Communications

Q34. 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: _____)

Q35. How would prefer to contact E-Verify for help? (Select only one.)
1.   E-mail
2.   Fax

3. Mail
4. Text or web chat
5. Phone call
6. Through the E-Verify website
7. Other (Please specify: _____)

Q36. How interested would you be in communicating with peers to get help and share ideas about E-Verify or using the system? Please use a 10-point scale on which "1" means "not interested" and "10" means "extremely interested."

ACSI Benchmark Questions

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

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

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

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

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

Outcomes

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

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

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

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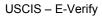
(OPEN END)

_____

Demographics

D1. In which state are you located?

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

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

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

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

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APPENDIX B: NON-MODELED RESPONSES

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	2011		2012	
	Percent	Frequency	Percent	Frequency
How did you first learn about E-Verify				
E-Verify materials or presentation	5%	131	8%	110
E-Verify website	6%	171	8%	102
USCIS or SSA materials or presentation	4%	106	5%	68
USCIS or SSA website	2%	55	2%	25
My Company/HR/Corporate Office	25%	660	26%	349
Colleague/Employee	4%	119	4%	56
Local, State or Federal Government	27%	711	16%	217
Print advertisement	0%	12	1%	19
Online advertisement	1%	30	1%	14
Radio advertisement	1%	14	0%	4
Billboard advertisement	0%	0	0%	0
Media coverage	3%	91	5%	61
Information from a client	4%	107	4%	57
Information from a professional organization	9%	228	9%	125
U.S. Immigration and Customs Enforcement audit or visit	1%	21	1%	15
Other	8%	205	10%	129
Number of Respondents		2,661		1,351
How did you learn about requirement to participate in E-Verify				
E-Verify materials or presentation	6%	46	7%	64
E-Verify website	9%	61	8%	72
USCIS or SSA materials or presentation	4%	29	3%	31
USCIS or SSA website	1%	8	1%	9
My Company/HR/Corporate Office	15%	106	26%	230
Colleague/Employee	2%	17	3%	23
Local, State or Federal Government	0%	0	30%	263
Print advertisement	2%	12	1%	8
Online advertisement	1%	5	0%	1
Radio advertisement	0%	2	0%	2
Media coverage	9%	62	3%	30
Information from a client	18%	129	4%	37
Information from a professional organization	17%	120	8%	74
U.S. Immigration and Customs Enforcement audit or visit	0%	2	0%	2
Other	16%	112	5%	45
Number of Respondents		711		891
Why did your company sign up for E-Verify~				
Parent company required participation	11%	293	11%	151
State or local government required participation	33%	871	38%	509
Federal government required participation	31%	822	29%	386
To satisfy a client request	9%	250	9%	117
Believed using E-Verify would help avoid an ICE audit	14%	378	14%	195
To improve ability to verify work authorization	41%	1,101	41%	549
Believed it would make us more competitive with others in our industry	6%	150	6%	79
Other	4%	96	4%	52
Number of Respondents		2,661		1,351
Likelihood to continue using E-Verify if no longer required to do so				
Very likely	61%	897	60%	531
Somewhat likely	26%	380	25%	220
Not Too Likely	7%	109	8%	73
Not At All Likely	6%	87	8%	67
Number of Respondents		1,473		891

	2011		2012	
	Percent	Frequency	Percent	Frequency
When did your organization enroll with E-Verify				
Within the last six months	10%	258	5%	73
Within the last six to twelve months	17%	444	19%	263
One or two years ago	43%	1,139	34%	455
More than two years ago	31%	820	41%	560
Number of Respondents		2,661		1,351
Did you enroll your organization with E-Verify				
I personally enrolled our organization	81%	570	86%	288
Someone else in our organization enrolled us with E-Verify	18%	124	13%	45
Don´t know	1%	8	1%	3
Number of Respondents		702		336
Completed training and online tutorial during E-Verify sign up process				
Completed the training	98%	689	96%	323
Did not complete the training	2%	13	4%	13
Number of Respondents		702		336
Is the training provided useful in helping employers pass the required test				
Training provided is useful	96%	662	92%	298
Training provided is not useful	1%	8	1%	4
Don´t know	3%	19	7%	21
Number of Respondents		689		323
Tutorial and required test adequately prepare employers to use E-Verify				
Test prepares employers	95%	656	93%	300
Test does not prepare employers	1%	5	2%	6
Don´t know	4%	28	5%	17
Number of Respondents		689		323
Have you used E-Verify in the past six months				
Used E-Verify past 6 months	92%	2,441	92%	1,249
Have not used E-Verify in past 6 months	8%	204	6%	85
Don´t know	1%	16	1%	17
Number of Respondents		2,661		1,351
Have you ever used E-Verify				
Used E-Verify	96%	211	100%	102
Have not used E-Verify	3%	7	0%	0
Don´t know	1%	2	0%	0
Number of Respondents		220		102
About how long has it been since you last used E-Verify				
Seven to twelve months	76%	160	69%	70
One to two years	24%	50	28%	29
More than two years	0%	1	3%	3
Number of Respondents		211		102
Which best describes your organization as a user of E-Verify				
General User	91%	2,415	89%	1,209
Temporary Agency or Employment Agency	6%	153	5%	67
E-Verify Employer Agent	3%	84	6%	75
Number of Respondents		2,652		1,351
Which best describes how frequently you use E-Verify				
Once a week or more	17%	450	20%	272
Two or three times a month	22%	572	21%	289
About once a month	14%	380	15%	201
Once every few months	28%	731	25%	337
Once or twice a year	14%	383	14%	193
Less than once a year	5%	136	4%	59
Number of Respondents		2,652		1,351

	2011		2012	
	Percent	Frequency	Percent	Frequency
Received a TNC in the past 6 months				
Received TNC	24%	644	23%	314
Did not receive TNC	73%	1,924	73%	987
Don´t know	3%	84	4%	50
Number of Respondents		2,652		1,351
How many TNCs received in the past 6 months				
One	55%	354	55%	173
2-5	37%	241	36%	114
6-9	5%	31	4%	14
10-24	2%	14	2%	5
25 or more	1%	4	3%	8
Number of Respondents		644		314
Past 6 months while using E-Verify have you been prompted to match a photo				
Prompted to match a photo	44%	1,179	48%	643
Not prompted to match a photo	51%	1,355	48%	652
Don´t know	4%	118	4%	56
Number of Respondents		2,652		1,351
Have access to the required technology to complete the photo matching process				
Have convenient access	94%	1,109	93%	601
Do not have convenient access	4%	45	4%	27
Don´t know	2%	25	2%	15
Number of Respondents		1,179		643
Contacted E-Verify customer service by phone in the past 6 months				
Contacted customer service	15%	387	13%	174
Did not contact customer service	84%	2,217	84%	1,139
Don´t know	2%	48	3%	38
Number of Respondents		2,652		1,351
Satisfaction with your experience when you contacted E-Verify customer service				
Very satisfied	67%	260	78%	136
Somewhat satisfied	23%	90	16%	28
Somewhat dissatisfied	5%	21	5%	9
Very dissatisfied	4%	16	1%	1
Number of Respondents		387		174
Transferred during most recent call to E-Verify customer service				
Transferred during the call	32%	125	19%	33
Not transferred during the call	53%	206	68%	118
Don´t know	14%	56	13%	23
Number of Respondents		387		174
Amount of time you had to wait before the transfer was acceptable or too long				
Acceptable	84%	105	88%	29
Too long	16%	20	12%	4
Number of Respondents		125		33
During that call how many times were you transferred				
Once	74%	92	73%	24
Twice	20%	25	24%	8
Three times	2%	2	3%	1
More than three times	5%	6	0%	0
Number of Respondents		125		33
Issue resolved during most recent call to E-Verify customer service				
Issue resolved	87%	335	93%	161
Issue not resolved	11%	41	6%	10
Don´t know	3%	11	2%	3
Number of Respondents		387		174

	2011		2012	
	Percent	Frequency	Percent	Frequency
How many calls were needed to resolve your issue				
Resolved during first call	87%	292	87%	140
Needed to call back one additional time to resolve issue	11%	36	11%	17
Needed to call back two additional times to resolve issue	1%	5	2%	4
Needed to call back three or more additional times to resolve issue	1%	2	0%	0
Number of Respondents		335		161
Contacted E-Verify customer service by email in the past 6 months				
Emailed customer service	4%	118	4%	56
Have not emailed customer service	94%	2,487	93%	1,262
Don´t know	2%	47	2%	33
Number of Respondents		2,652		1,351
Satisfaction with your experience when you emailed E-Verify customer service				
Very satisfied	39%	46	61%	34
Somewhat satisfied	27%	32	29%	16
Somewhat dissatisfied	15%	18	5%	3
Very dissatisfied	19%	22	5%	3
Number of Respondents		118		56
Question answered or issue resolved after emailing E-Verify customer service				
Issue resolved after emailing	67%	79	80%	45
Issue not resolved after emailing	31%	37	11%	6
Don´t know	2%	2	9%	5
Number of Respondents		118		56
Have you contacted E-Verify technical assistance in the past 6 months				
Contacted technical assistance	5%	122	4%	50
Have not contacted technical assistance	93%	2,475	94%	1,266
Don´t know	2%	55	3%	35
Number of Respondents		2,652		1,351
Amount of time before the call was transfer was acceptable or too long - TA				
Acceptable	84%	103	94%	47
Too long	16%	19	6%	3
Number of Respondents		122		50
Was your reason or issue you called technical assistance resolved				
Issue resolved	93%	113	94%	47
Issue not resolved	5%	6	6%	3
Don´t know	2%	3	0%	0
Number of Respondents		122		50
E-Verify is doing enough to ensure companies using E-Verify adhere to policies				
Yes	71%	1,871	63%	848
Not Sure / Do not know	28%	755	36%	492
No	1%	26	1%	11
Number of Respondents		2,652		1,351

	2011		2012	
	Percent	Frequency	Percent	Frequency
Adequate safeguards to ensure employers use E-Verify system properly				
Yes	77%	2,031	70%	952
Not Sure / Do not know	23%	600	29%	390
No	1%	21	1%	9
Number of Respondents		**2,652**		**1,351**
How would you prefer to get information about changes or updates to E-Verify				
E-mail	86%	2,271	85%	1,148
Fax	0%	6	0%	3
Mailer	2%	50	3%	44
E-Verify system broadcast message	3%	71	2%	32
Phone call	0%	6	0%	2
Through the E-Verify website	9%	235	9%	115
Live presentation	0%	5	0%	2
Other	0%	8	0%	5
Number of Respondents		**2,652**		**1,351**
How would prefer to contact E-Verify for help				
E-mail	46%	1,213	46%	615
Fax	0%	1	0%	0
Mail	0%	4	0%	1
Text or web chat	5%	140	6%	80
Phone call	40%	1,072	34%	464
Through the E-Verify website	8%	214	14%	184
Other	0%	8	1%	7
Number of Respondents		**2,652**		**1,351**
State				
AL	1%	34	7%	95
AK	0%	6	0%	1
AR	1%	24	1%	7
AZ	10%	276	9%	118
CA	8%	216	7%	88
CO	3%	80	3%	34
CT	0%	13	1%	12
DC	0%	11	0%	4
DE	0%	5	0%	1
FL	5%	130	4%	58
GA	6%	156	7%	90
GU	0%	2	0%	0
HI	1%	15	0%	1
ID	1%	14	1%	7
IA	1%	22	1%	14
IL	2%	59	2%	28
IN	2%	41	3%	36
KS	2%	43	1%	15
KY	1%	20	1%	7
LA	1%	21	2%	21
MA	2%	48	1%	16
MD	2%	43	2%	21
ME	0%	8	0%	3
MI	2%	49	2%	21
MN	2%	53	1%	19
MO	6%	158	5%	74
MS	2%	46	2%	21
MT	0%	7	0%	0
NC	3%	79	3%	38
ND	0%	6	0%	2

	2011		2012	
	Percent	Frequency	Percent	Frequency
NE	2%	55	2%	22
NH	0%	13	0%	2
NJ	2%	46	2%	24
NM	0%	12	0%	2
NV	1%	23	1%	8
NY	2%	63	2%	29
OH	2%	45	2%	23
OK	1%	38	1%	16
OR	1%	21	1%	7
PA	2%	42	2%	25
PR	0%	2	0%	3
RI	0%	13	0%	4
SC	4%	104	8%	113
SD	0%	9	0%	5
TN	2%	43	2%	22
TX	5%	145	6%	82
UT	3%	83	2%	29
VA	4%	119	4%	48
VT	0%	2	0%	2
WA	2%	63	1%	19
WI	1%	28	1%	13
WV	0%	3	0%	0
WY	0%	4	0%	1
Number of Respondents		**2,661**		**1,351**
How many people do you employ				
1-4	5%	142	5%	70
5-29	25%	664	29%	388
30-99	27%	720	26%	347
100-299	25%	659	23%	304
300-999	11%	295	12%	165
1,000-9,999	6%	157	5%	62
10,000+	1%	24	1%	15
Number of Respondents		**2,661**		**1,351**
Do you consider yourself a small business				
Small business	65%	1,740	69%	936
Not a small business	30%	800	27%	360
Don´t know	5%	121	4%	55
Number of Respondents		**2,661**		**1,351**
Primary industry in which your company or organization conducts business				
Agriculture/Food	2%	44	2%	30
Defense/Defense Industry	2%	42	1%	18
Communications/Media	0%	11	1%	8
Construction/General Contracting	16%	419	14%	184
Education	3%	92	3%	40
Engineering	3%	83	3%	39
Financial Services	2%	64	3%	34
Healthcare/Public Health	8%	214	9%	122
Hospitality	5%	121	6%	80
Information Technology	5%	124	5%	61
Manufacturing	14%	370	12%	165
Non-Profit/Not-for-Profit	5%	135	5%	61
Sales - Retail or Wholesale	6%	150	7%	93
Staffing/Personnel	4%	96	4%	52
Transportation	3%	70	3%	47
Utilities/Energy/Natural Resources	1%	24	1%	15
Professional Services/Consulting	3%	93	4%	60
Government Services	5%	145	4%	57
Other	14%	364	14%	185
Number of Respondents		**2,661**		**1,351**

APPENDIX C: RESULTS TABLES

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All (Cross-Section)

	2011	2012	Significant Difference
Sample Size	2,661	1,351	
Awareness / Registration	**85**	**85**	
Clarity of instructions on how to enroll	85	84	
Memorandum of understanding makes responsibilities and next steps clear	84	84	
Ease of submitting registration information	87	86	
Speed of receiving User Name, Password and E-Verify Web Address	88	89	
Ease of registration process overall	82	81	
Tutorial	**85**	**85**	
Helpfulness of information in User Manual	85	87	
Ease of taking online training in terms of understanding content	87	86	
Ease of completing online training in terms of time required	82	83	
Ease of accessing online resources	87	86	
Usefulness of online resources	85	85	
Ease of training process overall	85	85	
Using E-Verify	**90**	**91**	
Ease of navigating the E-Verify site	88	89	*
Ease of submitting I-9 information on E-Verify	90	91	
Speed of receiving an initial response from E-Verify	94	94	
Clarity of next steps as described in the response	89	89	
Tentative Nonconfirmation Resolution	**80**	**81**	
Speed of resolving the case	80	82	
Clarity of communications about the steps involved in the resolution process	80	80	
Ease of resolving the case	80	80	
Photo Matching	**95**	**95**	
Ease of photo matching process	95	95	
Helpfulness in preventing fraud	95	94	
Customer Service	**88**	**92**	*
Ease of accessing representative	87	91	*
Professionalism	90	94	*
Communication skills	89	92	*
Ability to understand your questions/issue	88	91	
Providing guidance on policy/questions	86	91	*
Customer Service Prior transfer	**80**	**79**	
Ease of accessing representative	79	80	
Professionalism	87	85	
Communication skills	82	81	
Ability to understand your questions/issue	76	72	
Providing guidance on policy/questions	73	74	

All (Cross-section) (cont.)

	2011	2012	Significant Difference
Sample Size	2,661	1,351	
Customer Service after Transfer	**84**	**84**	
Ease of accessing representative	84	82	
Professionalism	88	88	
Communication skills	85	88	
Ability to understand your questions/issue	82	82	
Providing guidance on policy/questions	81	80	
Customer Service by Email	**66**	**82**	*
Ability to understand your questions/issue	73	85	*
The timeliness with which you received a response	56	81	*
Communication skills in the response you received	73	84	*
Providing guidance on policy/questions	69	82	*
Internet Use	**78**	**72**	*
Interested to use the Internet rather than having to call or email E-Verify	78	72	*
Technical Assistance	**91**	**89**	
Ease of accessing representative	88	85	
Professionalism	92	90	
Communication skills	92	90	
Ability to understand your questions/issue	90	89	
Knowledge of technical issues	90	89	
Technical guidance resolving your issue	90	90	
Interested in Communicating with Peers	**34**	**38**	*
Interested in communicating with peers about E-Verify or using the system	34	38	*
Satisfaction	**85**	**86**	*
Overall satisfaction	86	87	*
Meets expectations	86	87	
Compared to ideal	84	85	
Recommend	**85**	**86**	
How likely would you be to recommend the E-Verify program to others	85	86	
Confident in Accuracy	**88**	**87**	
How confident are you in the accuracy of the E-Verify program	88	87	
Future Participation	**94**	**94**	
Likelihood to continue to participate in the E-Verify program in the future	94	94	

Recent Users

	2011	2012	Significant Difference
	Scores		
Sample Size	3,089	2,083	
Awareness / Registration	**86**	**86**	
Clarity of instructions on how to enroll	86	85	
Memorandum of understanding makes responsibilities and next steps clear	84	86	
Ease of submitting registration information	87	87	
Speed of receiving User Name, Password and E-Verify Web Address	88	90	
Ease of registration process overall	83	83	
Tutorial	**85**	**85**	
Helpfulness of information in User Manual	85	86	
Ease of taking online training in terms of understanding content	87	87	
Ease of completing online training in terms of time required	83	83	
Ease of accessing online resources	87	87	
Usefulness of online resources	85	85	
Ease of training process overall	85	85	
Using E-Verify	**91**	**91**	
Ease of navigating the E-Verify site	89	89	
Ease of submitting I-9 information on E-Verify	91	91	
Speed of receiving an initial response from E-Verify	94	94	
Clarity of next steps as described in the response	90	90	
Tentative Nonconfirmation Resolution	**79**	**80**	
Speed of resolving the case	79	81	
Clarity of communications about the steps involved in the resolution process	80	80	
Ease of resolving the case	80	80	
Photo Matching	**95**	**94**	
Ease of photo matching process	95	95	
Helpfulness in preventing fraud	94	94	
Customer Service	**89**	**91**	
Ease of accessing representative	88	90	
Professionalism	91	93	*
Communication skills	90	91	
Ability to understand your questions/issue	89	91	
Providing guidance on policy/questions	86	89	
Customer Service Prior transfer	**80**	**82**	
Ease of accessing representative	79	82	
Professionalism	86	86	
Communication skills	82	85	
Ability to understand your questions/issue	76	78	
Providing guidance on policy/questions	72	77	

Recent Users (cont.)

	2011	2012	Significant Difference
	Scores		
Sample Size	3,089	2,083	
Customer Service after Transfer	**84**	**87**	
Ease of accessing representative	83	85	
Professionalism	87	89	
Communication skills	85	88	
Ability to understand your questions/issue	83	85	
Providing guidance on policy/questions	82	83	
Customer Service by Email	**68**	**85**	*
Ability to understand your questions/issue	75	85	*
The timeliness with which you received a response	56	85	*
Communication skills in the response you received	74	87	*
Providing guidance on policy/questions	71	83	*
Internet Use	**79**	**72**	*
Interested to use the Internet rather than having to call or email E-Verify	79	72	*
Technical Assistance	**91**	**88**	
Ease of accessing representative	89	84	
Professionalism	92	90	
Communication skills	92	90	
Ability to understand your questions/issue	91	89	
Knowledge of technical issues	91	88	
Technical guidance resolving your issue	91	89	
Interested in Communicating with Peers	**35**	**38**	*
Interested in communicating with peers about E-Verify or using the system	35	38	*
Satisfaction	**86**	**87**	*
Overall satisfaction	86	88	*
Meets expectations	87	88	*
Compared to ideal	85	85	
Recommend	**86**	**86**	
How likely would you be to recommend the E-Verify program to others	86	86	
Confident in Accuracy	**88**	**88**	
How confident are you in the accuracy of the E-Verify program	88	88	
Future Participation	**94**	**94**	
Likelihood to continue to participate in the E-Verify program in the future	94	94	

FAR Users

	2011	2012	Significant Difference
	Scores		
Sample Size	1,124	634	
Awareness / Registration	**86**	**86**	
Clarity of instructions on how to enroll	85	86	
Memorandum of understanding makes responsibilities and next steps clear	84	86	
Ease of submitting registration information	88	86	
Speed of receiving User Name, Password and E-Verify Web Address	90	87	
Ease of registration process overall	82	83	
Tutorial	**87**	**84**	
Helpfulness of information in User Manual	86	83	
Ease of taking online training in terms of understanding content	89	85	
Ease of completing online training in terms of time required	83	82	
Ease of accessing online resources	89	87	
Usefulness of online resources	86	85	
Ease of training process overall	86	85	
Using E-Verify	**89**	**92**	*
Ease of navigating the E-Verify site	87	90	*
Ease of submitting I-9 information on E-Verify	90	92	*
Speed of receiving an initial response from E-Verify	93	95	*
Clarity of next steps as described in the response	88	90	*
Tentative Nonconfirmation Resolution	**81**	**78**	
Speed of resolving the case	80	78	
Clarity of communications about the steps involved in the resolution process	81	79	
Ease of resolving the case	82	79	
Photo Matching	**93**	**94**	
Ease of photo matching process	94	95	
Helpfulness in preventing fraud	93	93	
Customer Service	**87**	**88**	
Ease of accessing representative	85	84	
Professionalism	89	93	*
Communication skills	88	89	
Ability to understand your questions/issue	86	88	
Providing guidance on policy/questions	86	84	
Customer Service Prior transfer	**77**	**82**	
Ease of accessing representative	79	79	
Professionalism	84	87	
Communication skills	79	87	
Ability to understand your questions/issue	72	76	
Providing guidance on policy/questions	66	75	

FAR Users (cont.)

	2011	2012	Significant Difference
	Scores		
Sample Size	1,124	634	
Customer Service after Transfer	**82**	**88**	
Ease of accessing representative	81	86	
Professionalism	88	91	
Communication skills	84	91	*
Ability to understand your questions/issue	79	87	*
Providing guidance on policy/questions	77	83	
Customer Service by Email	**72**	**86**	*
Ability to understand your questions/issue	76	85	
The timeliness with which you received a response	59	88	*
Communication skills in the response you received	77	87	*
Providing guidance on policy/questions	74	84	
Internet Use	**82**	**73**	*
Interested to use the Internet rather than having to call or email E-Verify	82	73	*
Technical Assistance	**85**	**85**	
Ease of accessing representative	83	76	
Professionalism	87	87	
Communication skills	86	87	
Ability to understand your questions/issue	84	87	
Knowledge of technical issues	85	85	
Technical guidance resolving your issue	84	85	
Interested in Communicating with Peers	**34**	**40**	*
Interested in communicating with peers about E-Verify or using the system	34	40	*
Satisfaction	**84**	**88**	*
Overall satisfaction	85	89	*
Meets expectations	85	89	*
Compared to ideal	82	85	*
Recommend	**82**	**87**	*
How likely would you be to recommend the E-Verify program to others	82	87	*
Confident in Accuracy	**87**	**89**	*
How confident are you in the accuracy of the E-Verify program	87	89	*
Future Participation	**94**	**94**	
Likelihood to continue to participate in the E-Verify program in the future	94	94	

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

	Small business		Not a small business		Don´t know	
	2011	2012	2011	2012	2011	2012
Sample Size	1,740	936	800	360	121	55
Awareness / Registration	**85**	**85**	**87**	**85**	**90**	**88**
Clarity of instructions on how to enroll	85	84	87	84	91	90
Memorandum of understanding makes responsibilities and next steps clear	84	84	85	82	90	89
Ease of submitting registration information	87	86	88	85	90	93
Speed of receiving User Name, Password and E-Verify Web Address	88	89	90	90	90	89
Ease of registration process overall	82	82	86	81	88	79
Tutorial	**84**	**84**	**90**	**86**	**91**	**90**
Helpfulness of information in User Manual	84	87	89	83	91	93
Ease of taking online training in terms of understanding content	86	86	91	87	92	91
Ease of completing online training in terms of time required	80	83	88	84	88	86
Ease of accessing online resources	85	86	91	87	91	91
Usefulness of online resources	84	84	88	87	88	90
Ease of training process overall	84	84	90	88	91	89
Using E-Verify	**89**	**90**	**92**	**91**	**93**	**94**
Ease of navigating the E-Verify site	87	88	90	90	90	93
Ease of submitting I-9 information on E-Verify	90	91	92	91	93	94
Speed of receiving an initial response from E-Verify	93	94	94	94	97	96
Clarity of next steps as described in the response	88	89	90	90	91	92
Tentative Nonconfirmation Resolution	**79**	**81**	**80**	**80**	**85**	**88**
Speed of resolving the case	79	82	80	82	82	90
Clarity of communications about the steps involved in the resolution process	79	81	80	78	85	87
Ease of resolving the case	79	80	81	79	88	87
Photo Matching	**95**	**95**	**94**	**94**	**97**	**98**
Ease of photo matching process	95	95	95	95	97	99
Helpfulness in preventing fraud	95	94	94	94	96	98
Customer Service	**89**	**91**	**86**	**93**	**96**	**95**
Ease of accessing representative	87	91	86	91	96	94
Professionalism	91	93	88	95	97	95
Communication skills	90	90	86	94	96	95
Ability to understand your questions/issue	89	90	87	93	93	95
Providing guidance on policy/questions	85	90	84	91	97	94
Customer Service Prior transfer	**84**	**82**	**78**	**75**	**78**	**87**
Ease of accessing representative	82	81	75	78	83	100
Professionalism	89	86	84	81	88	100
Communication skills	84	84	81	75	79	100
Ability to understand your questions/issue	82	77	72	69	69	61
Providing guidance on policy/questions	79	79	69	70	63	61

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

	Small business		Not a small business		Don´t know	
	2011	2012	2011	2012	2011	2012
Sample Size	1,740	936	800	360	121	55
Customer Service after Transfer	**87**	**83**	**82**	**84**	**85**	**100**
Ease of accessing representative	87	81	80	82	87	100
Professionalism	89	87	86	87	89	100
Communication skills	88	87	83	87	87	100
Ability to understand your questions/issue	85	80	80	82	80	100
Providing guidance on policy/questions	84	79	79	78	80	100
Customer Service by Email	**67**	**83**	**62**	**79**	**77**	**93**
Ability to understand your questions/issue	71	87	76	80	84	93
The timeliness with which you received a response	58	82	50	79	50	93
Communication skills in the response you received	71	87	75	79	87	93
Providing guidance on policy/questions	67	84	72	77	72	93
Internet Use	**77**	**73**	**80**	**72**	**75**	**64**
Interested to use the Internet rather than having to call or email E-Verify	77	73	80	72	75	64
Technical Assistance	**92**	**84**	**90**	**100**	**85**	**94**
Ease of accessing representative	89	80	88	99	84	91
Professionalism	94	86	91	100	87	93
Communication skills	93	86	90	100	87	96
Ability to understand your questions/issue	91	84	90	100	83	96
Knowledge of technical issues	91	84	90	100	85	96
Technical guidance resolving your issue	91	85	89	100	83	93
Interested in Communicating with Peers	**32**	**36**	**38**	**43**	**39**	**35**
Interested in communicating with peers about E-Verify or using the system	32	36	38	43	39	35
Satisfaction	**84**	**86**	**87**	**87**	**89**	**91**
Overall satisfaction	85	87	88	88	90	92
Meets expectations	85	87	88	88	90	91
Compared to ideal	83	84	86	85	88	90
Recommend	**84**	**85**	**88**	**86**	**90**	**89**
How likely would you be to recommend the E-Verify program to others	84	85	88	86	90	89
Confident in Accuracy	**87**	**87**	**89**	**88**	**89**	**91**
How confident are you in the accuracy of the E-Verify program	87	87	89	88	89	91
Future Participation	**93**	**93**	**95**	**96**	**96**	**97**
Likelihood to continue to participate in the E-Verify program in the future	93	93	95	96	96	97

(Cross Section) How many do you employ?

	1-4		5-29		30-99		100-299		300-999		1,000-9,999		10,000+	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
Sample Size	142	70	664	388	720	347	659	304	295	165	157	62	24	15
Awareness / Registration	**78**	**80**	**84**	**85**	**87**	**88**	**90**	**85**	**89**	**84**	**82**	**82**	**--**	**73**
Clarity of instructions on how to enroll	77	79	84	86	87	85	90	84	89	82	76	79	--	67
Memorandum of understanding makes responsibilities and next steps clear	75	78	83	86	86	88	87	82	86	79	86	79	--	56
Ease of submitting registration information	79	81	86	85	87	89	92	86	89	90	86	79	--	78
Speed of receiving User Name, Password and E-Verify Web Address	84	85	86	89	90	90	91	90	91	90	83	94	--	89
Ease of registration process overall	75	77	81	79	82	87	89	84	86	81	77	76	--	78
Tutorial	**78**	**79**	**83**	**84**	**85**	**87**	**90**	**87**	**91**	**87**	**88**	**86**	**--**	**89**
Helpfulness of information in User Manual	77	79	83	89	85	89	89	87	91	81	84	81	--	89
Ease of taking online training in terms of understanding content	78	82	86	85	87	88	91	87	93	87	89	89	--	89
Ease of completing online training in terms of time required	75	76	80	81	81	86	88	86	87	86	87	84	--	89
Ease of accessing online resources	80	81	84	85	87	87	91	89	91	89	89	86	--	89
Usefulness of online resources	79	76	83	83	84	86	89	89	90	86	89	88	--	89
Ease of training process overall	77	79	84	82	84	87	90	87	91	89	87	86	--	89
Using E-Verify	**83**	**83**	**88**	**90**	**91**	**92**	**93**	**92**	**92**	**93**	**90**	**86**	**84**	**91**
Ease of navigating the E-Verify site	76	83	85	87	89	90	91	91	91	92	89	82	84	90
Ease of submitting I-9 information on E-Verify	82	82	89	90	91	93	93	92	92	93	90	86	85	93
Speed of receiving an initial response from E-Verify	89	86	92	94	95	95	96	95	95	95	94	91	87	94
Clarity of next steps as described in the response	82	84	86	88	90	90	92	90	90	91	87	83	80	89
Tentative Nonconfirmation Resolution	**87**	**77**	**78**	**76**	**78**	**82**	**82**	**81**	**82**	**85**	**76**	**77**	**71**	**79**
Speed of resolving the case	85	76	79	79	78	84	82	82	82	87	75	80	74	79
Clarity of communications about the steps involved in the resolution process	86	87	78	75	79	81	83	81	81	84	77	75	68	79
Ease of resolving the case	89	69	77	75	79	82	82	82	84	84	76	75	73	81
Photo Matching	**95**	**91**	**95**	**95**	**95**	**95**	**96**	**95**	**95**	**94**	**92**	**95**	**87**	**91**
Ease of photo matching process	94	92	94	95	95	96	96	95	96	94	92	94	87	95
Helpfulness in preventing fraud	96	91	95	94	95	95	96	95	94	93	92	95	87	87
Customer Service	**87**	**93**	**88**	**86**	**89**	**92**	**87**	**93**	**93**	**94**	**80**	**92**	**--**	**99**
Ease of accessing representative	83	91	87	86	89	92	85	92	92	92	81	90	--	100
Professionalism	88	94	91	87	92	94	89	95	94	96	84	94	--	100
Communication skills	88	91	90	86	89	90	88	94	94	95	80	93	--	100
Ability to understand your questions/issue	89	93	91	84	89	91	86	93	94	94	81	90	--	97
Providing guidance on policy/questions	88	94	89	84	84	91	85	93	91	93	74	88	--	97
Customer Service Prior transfer	**83**	**75**	**89**	**64**	**81**	**93**	**83**	**82**	**84**	**66**	**76**	**71**	**47**	**89**
Ease of accessing representative	73	89	92	56	78	93	81	84	87	61	72	78	48	89
Professionalism	93	89	88	69	85	93	88	87	91	89	84	78	69	89
Communication skills	93	89	83	64	81	93	85	87	87	61	80	72	44	89
Ability to understand your questions/issue	73	50	93	64	81	92	79	75	76	56	71	61	35	89
Providing guidance on policy/questions	71	50	91	64	76	93	78	75	76	56	65	65	28	89

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

	1-4		5-29		30-99		100-299		300-999		1,000-9,999		10,000+	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
Sample Size	142	70	664	388	720	347	659	304	295	165	157	62	24	15
Customer Service after Transfer	**82**	**76**	**94**	**65**	**80**	**92**	**87**	**92**	**90**	**74**	**81**	**84**	**55**	**89**
Ease of accessing representative	73	89	95	58	81	92	86	89	92	61	79	82	54	89
Professionalism	93	89	94	69	81	92	90	92	92	89	84	89	76	89
Communication skills	93	89	95	67	79	93	89	92	92	89	83	89	50	89
Ability to understand your questions/issue	71	50	95	64	80	93	84	94	89	61	80	82	46	89
Providing guidance on policy/questions	73	50	89	64	80	92	85	92	86	61	78	75	46	89
Customer Service by Email	**83**	**93**	**74**	**71**	**65**	**89**	**70**	**82**	**61**	**83**	**52**	**79**	**48**	**90**
Ability to understand your questions/issue	76	95	77	77	67	89	77	82	74	84	78	81	44	94
The timeliness with which you received a response	85	87	64	69	59	92	54	85	43	81	41	81	50	78
Communication skills in the response you received	94	95	77	76	67	88	78	84	69	83	75	78	47	94
Providing guidance on policy/questions	76	95	75	70	61	89	74	77	69	84	64	78	50	100
Internet Use	**89**	**67**	**77**	**71**	**72**	**72**	**81**	**73**	**83**	**73**	**65**	**76**	**94**	**82**
Interested to use the Internet rather than having to call or email E-Verify	89	67	77	71	72	72	81	73	83	73	65	76	94	82
Technical Assistance	**87**	**94**	**91**	**74**	**96**	**86**	**89**	**99**	**96**	**97**	**93**	**96**	**59**	**100**
Ease of accessing representative	80	94	90	70	96	81	88	96	96	94	88	96	50	100
Professionalism	95	94	90	79	96	87	92	100	96	97	94	96	65	100
Communication skills	95	94	92	77	96	88	90	100	96	98	93	96	67	100
Ability to understand your questions/issue	81	94	95	72	96	87	88	100	96	98	94	96	56	100
Knowledge of technical issues	83	94	92	72	96	87	89	100	96	98	94	96	57	100
Technical guidance resolving your issue	83	94	90	77	96	87	89	100	96	97	94	96	59	100
Interested in Communicating with Peers	**29**	**34**	**30**	**33**	**30**	**37**	**37**	**40**	**41**	**41**	**43**	**47**	**48**	**58**
Interested in communicating with peers about E-Verify or using the system	29	34	30	33	30	37	37	40	41	41	43	47	48	58
Satisfaction	**74**	**76**	**83**	**86**	**86**	**87**	**89**	**90**	**88**	**88**	**84**	**81**	**76**	**83**
Overall satisfaction	75	78	83	86	87	88	90	90	89	89	86	83	74	86
Meets expectations	75	76	84	86	87	88	90	90	89	90	86	84	80	84
Compared to ideal	73	76	82	84	84	85	88	88	86	86	81	78	75	78
Recommend	**74**	**72**	**82**	**83**	**85**	**86**	**90**	**89**	**89**	**87**	**87**	**83**	**79**	**92**
How likely would you be to recommend the E-Verify program to others	74	72	82	83	85	86	90	89	89	87	87	83	79	92
Confident in Accuracy	**83**	**78**	**87**	**87**	**88**	**87**	**90**	**90**	**90**	**88**	**86**	**83**	**83**	**90**
How confident are you in the accuracy of the E-Verify program	83	78	87	87	88	87	90	90	90	88	86	83	83	90
Future Participation	**85**	**86**	**91**	**93**	**94**	**94**	**96**	**96**	**96**	**97**	**96**	**95**	**95**	**97**
Likelihood to continue to participate in the E-Verify program in the future	85	86	91	93	94	94	96	96	96	97	96	95	95	97

(Cross Section) When did your organization enroll?

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2011	2012	2011	2012	2011	2012	2011	2012
Sample Size	258	73	444	263	1,139	455	820	560
Awareness / Registration	**87**	**86**	**85**	**85**	**--**	**--**	**--**	**--**
Clarity of instructions on how to enroll	86	85	85	84	--	--	--	--
Memorandum of understanding makes responsibilities and next steps clear	84	84	84	84	--	--	--	--
Ease of submitting registration information	88	85	86	86	--	--	--	--
Speed of receiving User Name, Password and E-Verify Web Address	91	89	86	89	--	--	--	--
Ease of registration process overall	83	84	82	81	--	--	--	--
Tutorial	**87**	**88**	**84**	**84**	**--**	**--**	**--**	**--**
Helpfulness of information in User Manual	87	86	84	87	--	--	--	--
Ease of taking online training in terms of understanding content	89	90	86	85	--	--	--	--
Ease of completing online training in terms of time required	84	85	81	83	--	--	--	--
Ease of accessing online resources	88	89	86	85	--	--	--	--
Usefulness of online resources	86	86	84	84	--	--	--	--
Ease of training process overall	86	88	85	84	--	--	--	--
Using E-Verify	**92**	**91**	**90**	**91**	**89**	**90**	**91**	**91**
Ease of navigating the E-Verify site	90	91	88	90	86	88	89	88
Ease of submitting I-9 information on E-Verify	93	91	90	92	90	91	91	91
Speed of receiving an initial response from E-Verify	94	92	92	93	94	94	95	95
Clarity of next steps as described in the response	91	90	89	90	87	88	90	89
Tentative Nonconfirmation Resolution	**80**	**83**	**81**	**83**	**81**	**80**	**78**	**80**
Speed of resolving the case	81	84	82	84	81	83	77	81
Clarity of communications about the steps involved in the resolution process	80	82	80	84	82	78	78	79
Ease of resolving the case	81	83	82	82	82	78	78	80
Photo Matching	**95**	**92**	**96**	**94**	**94**	**96**	**95**	**94**
Ease of photo matching process	95	94	96	94	94	96	95	95
Helpfulness in preventing fraud	95	89	96	94	94	95	95	94
Customer Service	**91**	**94**	**89**	**90**	**89**	**94**	**85**	**91**
Ease of accessing representative	88	95	89	90	89	93	84	88
Professionalism	92	95	90	92	90	94	90	94
Communication skills	90	94	89	90	90	93	87	91
Ability to understand your questions/issue	92	93	89	91	88	93	86	89
Providing guidance on policy/questions	91	93	89	88	86	94	80	89
Customer Service Prior transfer	**80**	**--**	**84**	**80**	**80**	**76**	**81**	**80**
Ease of accessing representative	82	--	84	78	78	79	79	82
Professionalism	87	--	86	93	86	79	87	86
Communication skills	82	--	82	93	81	78	83	81
Ability to understand your questions/issue	74	--	84	63	75	72	76	74
Providing guidance on policy/questions	68	--	84	63	72	71	73	77

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

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2011	2012	2011	2012	2011	2012	2011	2012
Sample Size	**258**	**73**	**444**	**263**	**1,139**	**455**	**820**	**560**
Customer Service after Transfer	**80**	**--**	**86**	**80**	**84**	**78**	**85**	**88**
Ease of accessing representative	82	--	88	85	83	79	84	84
Professionalism	82	--	86	93	88	81	88	91
Communication skills	80	--	85	89	87	81	86	91
Ability to understand your questions/issue	76	--	87	63	81	77	83	88
Providing guidance on policy/questions	77	--	85	63	80	72	82	86
Customer Service by Email	**68**	**90**	**70**	**84**	**66**	**84**	**64**	**77**
Ability to understand your questions/issue	79	93	71	89	74	85	70	80
The timeliness with which you received a response	66	93	64	86	54	84	49	74
Communication skills in the response you received	79	93	71	90	77	85	69	78
Providing guidance on policy/questions	74	81	70	83	66	86	69	78
Internet Use	**87**	**77**	**85**	**70**	**75**	**70**	**74**	**74**
Interested to use the Internet rather than having to call or email E-Verify	87	77	85	70	75	70	74	74
Technical Assistance	**94**	**89**	**95**	**88**	**88**	**89**	**90**	**90**
Ease of accessing representative	93	89	96	87	85	88	87	83
Professionalism	95	89	94	89	91	89	92	92
Communication skills	94	89	94	88	90	90	91	92
Ability to understand your questions/issue	94	89	97	89	87	88	89	89
Knowledge of technical issues	95	89	96	88	86	88	90	90
Technical guidance resolving your issue	94	89	94	89	86	88	90	91
Interested in Communicating with Peers	**37**	**48**	**34**	**34**	**33**	**37**	**35**	**39**
Interested in communicating with peers about E-Verify or using the system	37	48	34	34	33	37	35	39
Satisfaction	**87**	**86**	**84**	**85**	**84**	**87**	**87**	**87**
Overall satisfaction	87	87	84	86	85	87	89	88
Meets expectations	89	87	84	85	86	88	88	88
Compared to ideal	86	85	83	84	83	85	86	85
Recommend	**87**	**85**	**85**	**83**	**83**	**85**	**89**	**87**
How likely would you be to recommend the E-Verify program to others	87	85	85	83	83	85	89	87
Confident in Accuracy	**89**	**87**	**88**	**87**	**87**	**88**	**89**	**88**
How confident are you in the accuracy of the E-Verify program	89	87	88	87	87	88	89	88
Future Participation	**93**	**90**	**91**	**93**	**93**	**94**	**96**	**96**
Likelihood to continue to participate in the E-Verify program in the future	93	90	91	93	93	94	96	96

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

	Once a week or more		Two or three times a month		About once a month		Once every few months		Once or twice a year		Less than once a year	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
Sample Size	450	272	572	289	380	201	731	337	383	193	136	59
Awareness / Registration	**86**	**88**	**89**	**86**	**86**	**85**	**87**	**86**	**83**	**83**	**72**	**67**
Clarity of instructions on how to enroll	86	85	89	86	87	83	86	86	84	82	71	65
Memorandum of understanding makes responsibilities and next steps clear	86	86	87	86	85	84	86	85	83	82	68	67
Ease of submitting registration information	88	90	91	86	88	86	88	88	84	83	74	65
Speed of receiving User Name, Password and E-Verify Web Address	85	93	93	89	88	89	90	90	85	88	77	72
Ease of registration process overall	87	84	86	83	83	84	82	81	79	78	69	65
Tutorial	**91**	**90**	**87**	**86**	**86**	**86**	**85**	**85**	**84**	**82**	**71**	**68**
Helpfulness of information in User Manual	91	87	86	82	86	86	85	92	83	87	69	67
Ease of taking online training in terms of understanding content	92	92	89	86	87	87	87	86	86	86	72	68
Ease of completing online training in terms of time required	89	89	85	84	83	86	80	82	81	78	67	68
Ease of accessing online resources	91	93	88	87	87	87	87	85	86	83	73	68
Usefulness of online resources	90	90	87	86	85	86	84	85	84	79	74	68
Ease of training process overall	91	90	87	87	86	86	84	85	85	81	72	68
Using E-Verify	**92**	**91**	**93**	**93**	**92**	**93**	**90**	**92**	**87**	**88**	**81**	**79**
Ease of navigating the E-Verify site	91	90	91	92	89	90	88	89	83	85	74	75
Ease of submitting I-9 information on E-Verify	91	91	93	93	92	93	91	92	88	88	80	78
Speed of receiving an initial response from E-Verify	94	94	95	95	96	96	94	95	91	92	89	83
Clarity of next steps as described in the response	90	90	91	91	90	90	89	90	86	86	79	77
Tentative Nonconfirmation Resolution	**79**	**81**	**81**	**81**	**80**	**81**	**80**	**79**	**77**	**71**	**100**	**96**
Speed of resolving the case	78	83	82	82	80	86	80	79	77	72	100	89
Clarity of communications about the steps involved in the resolution process	79	80	81	81	80	81	80	77	78	70	100	100
Ease of resolving the case	80	82	82	80	81	78	80	79	75	70	100	100
Photo Matching	**94**	**94**	**95**	**95**	**94**	**95**	**96**	**94**	**92**	**96**	**98**	**97**
Ease of photo matching process	94	94	96	96	94	95	96	95	91	96	98	94
Helpfulness in preventing fraud	94	93	95	95	93	95	96	94	93	96	98	100
Customer Service	**87**	**95**	**88**	**89**	**91**	**92**	**89**	**94**	**86**	**84**	**88**	**92**
Ease of accessing representative	85	93	87	86	91	91	89	96	83	86	84	89
Professionalism	89	96	91	91	92	94	91	96	88	84	89	93
Communication skills	87	96	89	90	91	92	91	92	85	82	93	89
Ability to understand your questions/issue	87	94	89	88	90	91	89	93	87	83	96	93
Providing guidance on policy/questions	84	93	83	89	90	91	88	91	86	85	72	96
Customer Service Prior transfer	**79**	**79**	**82**	**73**	**73**	**79**	**90**	**78**	**75**	**84**	**83**	**100**
Ease of accessing representative	78	79	82	81	68	82	90	78	80	89	67	100
Professionalism	87	85	87	81	81	91	90	78	74	89	100	100
Communication skills	81	78	82	81	79	91	89	78	69	78	100	100
Ability to understand your questions/issue	73	75	81	58	63	60	89	78	80	89	67	100
Providing guidance on policy/questions	70	77	75	61	68	62	90	78	76	78	67	100

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

	Once a week or more		Two or three times a month		About once a month		Once every few months		Once or twice a year		Less than once a year	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
Sample Size	450	272	572	289	380	201	731	337	383	193	136	59
Customer Service after Transfer	**83**	**86**	**86**	**81**	**81**	**89**	**91**	**79**	**85**	**72**	**82**	**100**
Ease of accessing representative	83	81	87	83	78	91	92	78	83	67	67	100
Professionalism	87	90	88	89	85	93	90	79	85	78	100	100
Communication skills	84	90	86	89	82	93	91	79	85	78	100	100
Ability to understand your questions/issue	80	85	84	69	79	87	91	79	85	67	67	100
Providing guidance on policy/questions	79	84	83	67	79	76	89	79	87	67	67	100
Customer Service by Email	**58**	**83**	**63**	**83**	**66**	**83**	**79**	**85**	**71**	**72**	**71**	**100**
Ability to understand your questions/issue	75	86	65	82	70	83	83	84	74	83	50	100
The timeliness with which you received a response	46	79	51	85	54	85	71	87	59	72	89	100
Communication skills in the response you received	72	85	69	83	69	81	80	84	73	83	100	100
Providing guidance on policy/questions	71	83	61	82	66	81	79	87	73	72	50	100
Internet Use	**73**	**77**	**85**	**73**	**81**	**71**	**77**	**71**	**67**	**70**	**100**	**70**
Interested to use the Internet rather than having to call or email E-Verify	73	77	85	73	81	71	77	71	67	70	100	70
Technical Assistance	**91**	**96**	**93**	**80**	**84**	**98**	**93**	**94**	**85**	**65**	**77**	**58**
Ease of accessing representative	88	93	92	81	81	98	93	85	84	61	67	44
Professionalism	94	97	94	81	84	98	93	96	84	72	94	67
Communication skills	93	97	92	81	85	98	93	95	84	72	94	67
Ability to understand your questions/issue	90	97	92	80	84	98	94	96	91	61	67	39
Knowledge of technical issues	91	97	93	80	82	98	94	94	84	61	69	56
Technical guidance resolving your issue	91	97	93	80	85	98	93	95	84	61	67	72
Interested in Communicating with Peers	**43**	**44**	**35**	**40**	**38**	**39**	**31**	**35**	**26**	**30**	**23**	**27**
Interested in communicating with peers about E-Verify or using the system	43	44	35	40	38	39	31	35	26	30	23	27
Satisfaction	**88**	**88**	**88**	**88**	**86**	**88**	**85**	**87**	**82**	**83**	**74**	**76**
Overall satisfaction	89	89	89	89	87	88	86	88	82	84	74	78
Meets expectations	90	89	89	89	86	89	86	88	83	84	76	76
Compared to ideal	86	85	87	86	85	86	84	85	81	82	73	75
Recommend	**90**	**88**	**89**	**88**	**87**	**88**	**86**	**85**	**80**	**80**	**70**	**72**
How likely would you be to recommend the E-Verify program to others	90	88	89	88	87	88	86	85	80	80	70	72
Confident in Accuracy	**89**	**89**	**89**	**89**	**89**	**87**	**89**	**88**	**85**	**85**	**81**	**75**
How confident are you in the accuracy of the E-Verify program	89	89	89	89	89	87	89	88	85	85	81	75
Future Participation	**97**	**97**	**96**	**96**	**94**	**94**	**94**	**95**	**90**	**90**	**83**	**82**
Likelihood to continue to participate in the E-Verify program in the future	97	97	96	96	94	94	94	95	90	90	83	82

(Cross Section) Which best describes your organization?

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2011	**2012**	**2011**	**2012**	**2011**	**2012**
Sample Size	**2,415**	**1,209**	**153**	**67**	**84**	**75**
Awareness / Registration	**85**	**84**	**86**	**94**	**86**	**91**
Clarity of instructions on how to enroll	85	83	85	96	86	90
Memorandum of understanding makes responsibilities and next steps clear	84	84	83	89	81	90
Ease of submitting registration information	87	85	87	100	82	94
Speed of receiving User Name, Password and E-Verify Web Address	88	89	88	96	92	93
Ease of registration process overall	82	81	88	89	88	84
Tutorial	**85**	**84**	**86**	**96**	**88**	**90**
Helpfulness of information in User Manual	85	87	87	78	89	90
Ease of taking online training in terms of understanding content	87	86	88	94	89	88
Ease of completing online training in terms of time required	82	82	82	97	87	89
Ease of accessing online resources	87	86	87	98	89	90
Usefulness of online resources	85	84	87	98	89	91
Ease of training process overall	85	85	86	97	87	88
Using E-Verify	**90**	**91**	**90**	**90**	**88**	**89**
Ease of navigating the E-Verify site	88	89	89	88	86	87
Ease of submitting I-9 information on E-Verify	91	91	90	92	88	89
Speed of receiving an initial response from E-Verify	94	94	93	93	89	92
Clarity of next steps as described in the response	89	89	89	88	88	88
Tentative Nonconfirmation Resolution	**80**	**81**	**81**	**78**	**74**	**80**
Speed of resolving the case	80	83	80	77	74	82
Clarity of communications about the steps involved in the resolution process	80	80	82	78	74	82
Ease of resolving the case	81	81	82	81	73	76
Photo Matching	**95**	**95**	**94**	**93**	**95**	**95**
Ease of photo matching process	95	95	94	94	96	95
Helpfulness in preventing fraud	95	94	95	92	95	95
Customer Service	**88**	**92**	**88**	**92**	**78**	**88**
Ease of accessing representative	88	91	86	91	74	87
Professionalism	91	94	88	94	76	90
Communication skills	89	92	89	93	78	87
Ability to understand your questions/issue	89	91	87	92	83	87
Providing guidance on policy/questions	86	91	86	88	80	89
Customer Service Prior transfer	**81**	**77**	**81**	**85**	**66**	**81**
Ease of accessing representative	81	80	79	83	51	80
Professionalism	87	81	88	93	87	91
Communication skills	82	79	84	83	80	87
Ability to understand your questions/issue	77	70	82	81	44	71
Providing guidance on policy/questions	75	72	68	83	50	71

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

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2011	**2012**	**2011**	**2012**	**2011**	**2012**
Sample Size	**2,415**	**1,209**	**153**	**67**	**84**	**75**
Customer Service after Transfer	**85**	**85**	**81**	**87**	**85**	**80**
Ease of accessing representative	84	83	78	81	87	80
Professionalism	88	87	84	91	91	89
Communication skills	85	87	83	93	91	87
Ability to understand your questions/issue	82	85	81	83	78	69
Providing guidance on policy/questions	82	82	78	81	69	69
Customer Service by Email	**67**	**82**	**53**	**71**	**79**	**90**
Ability to understand your questions/issue	73	85	62	74	83	92
The timeliness with which you received a response	56	82	42	67	83	88
Communication skills in the response you received	75	85	56	72	78	90
Providing guidance on policy/questions	69	82	60	69	72	92
Internet Use	**78**	**72**	**85**	**80**	**62**	**74**
Interested to use the Internet rather than having to call or email E-Verify	78	72	85	80	62	74
Technical Assistance	**91**	**90**	**90**	**96**	**84**	**71**
Ease of accessing representative	89	87	89	93	82	69
Professionalism	93	92	92	96	80	72
Communication skills	92	92	91	96	82	72
Ability to understand your questions/issue	90	90	90	96	91	72
Knowledge of technical issues	91	90	90	96	84	69
Technical guidance resolving your issue	91	91	88	96	84	72
Interested in Communicating with Peers	**33**	**37**	**43**	**50**	**46**	**43**
Interested in communicating with peers about E-Verify or using the system	33	37	43	50	46	43
Satisfaction	**85**	**87**	**88**	**87**	**86**	**82**
Overall satisfaction	86	88	89	87	87	83
Meets expectations	86	88	89	88	86	83
Compared to ideal	84	85	85	85	84	79
Recommend	**85**	**85**	**89**	**91**	**85**	**81**
How likely would you be to recommend the E-Verify program to others	85	85	89	91	85	81
Confident in Accuracy	**88**	**87**	**90**	**91**	**90**	**83**
How confident are you in the accuracy of the E-Verify program	88	87	90	91	90	83
Future Participation	**94**	**94**	**95**	**96**	**93**	**94**
Likelihood to continue to participate in the E-Verify program in the future	94	94	95	96	93	94

APPENDIX D: VERBATIM COMMENTS

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

A job that I done

account seminar

Accountant

Affiliated HR office

Affirmative Action Rep

another contractor told us about it

another employer

Arizona State Requirement

articles and emails from HR website subscriptions

at a class I took at TCC

At a conference for the school district bookkeepers

AT A MOASBO WORKSHOP I ATTENDED

Bankers Association

Baskin Robbins corporate told us to do it

Bid process with potential client

cannot remember

Can't Remember

Charter Member

City Attorney

class

Client

Client

Client company uses E-Verify and requested we do the same in order to service their company.

Client requirements -> Client = Govt Agency or Govt Contractor

client that we subcontract work from required we use the site

clients

College courses

Combined Federal Campaign

Company attorney

company I contract with made it mandatory

Company was already using E-verify when I started working there.

Conference

Construction Contract w/Fort Belvoir, Virginia, Requirement to enroll in program

contract

contract requirements

contract requirement

Contract with Fed-Ex Ground advised us to use e-verify

Contractor

Contractor required that we be signed up on this site.

contractor required we use

Contractors Association as well as fellow industry employers

Contractual requirement with FedEx Ground

Corporate Immigration Attorney

Corporate Legal

CPA

Customer

Customer Requirement

Customer/Contractor

DHS

do not remember

DOD contract requirement

DoD Contractor Company Requirement

Don't recall

Don't recall

Don't remember.

During a payroll seminar hosted by Fred Pryor

FAR Clause in SBIR contract

Federal Acquisition Regulations (FAR)

Federal Contract

Federal contractor for compliance

Federal Express Contract

Forced by the Alabama Legislature to use

Former Employer

former employer

Former employer participated in the Pilot Program

Franchisee conference

From FedEx Ground, my business is under contract with them

Full Employment Council of Missouri

Google

Government Contract requirement

Government Contract Requirement

Government contractor

Government Contractor - in our contracts

Government contractor - instruments sold to government entities

GSA

GSA

GSA contract

GSA requirement

had to enroll company in order to get paid for services from a govt agency

HR Communications

HR training class (put on by a group of lawyers)

Human Resource Training Workshop

Human Resources Corp Office of company I previously worked for

Human Resources Industry Group

I don't recall how I heard about e-verify

I don't remember

I don't remember

I think we were a sub to a contractor on a federal project and had to enroll and use this program.

I used E-Verify at previous companies

In the contract requirements for a job at the VA

in the news

included in a contract

Information from a Benefit Services Company

Information from a customer

Information from a friend from another company & Media

Information from a local law firm

Information from Franchisor

Information from non-profit org serving as contract administrator

information provided by labor attorney

It became a requirement as part of a contract

It was a requirement for Grant funding we received.

It's the law in Alabama

Job Contractor

Kirst Construction

known about it for years

Law in AZ passed

Lawyer

Learned early it was coming; Fed/Mun contractor; Wanted to be ahead of the curve

Learned from another business when this was a pilot project

legal firm

lobbying organization

Local College Certification Course

Local Employers Association

Local HR Group

local university

MANDATORY ENROLLMENT TO WORK ON GREAT LAKES NAVAL BASE, GREAT LAKES, IL

Missouri Food Program (CACFP)

My accountant

my accountant

My CPA

My CPA

My last company was part of the pilot program

my national professional HR association - SHRM

My wife

Needed to work on gov't installations

Oklahoma State Dept of Health

One of our clients required it

Our ATS provider

Our company was advised by the federal government of mandatory participation as a federal contractor

Our Immigration Attorney

Our local industry liaison group.

Paperwork was mailed to us from local gov. agency, from Arizona

Part of s government construction contract

Part of the Pilot Program

participation is a requirement for a number of government contracts

Paychex Inc. payroll service

Payroll Company

Payroll Service informed me

pilgrims pride and tyson foods corporate

PREVIOUS EMPLOYER

Previous Employer

Previous employer

Previous Employer

Prior company used E-Verify

Prior employer used it

Private Investigation firm

Professional Organization - American Payroll Association

Radio story

received notice from SC Dept of labor

Recycling District

required by a modification to our GSA contracts

Required by Parent company we contract with

Required by the State of AZ

required due to federal contracts

required for federal/state contracts

Required for FedEx Ground Contractors to use for their employees

Required for work for the us military

Required to use by Contractor/Owner of a project that we are contracted on

requirement for government contract

Requirement for issuance of contract for work on Fed. Funded projects.

Requirement for Sub Contractor job qualification.

Requirement in our SBIR contract

Requirement of Gov't related contracts

requirements in bid documents

Richard Pryor Seminar

searching online for information on how to verify citizenship

SHRM

SHRM

SHRM

SHRM

Sister Company staff

Society for Human Resource Management

Society for Human Resource Professionals

Society of Human Resources Management

Started with the Basic Pilot Program/Basic Employer Verification Pilot machine-readable document pilot back in 2003

State law requirement

State of Arizona

State regulations

State requirements for employment

Stumbled upon it somewhere

subcontract requirement

Supervisor

The company we use for background checks facilitates the E-Verify process so we learned about it through them.

The former HR Manager trained me on E-Verify.

Third party employer services group

through a contract we obtained for a federal job site repair

Through an HR Training program

thru Justifacts

too long ago to remember

tv

USCG

Use required by state govt

used at previous employer

Used this site when I was with previous employer

Used with former employer

Wal-Mart

Was part of the initial E Verify trial testing

WE are contracted with Fed Ex ground they require us to do E-verify

We are required because we have federal contracts

We bid on a federal job that required that we E-Verify our employees

We did the pilot program

We have been using since 2004 when it was the pilot program

We receive federal and state grants and E-verify is required by some of those grants

We were contacted by Everify.

We were on initial PILOT Program when INS brought E-Verify on.

we were part of the pilot program

web research

Q2. Why did your company sign up for E-Verify?

Accountant said it was required

after an I9 audit from ICE

ALL OF ABOVE

anticipated requirement to use E-Verify upon winning a government contract

Best practice

Charter Member

City of Lancaster requires use of everify for all businesses in city of Lancaster

Combined Federal UW Campaign

Contract requirement

Customer Requirements

DHS Employer E-Verify

Felt it was the right thing to do

felt it was the right thing to do

for a OPT visa employee

Good way to help control ID theft

Help to maintain a legal workforce

HIGHLY RECCOMMENDED BY STATE

I agree with the Ned behind verification

I don't know

I prefer more electronic processes in my business

I was a new hire and it wasn't being completed. I knew that it was a requirement.

Identity verification for security purposes (we need complete verification before allowing employees to enter server area)

In addition, we signed up sister company also, even though not required

in anticipation of it being a requirement at some point and also in anticipation of at some point getting a state contract

In order to participate in the Pilot program to ensure future compliance with Federal/State requirements.

Interested in seeing what the program could do for us.

It is the law. Did not want a fine.

It's easy to do and I know 100% of my employees are eligible to work in the US.

It's required.

Love the latest technology - Like to be first to implement

MANDATED BY A UNIVERSITY TO BE ALLOWED TO REVIEW FOREIGN STUDENTS FOR POSSIBLE ENPLOYMENT

mandatory

More secure method with no room for error

My new job was already using it

No reason, just wanted to check it out.

Part of our new hire process. We verify this person is who they say they are.

Paychex recommendation

personal opinion/ employees should be authorized to work

recommended by insurance company

Recommended by USCIS as a reliable method for verifying work eligibility

required as a sheltered workshop

REQUIRED by a Contractor that we are under contract with-only use for this Contractor

Required by contractor

required by employee under OPT (Optional Practical Training)

Required by Franchisor

Required by Full Employment Council of Missouri for participation

Required by government/not a contractor

required for candidate with OPT extension

required to be a fedex contractor

Required to because of contract with a federal contractor

Required to.

requirement for the STEM extensions

Right thing to do

save $$ having someone else do it

Saved time and was simpler than mailing in materials.

see the previous questions answer

Simple and accurate way to ensure compliance

Some benefit related to employees with work visas. Don't remember the details.

STEM OPT 17 month extensions

Thought it was good business practice

Thought we were required to as an employer of Local Government Employees

To assist in the hiring of F1 visa holders

To assist in verifying employee eligibility

To be able to get STEM extensions for our foreign students on OPT

To be compliant and keep up with the knowledge

To be eligible for grant money

to document that each new employee hired is authorized to work in the United States

To help eliminate the illegal workers in my industry.

To satisfy a customer's request

Took the initiative to start participating early because it was going to eventually be made mandatory.

Tyson contract requirement foster farms contract requirement

understood it was required to use when hiring

Understood that it would be required at some point

Unsure of reason

want to make sure that we only hire employees authorized to work in the US

wanted to make sure hirees are eligible to work

Was going to be required by local government; ultimately that requirement was rescinded

We had an employee from another country and we were required to use it to get him a visa

We have offices in Arizona which at the time required E-verify. Being the parent company, we signed up.

We were part of a Pilot.

Q3b. Why did you say that? (Not at all likely to continue to use E-Verify if not required)

Adds extra complexity to the hiring process.

Administratively, it is a burden.

Already required to obtain documents that indicate that the person is authorized to work in the US

As a state workforce agency and as a result of legislation, we authorize employment for job seekers who are interested in Alien Certification orders.

Because do not need this system outside of my work

Because it is redundant with the I9 process. Replace the I9 with this or let the I9 be sufficient as it was in the past. Plus, with the exception of our few overhead positions, all of our positions are on govt. contracts that require both.

Because it takes time in human resources to verify this info and would only use it if we did not know for sure to use E-Verify or not.

Because it wouldn't be a requirement for me to perform my job. I don't have the authority to use a system, program or site without my company's approval or the without the necessity of it to complete a job.

Because of the background checks, bonding checks and credit reports we get before hiring

Because the 3 day time frame is not reasonable when you are dealing with people and trying to get their information. Being a public school we could hire in the summer but they would not be on our payroll until a month or so later. This year we had hired people from out of state which made it very difficult to get the information. I also feel as if I am doing double duty using the I-9 form. I have talked to others in my position and I am hearing the same type of problem or dissatisfaction.

Because the response window is too narrow. When we have technical problems, we are late.

Because the staff I employ are all American citizens

Because we already do the I-9 and see the documents. I know there are forgeries but we don't have too many illegals etc. applying for work.

Because, what good is it doing. There are 1000s of illegal immigrants in the United States working still. The time it takes to sign clients and new case is ridiculous and who checks it out anyways.

Can be cumbersome and time consuming accessing site everytime password expires..

City says we have to use E-verify to make hiring decision, your rules don't allow us to used E-verify to make that decision.

Client's not happy about the paperwork or requirement to check every new hire

Compliance is expensive- manpower, technology and storage costs add costs to the operating budget.

Cut out extra, non-essential work

do not have many applicants other than US born

Don't hire very many new employees, and have personally known all hired in the past 15 years. (small town)

don't use it to verify for own employees. Own application process handles that

Duplication of effort; unnecessary regulation.

E-Verify can be time consuming with the multiple screens. As HR, I am already entering New Hires into multiple databases, and this is yet another system. I am comfortable verifying with just pen and paper.

extra work

Extra work burden that is only performed because it is required. We already have to do an I-9 so why do both. It seems like if a company does e-verify for all employees then no I-9 responsibility should be required

Follow corporate guidelines

Historically, all of our employees have been US born citizens and there has never been a question of thier ability to work in the US, so it seems unnecessary to our company. However, I would like to maintain the ability to use the service but not have it required.

I am comfortable using only the I-9 to verify employment eligibility.

I do not see the need. However, I would rather do everify than fill out I-9's.

I don't hire illegals, so I don't need additional government bureaucracy to verify my hiring practice that was already in place.

I don't see the point of it. I already have to collect I-9 information/documentation.

I don't understand the purpose of e-verify if the I-9 is being filled out and verified.

I have done the payroll for my company for 23 years and we have never hired someone not eligible to work in the US. All employees submit their I9 and the documents required. SSA has never returned one. Our state is also required to submit all new hires.

I have employees in various states. Some states require e-Verify, some states do not. Participation should be all or nothing. I do not like the e-Verify system.

I have never received anything other than a state driver's license and Social security card for US citizens for documentation.

I haven't had anyone working here that is not easily verifiable.

I lost my login information and have submitted several inquiries to get it resolved and have yet to hear back. If I don't have to use it and they won't respond, I won't use it.

I require my employees to fill one form, the other 6 are from various organization or government entity. I believe it is too much on the employer side and I also believe a more simplified/universal system should be adopted. One forms to all sites.

I would only use it if I thought the I-9 documents were suspect.

If you are not constantly hiring you have to do a tutorial every time you log in & also pick another password. Takes too much time

Increased work load

Information is provided upon client request

Is just another step/regulation that actually duplicates the I-9 Form

It adds another step to the new hire process.

It doesn't verify names correctly.

It is a lot of extra work. The system doesn't prevent entry of duplications. We hire and lay off employees daily and many of the same employees are later rehired. Creates alot of extra paperwork and redundant I-9 forms.

It is a lot of work and takes time to fill it out.

It is a poor system inefficiently run.

It is a very time consuming process.

It is an unnecessary administrative burden.

It is difficult to use. With it being a requirement there have been many times where I cannot get on the site or that it is "down" and then it worries me to be in non-compliance

It is extra work for my department.

It is just an added step in the hiring process.

It is not necessary.

It is time consuming and we do not see results that show us we are hiring people not eligible to work in the US.

It is time consuming and we have never had a new hire be anything other than "approved." Our company mostly hires teens & young adults for hourly work and this has just never been a problem.

It is time consuming.

It is VERY confusing!!!!

It makes extra work for me. The constant changing of passwords is a big pain.

it serves absolutely no useful purpose for us, is a hodge podge of obtuse rules and regulations, and has unreasonable time limits

it takes to long

It would be one less thing to do in an already over government controlled work environment. The I-9 system should suffice and provide employers with the required documentation to prove citizenship and the right to work in the United States.

It would be one step of our in-processing that we could do away with.

It would not be mandatory.

It would seem that the I-9 Form is sufficient, with the documentation that is required

It's a hassle.

it's an extra step to eliminate

It's just another hoop to jump through for us. We hire people that are known to us and have provided the proper documentation already.

It's just another step in the I-9 process. We have never had anybody come back as unauthorized or even questioned, so it seems pretty useless. Besides, not a fan of current immigration policy.

It's just another step that we have to do once someone is hired in addition to the state reporting.

It's one more government mandated thing to remember to do on top of taxes and all the other requirements of running a business.

It's one more thing to remember to do.

It's really not necessary for our company and industry.

It's sometimes difficult to get info from managers within 3 day time period.

Just a small company, with only 4 employee's

Just another hassle

just not to take the time to do it

Just one more requirement in all that is required to have an employee. So much paperwork is a nuisance as it is and this adds to it. To be fair, we are rural and about 98% Euro-American = low risk of illegal immigrants, IF that's what it's set up for.

Just one more step to eliminate

Just the time involved and the paperwork. We have a large turnover and some of the employees quit before we get around to the verification process.

Just to streamline the business operation, one less administrative thing to do.

Kind of a pain

lessen the large amount of paperwork and processes involved in hiring employees.

Line of business, no problem with illegal aliens

More government bureaucracy and low risk company for hiring illegals.

More paperwork and time

More time to spend, paperwork to keep

More work for us.

Most all of our employees come through unions and are screened at that level

Most of my employees are US Citizens

My corporation is a contractor for FedEx Ground. There are other background checks in place through FedEx Ground for drivers to become qualified to by hired.

New hire people have social security cards and drivers licenses - adequate. I'm not the police.

No computer at restaurant. Difficult to verify while at work. I have to take home all information and then verify after hours from home.

no need to

No Need to waste the time

Not sure if it is effective

Not sure the point as redoing what the I-9 form already does.

Obtaining driver license records and criminal background checks have been sufficient to prevent disqualified applicants from being hired

One more step in the hiring process

Other required documentation-I-9.

Our company and other companies that I represent don't have alot of employee turnover.

Our company is small enough and our market small enough that we know who we hire. They tend to make the rounds.

Our employees are all police officers.

Our employees are required to have security clearances and as part of that have to be US citizens.

Our employees are union electricians that are part of an extensive 5 year training program with on job work. They are kept on the books at the union hall and come and go out of area business as the work load changes.

OUR REFERRAL AGENCIES ONLY DEAL WITH CITIZENS.

Personally, I don't see any value in using E-verify. 100% of our employees (for this location) have been eligible to work.

Pointless step if documentation by new employee is provided

Program is not user friendly.

Really just timing. I believe we will eventually use it for our entire organization, but we just opened a branch in Arizona, so had to participate immediately.

Really not a question that our employees are US citizens.

running E-Verify puts additional work load on our hires and new employees, there is a lot of errors in the DHS and SSA databases, and it increases our risk for accidental disclosure of personal information.

Seems unnecessary for our business - the I-9 form is sufficient

Small business - no concern re: immigration status of employees

System can be cumbersome at times

Takes additional time to verify documents

Taking too much time to do on a computer where we do not already use computers at work   Time consuming

The 3 day period to enter the info. should be 7 days.

the paperwork required when hiring a new employee too much. any elimination of additional paperwork is helpful to a business that has high turnover.

The process in order to enroll was to lengthy and too much red tape attached with the process

The process is long and requires special training.

The system is very cumbersome and the illegals have so many ways to get around it.

There should be a federal law, not state by state

this was a requirement from the state of Alabama

Time

time consuming

Time consuming and inaccurate tentative nonconfirmations

Time consuming.

Time frame for completing is too stringent. It is almost next to impossible to perform an E-Verify within 3 days of the person signing the I-9.

Time-consuming

Unnecessary use of time and regulation of our business

unnecessary government involvement

Very time consuming and repetition of data

Very, very, time consuming and since we are looking at identification anyway and following the proper steps when completing an I-9, it is just another step in the HR process that drains resources.

We already do extensive background inquiries including Patriot Act. Just one more step to complete hiring processes that feels duplicating..

We already require the same documents required by e-verify. I don't see why we need to verify a person's status online. If a person's documents appear to be fraudulent, then we would not hire them. We are a very small business, so we have more time than a large company would have to spend on looking at a prospective employee.

We are a church. New employees are very rare.

We are a construction company with many temporary employees. The E-Verify is quite time consuming with the volume of people we have in and out of employment each week.

We are a rural area with little to no foreigners and our job requires people to get dirty, something few like to do anyway.

We are a small business and have less than 5 employees. They have to have background checks so we would know if they were illegal aliens.

we are a small business with few employees.

We are a small company in a specialized industry. Credentials are known or closely verified of the experienced industry specific new hires which we bring on board.

We are a small company with a low employee turnover rate

We are a small company with very few employees and not a lot of turn-over. In addition, non-citizen hires have not been an issue for us.

We are a small company. We only have 5 - 10 employees. They are required to complete the Form I-9, Employment Eligibility Verification.

we are a small law firm. Most of the people we employ are referrals from other agencies or law firms.

We are a small town school district where everyone knows everyone. Until such time as that changes, we typically know everyone applying for every job.

We are a state agency

We are a very small company - we don't really need to check on employees in this way.

we are a very small company and have a very low turnover rate and do not use it that often

We are a very small company and hire based on referral so we know the individuals background

We are a very small company with a staff of highly educated staff with specialized skills. We have always been sure to keep our I-9's in order and have lawyers that help with any visa needs we encounter. For us, e-verify is really just another administrative step.

We are in a small community and know most of the individuals who apply for work here

We are in a very rural area so don't have very many people who are not from this area

We are just using it to satisfy customers. We can verify employment eligibility using the traditional I9 process.

We are only using E-Verify because we have federal grants and it is required.

We are such a small company that we seldom hire new employees & have a very low chance of hiring illegal immigrants

We conduct background checks on all new hires.

We contract with the Federal Government, as a part of our contracts we need to ensure work status prior to presenting employees to the federal government

We do as we are told by our Corporate HR Department at our Plant locations.

We do Everify for our clients and must charge them for the service. They would not want to pay for something that wasn't required.

We do not have many applicants that are from a different country.

We do not see any benefit to the program.

We don't have workers that could possibly be illegal aliens.

We don't hire that many employees and as a small nonprofit, we work to cut extra administrative work. Since we do the I-9, I don't see a need for E-Verify also

We have a lot of college kids that work as temps at our youth programs. Many do not have the proper forms of ID here at college to e-verify. We have to get the proper documents from their parents in

whatever state they are from. Can't always do that in 3 days so we can't let them start working until the documents are here which penalizes the children we are trying to serve.

We have a small company, we do background checks, we know our employees

We have a small employee base and most are armed forces veterans - I-9 verification seems sufficient.

We have background check procedures in place for all of our new hires.

We have been using this system for over a year without an unauthorized occurrence.

We have fewer than ten employees. Bookkeeping/Payroll/HR person is part time, completing in a timely manner is sometimes difficult.

We have had no problem verifying identity under the manual I-9 requirement and don't see much value added for our small firm under eVerify. In fact it duplicates some of our efforts.

we have never had an issue with an employee or potential employee not to be eligible to work or live in the United States

We have never had an issue with illegals

We have not experienced a high percentage of turnover, thus we do not hire a lot of new employees. I felt our current review process of new hires was adequate without government intervention.

We have only 10 employees, including the corporate officers, and it is too time consuming to use. Our employees have been with us for years and non of them immigrants.

We never used it before we were required to with a specific contract.

We only have one part time seasonal employee

We only hire individuals who are US citizens and eligible for a personnel security clearance. All of our contracts with the government require this. Therefore, we are confident that our employees are US citizens because they each receive an investigation every 5-10 years in order to maintain a security clearance.

We perform very detailed background screens and citizenship checks during the hiring process, we already know our employees are all legally authorized to work in the US.

We run advanced background screenings on our potential and current employees.

We support the DoD and our employees already go through an intense clearance process.

we would continue to use the electronic i-9

website is not easy to work with

Q3c. If your company participates in E-Verify because it is required to do so, how did you learn about that requirement?

a contract we obtained for a federal job site repair

accountant

Accountant

accountant office

Affiliated HR office

Attorney

AZ state law-read about it

Background Vendor

Bid requirements by contractor, and then internet

City Attorney

Company not required

Conference

Contract

contract

Contract requirements for a federal job.

Contracts

Contractual Clause

Contractual requirement with FedEx Ground

contractual requirement

corporate attorney

Corporate Legal

CPA

Customer Requirement

DOD requirement

Don't recall exactly - My previous employer was a pilot participant

Don't remember

don't remember

don't remember; Media or printed material most likely

FAR Clause in SBIR contract

Federal Contract requiring EVerify

Federal Contractor

Federal Government Contract Requirements

Federal Payroll Job Contractors

From a friend from another company & media

From FedEx Ground, my company is under contract with them

from legal counsel

From my CPA

from the company we acquired which had government contracts

government contract

GSA contract

HR Courses

HR Training Session (we started using before required)

I don't remember

Immigration legal counsel

information from a local law firm

informed by labor attorney

It was written in the Federal Contract

Kirst Construction

livehaul managers at chicken companies

Local Employers Association

Local industry liaison group.

MOASBO WORKSHOP I ATTENDED

Mountain States Employers Council

My accountant

My CPA

My previous company required all i9 form are to be correctly.

Newspaper article

NFIB

Non profit agency administering federal program

Not required

not required to do so

not sure

Not sure, It was in use when I joined company

other employer

part of the pilot program

Part of the requirement as a Federal Contractor

payroll vendor

required by contract

Richard Pryor Seminar

Safe Hiring Solutions, the Co. who conducts our criminal background checks

see previous answer

SHRM

Society for Human Resource Management

Society for Human Resource management

Society for Human Resource Management (SHRM) Online Article

Staff questioning how to get set up to comply with customer request

started a long time ago when it was still voluntary to do so

State Contract

state contractor

State Labor Law poster

subcontract documents

Subcontract requirement

subcontract with federal contractor

Supervisor

through legal updates from our attorney

Unknown

Was paying attention to the law. Enrolled prior to requirement.

We are a Federal Contracted Agency and through research of the contract we became aware of E-Verify requirements

We bid on a federal job that required us to E-Verify our employees. I researched info on the internet after that.

We were contacted by Everify!

Q6f. What is your reason for rating ease of registration process overall lower than "6"?

a lot of red tape

Additional time required

Because "ease" had nothing to do with it.

Because it toke 2 times to enlist correctly and it was a total of 40 minutes test.

Because it took time and the system to be slow between steps.

Because it was...

because when calling to get clarity on type of organization (We are not a hospital)the person who I spoke to stated to pick the closest thing they could not tell us. If it didn't go through we would have to chose another option

because, the test was redundant.

Compared to other website registrations, the language used on E-Verify was unclear. I also had trouble with the user name & password.

I found the registration process exhausting because I had to take the same test 23 times for every one of our companies.

I had to enroll 7 companies in e-verify, meaning I had to go through the tutorial and test 7 times. That is a total waste of time. I determined after taking the test that I knew the answer to all but two of the questions without even taking the tutorial. Also the password rules and password changes are ridiculous. Too many different symbols and the like to keep up with every time you have to change your password

I spent almost a full day completing all these forms and tests...TOO LONG

It did not include information stating that the for had to be attached or faxed in.

It was a very lengthy process.

it was far too time consuming! we are a small business and i do not have that much time to enroll and set the process up

It's a bit complicated I feel, it could be easier, like Social Security Administration verify SS#

More government BS.

Somewhat complicated

The required testing was too long and I had to print out the material and refer back to it.

The training and testing was redundant, unnecessary, and inappropriate. I could have passed the exam at the end without having to scroll through the entire training.

The tutorial is a waste of time. I could have learned the same information in 20 minutes.

The tutorials were extremely long.

Time consuming

time consuming--

Too much of a process to do something so simple...

Too long a process.

We operate a group of 18 Wendy's restaurants. It was very difficult to understand various options of setting up an administrative account over each of these. I had to set myself up as the administrator for each restaurant, and USICS had to override the requirement that I complete the webinar and tutorial for each and every location.

We registered for the incorrect system as we did not understand the process

When we first attempted to enroll in e-verify, there was quite a bit of confusion surrounding how to classify ourselves and our administrator and there was difficulty contacting a consumer service reps to explain. When we finally came back to E-verify several months later, it seemsed that consumer service was much improved and we were then able to proceed through the correct enrollment process, training and utilization. We have encountered no further problems.

Q8f. What is your reason for rating ease of training lower than "6"?

Additional time required

Having to take a test was a waste of time and of no use to me to be able to utilize the program.

I felt it was a lot of unnecessary information, redundant, etc. Did not like the feeling of "having to pass a test." Most information was written in a confusing format rather than stating the simple facts.

IT TAKES TOO LONG

It takes too long.

It was very time consuming.

Lack of computer in the workspace

Not my particular area of expertise so it was fine, not exceptional for me personally.

on-line training could have been more straight-forward and efficient in delivering the information.

program ok just took a long time

See last response

The online tutorial was very long.

The total amount of time for the entire process.

The tutorial is not easy to understand. Accessing the online resources is not easy.

to lengthy

Too much time. Again it should be 1 stop, 1 form and processed to all the entity involved.

Too complicated to understand

Too long & too difficult

Too time consuming. It took well over an hour to get the training and testing done.

too time consuming---this process should not be that difficult the training was boring and needless

Was not particularly user friendly.

Q11d. Why haven't you used E-Verify in the past six months?

A person who works for me does it.

Another management person does it now

Can't afford new hires. Democrats ruined the economy.

City says we have to use E-verify to make hiring decision, your rules don't allow us to used E-verify to make decision.

closing company

Did not have to use it for the state I am in

Duties have changed

have another staff member who completes verifications, I am backup

Have not hired any new employees in past six months who are required to complete verification

haven't hired anybody and it's irritating taking the stupid tests that are required everytime

I AM THE BACK UP FOR THIS PROCESS

Joined a PEO and now they verify employment eligibility

Most of our vacancies require a Dod Security Clearance and we do not use E-Verify for those hires.

my assistants are responsible for processing the new employees.

My logon no longer works & DHRM SSC does work for our Agency

No employee contracts requiring us to use it.

No new hires and login problems

Not needed recently

Not sure

Someone else inputs data now

State Administrator

Was able to use the SSA website to find the same information.

Q11e. Why have you never used E-Verify?

Another employee in HR is responsible

Haven't get the notice from cooperated office

HR Company uses it

HR Coordinator is responsible for this process

I'm too busy to enter them online. It's just easier to take the info, attach their IDs, complete the Employer section and file them.

managed by TriNet Corp on Nimbula's behalf

my staff handles this task

no business with client who requires e-verify

Our HR Administrator processes all E-Verify cases, not me

someone also does it

the hiring managers do that, I don't

Q16c. What is your reason for rating ease of resolving case lower than "6"?

An employee brought in a statement from SSA stating she had ordered a social security card, in the timeframe required but there was still a problem with tentative Nonconfirmation

Because, one case was due to typo (emp transposed ss# on I-9 & emp who verified did not notice either) When I entered I copied from I-9. Emp was a citizen, so when I received the TNC I looked for a reason, discovered the error, not able to correct simply by going back to data.

Case was not resolved and employee was terminated

CLARIFICATION ON WHAT TO DO IF PROSPECTIVE EMPLOYEE IS DENIED BECAUSE INFORMATION DOES NOT MATCH IS UNCLEAR

Closing cases is time consuming

Communicating of issues to employees is vague-needs to be quite specific as to employee responsibilities.

Communication between the candidate, hiring manager and e-Verify portal is labor intensive.

Customer service agents are very knowledgeable at times.

Employees are often not given clear direction on the issue and what is needed. Almost always the employee is eligible for work. It takes longer than it should to clear employees.

Feedback from telephone communications associated with E Verify unclear. Was transferred from person to person as no one knew the answer.

I didn't know some of the time when the case was resolved. I had to figure it out for myself. No one notified me.

I didn't think it was correct and when I started to go through the process, I realized I had an incorrect SS# (we had birth certificate). Once I corrected the SS#, it went through. Your system really didn't give me an opportunity to go back and make changes.

I have not received final determination.

I have to call a service center, speak with someone who will only speak to the employee in question, try to fax more information in, wait for a response, have straightened out, only for SSA or Homeland Security to deny again, then no one will give any info as to why the person is not confirmed.

I think the applicants get confused about what they are supposed to do. They also sometimes are hesitant to follow up for some reason. Most of our tentative nonconformances are due to people getting married and not getting everything changed properly

I was confused on what to click on and process.   I have sent email to our contact.

It can be difficult to get the employees to resolve

It is a hassle to process the cases. Most of the Nonconfirmations are for employees we as a company sponsor. So in most cases we know they are legitimate so it should be easier for us to enter the data and not have to send the employee out to confirm the information.

it is incumbent on the employee to act or the employer must take certain steps

It is very unclear as to what the Tentative Nonconfirmation results are and the Employer should receive a notification when the case is completed instead of having to periodically having to check on it.

it looks bad on us when we can't get the workers to follow the appropriate steps, and the instructions are not very clear as to what our steps are as the employer.

It puts an unreasonable burden on the employer

It took more than 2 months to get a response.

It would be much easier to get an email notification when the case has been resolved rather than having to constantly check on the status of the case by logging in to Everify.

It's very inconvenient for new hires to have to go to an SSA office to resolve their SSA TNC

Just required next steps-unnecessarily worried an employee about their work status

lack of follow through by the employee.

Most of the time you never see the individual again after giving them the TNC. You are required to give them 3 days, well you are stuck for 3 days waiting to see if they return with corrected TNC.

Options! name doesn't match...show possible nicknames or other spellings. tell us exactly what does not match! Send an email notice when resolved on SSA end.

Paperwork back and forth

Process was not clear for how to resolve these issues. We had to get a lot of clarification.

Slow response time from Social Security

Steps not clear

The ease of resolving was more of an issue with the Social Security Administration. The individual had to spend hours just to talk to someone at the Social Security Office.

There were no clear cut instructions on what to do and who to contact with questions.

Time involved -

Timing of updating cases isn't always consistent.

to confusing

too confusing

U should have chance to edit.

Very time-consuming process. Individuals are often nervous about receiving TNC, and do not understand the necessary steps to resolve it.

When you are dealing with someone who is authorized to work in the US, they have so much paperwork to complete and for us to keep hounding them for different forms of identification makes them feel like they are not welcome. Just not a very smooth process.

Q20d. What caused you to be dissatisfied with your experience when you called E-Verify customer service?

A couple of times when I've called I feel like I've been given guidance that was wrong. I try to get the customer service rep to point me to documentation online but sometimes they are not able to.

because we were not helped with our answer as to the type of employer

Difficulty getting to a customer service. Repeatedly stuck in the auto tele prompt system.

I called twice to attempt to get one of my clients approved. It took about 6 weeks!

I felt the representative was rude and talked down to me because I was having issues.

I got different answers on the same question form a couple of different people.

I left a message for a return call and still have not received one!

Individual did not understand what I was asking for. I was trying to make a recommendation for an improvement and the individual did not understand this.

No one knew the answer to what I was asking.

Not very responsive or friendly.

Person on the phone was not very knowledgeable or willing to assist outside the standard parameters.

slow on hold

Slow response time. Long wait on hold. Person who answered did not have the needed information.

they did not have the information I needed

Took a while to connect with a representative

Q24c. What caused you to be dissatisfied with your experience when you emailed E-Verify customer service?

I have to reset my password and have submitted several inquires and received no response.

I NEVER GOT A REPLY

I wanted to clarify if I had to require that one of my one-person subcontractor register in e-verify, so that I would fully comply with a FAR clause. I was expecting a clear yes or no answer but got a lengthy response that left me to the same interpretation as what the FAR clause was saying...

I was told to contact E-Verify by phone, so the issue was not resolved via email.

Never received a email or call back.

Sometimes I do not receive a response, and other times the response does not answer my question. However, this service (especially the phone service) has gotten better recently.

Takes too long to get a response, I wish there was a way to i.m. with a customer service rep

THEY NEVER EMAILED ME BACK WITH A RESPONSE

Took too long to respond.

Q33. 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.

9 times out of 10 I have difficulty logging into the E-verify site. I have repeatedly contacted technical assistance only to be told that they were experiencing problems with the site. E-Verify needs to have the site up and running properly before it can adhere to policies and regulations regarding employers proper use of the system.

add multiple layers of password logins

Employers are not suppose to verify ID for someone who already works for them. With that said, why does it give you an option of choosing a year hired other than just the current year?

E-Verify should be discontinued until all states either require it or do not require it. It should be unanimous.

Have internal audits

I believe there should be more continued 'testing' of its users. The last time I needed to refresh my knowledge on the legality of E-Verify was July 2011. I feel a refresher should be at least once per year and then if there are any changes through law it could be made known and implemented.

I believe that many companies required to use E-Verify do not use it in compliance with federal regulations. Even those who are federal contractors sign agreements saying they use it, but they don't. You need to follow up with employers required to use it. There is very little in your process that verifies an employer who is required to use E-Verify uses it.

In certain industries it is not clear on how to set up.

More accessible training pertaining to regulations.

More contact with companies that meet requirements and that signed up to use it. The department that E verify is under, could hire workers to make contact with companies that are signed up; to verify they are complying, check in to see if they are having any problems or questions. Or send out email correspondence to companies.

My question is how do you know companies are using it in the first place.   If they hire someone and don't use it how would you know- unless you would go to an onsite audit and see they have the paper version but did not do anything on line to match it.

No verification of authenticity when employee provides a State Identification card. A Driver License and State Identification Card should both prompt a photo match.

Provide more information on E-Verify for Federal Contractors. Most subcontractors do not enroll correctly when working on a Federal contract.

Since E-verify is not mandated, it would be easy to omit this step for new hires. How do you ensure registered employers are using E-Verify for EVERY new hire? It could be mandated by IRS.

The system is broken. Illegals have way too much access to fraudulent identifications so what is being verified is false as well.

We had a kid that e-verified, had a local drivers license and SSN, but found out from workman's comp attorney that he was in the country illegally and was using the SSN of a wanted felon.

We have a company in our town that supposedly used E-Verify, however they employ approx. 2000 people of which at least 40% are illegals. They are hiring daily. Apparently there are some latitudes applied to certain companies. These companies should be visited by ICE to enforce rules. Fines should be publicly announced to deter other companies from doing the same. It makes it extremely hard for small employers who try to adhere to the laws. The playing field should be the same for all.

Q34. How would you prefer to get information about changes or updates to E-Verify?

am not interested

both email and the E-verify website

combination of email and on E-verify site

Designated agent

hr@mchny.org

phone and email

We use a HR company-PEO

You make more out of this than necessary..I'm not a fan of E-Verify

Q35. How would you prefer to contact E-Verify for help?

all of above wd be good

Depends on how complicated the issue is. Easy things I will go to the website and e-mail. More complicated I will call for the most clarity

Depends on the issue, web chat or phone and maybe e-mail

doesn't matter as long as I get a timely response

Email and phone

email or phone

internet

live chat

Not sure what the questions here is being asked?

online chat

PEO is our agent

phone if answered immediately

Phone/Email

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

1)Employers need more photo matching for State Drivers License and State ID's. 2) Employers need more than three days to enter date (our facility works different schedules than M-F. In some cases one or two more days would help.

1. give us the results of this survey. 2. too long a survey

1. The requirement of posting statements in both Spanish and English is inappropriate for our area. We would be better served having the poster in English, Japanese, and Vietnamese. 2. Applicants for employment should be able to enter their information ahead of time and then present us documents for matching rather than having us enter all of the information.

3 business days to file after employment is unreasonable. Why is the interval so short? If the program administrator is sick or on vacation, then deadline is missed. A 2 week or 1 month interval would be reasonable.

A great program that gets my requests answered quickly

a longer timeframe to process new employees. We have 3 days from date of hire to gather I-9 documentation and 3 days from date of hire to enter information in E-Verify. It would be nice to have a few extra days to process E-Verify.

A mobile version on my droid would be cool!

A very good overall experience

Alert us when tutorials are out there. When we only use it once a year we have 10 tutorials to do before we can use the system.

All businesses need to do this to avoid hiring illegals. Illegals don't pay their taxes like true Americans have to and don't have to follow the guidelines of working in the US which is unfair to those of us who work extremely hard to keep our business afloat. I do not take or am I able to take anything for free like the aliens who come and work illegally. I pay over $1000 per month in health care and they get it for FREE!!! How does that make sense? The government is failing in keeping aliens out of our country and our work force. Everyone, all businesses large and small need to be forced/required to use E-Verify to help our country keep us hard working citizens of the US in a job and the money used, that's given away to help illegals should NOT exist.

all companies should be required to use the e-verify system

Allow passwords to last longer than 6 months or be less stringent on password rules!!!! Tests should be optional tutorials!!

along with the handbook, everything is very simple and self explaining

Although I have not used the Customer Assistance line much in the past four years, I want to comment how knowledgeable your CSRs have been. As the Corporate Administrator for the Jo-Ann Stores, I do not get stumped much and when I have needed assistance your Team Members have been able to lead me through the process.

Although I haven't had to contact customer service recently, when I have in the past, I felt that the reps were not that knowledgeable about E-Verify and would end up referring me to someone more knowledgeable and then I would have to explain my issue again.

An e-mail or contact phone number for time sensitive user questions.

An email reminder about using e-verify would be helpful.

Any task that takes times is just "one more thing to do". I thought the I-9 requirement was meeting our needs just fine. Out local government was going to require E-verify according to an initiative petition that passed. However, it was challenged in court (as it was written due to some technicalities) and the requirement to use E-Verify was rescinded. I'm not sure I would have signed up had I known that was going to happen. We employ about 10 people in-season and only 5 year-round. However our turnover goes through spells of being high--like hiring several and netting only 3 employees in the end. Using E-verify through this process is just another thing to do as we are struggling to get people to show up for an interview and then to show up for the first day of work. They weed themselves out rather quickly and so the E-verify (as well as all other required forms)result in a lot of "stuff" that we end up not needing after all when they quit.

As a construction contractor it is working well for us, as is.

As a small business owner who always had the threat of legal action against me if I hired someone who turned out to not have the right paperwork, this is exactly what I've been hoping for from the government. We do not have the time and resources to do this work ourselves and this program gives me the peace of mind I need when hiring employees. To paraphrase President Reagan: Trust but E-Verify.

As long as I enter the information correctly, I have never had problem. I like the system.

As with this survey... TOO MUCH TIME for the initial training process.

Assign investigators to ensure companies required to use E-Verify are using it.

At this time I have no additional comments or concerns.

At this time I really can't think of any improvements that are needed.

be more clear on the drivers license # and year area. I have almost input the date incorrectly several times for there birthdate

Being in office/management position and spent a day filling out these forms and taking a test made me feel like I had wasted a whole day and I am fully aware that you must verify possible employees and type of documentation needed. In short, we should be able to enroll and go on about our normal work day, it's just too much red tape.

Best thing since sliced bread.

Calling E-Verify is not easy. When the issue is on the Social Security side, E-Verify customer service associates don't have all of the information. I even had CSAs apologize for not having more information for SS issues.

Can't remember exactly, but felt on the last tutorial it should have had a more definitive end. Felt I went through all the steps and then was lost on whether I was done, it didn't take, etc.

Can't think of anything at the moment

change password less frequently

Change password too frequently. Requires a response within 3 business days sometimes that is hard if you have multiple facilities in the states.

Change the timeline for verification from 3 days to 7 days.

Change the timetable on the passwords. It seems like everytime I use E-Verify I have to change the password which is ridiculous. I don't use it enough to change the password every two years. I also would like to type in dates in mm/dd/yyyy mode it is quicker.

Changing the passwords all the time is a pain in the xxx.

Couple it with the TWIC program and expand it to allow airport security passage without all of the lines and searching procedures

Creating a new password is difficult with the restrictions needed. While understanding the need for safeguards I sometimes have to go through 3 or 4 new password variations before one is accepted. This is very frustrating.

Currently the program is really not useful for personnel functions. We are not allowed to take an adverse action on an employee based on the outcome of the e-verify. We are not allowed to enter the system prior to employment to verify eligibility for employment and cannot terminate based on the outcome if not eligible. It is illegal to use the information to take adverse action for dismissal. We need to use the program prior to employment to verify eligibility. Then it would be most useful.

DHS and individual States need to work together & E-Verify should provide photo matching with ALL state issues licenses or ID's. Not just work auth photos. That would be the final step in ensuring 100% accuracy.

difficult to verify that you entered data properly

Do not require verification in 3 days. Often I do not get the I-9 information from others until it is after the 3 days. Then I have to lie about the hire date and not have them fill out the I-9 date. Who cares?

Don't change a thing!!!

Don't make it a must, make it an option

E Verify is the law in AZ when hiring a new employee. Would like to see that other employers follow this law - how can that be achieved?

E Verify is very user friendly and I like ensuring we employ the proper people. Thank you for putting this in place.

Easy to use, fast, and accurate. A great tool to use with the I-9 process.

easy to use, quick results

Easy-to-use, excellent response...very satisfied!

Eliminate surveys.

Email me ahead of time when a new tutorial and test is required. I don't like to find out when I'm in the process of inputting a new hire.

E-Verify assures me that I won't have errors on my W-2's which avoids $50 fines.

E-Verify doesn't stop employers from using illegal workers, it's too easy to have identification created with your photo and someone else's information - all the DMV wants is a birth certificate and SS Card and you are issued a new id.   E-Verify is just a way for employers to show they did their due diligence but it doesn't actually catch those that are stealing identities and somewhat defeats the purpose. As an employer I could have an illegal immigrant working for me, with someone else's identification and never know it.

E-Verify has been a good system for our company and being in the staffing industry. The one thing I question is identity theft.

E-Verify has been a quick and efficient means to verify identifications.

E-Verify has made great strides in improving the system. We are now integrated with a 3rd party ATS to E-Verify - that gets tricky sometimes. Please continue to work on the 3rd party integration. It saves our Company SO much time since we have been able to integrate our Applicant Tracking System (ATS) with E-Verify.

E-Verify has made our processes easier

E-verify is great. I sure would like an updated I-9 form though.

E-Verify is not optional, so why the questions about future use?

Everify is outstanding.....

E-Verify should be mandatory across the nation.

E-Verify should be used by all employers

E-Verify should make it more clear that a hit on someone's record may be in error and who can be contacted to fix. We had an employee whose Social Security record was recorded incorrectly with the SSA. Once the employee contacted them it was immediately fixed but E-Verify made it sound like us as the employer could have denied hiring this person because of this hit on their record.

E-Verify system is designed for employers and is not conducive for State Workforce Agencies. As a SWA, we refer individuals to employers. The language for E-Verify is strictly designed for hiring authorities, employers.

E-Verify to take full responsibility if an employee "verified" turns out to be illegal.

E-Verify was easy to learn and very simple to use. Our company will continue to use this tool, actually had begun using months before our deadline date. Company owners are very much in favor or E-Verify.

Everything is good.

Excellent program ...

Excellent service

Expedite the training/tutorial for new users/administrators. Enable the user to hit the "backspace" button without kicking them out of the page he/she is working in. Particularly the social security number section.

EXTEND THE TIME TO CHANGE THE PASSWORD.

Extended time on changing passwords running out of password ideas

For being chosen randomly, I should be entered into a drawing or receive a giftcard for taking my time to fill out this survey.

For our uses, as a local government, some of our appointed members who get stipends are not here every day, and we need more than three days to get the info inputted. We may not even see the board member for a month.

For the response to the State questions: We have employees in most of the states.

Format the Case Verification page to fit all information on one page.

FYI...I am the Office Manager and have used E-Verify, but my employee uses it more often than I do.

Give a longer window than 3 days to E-Verify!

Glad to have the service available.

Good product with ease of use.   UI could be better

Good service

Good System for Employers to E-Verify the I-9 Processes.

Great program and I would welcome any chance to help this program grow and continue to improve.

great program! Training was time consuming! while the software is really easy

Great service.

Great system, easy to use. Was unsure about using it at first, but exceeded expectations.

GREAT SYSTEM. NO IMPROVEMENT NEEDED.

Great tool for employers!

great tutorial to help us learn about the Must's and Must-Not's before hiring an employee. Excellent tool to verify employment eligibility.

Hate having to change password every three months, I USE E-VERIFY ON 4 DIFFERENT COMPANIES, IT GET VERY CONFUSING SOMETIMES ON THE PASS WORDS, I HAVE TO KEEP THEM WRITTEN DOWN IN A NOTE BOOK. OTHER THAN THAT I HAVE NO PROBLEM WITH THE PROGRAM.

HATE THE TUTORIALS!

Have had no issues and is very easy to complete

Have had numerous problems over the past 3 years of being kicked out of the system and back to the initial login screen after already logging in, submitting data and attempting to move onto the next screen in the process. Once logged in and beginning a case file, a user shouldn't be automatically bounced off the system and have to log-in and begin all over.

Have knowledgeable representatives to answer scenario based questions.

Having a general user name/password for a company instead of user specific would be the only thing that would have improved the program for me. I took the tutorial under the sign in for the owner of the company that I work for not realizing that in order for me to take over that responsibility from him that I would have to (and did) take it again under my user name and password.

Having to change your password every 3 months is annoying!

Having to re-take the 2 hour tutorial for simple updates should be eliminated. It's too time consuming for info that's already been learned and tested on. Having more than one account set up should eliminate having to take the tutorial again. I do payroll/HR for more than one company and had to set them up individually. Just a test or simple "I've already completed the tutorial recently" should be available.

Helps to identify fake identification, however doesn't combat identify theft issues (i.e.; an employee using someone else's valid ID).

I am an infrequent user of E-Verify (several times per year) and find it very cumbersome to have to change my password if I have not used it in several months. The password requirements as so restrictive that sometimes it takes me 5-10 tries to change my password. I used E-Verify once in August and again in September and noticed that it was more user friendly.

I am glad this service is available. My concerns are 1) ensuring the accuracy of the data and 2) ensuring the data collected is only used for the purposes specified, and not for any other purposes that would infringe upon privacy.

I am glad we have this system

I am happy with the service.

I am pleased with the service. Thank you!

I am satisfied with their work overall.

I am very satisfied in e-verify and how it protects my company.

I am very satisfied with the service, training and results with e-verify. I feel more confident in my hiring because of using e-verify. thank you

I CALLED WITH A QUESTION 2 YEARS AGO AND HAVE NEVER HEARD FROM ANYONE.

I deal directly with Justifacts and get most of my knowledge through them.

I do not see how E-Verify could improve. It is very easy, fast and convenient to use this system for employee verification

I don't see that there is anything that needs to be improved.

I don't think using my company in this survey is good for E-Verify. The reason being we are a very small company with 2 employees. These employees have been with this company for over 15 years. We must have an E-Verify number for any and all government contracts.

I feel Everify is just an additional step not needed for employment. Waste of serious money and time for new employers

I feel E-Verify is very important and the website is easy to find updated information when needed.

I feel much safer knowing that our employees have been verified through this service and find no reason to make any changes at this time.

I feel that the test that one must take prior to using E-Verify should not be a pass fail test.

I feel their services are good currently.

I find E-Verify very easy to use but I found the initial tutorial very tedious. For future new users it would be nice if you could somehow streamline that phase

I find it somewhat strange that you have new users do an actual test, instead of just give an education or support to use the service. Imagine that the government is looking to create more jobs and your organizations keeps an employer from hiring somebody, if the do not pass the test. Not good!

I find the system user friendly and responsive.

I found that e-verify was a friendly process, both tutorial and verification steps which I have used several times. I feel that one needs to plan ahead and take their time with the tutorial process so that it is absorbed more easily. In setting aside the time and doing the tutorial without being in a rush, I have not had to revisit how to do the procedure.

I hate changing the password every 30 days; how about every 180 days?

I hate having to change passwords so often and dislike the tutorials although I understand the necessity of both.

I HATE the mandatory tests.. I want in and out QUICK. I DON'T have all day to play games with E-Verify... Did I mention I ABSOLUTELY HATE E-Verify???

I have been doing HR in the meat industry for 36 years. I have used e-Verify since about 1994 or 95. Your phone help desks respond faster and are more knowledgeable that any other government agency there is. I get a real person immediately and they can always help me. I have called probably 25 times since 1994.

I have been using E-Verify since 2007 & only issue I do have is very complexity about password & it becomes difficult for us to keep remembering all " ODD " Requirements. If you can make it easy then it makes more sense.

I have been very pleased with using E-Verify. Fortunately we have not hired a lot of people so it has been fairly easy to manage the small numbers that we have here. I was worried at first about how time consuming it would be but after getting started the system made it really simple to understand and use.

I have found E-Verify very easy to use, but so far I have not had a complicated case.

I have had no problems using E-Verify. It is an easy process: easy to navigate, easy to use, with rapid responses. Thank you for making this mandatory step for local governments an easy one.

I have had no problems with E-Verify every time I use it in the past 4 years. I am very satisfied with it the way it is.

I have had no problems, but note that we always hire people that are almost entirely US citizen, born and bred. That's due to the our industry.

I have had no real problems using E-Verify. I think it is an awesome way of checking verification of employment.

I have no comments on how to improve E-Verify. It is easy to use.

I have not had any problems. It is quick and easy. We hired a naturalized citizen and we received instant verification. Well done.

I have not hired anyone this year, so I cannot answer the questions regarding E-Verify this past 12 month.

I have recommended E-Verify to a number of people. I think it is an excellent system. We will continue to use it as long as it is available.

I haven't had any instances where accessing the system or obtaining information was difficult or unavailable. Therefore, I cannot offer any suggestions to improve E-Verify.

I haven't used E-Verify enough to know how it can be improved. So for, it has worked well for me.

I like the program because I can take the documents given to me and put them into your system and have the information verified. I feel the responsibility is now you E Verify for the accuracy. I have never like the fact that because I am in charge of taking the documents and filling out the form that I am personally responsible for it accuracy. I feel if any of the document given to me were fraudulent documents, by using this program this proves I did everything I could to make sure I was hiring legally. I was required by a Federal Construction Contract to enroll but if I had know the program existed I would of enrolled long before that. Thank You.

I like the system and think it works great.

I like the way it is right now. It is a quick and safe way to verify documentation presented.

I liked the way it use to be. I believe it is a hard program to get around in, especially when our company only may hire 1 or two people in 3 to 4 years.

I love E-Verify. It makes it easier to verify which employees can be hired.

I love it and I think everyone should be using it. I don't know why law enforcement people don't have access to e-verify they could check for illegals and get answers back real quick.

I love that we have this system in place! It's easy to use & gives me peace of mind! Thank you!

I love the system. It gives employers peace of mind that we are hiring officially authorized people.

I once entered the wrong birthday and my applicant was verified, so I am doubtful about the accuracy of that point. Otherwise, EV is great.

I only use e-verify because I am required to by government agencies. Other than that, I would not need the program.

I only use the E-Verify system because I am REQUIRED to do so by ONE contractor that we work with - if they did not require it then we would NOT use the system at this time.

I simply don't see the value in E-verify. it's simply an extra step that I'm required to make when hiring an employee.

I think a cross referencing of the social security numbers would be useful. Because if someone is using another person's Social Security number; it'll still be returned as eligible for use. But if that same number is being used; say in Puerto Rico or somewhere, it would raise a red flag.

I think E verify is doing a good job and I feel confident that information is secure.

I think E-Verify does an outstanding job and keep up the good work!

i think E-Verify doing good job to what i use it for.... thank you

I think e-verify has become easier to use then when it first started. It makes the I9 process so much easier my only concern is the non-tentative issues which can linger indefinitely even after they have been resolved. I am not the person who does the day to day entry I over see and sometimes I am not aware that a non-tentative is in existence or still outstanding. Maybe a tickler generate an e-mail to the primary and then repeat the e-mail in increments 30 days etc... Stuff like adoption, identity theft where a

social security number was change seem to cause the most confusion. Follow up non-tentative resolutions with a confirmation e-mail to the employer and remove the non-tentative status

I think e-verify is easy to use and when you do make a mistake or enter something incorrectly it walks you through the steps to correct it. I feel more confident about our I-9's using the system. I originally signed on to make it easier for one of our employees to renew his VISA. He has moved on, but I will continue to stay with E-Verify.

I think E-Verify is probably a great tool and resource for some employers, but as an employer who was forced to register for E-Verify because of one construction contract's requirements, I'm not happy about having to use it for all of my new hires. Since I don't use it often, I have to change my password every time I log in and the password requirements are ridiculous. The tutorial was certainly easy to understand, but it could have been shortened from a 2 hour webinar to a 1 page pdf instruction sheet. It is all very self-explanatory and easy to use, I just don't find it necessary for me and my company. For me, it was a waste of time and I wish I weren't obligated to use it.

I think it is a great program. Thanks

I think it should be enforce in any workplace. I often go to other fast food places and they have illegals working and I think that should be monitored

I think it works fine. I don't have any suggestions for improvement.

I think it works fine. I haven't had any issues so far.

I think it would be beneficial to enter the complete drivers license number on all employees- not just state, expiration date and dob. Licenses can be fake too-this might help to further prevent fraud.

I think it would be best to photo match on all employees. We have had more than one instance when an American citizen has had their identity stolen and their identity has been used by someone else, sometimes over and over again by different people (all coming in to our staffing agency).

I think it's easy to beat the system, not fraud proof at all.

I think people can rely totally on E-Verify and not actually visually inspecting the documents for fraud.

I think that e-Verify is a good first step in enforcing IRCA. The system is well thought out and easy to use.

I think that we should have 5 business days for our staff to provide documents. I think that 3 is pretty short time frame for getting these documents, however that is because most of my temporary employees are high school and college age and they are dependent on getting some of these documents from their parents.

I think the constant changing of passwords is not efficient. Changing so often is a real pain to keep up with and quite frankly not needed. Slows the process down considerably.

I think the E-Verify is a great program. As of today, I would not change anything.

I think there should always be a photo match.

I think we need to do a photo match everytime! This will help prevent identity theft.

I thought that the US Federal Government is requiring E-Verify. Do we have an option to complete an I9 check or not?

I understand having a secure system but the password requirements and how often you have to change passwords is excessive.

I use many government systems and this is definitely one of the best.

I want to E-Verify during the pre-hire process NOT within 3 days after the fact. If I do it after and they don't pass I have wasted valuable time and resources.

I was extremely disappointed to learn that nothing was done regarding someone we uncovered that is not verified to work in the US. Shouldn't it then be turned over to immigration? Why do we have these safeguards in place if nothing is going to be done about them?

I will only use e-Verify when required. I do not think it should be required for some states and not for others. If the federal government would do their job, secure our borders and prevent illegal aliens from entering this country, issuing illegal aliens social security numbers and drivers licenses, then this E-Verify system would not be necessary.

I wish an employer had longer than 3 days to provide input or at least be given other options for the reasons for the delay.

I wish e-verify was federally mandated, I wish I could use it for all of my verifications. It is easy to use, I feel it is better than the Social Security verification system

I wish other companies were required to E-Verify and that there were ramifications for not E-Verifying.

I would like better explanation/updates of the documents that are not normally used, ex: foreign passport, alien registration receipt card, employment authorize document.

I would like to be able to input I-9 info for a new employee into the system prior to the employee's first day of employment.

I would like to see photo matching with Identification Cards and Driver Licenses as it is currently with Permanent Resident Cards and Passports.

I'd like to see a report that can be run of all employees that have been e-verified that will be expiring. Currently I cannot find anything like that on the e-Verify website. I would think that would be a pretty simple report to run but one isn't provided through e-Verify. I think that would be very helpful to many companies with multiple employees who present an 'employee authorized to work' card.

I'd love an email notice when an in-process verification that is waiting for more info (appearance by employee, additional documents from agency, etc) is finished.

If a client isn't approved quickly, need to stay on top of it. The 6 week issue I had with one of my clients was ridiculous. I didn't have to do anything. It was an issue with e-verify.

If I have an employee where the documentation is expiring I would like to receive an email rather than going on the website all the time.

IF THIS SYSTEM WAS IN SINK WITH THE SSA(SOCIAL SECURITY) VERIFICATION PROCESS, AND THE NEW HIRE REPORTING PROCESS INSTEAD OF HAVING MULTIPLY SITES TO CONTEND WITH. ONE FOR ALL!

If this system works so great, why do we have so many undocumented workers in the US? Are all employers required by law to use the E-Verify system?

If we have online reporting and a reminder emails for any documents expiring for employees.

Illegals find a way to get fake cards. E-verify is one more reason for them to find fake cards. Not sure this program does any good. Employers get punished for the government's inability to protect/close the border. Something is wrong with that!! Programs are not going to resolve the issue.

I'm pleased with my experience. I'm an in-home agency who is mandated to check all of my employee's. No problems at this time.

I'm satisfied with the systems verification processes.

I'm with a DoD contractor company, so using the tool is not optional. I'm also the Facility Security Officer. I'd like to be able to use the same PKI certificate to log into both E-Verify and JPAS (as an example) to avoid multiple user id's and passwords.

In our industry that employ Jones Act vessel and tug crew and are holders of Transportation Workers Identification Cards (TWIC), it would help our industry tremendously if they are exempt from e-verification.

In the past I had to test on new information when I logged in. I would like to have emails sent to me stating the with my next log in I will need to test on new material that way I can do it early and not have to do it when I just need to verify and employee.

In the training session, stress what steps to take to rectify a mistake in entering information.

Increase the 3 day window.

increase the time for passwords. i was in the air force 20 years and your requirements to get a password were tougher

Instructions and help are written in 'government speak' and not all that helpful to the end user.

integrate it with payroll services. For instance, we have to E-verify someone and enter new employees into payroll, which also verifies their SS #. If companies only had to input employee information once and the payroll system sent the information in. If there was a problem with id then company HR would get an email or call.

Is it really necessary to constantly change the password?

It amazes me how significant typos in names, social security numbers and hire dates can go through without question, and how poor the information in the SSA database is.

It appears to be government program that consistently works well.

It has served me well.

It is a little confusing sometimes but in the long run it works great

It is an amazing system -- a testament of some good our government can do! People who resist the thought of the system or claim it is difficult to use are flat out wrong.

It is confusing and it takes a lot of time.

It is complicated to change a password. Sometimes it takes two or three tries to get the system satisfied with my choice. I could never memorize the complicated password I have to set up. I guess that is the point, though, so others can't go on-line and figure out my password.

It is easy and fast!

It is excellent tool.

It is good website to track the Visa status. We are very happy. Thanks for USCIS.

It is ok the way it is

It is rare for me to give the highest scores, but E-Verify earned them.

It is working great for me.

It takes too long to get a new company set up in the system, if you have several clients to do E-verify for.

It will be a great help, if you have a box for comments when entering information on a new hire. there are certain situations that required further explanation, or side notes to clarify delays or inconveniences. It also will be great if the user can get e-mails with reminders on due dates when receiving a non-confirmation letter for a new employee. thanks for allow us to give feedback.

It works good like it is.

It would be beneficial if E-Verify could provide the user with access to the pictures of all drivers licenses, identification cards, and other forms of ID.

It would be better if e-verify worked on all browsers, especially Mac based browsers (Safari)

It would be great if a photo from a federal database would pop up to confirm identification we have. Documents could be fraudulent and we would not know as small time business users.

It would be great if I did not have to change my password so often.

It would be helpful if users could see their closed cases without being required to run a report.

It would be helpful to have photo matching for all ID documents. Also feel it would be good if more information was matched per Social Security number such as date of birth that could be matched with the other ID presented.

it would be helpful to identify exactly what is wrong with a match in Everify (i.e. name, or social or birthdate) and allow more than one try before it goes to next status, sometimes the information is hard to read and penmanship is a problem on the i9 so if we don't get it right we have to start over.

It would be much more beneficial if there were more photo matching tools for state ID's and DL's. This would assist with preventing identity theft.

It would be nice if the system allowed me to enter all of our employees, many of whom were hired way before E-Verify existed.

It would be nice to be able to combine an electronic I-9 to the E-Verify System - all in one.

It would be nice to be able to do the I-9s and everything on line, maybe scan in the driver's license and SS card or other documentation? Don't know if anything like that is possible or not.

It would be nice to be able to fully explain a situation once by e-mail and have an e-mail back to refer to for an answer when you have a difficult question. It seems sometimes you will get differing answers when you are trying to just do it right.

It would be nice to have opportunity to enter the document number twice to avoid mistyping.

It would be nice to have some type of message board where users could post questions and answers for others to search.

It's a very good tool to check if employees are qualified to work in United States. Saves lot of time too.

It's difficult to administer the program being that our workforce is remote at locations where we do not have the capability to make copies of ID's. Our site management changes depending on the job, so we can't always have someone with the capability to do the E-Verify. When it becomes law in the states we work in, we will find a way and the funds to get it done, but for now, we don't have the funds to manage this properly.

It's easy to use, pretty much self explanatory. The only thing I don't like is having to use the user id provided instead of making my own that's easier to use and the password requirements are too hard to keep changing.

Its great just the way it is.

It's had trusting in the information you get when calling after getting different answers to the same question.

It's perfect

It's required - therefore I use it.

It's so easy to use. The only problem I've ever had with E-Verify since I've been using it is me forgetting my login or password information and that's not a problem on E-Verify's end, it's mine. :)

J 1 Visa Students are the hardest to get E/V to go thru, there should be a category for just students here on a work program, That is where I get the most confused. Otherwise I have no issues

Keep improving the process. Maybe coordinate with states to add Photo Verification to Driver Licenses. Require all employers to use e-verify.

keep me informed on how can I use e-verify in the best possible form

Keep telephone support. Sometimes a set of pre-defined Q&A's on the website is not enough in unique situations.

Keep up the good work

Keep up the good work

Keep up the good work.

Keep up the great system!

Less screens! Must toggle through at least 5 different screens. Consolidate as much as possible,

less time in pending status

Let us keep our pass word longer.

Long survey

Looks very good for me..

Make it mandatory for all employers-

make it mandatory for all employers to verify all employees.

Make one stop for everything the employer needs to fill up for any new employee

Make the login simpler

make the password easier to navigate

Make this a requirement for all employers

More pictures/examples of possible documents that people might try to present as identification and whether or not they can be used and what category they fall under.

More trouble shooting tips such as "what if" scenarios should available on your site.

"More user-friendly interface, more consistency in how data fields are set up.

Ex: when entering dates, cursor does not automatically move to next field, but when entering SSN, it does!! Consistency throughout the process will allow user to be more efficient in filling out data. Did you ask actual users to test the interface or was it done mainly by programmers?"

Most of my TNCs result from the employment of F-1 students at our University. Once they go through the process they do receive an "Employment Authorized" result, but I wish there was a way to get this result initially rather than going through the whole TNC process.

My experiences with e-verify have been entirely positive. I think it's a great system that every employer should use.

My one -and only complaint- is the frequency of the forced change of password. Nearly every time I login I have to create a new password.

My only complaint is how often you must change your password.

my only concern is with the length of time it consumes to take update "test" to work on line, especially when you are not aware of needed test and need to get in and out of the web site.

My only problem is when logging onto the sight I have difficulty finding the correct one. However, once on it is so easy to use!

My state compelled me to use E-Verify initially. I now make it part of my hiring procedures.

n/a

n/a

n/a

Need more help/clarification when there is a nonconformance. What should be done?

need more than 3 days to complete the verification after employee starts employment

Need tutorial on multiple worksites with same FEIN or multiple locations under a management company.

no comment

NO COMMENT

no comment

No comment.

no comments

No comments

No Comments

No comments

No Comments

No comments

No comments at this time.

No comments at this time. Thank you.

no comments, I am satisfied with your service.

No comments; it is pretty efficient. I cannot speak to the security of the information though, which is a main concern of our company, but I will leave the security experts to ensure the information is kept secure.

No ideas at this time. The process is super-easy and fast.

No improvements needed.

no major issues with system. Would like to receive an email when pending cases are resolved or to get a status update.

No problems what so ever. thank you.

No suggestion

No suggestions at this time.

None

None

None at this time

none at this time

None at this time. Thank you.

none, very happy with program

Not all new employees can put their hands on the proper paperwork due to different situations such as moving. In certain cases the three day rule can be very for some new employees to respond with the correct paperwork.

Not happy that I have to do within 72 hours of hiring. The fact that I do document in order to hire legally eligible employees should count for something. Sometimes difficult to get employees in to office to complete I-9 within time frame since they work out in the field. Also, need to be able make corrections to submission of I-9 if discovered rather than following up the TNC.

Not having to change passwords so often

Not to serve my company - I think E-verify needs to crack down on companies NOT using the E-Verify system.

nothing

now you're getting on my nerves WAY TOO MANY QUESTIONS that ask the same thing. Works good thanks

Often there is no photo in the system when a photo match is required.

Once E-Verify informs me that they are unauthorized to work, it would serve me better if they were somehow removed from the workforce. I've actually had them go 4 addresses down the street and go to work for a contractor that uses ONLY illegals. This is what I've got to compete with. This puts me at a distinct disadvantage using E-Verify in the construction industry.

Once E-Verify is able to display drivers licenses from each state it won't be 100% effective. Since illegals are using others identity their marking on the I-9 they're a citizen and going right through the process. You can't always tell that documents are fraudulent. It would be nice if E-Verify could send representatives to companies using E-Verify to train them on specific documents and what to look for without having to sign up with ICE.

Once the tutorial is complete, there are very few questions regarding the process. My only concern is with name matching, especially foreign names. Sometimes we have had to submit with different spellings (such as "v" vs. "b" in Spanish).

Only issue I have is how often I have to change my password.

Our company has been presented with stolen identifications and it's difficult to confirm using E-Verify alone that the identification presented is authentic. I'm not sure of the solution other than questioning the documents in question. It would be a benefit to be able to report a potential stolen social security to someone who can confirm yes or no and to reach out to the person. It's frustrating having limited resources with identification issues, but the more companies that use E-Verify, those issues should happened less frequently.

Our company has many branches, all using E-Verify. I haven't heard of anyone having difficulty with the program.

Our company rarely has the need to use the E-Verify due to lack of hiring, but it is a fast and easy service.

Our initial confusion was gaining an understanding of the role of the state vs. the Federal Govt. Once we began dealing directly with the Fed office, all questions were resolved.

Overall I believe it's a well orchestrated, easy to use, beneficial program. I have no suggestions for improvement ... as long as the internet is functioning.   Thank you.

Overall the program is rather easy to use. It would be a little easier to be able to simply type dates into field versus using the dropdown windows, but overall rather easy. Thankfully I have not run into any problems with its use.

password changes are required too frequently, and there are way too many rules in setting one. In training groups, this is the most difficult part of the program!

Password creation is somewhat cumbersome. Do we REALLY need to have all those password restrictions in place?

Password requirements and frequency of how often you must change your password can be a pain. I suggest you lower your requirements for how often you have to change your password.

Password requirements are too strenuous and need to be updated too often.

password system can be difficult to maintain

Password update/change could be easier

people can use someone else's ID, Name and DOB and still pass the E-Verify program. Wish the identity theft could be detected

Please change the email address bayoumech@aol.com to our secure email address which is bayou.mechanical@yahoo.com.

"Please extend the password change duration. at present it is set to change at every 90 days and it is hard to find a new password to meet the password specifications every time.

Also, extend the e-Verify submittal time from 3 day submittal to 7 day submittal on a new hire."

please make the month entry for birthdates as numbers and not spelled out. it makes it a pain to do massive data entry when you can't just hit a number to represent the month.

Provide more time to process E-Verify for new employees. It is not easy to process new hires in three days.

Providing Pictures on the E-Verify for all Employees

quit making us change our passwords if we haven't used the e-verify system often enough.

Reduce the amount of paperwork needed to handle a tentative non-confirmation

Remove the time restraints on submitting.

reporting within 3 days can be a hassle at times.

Requirement to change passwords often is annoying.

Responses to E-verify are immediate; responses to email inquiries are received in a timely manner - cannot offer improvements to a system that seems to work.

Right now it is good I am ok with it

Satisfied the way it is, but will welcome any changes that make it easier in any way

satisfied at this point

See comments on State Identification Card and Driver License.

Seems perfectly fine with me.

Seems pretty straight forward now - enter I-9 information and the computer will tell you if the person is eligible or not.

Seems to be outages frequently - need to make sure there is no downtime.

Seems to satisfy our needs as a Federal Contractor.

Serves its purpose. Happy with speed of response.

Short time required to verify employee is hard for small companies with limited staff.

Shorten the tutorials following an update of the site and make the telephone prompt system easier to get to a representative when we call for assistance.

Should be required for all employers and particularly state agencies like California who pay benefits to non-legal immigrants for Unemployment and Welfare.

Should have more than 3 days from hire date to enter information in E-Verify system.

Simplify the website for employers that only use it to verify legal employment status. Get rid of all the other clutter. Have just a webpage where Everify is done only.

Since starting with the program in 2009, there have been no problems.

smart phone friendly surveys

Some parts is a little hard to understand and know just what they want.

Sometimes frustrating when the website changes. It would help to make the e-verify login more prominent on your website.

Sometimes the work load is so great that the "3 day after start date" deadline is hard to comply to. Recently (in August, 2012) we experience a very high volume of new hires...it was impossible to get all these entered in E-Verify within the 3 day start date deadline that is required. Maybe coming up with a new procedure to report a mass amount of new hires would be helpful, instead of doing one by one. Also, having to report new hires @ the state level seems redundant to me. There should be a way of only having to report new hires one time and having any government official having access to that info would be helpful to employers.

Sorry, but I'm not sure how accurate this system is. I don't like it. I don't think it's very useful. I am being coerced by my client to use it. I really did not read the manual. I just guessed on the test and passed.

Speed up the time it takes to get password.

Stop requiring the password to change as frequently as it is set up now. Just a little more time would be beneficial.

Stop sending surveys!

Stop the requirement to get info in the system within three days of hire. It is already a burdensome issue and time constraints make it worse. Ideally, a ten day period would help us from an administrative point of view.

Survey too long

survey, emails and implement of it

System has worked well for our company, but it is an additional burden.

take off the little blurb about participating in a survey.

Terminated Employee List / Report

Thank you for being thorough with information and training and for making the system user friendly.

Thank you so much to [name deleted] for helping me out!

Thanks

The 3 day timeline is somewhat of an aggravation. I am not in complete control of company new hire documents and sometimes I have to constantly ask for the I-9 form to meet that deadline.

the 3 day verify from hire date is sometimes difficult to meet. we process payroll every 2 weeks and they are processed at that time.

The 3-day rule s often a problem for me. I get the verification here, but sometimes forget to go to the e-verify site.

The 3-day time limit is not always easy to adhere to as a small company

The biggest problem we have is with the matching of names and social security numbers with our Hispanic workforce. We are having a difficult time with entering the names properly to receive a valid response the 1st time.

The current system is simple and easy to use. We are satisfied that the verifications we receive are accurate - if potential employees can fool E-verify, they're miles ahead of us. The only problem we have is with very old Green Cards, that don't have all the numbers that the current cards do. Since E-verify won't recognize these older numbers, we just use SSN and driver's license # for these. We would prefer that the older Green Card numbers would be recognized by E-Verify.

The disappointing thing is that my personal judgment on someone's eligibility to work in the usa is no longer worth anything. At all. And more of a burden to small employers when they go through the long process of finding a qualified, licensed employee. (you can't get licensed for our field if you are not eligible to work in the usa.) just more paperwork because some people aren't responsible.

The enrollment and online testing as a User of multiple locations is very cumbersome. Each location requires a separate login and password. It also requires taking the "test" for each location. With 22 locations, we were required to take the test 22 times.   Need to improve this process.

The E-Verify system and documentation is very good. I wish more government websites were this informative.

The E-Verify web site is easy to use, customer service representatives are knowledgeable and the tutorial training very helpful

The home page is the most poorly designed portion, though updates a little over a year ago improved it greatly. I would like to see all states go to a REAL ID, having the photo appear on the screen is helpful to know the ID is legitimate. It definitely seems to complete the I-9. Clean up the home page, release the new I-9 (due 3 months ago) and all should be good.

the I-9 program and E-Verify should become one system. employers should be able to enter in the information into E-Verify and print out the results and that should be the only documentation required to keep in house that shows eligibility of employment due to citizenship.

The information provided need to be always correct. Updating the system should be a priority.

The initial login is slow and would like not to have to change my password every so many months. Also, most of the time, on the home screen, if you have any alerts on the bottom, the link does not work. To get to any info below, you have to select case search on the left and filter that way. I would also like an easier summary to each client on a per month basis. And month fields to be numerical like it was initially. It is great for fast verification though.

the log in and requiring constant changes in passwords is cumbersome

The main issues I've had have been around the system being down. Not being able to verify passports because of system issues; which required me to have to log in another day.

The main problem with E-Verify is that as an administrator it is not easy to find cases in the system. I have to have multiple logons for each of our locations. Searching for a person in the system is difficult without a case number.

The new changes to E-Verify with the addition of more information needed on each new hire make it cumbersome to use and very time consuming. When we are registering/verifying between 25 and 75 each week, it becomes a chore. There has to be a better way. It's okay for companies big enough to outsource the function, but those of us that are midsized find all the additional information needed tedious to enter.

The online tutorials are frustrating when you want to enter a new employee but you have to go through the tutorial first. Also, when you print case results it is two pages, and the second page has only a small amount of information on it, i would like to see the case results be able to fit on one page.

The only complaint I have is in regards to the password changes. I realize the passwords must be very strong since it is dealing with so much personal information, but some of the requirements make it difficult to remember the password with as infrequently as it is used.

THE ONLY COMPLAINT I HAVE IS THAT IT IS VERY DIFFICULT TO FIND THE LOG IN BUTTON ON THE HOME PAGE!!!! I DON"T USE EVERIFY AS OFTEN AS OTHERS MIGHT AND I HAVE TO GO SEARCHING EVERY TIME!

The only complaint I would have is the changing of the passwords. It seems to frequent and too difficult to come up with one it will accept. Other than that I have been very happy with the system.

The only concern I have is when there is some kind of verification that does not match, not always sure of the next step to take, however, a phone call pretty much solves that....it is certainly a case by case basis.

The system is used for new hires so I am very surprised when changes have been made that I am unaware of and I find myself in need of the program immediately.

Email would be effective when I have ID that needs to be verified or reverified rather than just having a message in the system under my login, I only go into E-Verify when I have new hires.

Thank you for selecting me for the survey."

The only criticism is that sometimes the e-verify's system is down and then that can cause a delay in reporting a new hire. Thank you

The only I issue I have is that the password is hard, but, I realize that this makes it so much more secure.

The only issue I have is that I wish there was more time to enter new employees. We have problems getting paperwork to the person directed to enter the employee information on E-Verify within the three day window. The location where paperwork is filled and out and collected is not the same location that information is entered into E-Verify.

The only issue I've ever had with E-Verify is that I transferred from using it at one company to my next company and had to take the full tutorial and pass the exam again. It would be nice if there was a way to transfer my user status between companies.

The only issue that has irritated me, was after not having used the e verify system for maybe a few months, I get onto the site and we have just hired say 4 new employees. Before I can e verify those employees, your system requires that I take a knowledge test. I think that should be changed so that an employer is allowed to e verify employees that are just hired and that you can come back at another time and take the knowledge test. That is really my only issue with your system.

The only negatives I experienced were that I had to take a timely test for each of our companies with a different EIN. The only other negative was the amount of acronyms used when initially registering. Other than that it's been great so far. Keep up the good work.

The only problem - passwords, you make them so difficult, that there is no way to remember them. You have to write them down somewhere. This could be a problem later.

The only problem I ever have is if I accidentally hit a wrong button while entering in information, it jumps be back to the previous screen, and I then have to re-enter all the information. If this could be avoided somehow, that would be excellent because human error does occur. Overall I feel E-verify is very user friendly after you watch the training tutorial. I haven't not had problems and am able to do a verification in just a couple of minutes.

The only thing I have found to be a real pain is the password requirements and how often you have to change them. Seems like this could be improved for sure.

The only thing I would like to see is 24 hours customer service...We are in Alaska and sometimes issues don't come up until late afternoon and by then the customer service is already closed...Thanks

The only thing that I would like to see changed on your website would be able to view old cases. It would be nice to be able to go back and print them off again if for some reason we need another copy. For example I was running a large group of I-9s about a month ago. I ran about 32 or more at one time. When I went through the pile I thought that one had not printed. I tried to go to your website and print another copy and was not able to. Or at least it is not very clear as to where you go to do this. Other than that issue I feel that the website is very easy to use and accurate.

The original sign up is too long of a process for small business. They do not use the system very often and many do not use computers at all still in the small business world. I do like the quickness of the verify of the workers eligibility .

The overall website is to busy. I think if E-Verify would simply their home page it would make use a great deal easier.

The password requirements are way too complicated.

The password requirements make it impossible to change a password without keeping a history of previous passwords. I find myself keeping a list of the previous 10 passwords, which defeats the purpose of a password. But if I don't, it takes me 10+ minutes to change my password each time.

The password resetting and tutorial are a complete waste of time and hassle. The strict password requirements are enough to safeguard it. The tutorial doesn't even help. The system would be ideal without those 2 issues.

The password security system is way too complicated. I feel like the federal government is putting the responsibility of border security on the shoulders of small business. Those of us that don't have HR departments or even HR employees.

the password set up is very particular and you have to change it too often.

The password that you have to make up is WAY too complicated. Because it is IMPOSSIBLE to remember I have to write it down. If I have to write it down than someone can find it making the password process useless.

The passwords are a pain. The restrictions on reusing letters or past passwords are excessive.

The process for resolving incomplete cases and TNCs is not easy to understand on the site.

The process is very simple and fast, I hope we have more systems like this one.

"The system is a poor way to try and perform these checks. SSA and DHS never seem to have

Matching information, even after an individual gets a letter from SSA saying they are good then, you run the info again and DHS denies. Also if an individual has two last names, which is very common in Mexico, it will always come back as a TNC. Then when I as the employer try to help an individual get the paperwork straight, the agents won't talk to me and won't tell me what the problem is so the individual being checked can get it fixed. This is just another layer of bureaucracy costing tax payers money without doing any good. The system is worried about discriminating against potential employees by employers but I and all the other employers are looking for people willing to work and it is frustrating to find good employees only to have an e-verify system that has inaccurate information shared between SSA and DHS not help fix the problem."

The system is required for our county government offices and is simple to use. It's effectiveness would be determined by how easy it is to obtain a drivers license and social security card.

The system seems to work as it is intended to. No problems so far.

The system should look at the social security number at entry and compare to previous entries for the company account and automatically inform that the record is entered.

The system works quite well. The only downside for us is that sometimes (as a school who hires a lot of people for a September start) it's difficult to get all the new staff in within 3 days of the date of hire. Other than that it's been working very well.

The three day requirement after hire date for verifying employees is too restrictive. We go through spurts of hiring and training when our programs are beginning during specific times of the year. At those times, we may have several new hires come on board, and we do not have a dedicated HR person on staff. Getting all of the documentation in and verifying people through the system often takes longer than three days for us. Changing the requirement to one to two weeks would be more helpful. That way, we could ensure everyone has been checked through the system while they are going through their training process, but before they have begun to work.

The training process takes way too long and if you don't log into an account, it makes you re-take the training. I would get more users for our company account if it wasn't so hard to get someone enrolled to do it. The password rules seem a little over the top as well. I don't think we should have to change it as often as we do and the rules for setting the password are too strict.

The two issues that I have are: 1) There can be a long wait time to speak with someone, when I call E-Verify. 2) When I enter a case and am waiting for the response, I do not like the delay caused by error messages stating that there are technical issues with E-Verify. Other than these issues, I am generally pleased with E-Verify.

the two questions regarding if the employee is still working are redundant

The uploading of MOU to E-Verify website, is a lot complicated. Two formats are only acceptable, need to have other ways to get the MOU uploaded better.

The Verify process is not difficult, but we do not have a lot of hiring in a twelve month period of time therefore, we are having to retrain when we do hire someone.

The web site is very informative and user friendly. I love the photo matching, since it gives us a better sense of accuracy/security. Don't see any need for improvement at this time.

The wording after you receive a confirmation is vague and a bit confusing. It seems odd that the system asks you if you are continuing to employ an individual (who you just hired and who had a confirmation ... why wouldn't you?). That could be more clear, but it's just a very minor point. Overall, I've been extremely pleased with how easy the process is, especially after all of the dire warnings in 2007-2008 about e-Verify. I've been very happy with it.

There are some gray areas in the requirements that in my opinion need further clarification. For example: Employee transfers between facilities under the same company. Do they require E-Verification if there is no interruption of service???

There is one glitch that I think E-Verify needs to consider to avoid fraud. ID card fraud is so sophisticated, so there should be photo matching with DMV ID and driver licenses. Currently there isn't. Who is to say someone saying they are a Citizen and show ID and SS with an actual citizen name with their fraudulent ID with active number. The picture in E-Verify would show if it wasn't them. Just like Perm Resident cards do.

There is way too much training required to use the program. Just give me the information as I need it! I will continue to use the program because it's required and for no other reason.

This has been an excellent program!

This is a great idea, however made ridiculous by the fact that the companies that would mostly NEED to use the system, are not required to do so. This will only be respectable when ALL companies are required to use it.

This is great service. Thank you

This is not really relative to E-Verify, but more with the I-9 process. Reporting within 3 business days of hire is sometimes difficult with the busy schedules many of us have, especially when we are wearing multiple hats in an organization.

THIS SURVEY IS TOO LONG

This web site is wonderful and very helpful. And I have already recommended it to other employers to use. I use it in all states we do business

This website has issues with the pages loading since day 1. When you try to navigate to the next page, the screen takes you back to the " I agree " page in the beginning. It is a circle you can't get out of. You have to log off and try again later. Takes too much time just trying to get a single case done.

To better serve me is just too sure that all business's are using e-verify

To save paper, toner, could the verification print on only ONE page?

"Tutorial is not done well. Can be confusing and makes no sense.

You have to hire someone first before e-verity can be used. That is backwards. E-Verify should be used during the hiring process to eliminate wasted time if an employee does not come back authorized to work. E-verify should be used before a job offer is on the table."

Tutorials are too long.

Typing in the actual month (ex: January) instead of being able to use the digit version (ex: 01) can be a little irritating when all other related fields are digits.

updates e-mailed

Use E-verify because it is mandatory that we do so.

User Audit Reporting is slow and cumbersome. It is not possible to get a full up report of all E-Verifications by company. Customer reps are not able to generate these reports either. User Audit Reports must be pieced together. This creates risk for employers having to manually manipulate data. Also, masking SSNs is problematic for employers who then have to update a user audit report with SSN data to track employees. Again burdensome and risky when having to manually handle data.

Using e-verify is a lot easier than some of the other agency I report new hirers to.

Using the Everify system is fairly simple once everything is set up. Accessing the MOU required by agencies was a struggle.

Very easy to navigate and verify new employees.

Very easy to use.

Very easy, quick and accurate system.

very easy.

Very satisfied with the program.

Very Technical and hard to understand.

Very user friendly

Very user friendly system. Confident in security of website and accuracy of information.

We are a small organization with a very low turnover level, and are comfortable with verification through the I-9 application process. This program does not add value. We participate because it is a condition of some of our grantors.

We are no longer required to use E-Verify but I still do. I find it easy to use and very helpful in insuring our employees are eligible to work in the US

We are satisfied with the service and have no complaints or suggestions to offer.

We feel that this online electronic system that connects, now, Immigration, SSA and other data to give real time responses to our efforts to confirm folks say they are who they are and that they are in fact authorized for employment in the US is excellent. It is a significant improvement from the past where paper / manual processes were at greater risk of error or breach of security, expiration of critical documents, and we had to wait until calendar year end reconciliations to find out from the SSA that someone didn't match their systems. It's a bit cumbersome to get through all the initial set up and training but after that it was so much easier now. And the security password, that they change often and are so highly encrypted, seem very secure. Of course, what's happening with the info in cyber space or on the other end is unknown to us and could be at risk we suppose.

We have an extremely small business with only one full-time (30 hrs/wk)employee and will most likely stay small. Seems unnecessary for me.

We have clients that say they need E-Verify to bid a job but if we do this and they don't get the job we could be subject to fines and penalties with DHS because we don't have a FAR exemption since they did not get the job.

We have found E-Verify to be very satisfactory.

We have had no problems and seem to be Happy and have no issues.

We have used E-Verify for almost 4 years. I highly recommend it and it has been come much better and user friendly. EVERY USA employer should use this in-lieu of paper I9s. In today's electronic world (PC, smartphones, laptops, IPhones, etc..) every employer should be able to use and be required to use this system. Maybe an exception of small business under 5 personnel could be exempted be encouraged to use this system. Again, they are STILL required to do the checks and E-Verify gives us upfront confident and very quick response on compliance.

We only use this for contract jobs that require it. All our employees when hired, their employment verification forms were fax to the state of TN.

We really do not have a reason to recommend e verify. We only participate because it is mandatory by the US Gov't

We should be able to E-Verify all employees. Especially the employees that were here before e-verify.

We started using E-verify because it was required by the State of Utah. The benefit to us is not having to do both an I-9 and register with the State. Thanks, E-verify for saving us a step.

We use E-Verify because our clients require it.

We use E-VERIFY because we are mandated by law!!! So we are very likely to continue to use the system.

We utilize the e-verify system via our background checking agency so my interactions with e-verify are not direct.

We would like to have more than 3 days to process our hundreds of employees' I-9 forms through E-Verify. 5 to 7 days would be much more reasonable during our busy hiring season, when we hire 700 people in 2 months. We are a ski resort, and it's very difficult to process each of our 700 I-9's within 3 days. Thank you for considering this.

What I do not like is that as a local government, we are also required to ensure that every contractor uses it as well. That should not be something we should have to enforce and require in order to do business with a vendor.

What is a Maiden name? Does an unmarried female have a Maiden name? Is it possible that a male ever have a Maiden name? This is an example of simple issues made difficult due to lack of clear responses from the help desk. The issue is not addressed in the M274 but the help desk refers to the M274 for assistance in answering the questions above.

When an employee makes contact with Soc Sec office to correct information, should be able to update online so we know they have attempted to correct & not wait 10 days or so to find out if Approved.

When calling for assistance, representatives don't give names just a number. We also need a confirmation number when calling for questions or any other assistance.

When entering information about an alien authorized to work, sometimes they have so many documents and it is confusing which ones and which numbers to enter into Everify.

When entering numerical data such as birthdays and certain other fields that are ALWAYS the same length, it would be faster if the cursor just moved to the next field. Also it was better when birth months were keyed as all numeric and we did not have to type the month as alpha. Lastly, it is a waste of time to make copies of the photos on the certain ID's if we have already stated they matched. It is like you do not believe the statement we just made that the photo's matched and you want to have the photo on hand if you ever come to do an audit. For us, well, we do not have a copier close at hand so it is more time consuming to have to go to another area and make photocopies.

When entering the expiration date for the drivers license or id (LIST B) document - it may be easier to move that field to the right (like it appears for the passport) because at times - it's easy to accidentally enter the hire date there - then to go realize that and correct is sometimes time consuming.

When following up with employees in remote locations after receiving Tentative Non-Conformations, it would be nice to be able to print the "Notice to Employee of Tentative Nonconfirmation" and the "Referral Letter to the U.S. Dept. of Homeland Security" at the same time. That way if an employee wishes to 'contest' the findings, the employer can respond more quickly with the "Referral letter".

When inputting CPT/I-20, some parts of screen were not obvious which doc went where, or which expiration date went where. In these cases there are multiple docs with different expiration dates.

when you make a typo on the data entry, it is hard to correct without either getting kicked out of the system OR having to retype everything... wish it was easier to correct.

When you make a typographical error that results in a TNC, you can close the file, but it remains in the system. This is confusing because you have 2 verification numbers for one individual, although one record is incorrect.

Wish all systems and government entities worked as smoothly as this one. Thanks. The next question asks about state, we are a national employer but there is no option for that. PA is our corporate HQ.

Would be helpful if associated with a component for running criminal record searches.

Would like 5 day window to verify instead of 3

Would like compatibility with web browsers other than Internet Explorer, such as Chrome.

would like more than ,just 3 days to do the e=verify, I am the only one that does this for our work, and sometimes I get busy and may take me a week to get to and I find myself stressing did I do it within 3 days...

Would like to have more than 3 days to enter a new hire.

Would like to see more picture prompts.

Would like to see pictures from Driver's license and state ID's.

Would prefer not to have to take the I-9 steps and only use E-Verify to determine eligibility and work authorization.

You may already do this, but keep a list of all people in you database that are victims of stolen identity. This will alert anyone so that it can be determined if this person is the victim or criminal

You really should extend the time frame between the hire date and E-Verify date.

Your password requirements are very difficult! Can you ease up a bit on the requirements or make them last longer?

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

a/v installation design & sales

Accounting

Accounting

accounting & tax services

Advertising Agency

Advertising Agency

airline

airport aircraft fueling

Ambulance service

architecture / engineering

At-Risk Youth Residential Program

Audio Visual

Auto

Auto Bodyshop

auto service

automated software

AUTOMOBILE REPAIR AND REFINISH

Automotive dealership/Retail

automotive services

AV integrator

Aviation repair

Biofuel / Biotech

Bioinformatics

Biomedical

biomedical research

Blood Center

Bookkeeping Firm

building services

Bulk Petroleum

business service (interior maintenance)

Cabinet Manufacturing company

Call Center

Car Wash

chemical company

Childcare

Church

church/religious organization

Cleaning Service

Cold storage warehousing

COMMERCIAL & INDUSTRIAL BUILDING CONSTRUCTION).

Commercial Janitorial

Commercial Janitorial

Commercial Specialty Trade

Communication, Technology, Construction

Computer Services

Concrete, asphalt, soils & aggregate testing laboratory

consulting

Consulting (Administrative, Management and IT)

Consulting Firm for the financial industry

Consulting, Engineering & Surveying

Consumer Goods

Consumer Products

Contract Food Service

Cooling and Heating

CORPORATE OFFICE FOR SEVERAL DIFFERENT TYPES OF COMPANIES

Corrections State and Federal

courier services

Custodial Service

Day Spa/Health Club

Daycare Provider

Decontamination and Remediation

defense contractor

delivery

Dental Offices

department of motor vehicle and drivers license

design

Development

Distribution

Distribution

Distribution

distributor

Distributor/Dealer

Dump truck hauling

Electrical Contractors

Engineering and Electrical Construction and Repair

Engineering and Information Technology Services (Consulting, Staffing and Services)

Entertainment - Bowling Center

Entertainment Media

Entertainment/Sports

environmental consulting & contracting

environmental remediation

Erosion & Sediment Control

Event Management Services

fabrication & installation of museum exhibits

FAST FOOD

Fast food restaurant

Federal Contractor Services

Federal contractor with companies across the nation

Federal Government

Federal Government Contractor
FedEx Delivery
Financial Information Services
Fire Protection
fitness
fitness center
flooring installation
Food service
Forestry
Forestry Related Activities
Forestry, Tree Care
Fuel
Funeral Home and Cemetery
General labor
Government Contractor
government contractor
Hazardous/non hazardous waste facility
health/fitness/sports training
heavy duty truck dealership
highway construction
Home Care - Non-medical
home health aid
Home Health Services
homeowner association
Homeowners Association/ Property Mgr.
Housekeeping/custodians
Human Resources Outsourcing
Human Services
HVAC / Repairs and Installation
In Home Care/Consumer Directed Services
In Home Health Agency
Indoor Air Quality & Life Safety Services in Hospitals
Industrial Cutting Tools - Grinding
Industrial Launderers SICC 7218
industrial maintenance
IT COMPUTER SERVICES
IT/ Software consulting and technical solutions providers
Janitorial
janitorial
JANITORIAL
Janitorial
Janitorial
Janitorial (It's never on these lists and it should be)
janitorial service
janitorial services

Land Surveying

Landscape and Maintenance

Landscape Contractor

Landscape Design

Landscape industry

Landscaping

landscaping installation & maintenance

Landscaping Irrigation Lawn care

Law firm

Lawn Maintenance Services

Licensed Home Care Services

Logistics

Long-term care, closed door pharmacy

low voltage systems sales and installation

Magazine Publishers

Manufacturing support services

Marketing and Public Information

Massage Therapy

Medical Device Repair

Medical Management

Medical Supply Distribution

Medical, Dental, and Hospital Equipment and Supplies

Mental Health Facility

MERCHANT WHOLESALERS, DURABLE GOODS

Metal recycling

Methodist Church

Municipality

municipality

NCAIS Code 541511

Network Security / IT

non-profit foster care/adoption/developmental disab. organization

Office Furniture Dealership

oilfield services

Operations & maintenance

Organic Produce Delivery Service

Other business services

Package delivery

Package handling and delivery

Painting

Parcel delivery and pick-up

Payroll/HR Provider

Personal Care and In Home Services

Pharmaceutical Research, Manufacture & Sale

Plumbing

plumbing, HVAC & Industrial Clean Up

printing

Private Protection

Processing Peanut Plant

property management

Property Management

Property Management

Property Management

Property Management

Provide services to cities and counties.

Public Library

Public transportation

Publishing

Publishing

Quasi-government, inter-governmental planning agency

Railroad Maintenance

Real Estate

Real Estate

Real Estate

Real Estate development and management

Real Estate Development, Construction and Management

REAL ESTATE MANAGEMENT

Real Estate Valuation

Recreation

Recreation

Religious Institution

Rental Car

Rental Property

Research and Development

Residential/Country Club

Residential Maid Service

Restaurant

restaurant

restaurant

Retail farming supply

ROOFING AND SHEET METAL COMPANY

SaaS

sanitation contractor for food processing

School Corporation

Scientific Research

Security

Security and Investigation

Senior Rental Community

service

Service

Service

Service

service company, door repairs

Service Contractor

service industry

service industry

service industry

Service Industry

Service Worker (Janitorial)

Services / Landscape

Services: Lawn Care and Landscaping

Shipbuilding Repair

Social Service

Social Services

Software development

software development

specialty construction

Specialty Construction

Staffing

State agency in higher education/community college

Steel Fabricator

Systems Integration

Tattooing and Body Piercing

Technology development and licensing

TELECOM

Telecommunications

Telecommunications Cabling Contractor

theater

Trading Company

Traffic Control for highway construction

underground utility lines-water & sewer

Used clothing recycler

Veterinarian

Warehouse

Warehouse Truck Unloading

warehousing

Wastewater Treatment

Water transport oilfield work

we are in most states & have Info Technology/ Construction/ general Contracting/ Mining

We do a variety of temporary staffing

web development

White Water Rafting

wholesale distribution

window cleaning