



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

Annual Customer Satisfaction Survey 2017

E-Verify

Final Report

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EXECUTIVE SUMMARY

Overall Findings and Recommendations

Key Findings

This report describes findings from the 2017 survey on customer satisfaction of companies currently enrolled in the E-Verify program.

The company demographics have not changed much since the inception of the survey. Most (65%) of companies have less than 100 employees and most (73%) consider themselves to be a small business. Construction/General Contracting and Manufacturing are the most popular industries.

Historically, users have been consistently satisfied with E-Verify. Over the last six years E-Verify has posted an average score of 85.7 and has ranged from 85 to 87. This year's score of 85 is within that range and remains unchanged from last year. New enrollees scored slightly higher (86) than existing users (85). When compared to American Customer Satisfaction Index benchmarks, E-Verify user satisfaction outscores both the National ACSI average (77) as well as the Federal Government ACSI average (70).

The same customer satisfaction model that was developed in the baseline study, conducted in 2009, was used to identify three areas which potentially drive satisfaction with E-Verify. As would be expected with no change in the customer satisfaction index, there were no major changes in the scores of these drivers again this year.

Using E-Verify (which includes ease of use and speed of response) is rated at 90 across all users and has the most impact on satisfaction (CSI) for both new enrollees and existing users. Submitting I-9 information and navigating the E-Verify site are easy for users. The initial response of the representative is received in a very timely manner and the next steps are clearly described in the response. Nearly all (91%) of respondents had used E-Verify in the past six months.

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

Tentative Non-confirmation Resolution scored 82 for the second consecutive year. New Enrollees scored TNC higher (87) than Existing Users (81). New Enrollees also scored higher across all attributes as well. Text comments related to the TNC process most often dealt with the speed and the ease of use of the system. Sixteen percent of respondents received a Tentative Non-confirmation (TNC) in the past 6 months.

The percentage of respondents who contacted Customer Service by phone rose slightly in 2017. Thirteen percent of all respondents contacted Customer Service by

phone in the past six months. This is an increase of two percentage points from last year. Despite dropping two points this year, *Customer Service* by phone (89) continues to be highly rated by all users. E-Verify representatives continue to be regarded as *easily accessible*, *professional* and *effective communicators*. Nearly all who contacted customer service with an issue reported *having their issue resolved* (96%). Of those, 89% had their *issue resolved on the first call* (first call resolution). The percentage of respondents who contacted Customer Service by e-mail (3%) remained unchanged from the last two years.

Conclusions/Recommendations

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

- *Using E-Verify* continues to have the highest impact on satisfaction (CSI) for both Existing Users and New Enrollees. Since scores for both groups are generally high, the focus should be to ensure that users are able to easily navigate and submit information through E-Verify in order to maintain the existing high CSI scores.
- Both *Registration* and *Tutorial* scores declined this year. Since both are still rated highly at 88, there is no need to take immediate action. These areas should be monitored to ensure these small declines are not part of a larger overall drop in customer satisfaction. *Registration* and *Tutorial* serve as the introduction for new E-Verify users and effort should be taken to ensure that they both continue to be an asset to new users.
- Email remains the preferred option for *getting information about changes or updates to E-Verify* (86%) as well as *contacting E-Verify for help* (45%). Preference to contact E-Verify by phone (28%) has dropped five percentage points from last year. As a result, email should be a primary focus for company communications going forward.
- Respondents were asked how E-Verify could be improved. An analysis of text comments uncovered some measure of frustration with the process of changing/maintaining passwords, the timeframe allowed to complete a case, as well as dealing with I-9 forms. These areas might be good starting points for future improvement initiatives.

DETAILED REPORT

Introduction

This report describes findings of the 2017 survey of customer satisfaction with the E-Verify program. E-Verify is an Internet-based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA), which allows participating employers to electronically verify the employment eligibility of their newly hired employees.

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

CFI Group was contracted to assess the experience of employers with the E-Verify system using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI was founded through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and CFI Group, which offers the patented ACSI methodology. The distinguishing feature of the ACSI methodology is its patented cause-and-effect approach to customer satisfaction measurement. The technology behind the ACSI identifies key drivers of satisfaction and computes the impact that each of these drivers has on customer satisfaction and loyalty. While CFI Group uses the same methodology as the ACSI, the ACSI is a separate entity¹.

Methodology

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

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

¹ The comparison score for the National ACSI (Public and Private) comes from a series of independent surveys conducted throughout the year. The overall Federal Government ACSI score is the result of a separate 2017 ACSI Federal Government Report.

all the ACSI federal agency questionnaires to allow for a comparable benchmark. See [Appendix B](#) for the full questionnaire.

USCIS provided CFI Group with a random sample of employers who enrolled in E-Verify and who have used the system since Jan. 1, 2012. Respondents were contacted via e-mail and invited to complete the survey online between December 7, 2017 and February 7, 2018.

The E-Verify questionnaire followed a format common to CFI Group surveys of other Federal agencies which use the methodology of the ACSI. This allows for benchmarking across sampled agencies via comparing responses to three core ACSI questions. A total of 801 responses were submitted. A response was considered submitted if 67% or more of the modeled questions (questions that have some effect on satisfaction model) were completed. The responses were segmented for analysis and reporting into the following groups: New Enrollees, Existing Users, and All Users (both new and existing users combined). New Enrollees are E-Verify employers who registered in the last year and personally completed the registration and/or tutorial programs. Existing Users are all others not considered New Enrollees and who did not complete the survey questions related to registration.

Customer Samples and Data Collection

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

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

A total of 17,501 invitations were sent. Some employers could be classified into one or more of the above categories. Respondents were contacted via e-mail between December 7, 2017 and February 7, 2018. Each e-mail contained a URL that launched a survey when clicked. A response was considered submitted if 67% or more of the modeled questions (question that have some effect on satisfaction model) were completed. The sample sizes and response rates for each group are reported below.

Figure 1 – All. Recent. Far Response Rates

	Number of Survey Invitations	Number of Valid Complete Surveys	Response Rate
All Users	17,501	801	4.6%
Recent Users	4,360	266	6.1%

	Number of Survey Invitations	Number of Valid Complete Surveys	Response Rate
FAR Users	4,315	184	4.3%

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

Figure 2 – New and Existing Users Completes

	Number of Survey Invitations	Number of Valid Complete Surveys
New Enrollees	17,501	83
Existing Users		718

Organizational Size and Industry of Respondent Business

Organizations employing less than 100 employees account for 65% of all responses. The largest companies (10,000 or more employees) account less than 1% of responses.

Figure 3 – Number of Employees

How many people do you employ?	2016 Percent	2017 Percent
1-4	4%	6%
5-29	30%	31%
30-99	30%	28%
100-299	20%	20%
300-999	10%	9%
1,000-9,999	4%	6%
10,000+	1%	0%
Number of Respondents	1,919	801

Just under three-quarters of respondents (73%) consider their organization a small business.

Figure 4 – Considered Small Business

Do you consider yourself a small business?	2016 Percent	2017 Percent
Small business	72%	73%
Not a small business	24%	23%
Don't know	4%	4%
Number of Respondents	1,919	801

The composition of respondents' industries remains consistent with past studies. Construction/General Contracting (16%) and Manufacturing (11%) are most mentioned and account for just over one-quarter of respondents.

Figure 5 – Primary Industry

Primary industry in which your company or organization conducts business	2016 Percent	2017 Percent
Agriculture/Food	1%	1%
Defense/Defense Industry	2%	1%
Communications/Media	1%	1%
Construction/General Contracting	16%	16%
Education	3%	4%
Engineering	4%	4%
Financial Services	2%	3%
Healthcare/Public Health	8%	9%
Hospitality	4%	5%
Information Technology	6%	4%
Manufacturing	12%	11%
Non-Profit/Not-for-Profit	6%	4%
Sales - Retail or Wholesale	7%	7%
Staffing/Personnel	2%	2%
Transportation	4%	4%
Utilities/Energy/Natural Resources	1%	1%
Professional Services/Consulting	6%	6%
Government Services	4%	4%
Other	11%	11%
Number of Respondents	1,919	801

A large majority of respondents consider themselves as General Users of E-Verify (94%). Respondents are split in their reported use frequency of E-Verify, with almost half reported using it at least once a month (48%).

Figure 6 – Organization Description and Frequency of Use

Which best describes your organization as a user of E-Verify	2016 Percent	2017 Percent
General User	94%	94%
Temporary Agency or Employment Agency	3%	3%
E-Verify Employer Agent	3%	3%
Number of Respondents	1,919	801

Which best describes how frequently you use E-Verify	2016 Percent	2017 Percent
Once a week or more	16%	17%
Two or three times a month	20%	17%
About once a month	13%	14%
Once every few months	30%	29%
Once or twice a year	15%	17%
Less than once a year	5%	6%
Number of Respondents	1,919	801

Respondent Distribution

The table below shows respondents by state. For the most part, frequencies by state were similar to last year. Georgia (9%) comprised the largest proportion of respondents. Other states comprising 6% or more of the total responses include: Alabama (6%), California (6%), North Carolina (6%), and Texas (6%), Collectively, these nine states account for one-third of all responses.

Figure 7 – State Distribution

State	2016 Percent	2016 Frequency	2017 Percent	2017 Frequency
AL	5%	98	6%	47
AK	0%	4	0%	0
AZ	4%	70	4%	35
AR	1%	15	0%	3
CA	7%	125	6%	47
CO	2%	42	2%	18

State	2016 Percent	2016 Frequency	2017 Percent	2017 Frequency
CT	0%	9	0%	2
DE	0%	1	0%	2
DC	0%	8	1%	6
FL	5%	91	4%	35
GA	8%	154	9%	71
GU	0%	1	0%	1
HI	0%	7	0%	2
ID	1%	10	0%	2
IL	2%	44	2%	17
IN	3%	58	2%	20
IA	1%	16	0%	2
KS	1%	19	1%	7
KY	1%	15	0%	3
LA	2%	29	2%	13
ME	0%	4	0%	1
MD	2%	46	2%	16
MA	2%	30	1%	12
MI	2%	35	1%	7
MN	1%	21	1%	11
MS	1%	15	1%	9
MO	5%	89	5%	37
MT	0%	7	0%	0
NE	2%	30	2%	15
NV	0%	9	0%	2
NH	0%	6	0%	1
NJ	2%	31	1%	7
NM	0%	6	1%	6
NY	2%	44	3%	23
NC	6%	110	6%	50
ND	0%	4	0%	1
OH	1%	26	2%	16
OK	1%	25	1%	7
OR	1%	21	1%	6

State	2016 Percent	2016 Frequency	2017 Percent	2017 Frequency
PA	3%	53	3%	28
PR	0%	6	0%	2
RI	0%	2	0%	2
SC	5%	105	5%	44
SD	0%	8	0%	3
TN	3%	51	4%	31
TX	6%	112	6%	46
UT	2%	44	2%	17
VT	0%	1	0%	0
VA	6%	108	4%	35
WA	2%	29	3%	23
WV	0%	4	0%	3
WI	1%	16	1%	6
WY	0%	5	0%	1
Number of Respondents	1,919	1,919	801	801

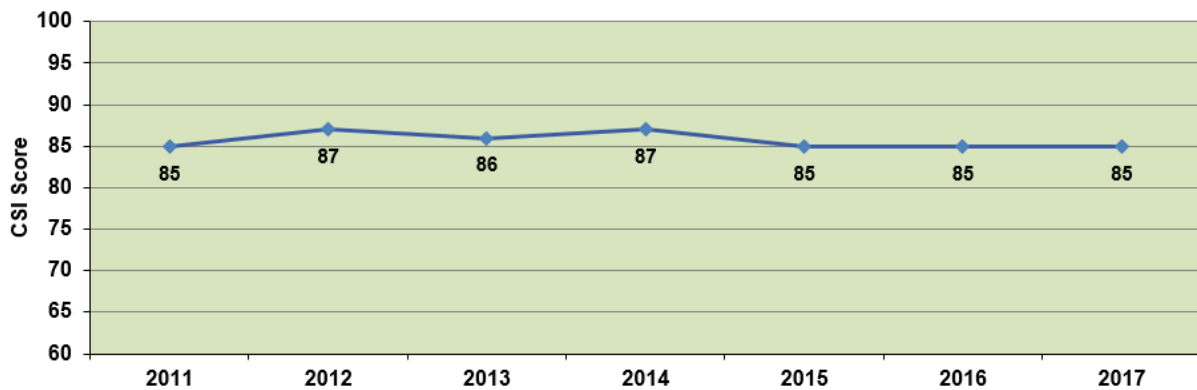
Note: Percentages are rounded to the nearest whole number.

DETAILED FINDINGS

Customer Satisfaction Index

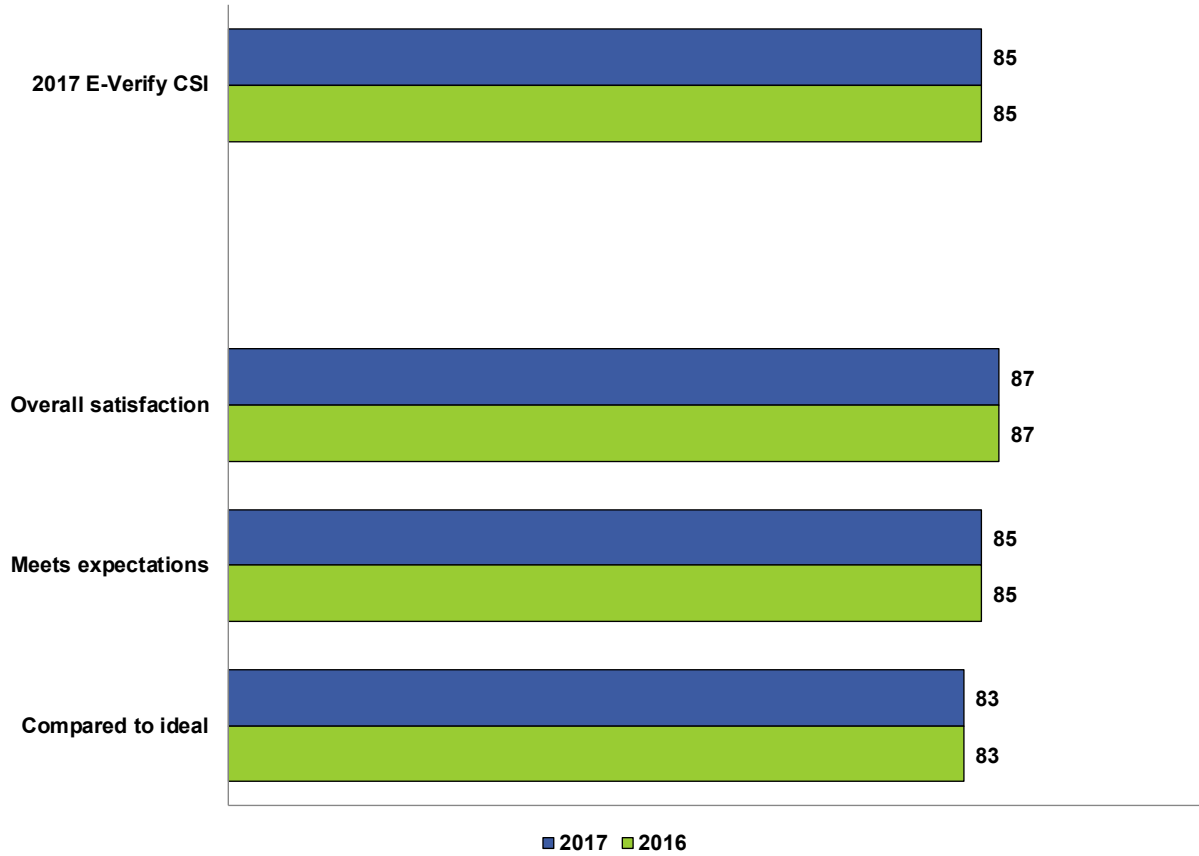
The Customer Satisfaction Index (CSI), is a weighted average of the three core questions (see question definitions below) and is the central measure of this report. **The 2017 Customer Satisfaction Index (CSI) for All USCIS E-Verify users has remained unchanged over the last two years and posts a score of 85 (on a scale from 1-100) for all users.** This number exceeds the overall national average CSI score of 77, and exceeds the CSI average for Federal Government entities of 70 by 15 points. New enrollees scored slightly higher (86) than existing users (85). Since 2010, users have been highly satisfied with E-Verify. Below is a historical summary of E-Verify CSI scores for All users since 2011.

Figure 8 – Trending E-Verify CSI Scores



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

Figure 9 - E-Verify Customer Satisfaction Index



2017 Respondents N=801

2016 Respondents N=1,919

**Statistically Significant at 90% confidence level*

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

Question Definitions

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

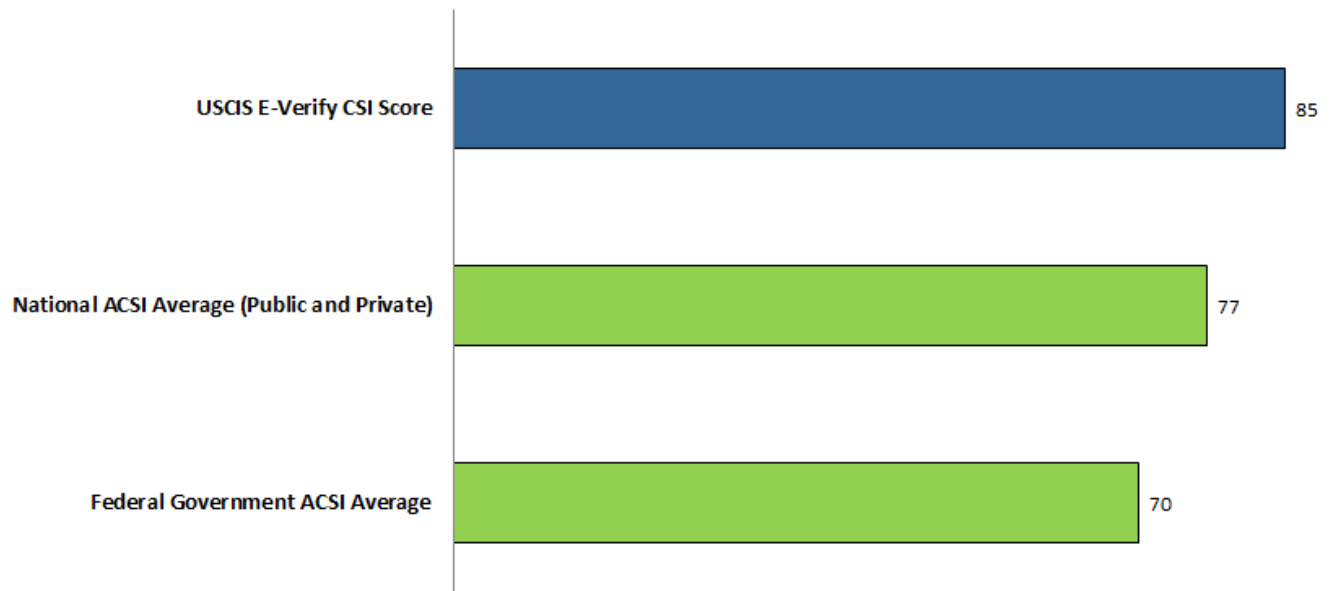
Meets Expectations- To what extent has E-Verify met your expectations from "has not met your expectations" to "exceeds your expectations?"

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

Comparison with the 2017 ACSI Benchmark Study

The 2017 ACSI Federal Government Report (which uses the same Customer Satisfaction Index methodology) provided a national satisfaction index. All agencies are asked the same three core questions, so comparisons can be made across organizations. E-Verify user satisfaction again scores very high, outscoring national private sector satisfaction levels as well as those reported for the federal government as a whole.

Figure 10 – ACSI Comparison



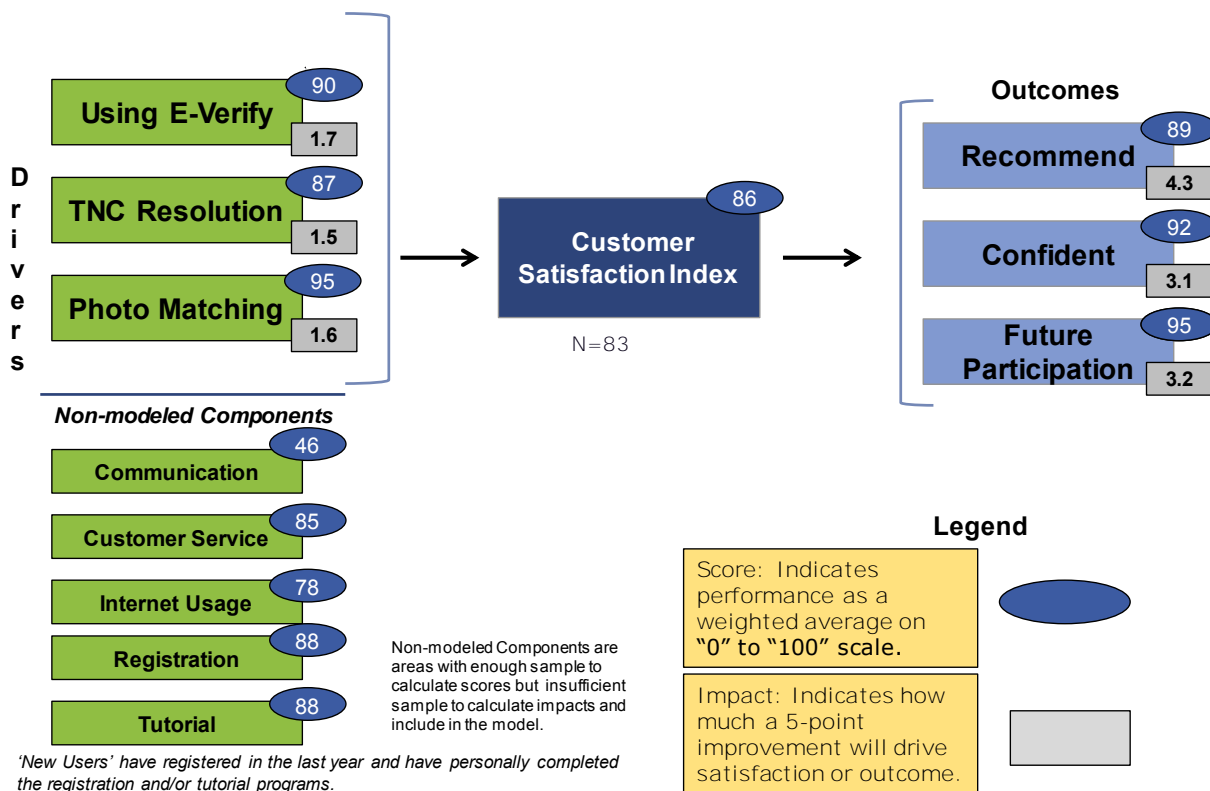
Scores are averages on a “0” to “100” scale; they do not represent percentages.

USCIS E-Verify Customer Satisfaction Models

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

USCIS E-Verify Customer Satisfaction Model – New Enrollees

Figure 11 – New Enrollees CSI Model



Impacts, shown in the gray rectangles, should be read as the effect on the CSI if the initial driver average were to be improved or decreased by five points. For example, if the score for *Using E-Verify* increased by five points (90 to 95), the Customer Satisfaction Index (CSI) would increase by the amount of its impact, or 1.7 points (86 to 87.7). If the driver increases by less than or more than five points, the resulting change in CSI would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by five points, the related improvement in the CSI would be the sum of the impacts. CSI, in turn, drives outcome behaviors shown on the right-hand side of the model. These outcomes include *Recommending E-Verify*, *Confidence in Accuracy* and *Likelihood to use E-Verify in the Future*.

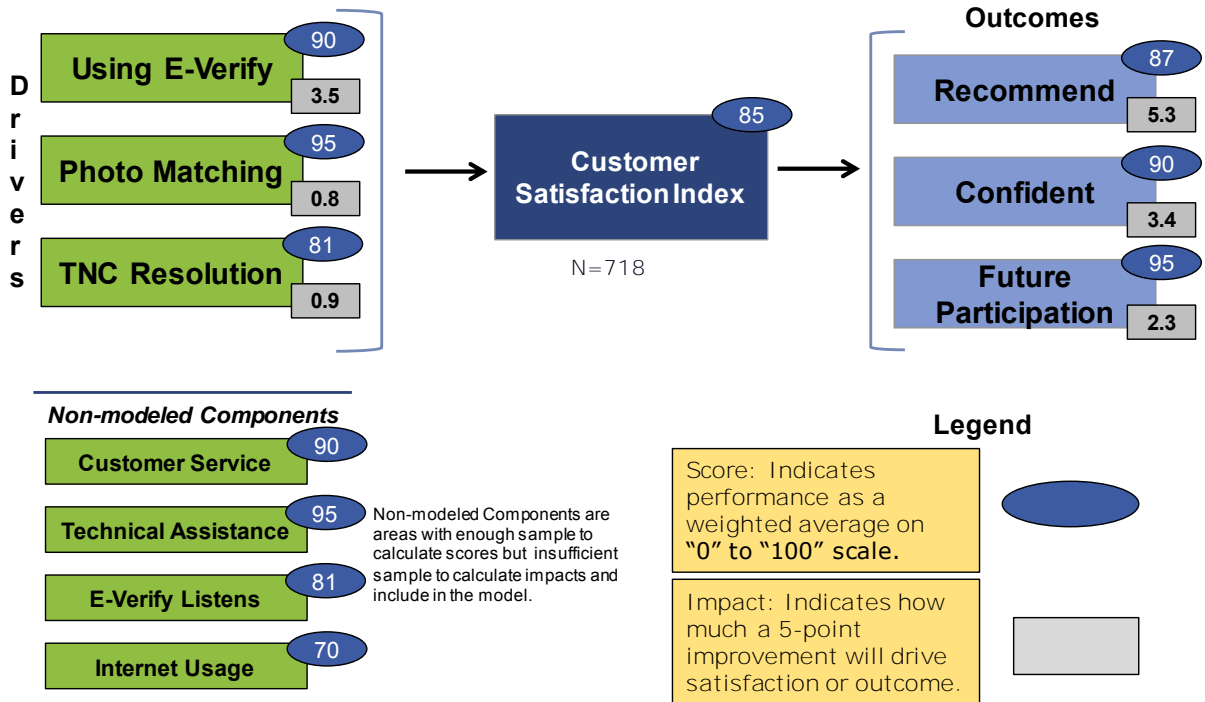
The impact the CSI has on each of the outcomes is shown in the rectangle in the lower right-hand side of the box. For example, *Recommend* has an impact of 4.3 for New Enrollees. This means that a 5-point improvement in satisfaction (CSI) will drive the likelihood to recommend up by 4.3 points. Scores 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 89 for Recommend means that the average respondent is very likely to recommend E-Verify and not that 89% of respondents would recommend E-Verify.

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

USCIS E-Verify Customer Satisfaction Model – Existing Users

Figure 12 – Existing Users CSI Model



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

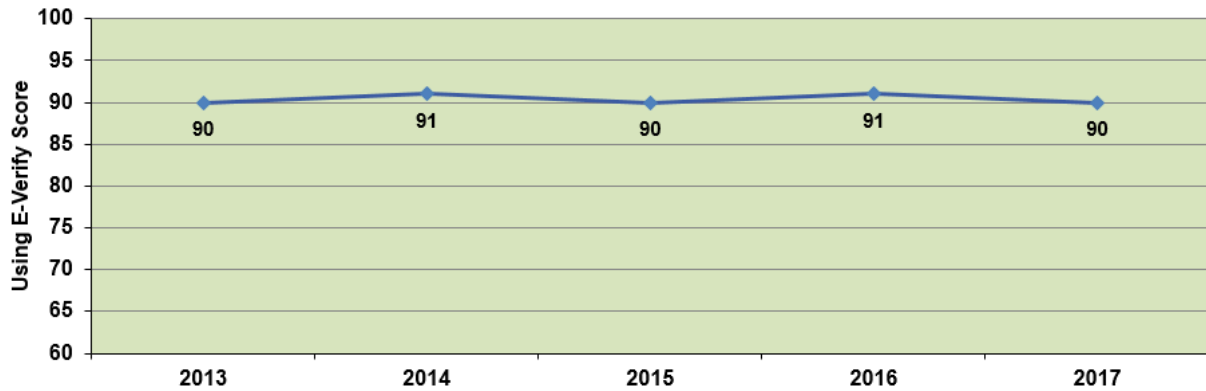
When comparing the two models, you can see that while *Using E-Verify* was the driver with the most impact for both groups. *Using E-Verify* had the highest impact (3.5) for Existing Users with the other two drivers exerting moderate impact. *Using E-Verify* also had the highest impact for New Enrollees (1.7), but the overall impact on New Enrollees was spread out along with the other two drivers, *TNC Resolution* (1.5) and *Photo Matching* (1.6).

Drivers of Satisfaction Results

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

Using E-Verify

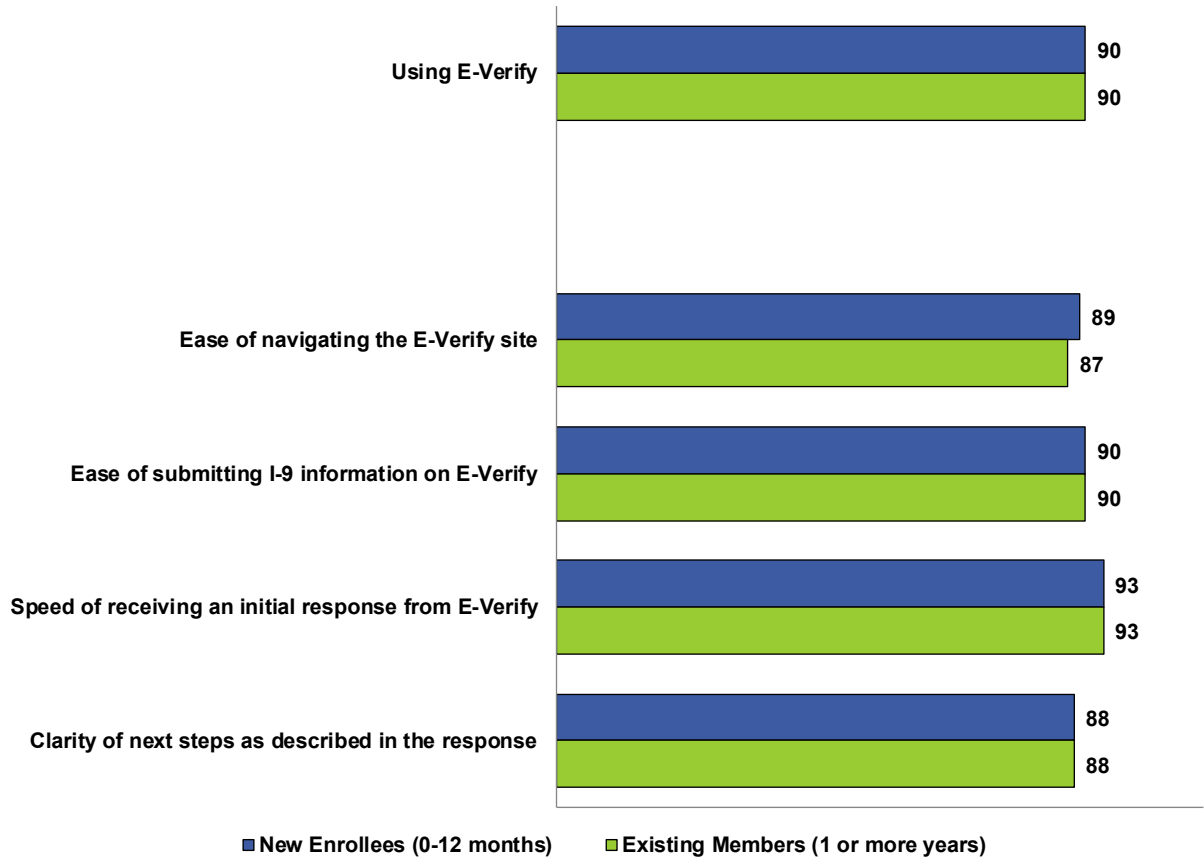
Figure 13 – Trending Using E-Verify Scores



Nearly all (91%) of both new and existing users combined had used E-Verify in the past six months. This is similar to last year (92%).

New Enrollees tended to have higher scores for *Ease of Navigating the E-Verify Site*. This could be due to New Enrollees being likely to have recently completed training, which may help in navigating the site.

Figure 14 – Using E-Verify Scores



New Enrollees N=83

Existing Users N=718

**Statistically Significant at 90% confidence level*

Tentative Non-confirmation Resolution

Sixteen percent of both New Enrollees and Existing Users received a Tentative Non-confirmation (TNC) in the past 6 months (from survey completion date). New Enrollees scored TNC higher (87) than Existing Users (81). New Enrollees also scored higher across all attributes as well.

Figure 15 – Trending TNC Resolution Process Scores

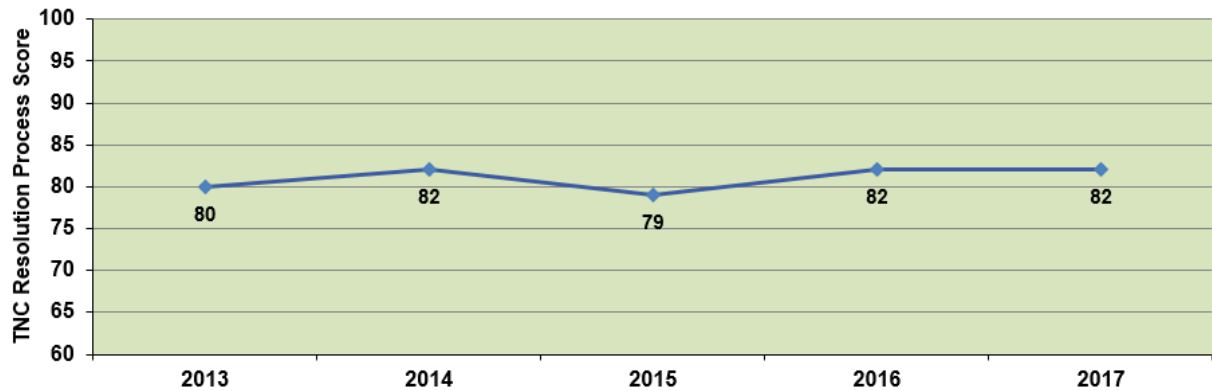
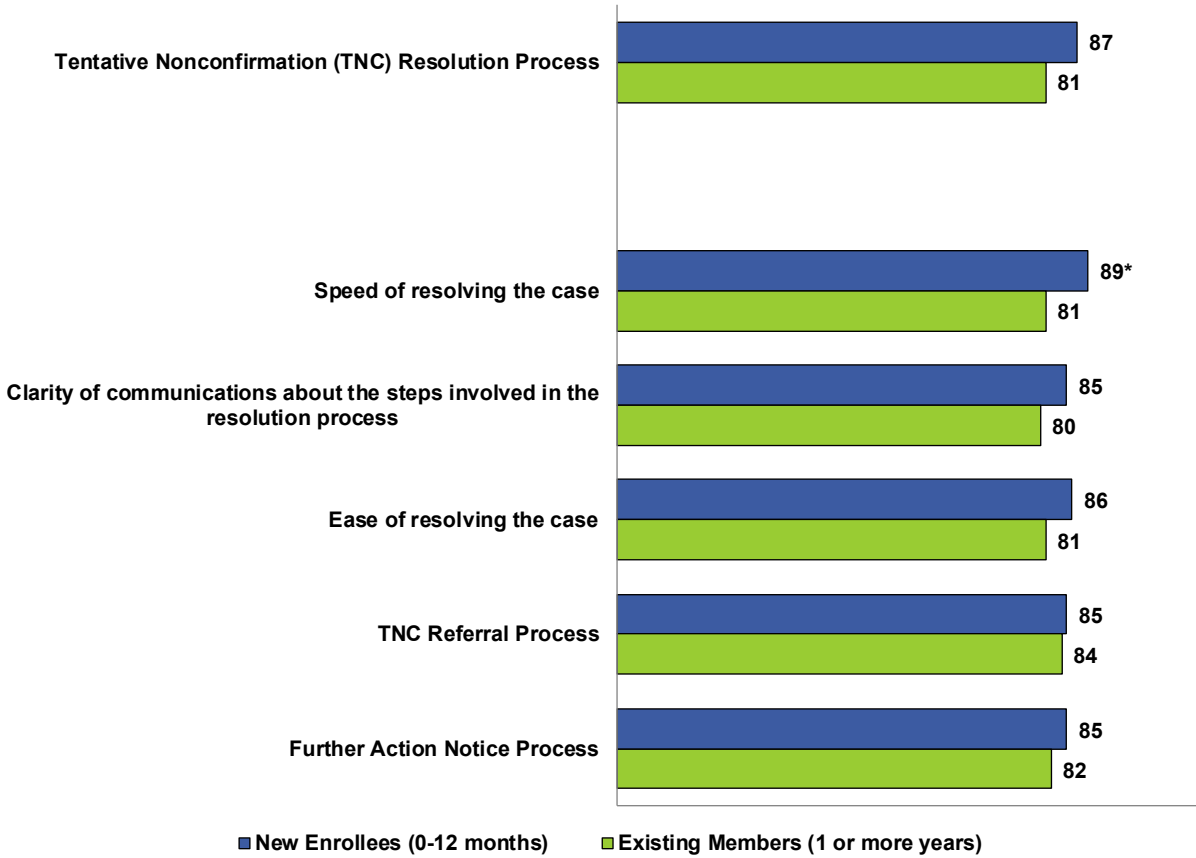


Figure 16 – TNC Resolution Process Scores



New Enrollees N=13

Existing Users N=110

**Statistically Significant at 90% confidence level*

Those who rated the ease of resolving the case lower than “6” (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. Of the 11 comments provided, most dealt with the speed and the ease of use of the system. These comments can be viewed in Appendix E.

Photo Matching

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

Figure 17 – Trending Photo Matching Scores

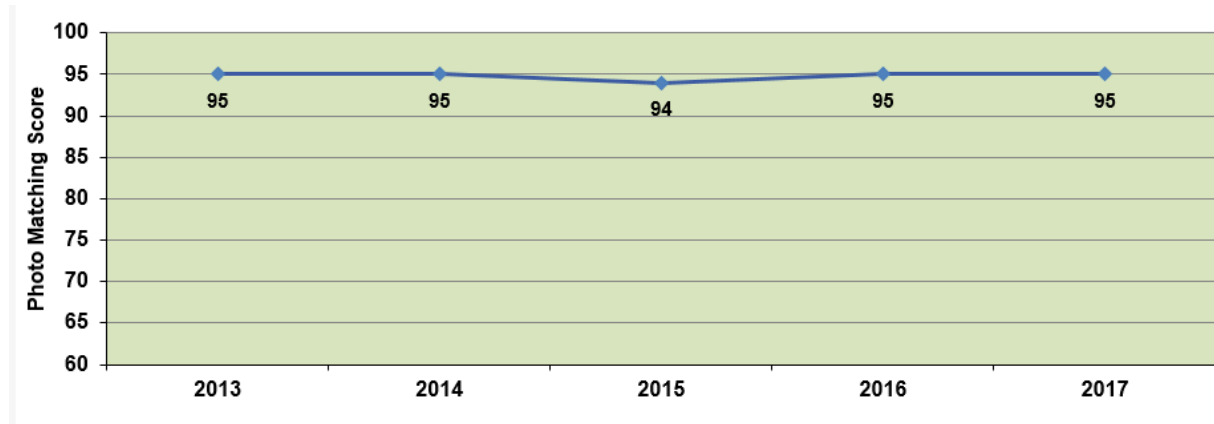
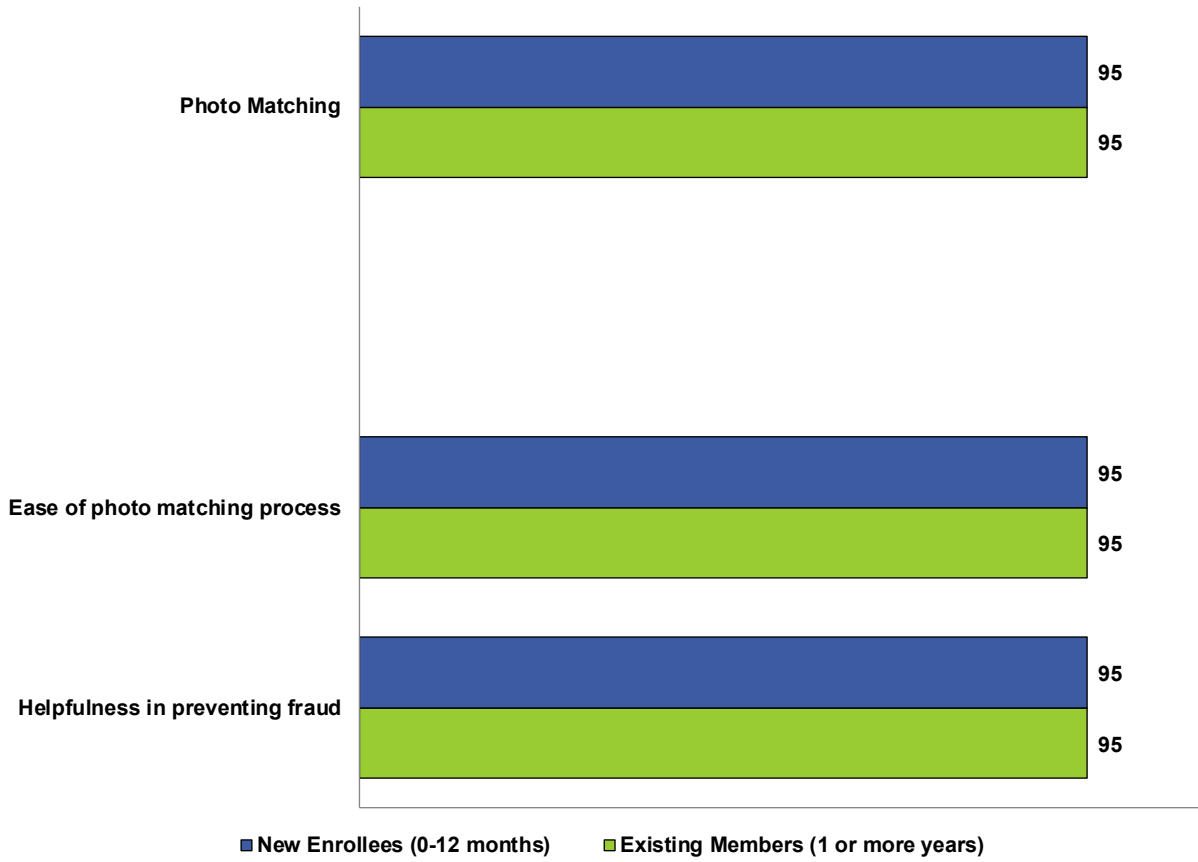


Figure 18 – Photo Matching Scores



New Enrollees N=32

Existing Users N=311

**Statistically Significant at 90% confidence level*

Non-Modeled Components

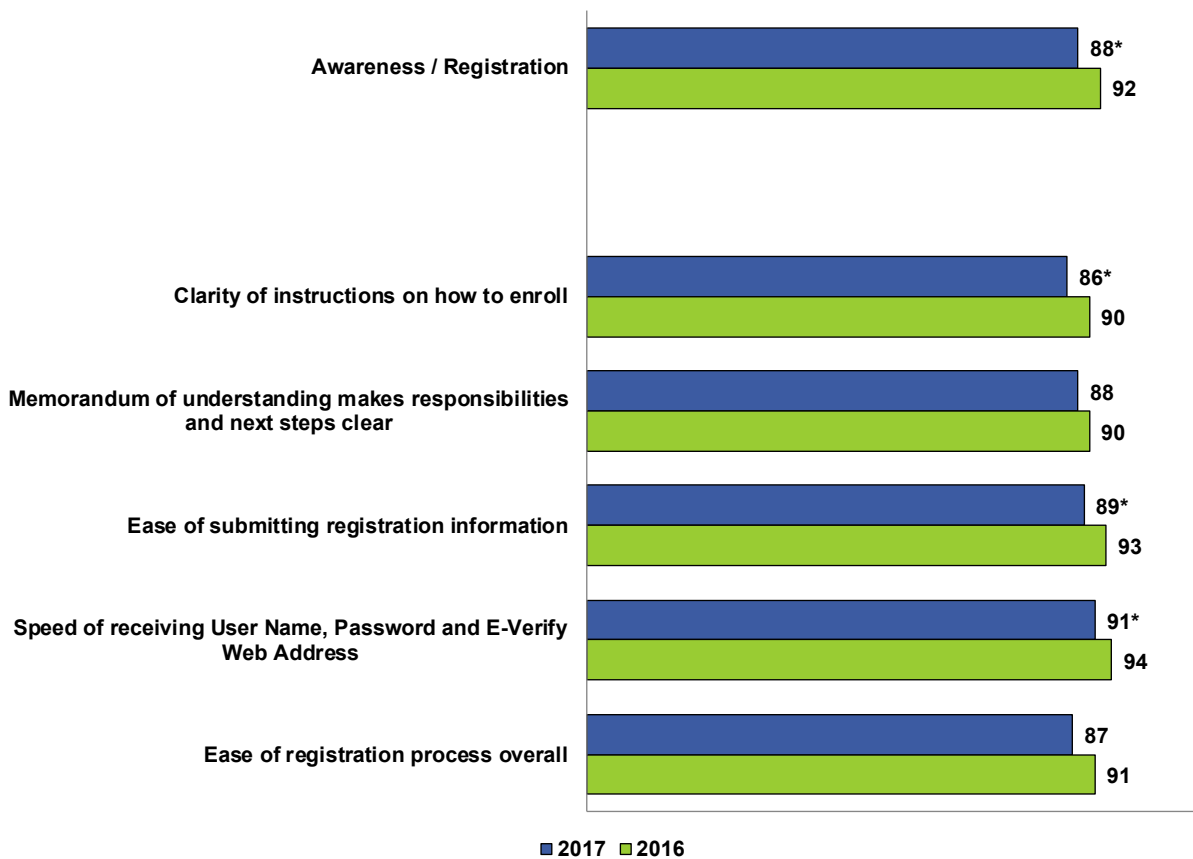
The following areas are components where the percentage of respondents who use a given area is too low to include in the model. Scores are still provided; however, impacts cannot be calculated.

Registration (New enrollees only)

From organizations that had enrolled in 2017, most respondents (82%) had personally registered their organization with E-Verify. Ratings for Registration (88) dropped slightly after rising three points last year.

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

Figure 19 – Registration Scores



2016 N=131

2017 N=68

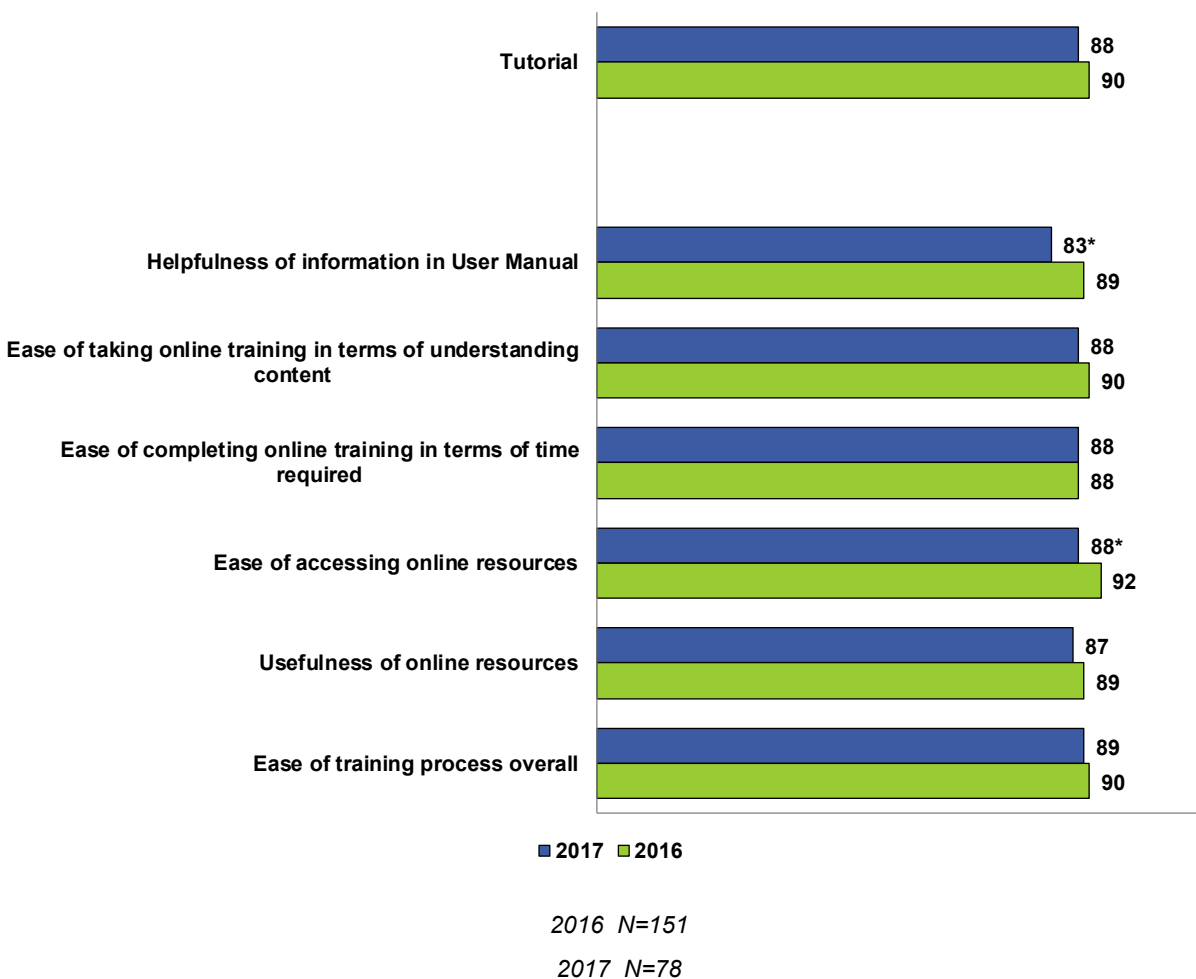
*Statistically Significant at 90% confidence level

Tutorial (New enrollees only)

Online Resources, User Manual and Training provide useful information and are easily accessible. Almost all (94%) respondents who enrolled in E-Verify in the past 12 months (from survey completion date) *completed the training and online tutorial*. Of these, 97% thought the training was *useful in helping employers pass the mastery test*. This is an increase of 10 percentage points from last year and 15 points from 2015. The percentage of those who thought *the tutorial and mastery test adequately prepares employers to use E-Verify* (97%) also rose seven percentage points this year.

Helpfulness of user manual was easily the lowest rated *Tutorial* item. After increasing 4 points last year, it lost most of that gain and declined 6 points this year to score 83.

Figure 20 – Tutorial Scores



*Statistically Significant at 90% confidence level

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

Thirteen percent of all users contacted *Customer Service by phone* in the past six months. Phone is the predominate method for contacting Customer Service as only 3% of all users contacted Customer Service via e-mail. With scores mostly in the mid-80s, Phone Customer Service professionals are *easy to reach* and are *professional* for the E-Verify users that contacted them.

Figure 21 – Trending Customer Service – Phone Scores

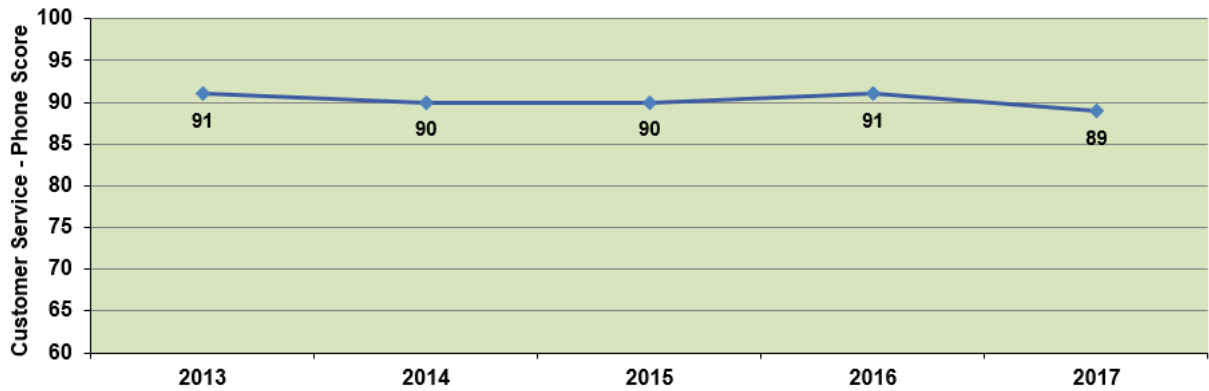
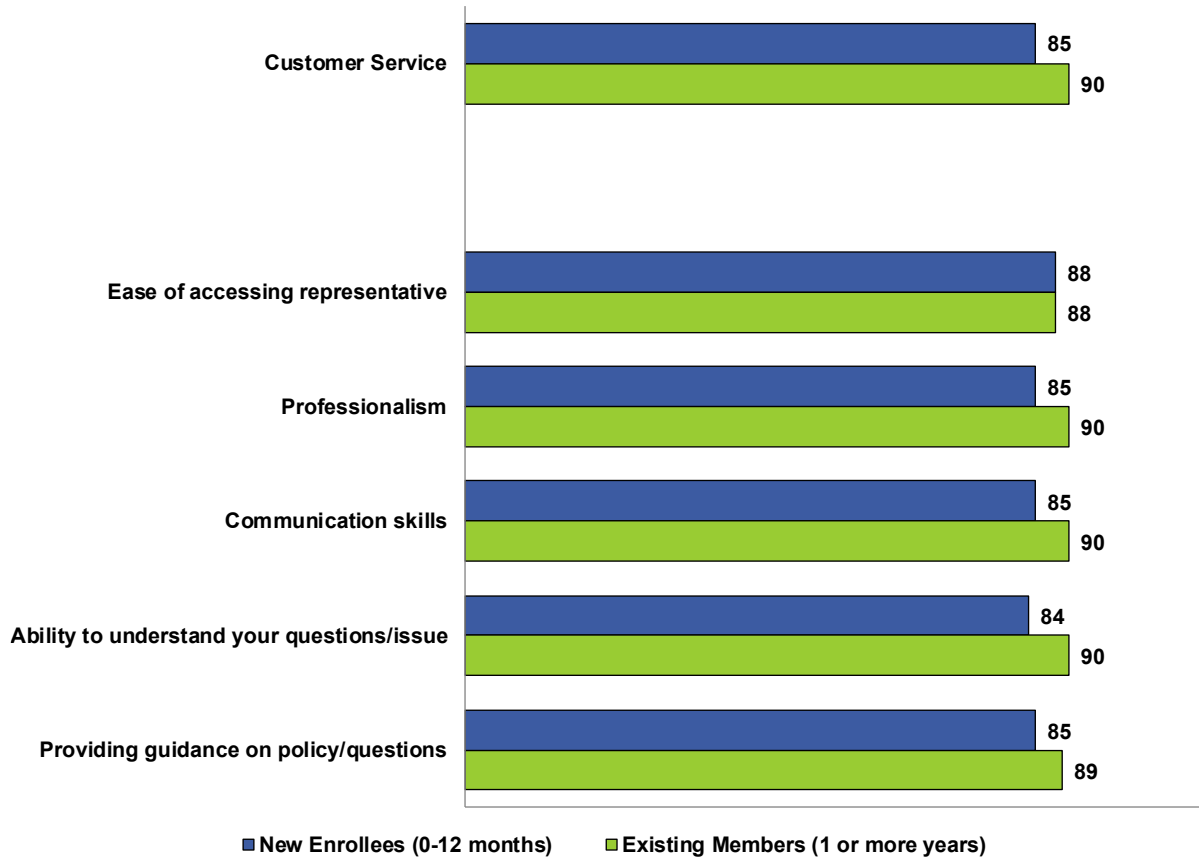


Figure 22 – Customer Service – Phone Scores



New Enrollees N=16

Existing Users N=71

*Statistically Significant at 90% confidence level

Nearly all who contacted customer service with an issue reported *having their issue resolved* (96%). Of those, 89% had their *issue resolved on the first call* (first call resolution). Of those who contacted Customer Service via phone, 15% of all callers were *transferred during their call*. Most (94%) found the *wait time* they experienced to be acceptable. Of those transferred, 13% were transferred more than once.

Customer Service- E-mail

Three percent of respondents contacted *customer service by e-mail*. Satisfaction scores for e-mail customer service tend to be slightly lower than those for phone. Eighty-four percent of those contacting E-Verify by e-mail had their issue resolved after emailing.

Figure 23 – Trending Customer Service – E-mail Scores

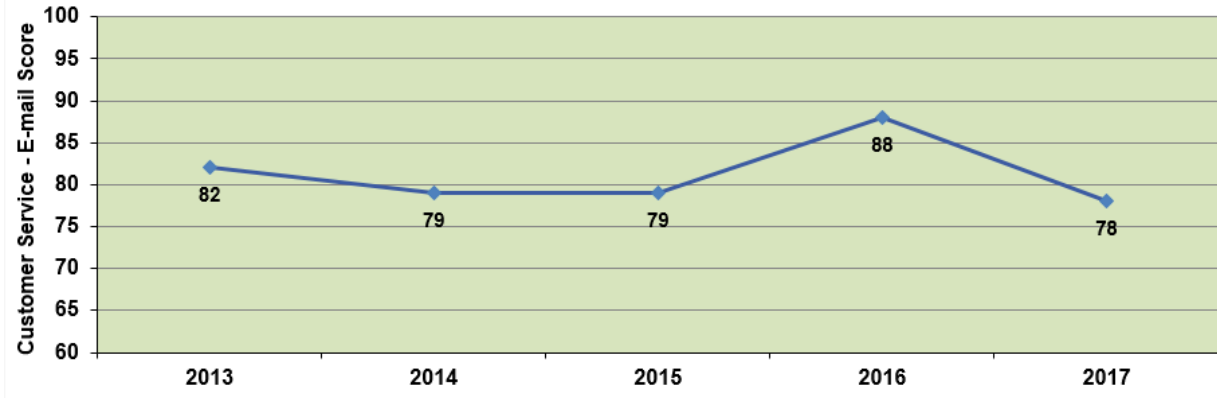
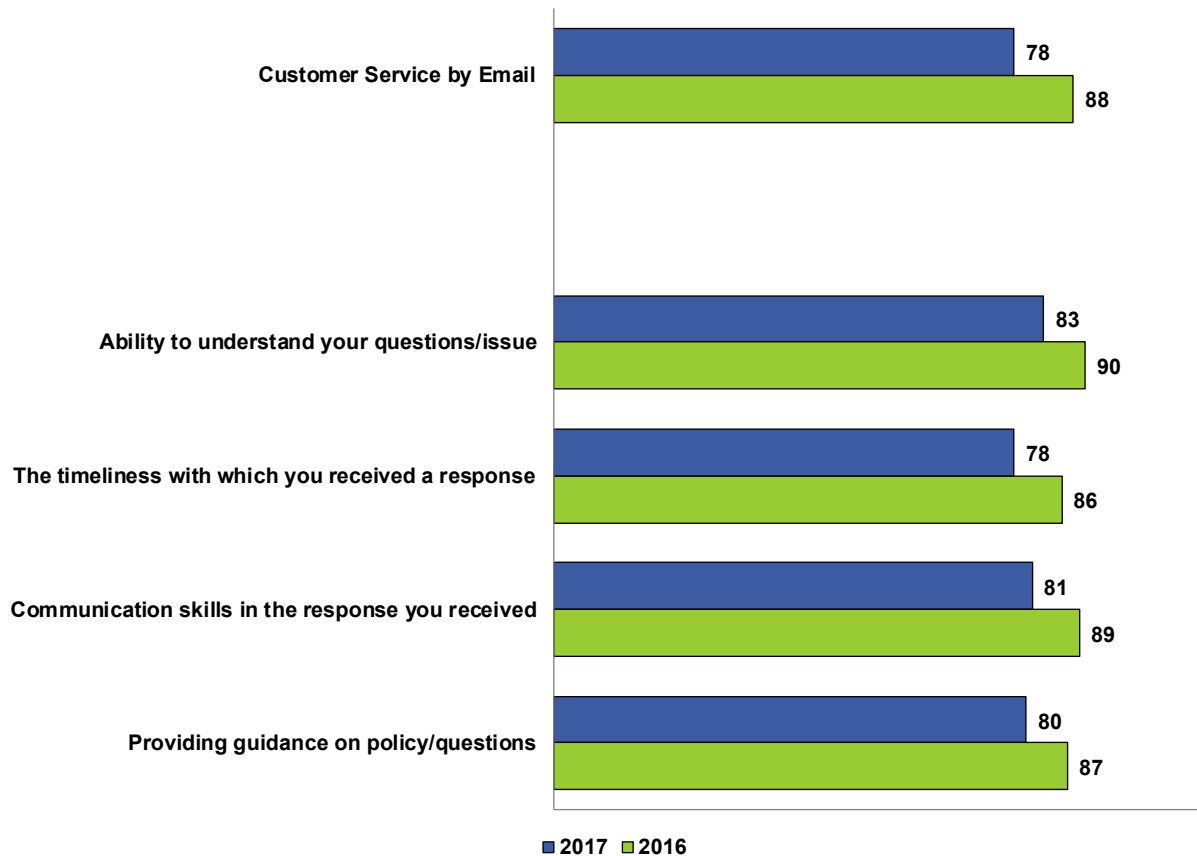


Figure 24 – Customer Service – E-mail Scores

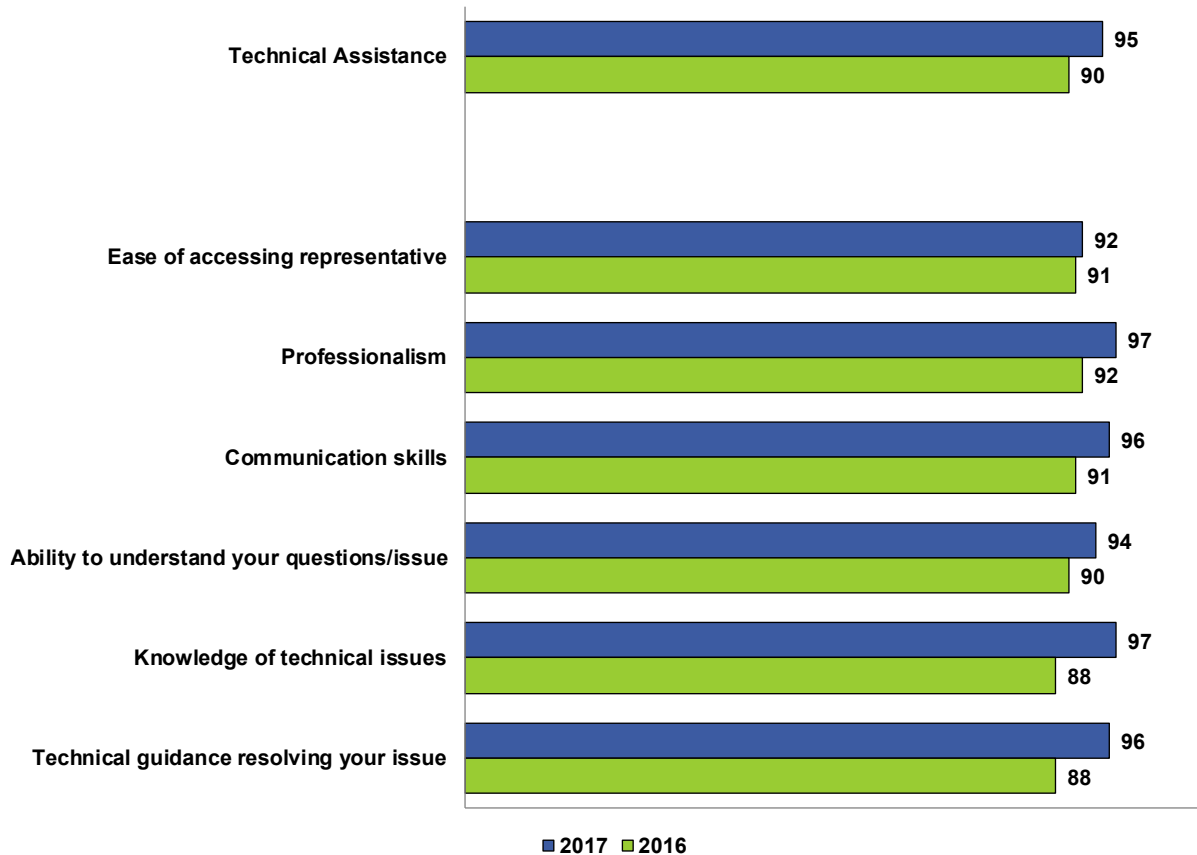


Insufficient responses (N=3) to calculate scores for New Enrollees

Technical Assistance

Just 2% of all respondents had *contacted Technical Assistance* in the past six months. This is a decrease of 2 percentage points from last year. Technical Assistance staff remain highly-rated as customers find *Technical Assistance* to be highly *professional* (97), have a *knowledge of technical issues* (97), and possess *strong communication skills* (96) Technical Assistance continues to resolve most issues as 100% of the 13 respondents who contacted Technical Assistance had their *issue resolved*.

Figure 25 – Technical Assistance Scores



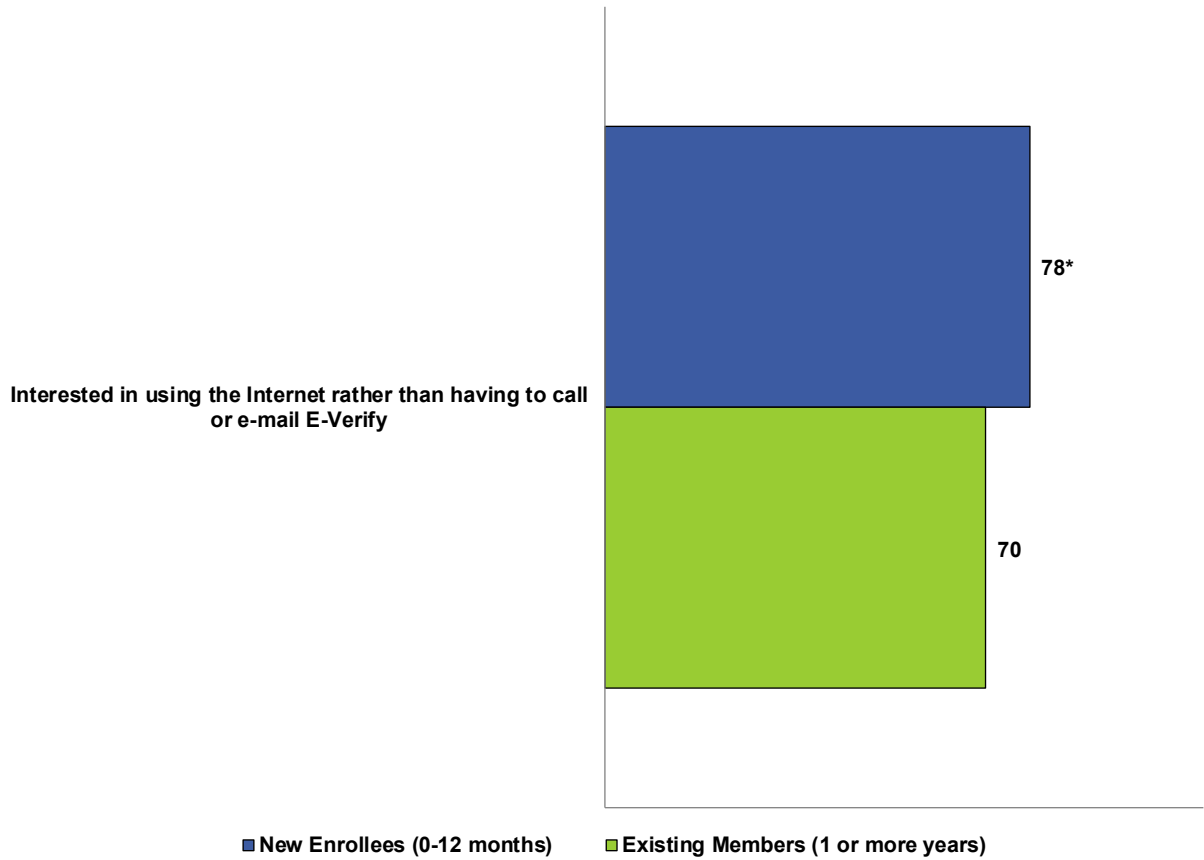
Insufficient responses (N=2) to calculate scores for New Enrollees

Internet Use

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

New enrollees (78) were showed more interest *in using the Internet to get assistance* than Existing Users (70). This is consistent with previous years.

Figure 26 – Internet Use – Interest in using Internet Help Scores



New Enrollees N=79

Existing Users N=648

**Statistically Significant at 90% confidence level*

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

System Integrity

Over half of the total sample (64%) believe E-Verify is *doing enough to ensure companies adhere to E-Verify policies*. This is similar to last year. Likewise, 70% believe *adequate safeguards exist to ensure employers use the E-Verify system properly*. Those who believe E-Verify is doing enough to ensure compliance and employ adequate safeguards tend to have higher Customer Satisfaction Index (CSI) scores than those who do not or who don't know.

System Integrity – Policies and Safeguards

Figure 27 – System Integrity – Policies and Safeguards Charts

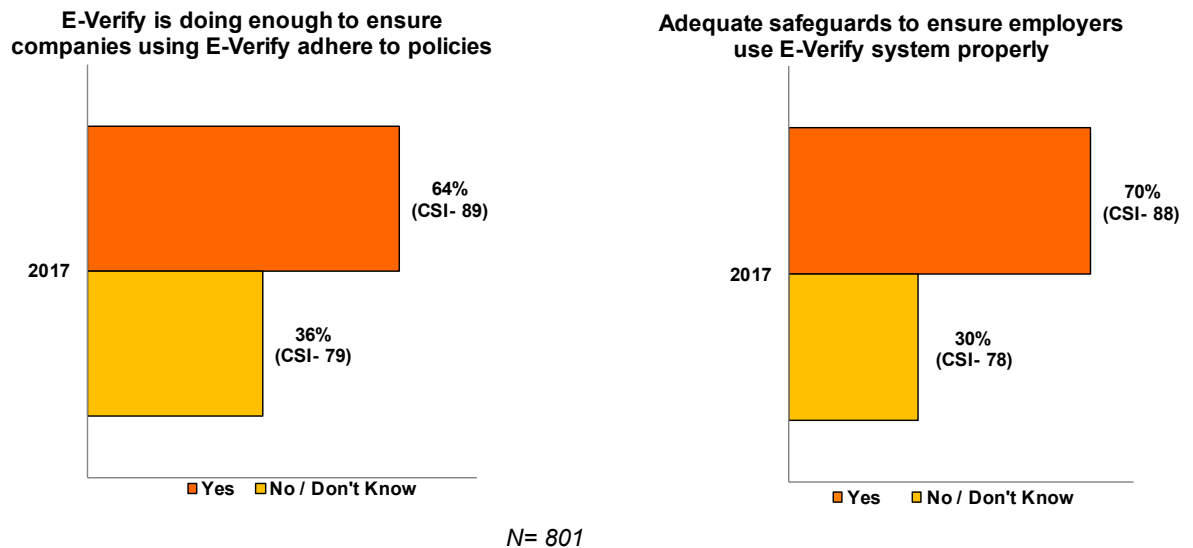


Figure 28 – System Integrity – Policies and Safeguards Tables

E-Verify is doing enough to ensure companies using E-Verify adhere to policies	2016 Percent	2016 Sample	2016 Satisfaction	2017 Percent	2017 Sample	2017 Satisfaction
Yes	63%	1,205	88	64%	509	89
No / Do not know	37%	714	81	36%	292	79
Number of Respondents	1,919	1,919	1,919	801	801	801

Adequate safeguards to ensure employers use E-Verify system properly	2016 Percent	2016 Sample	2016 Satisfaction	2017 Percent	2017 Sample	2017 Satisfaction
Yes	71%	1,365	88	70%	558	88
No / Do Not Know	29%	554	80	30%	243	78
Number of Respondents	1,919	1,919	1,919	801	801	801

Outreach and Communications

When all users were asked how they first learned about E-Verify, the employee's *Company/HR/Corporate Office* (35%) remains the most mentioned resource again in 2017. *Local, State or Federal Government* receives the second highest percentage of responses (21%); an increase of six percentage points from last year. *E-Verify materials* and the *E-Verify website* collectively account for 23% of mentions.

Figure 29 – How Did You Learn About E-Verify

How did you first learn about E-Verify	2016 Percent	2016 Frequency	2017 Percent	2017 Frequency
E-Verify materials or presentation	9%	155	11%	62
E-Verify website	9%	158	12%	68
USCIS or SSA materials or presentation	7%	121	6%	35
USCIS or SSA website	2%	39	3%	14
My Company/HR/Corporate Office	33%	578	35%	196
Colleague/Employee	7%	120	6%	35
Local, State or Federal Government	15%	266	21%	117
Print advertisement	0%	5	0%	0
Online advertisement	1%	15	0%	0
Radio advertisement	0%	2	0%	2
Billboard advertisement	0%	2	5%	28
Media coverage	2%	40	0%	0
Information from a client	4%	79	0%	0
Information from a professional organization	10%	168	0%	0
U.S. Immigration and Customs Enforcement audit or visit	1%	11	0%	0
Number of Respondents	1,759	1,759	557	557

Of those who were required to use E-Verify, *Local, State and Federal Government* (46%) and *Company/HR/Corporate Office* (27%) were the major resources respondents used to learn about E-Verify requirements.

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

How did you learn about requirement to participate in E-Verify	2016 Percent	2016 Frequency	2017 Percent	2017 Frequency
E-Verify materials or presentation	8%	13	4%	2
E-Verify website	5%	8	10%	5
USCIS or SSA materials or presentation	3%	5	8%	4
USCIS or SSA website	2%	4	4%	2
My Company/HR/Corporate Office	18%	29	27%	14
Colleague/Employee	5%	8	2%	1
Local, State or Federal Government	35%	57	46%	24
Print advertisement	1%	2	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	0%	0	0%	0
Media coverage	3%	5	0%	0
Information from a client	6%	9	0%	0
Information from a professional organization	13%	21	0%	0
U.S. Immigration and Customs Enforcement audit or visit	1%	1	0%	0
Number of Respondents	162	162	52	52

When asked about the reasons for signing up for E-Verify, the top three reasons were *Improving ability to verify work authorization* (43%), *Federal government requirement* (36%), and *Required participation from state or local government* (32%).

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

Why did your company sign up for E-Verify~	2016 Percent	2016 Frequency	2017 Percent	2017 Frequency
Parent company required participation	10%	190	8%	67
State or local government/state or local contractor required participation	31%	588	32%	260
Federal government/federal contractor required participation	39%	744	36%	292
To satisfy a client’s request	8%	147	6%	48
Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine	11%	207	12%	97
To improve ability to verify work authorization	41%	782	43%	343
Believed it would make us more competitive with others in our industry	5%	104	5%	41
Other	4%	73	4%	36
Number of Respondents	1,919	1,919	801	801

~multiple answers allowed

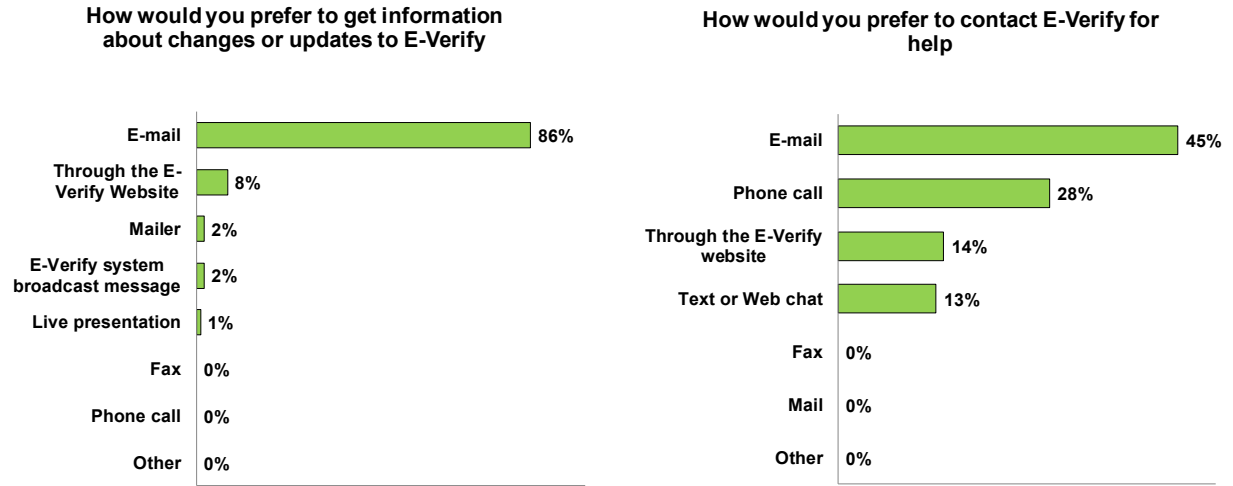
Two-thirds (66%) of those who were required to use E-Verify reported they would be *very likely to continue to do so even if not required* and another 20% would be *somewhat likely to continue to use it without a requirement*. Only 5% said they would not use it at all.

Figure 32 – Likelihood To Continue Using E-Verify

Likelihood to continue using E-Verify if no longer required to do so	2016 Percent	2016 Frequency	2017 Percent	2017 Frequency
Very likely	66%	823	66%	341
Somewhat likely	20%	250	20%	101
Not Too Likely	9%	107	9%	45
Not At All Likely	6%	74	5%	26
Number of Respondents	1,254	1,254	513	513

The clear majority of all users (86%) prefer e-mail as the mode for *getting information about changes or updates to E-Verify*. *E-mail* (45%) also remains also most preferred method of *contacting E-Verify for help*. Just over one-quarter (28%) prefer to use *the phone*. This is a decrease of five percentage points from last year.

Figure 33 – Preferred Contact Method Charts



N=801

Figure 34 – Preferred Method About Hearing Changes

How would you prefer to get information about changes or updates to E-Verify	2016 Percent	2016 Frequency	2017 Percent	2017 Frequency
E-mail	86%	1,647	86%	686
Fax	0%	4	0%	4
Mailer	2%	39	2%	20
E-Verify system broadcast message	2%	42	2%	14
Phone call	0%	4	0%	3
Through the E-Verify Website	8%	157	8%	65
Live presentation	0%	7	1%	6
Other	1%	19	0%	3
Number of Respondents	1,919	1,919	801	801

Figure 35 – Preferred Method For Receiving Help

How would prefer to contact E-Verify for help	2016 Percent	2016 Frequency	2017 Percent	2017 Frequency
E-mail	42%	808	45%	357
Fax	0%	0	0%	0
Mail	0%	2	0%	0
Text or Web chat	12%	235	13%	102
Phone call	33%	639	28%	225
Through the E-Verify website	11%	216	14%	114
Other	1%	19	0%	3
Number of Respondents	1,919	1,919	801	801

Text Comment Analysis

The survey contained a few open-ended questions where respondents could provide their thoughts to the following questions. Comments were read and content analyzed to discern any meta themes within each question.

When asked on how E-Verify can be improved, it should be noted that the most common comment was that the E-Verify program was “good as is” and did not require any changes as this sampling of the 31 comments provided can attest.

- *“I trust that e-verify is accurate in their confirming employment eligibility. It is quick and efficient.”*
- *“Again, very satisfied with E-Verify. Have had no issues that weren't resolved quickly in a phone call. Very professional and helpful staff.”*
- *“Excellent website. Protect my business and make me feel safe.”*

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

Making E-Verify mandatory for all companies (13 comments):

- *“E-verify should be mandatory for all US businesses with all new-hires and re-hires. This should not be an optional program in the United States or US Provinces.”*
- *“E-Verify should be a requirement for all employers to participate in when hiring new employees. There is no other way to prevent companies from employing illegal workers. Companies that use E-Verify are at a disadvantage when competing with companies that hire illegals.”*

Issues with passwords (10 comments), and I-9 forms (5 comments):

- *“I realize it is a security effort, but it is ridiculous to require such frequent password changes. Due to the strict guidelines for what a password can be, it makes it EXTREMELY difficult to even create one, much less do 8-10 unique ones before they can repeat. This FORCES a normal person to have their password UNSAFE by writing it down because it cannot be memorized, completely undoing the intention of making it ultra safe.”*
- *“As an employer who has to participate in E-Verify due to size, not having to complete a Form I-9 would be great. It's a redundant process which gathers and confirms all the same information.”*

Items with just a couple comments included issues with the time frame allowed to complete a transaction, the ability of E-Verify to deal with multiple locations, and the possibility of duplicate effort:

- *“The two-day cutoff period is terribly inconvenient, particularly if the E-verify admin of the company is off or on vacation.”*
- *“Please lengthen the number of days for which I can keep my account as active without having used it. I only hire people about once per year (or ideally a little more rarely), and I don't like the threat of losing the account in less than a year of inactivity.”*
- *“Easier process for transferring users between accounts. For large companies with multiple entities and therefore multiple e-verify accounts, the process is cumbersome. Easier process for by-passing the tutorial in this case - existing e-verify user transferring to a new account.”*
- *“There are too many government groups doing the EXACT same thing. My tax dollars could be better spent by combining and cutting and becoming cost effective and efficient.”*

When asked if they had any suggestions to make the case creation process easier, respondents cited four major items:

Difficulty in changing/maintaining passwords (16 comments)

- *“Don't make the password be reset so frequently and the password rules are ridiculous.”*
- *“Make me not have to change my password every 90 days. I rarely use the site so I always have to call in to get a password to change my password. Not always a fast call.”*
- *“Password change requirements are too frequent. Nobody wants to spend time coming up with new passwords. The entire process is just a redo of the i9 that we've already done.”*

Electronic I9 forms (14 comments)

- *“Making I-9's electronic would be very helpful, as I am essentially re-entering information that I've already entered on the I-9 when I am creating a case for Everify.”*
- *“It has gotten a lot easier since the system was first launched. I think the system is great. Having the capability to do the I9 in the same system would be an absolute dream.”*

Site navigation (13 comments)

- *“All information on one screen. Too many screens and questions. Simplify it.”*
- *“When I finish typing a number or word with a finite number of digits (like a social security number or segments thereof), the cursor should advance automatically to the next box. When I 'tab' off of the final field on a page, it the selection should automatically land on 'next'. When entering multiple new hires at a time, this kind of flow would decrease entry time considerably.”*

The time frame in which cases can be entered (11 comments)

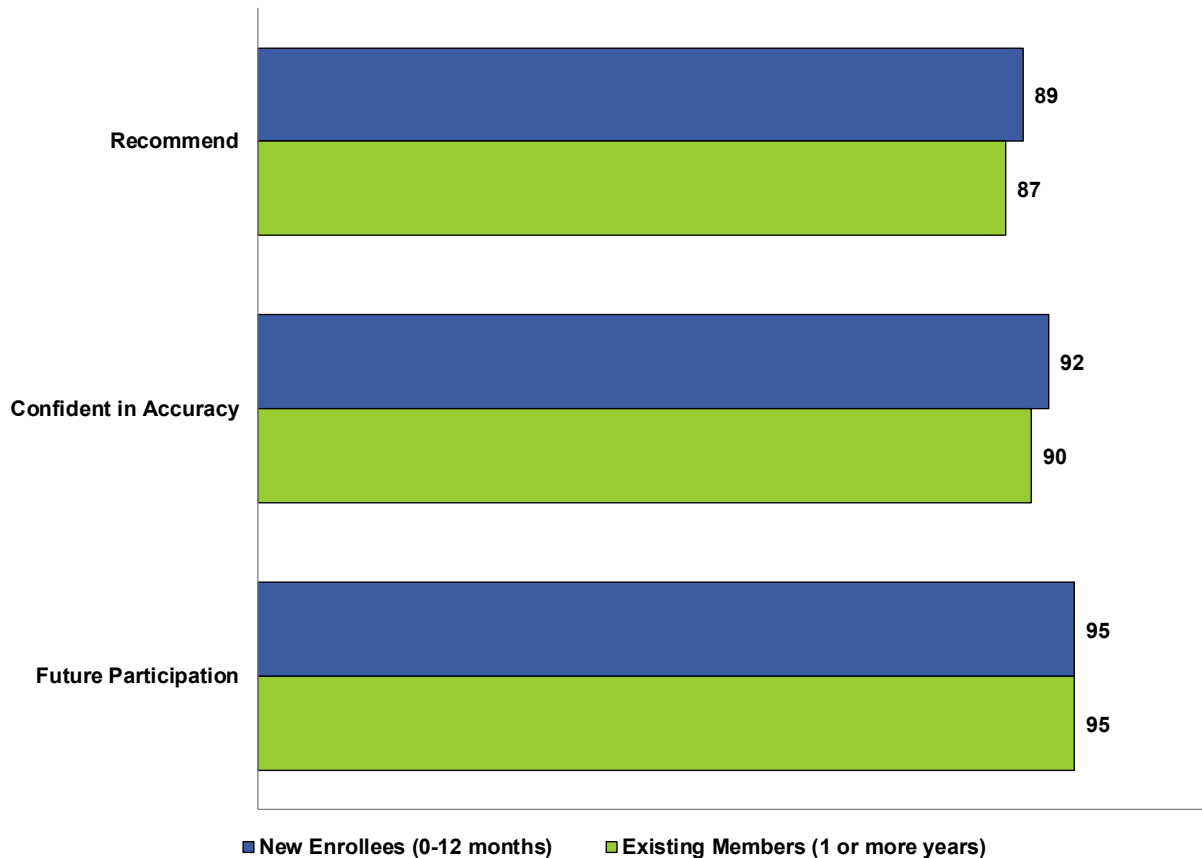
- *“Because some of our applicants are not located in our general area, completing the E-Verify 3-day requirement for submission after the beginning employment date is sometimes difficult. Often forms are delayed in getting returned to our personnel department within that 3-day period.”*
- *“Allow more than 3 days to complete e-verify process. This will be helpful with e-verify completion accuracy, and will allow for time should any technical difficulties occur.”*

The full breakdown of comments is listed in Appendix E.

Outcomes

Three single-attribute outcome behaviors were measured in the survey: *Likelihood to Recommend*, *Confidence in the Accuracy of the Program* and *Likelihood to Participate in the Program in the Future*. Both new and existing users remain confident in program accuracy, are highly likely to use E-Verify again in the future, and are likely to recommend E-Verify.

Figure 36 – Outcome Behavior Scores



New Enrollees N=83

Existing Users N=718

**Statistically Significant at 90% confidence level*

Priority Matrix

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

Figure 37 – New Enrollees Priority Matrix

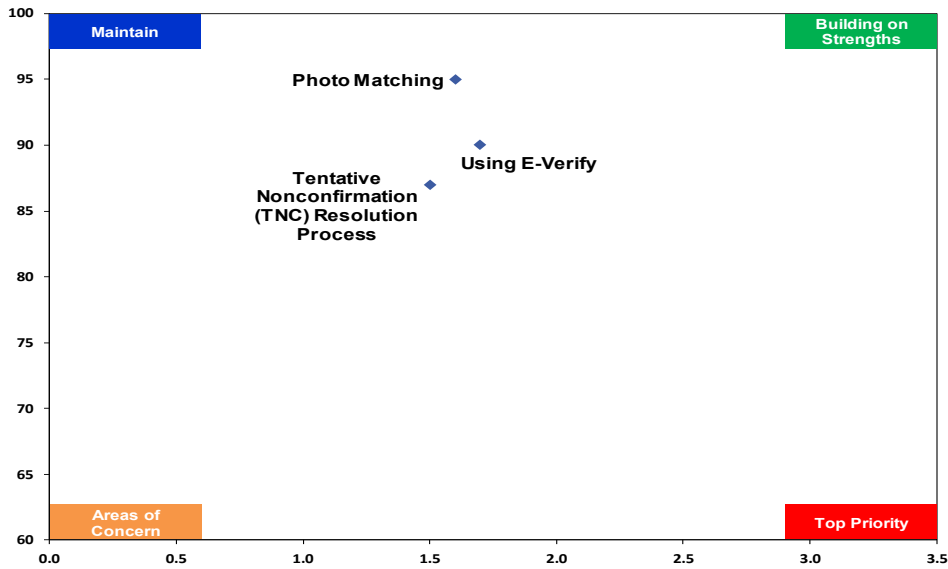
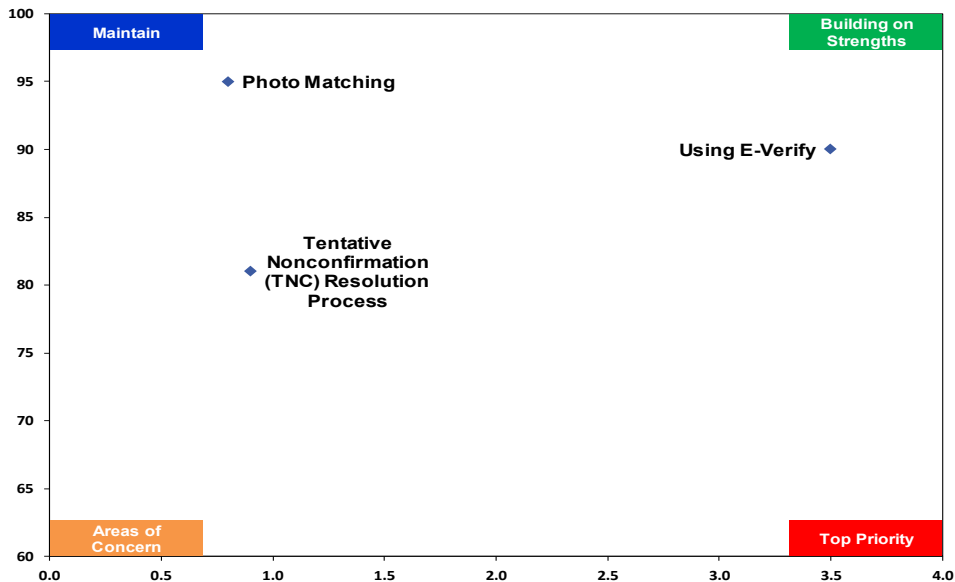


Figure 38 – Existing Users Priority Matrix



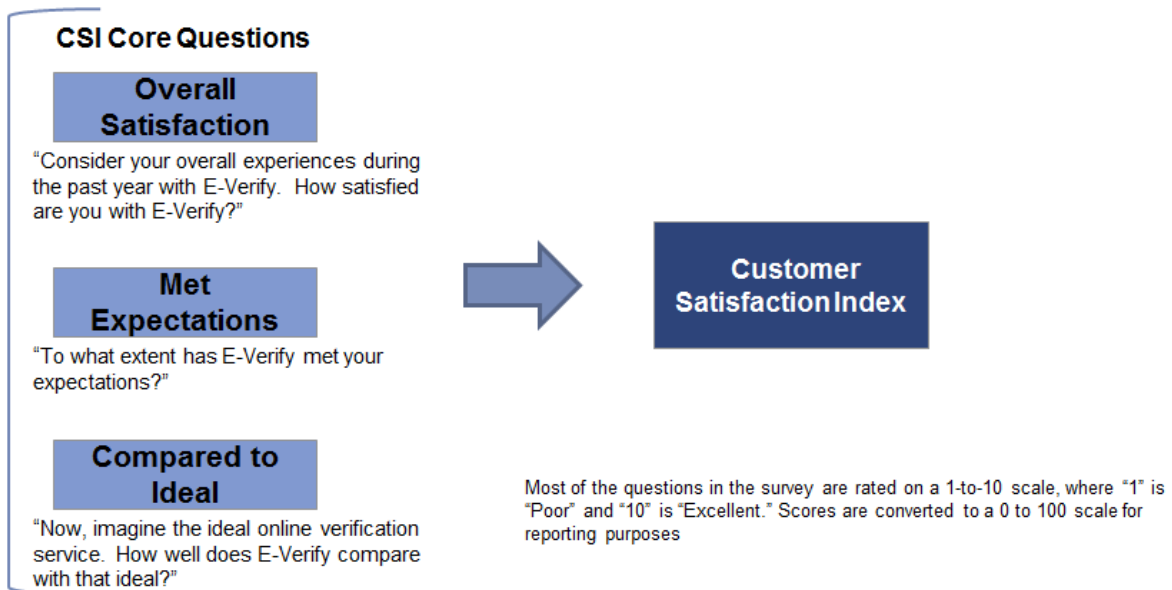
APPENDIX A: CUSTOMER SATISFACTION MODELS

Customer Satisfaction Models

The same customer satisfaction model, developed for the 2009 baseline study, was used to evaluate the areas (drivers), which are hypothesized to affect satisfaction with E-Verify. The Customer Satisfaction Model is comprised of three components: 1) the Customer Satisfaction Index or CSI, 2) Key Drivers of Satisfaction, and 3) Outcomes of Satisfaction². Each of these is discussed below.

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

Figure 39 – CSI Model Explanation



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

² Additional questions that are not included in the key driver indices, and thus not included in the actual satisfaction model, are still asked to provide information on use and satisfaction of E-Verify. Discussion of those results is provided separately.

in the survey. Respondents are asked to rate each item on a 1-to-10 scale with 1 being “poor” and 10 being “excellent.”

Responses to these items are converted to a 0-to-100 scale for reporting purposes. It is important to note that these scores are score averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.” Key Drivers of Satisfaction are used in the model to explain the relative importance of each area to satisfaction experience. In addition to the score, each driver also has an “impact number.” The impact number for each driver indicates how much a 5-point improvement in that driver would change the CSI score (see fig. 5 below full list of questions comprising the drivers). If the driver increases by less than or more than five points, the resulting change in the CSI would be the corresponding fraction of the original impact.

Survey Items Comprising Drivers of E-Verify Customer Satisfaction

Figure 40 – Drivers of Customer Satisfaction

- i. Driver 1) **Using E-Verify**
 1. Speed of receiving an initial response from E-Verify
 2. Ease of submitting I-9 information on E-Verify
 3. Clarity of next steps as described in the response
 4. Ease of Navigating the E-Verify Site
- ii. Driver 2) **TNC Resolution**
 1. TNC Referral Process
 2. Speed of resolving the case
 3. Ease of resolving the case
 4. Further action notice process
 5. Clarity of communications about the steps involved in the resolution process
- iii. Driver 3) **Photo Matching**
 1. Ease of photo matching process
 2. Helpfulness in preventing fraud

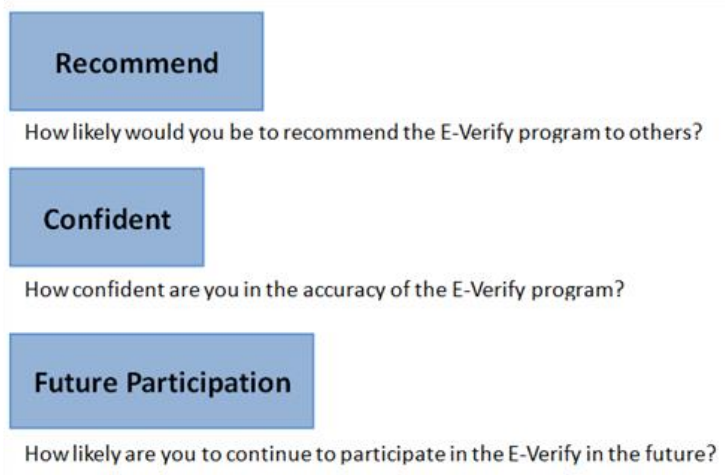
Outcomes of Satisfaction The third component of the models are called outcomes, shown as three single-attribute outcome behaviors that were measured in the survey; *Likelihood to Recommend*, *Confidence in the Accuracy of the Program*, and *Likelihood to Participate in the Program in the Future*. They are also converted to the same 1-100 scale as the satisfaction drivers. The impact number indicates how much a 5-point improvement in CSI will change the total individual outcomes score. If the CSI

increases by less than or more than five points, the resulting change in outcome would be the corresponding fraction of the original impact. These three questions address:

Outcomes:

- Willingness to Recommend
- Confident in Accuracy
- Future Participation

Figure 41 – Customer Satisfaction Outcomes



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

Non- Modeled Components

Figure 42 – Non- Modeled Components

- I. Customer Service
 1. Professionalism
 2. Communication Skills
 3. Ability to understand your question/issue
 4. Ease of accessing representative
 5. Providing guidance on policy/questions
- II. Technical Assistance

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

1. Professionalism
2. Communication Skills
3. Knowledge of technical issues
4. Ease of accessing representative
5. Technical guidance resolving your issue

III. Registration (New Enrollees Only)

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

IV. Tutorial (New Enrollees Only)

1. Ease of taking online training in terms of understanding content
2. Ease of accessing online resources
3. Helpfulness of information in User Manual
4. Ease of training process overall

Usefulness of online resources

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

V. Experience with E-Verify Listens

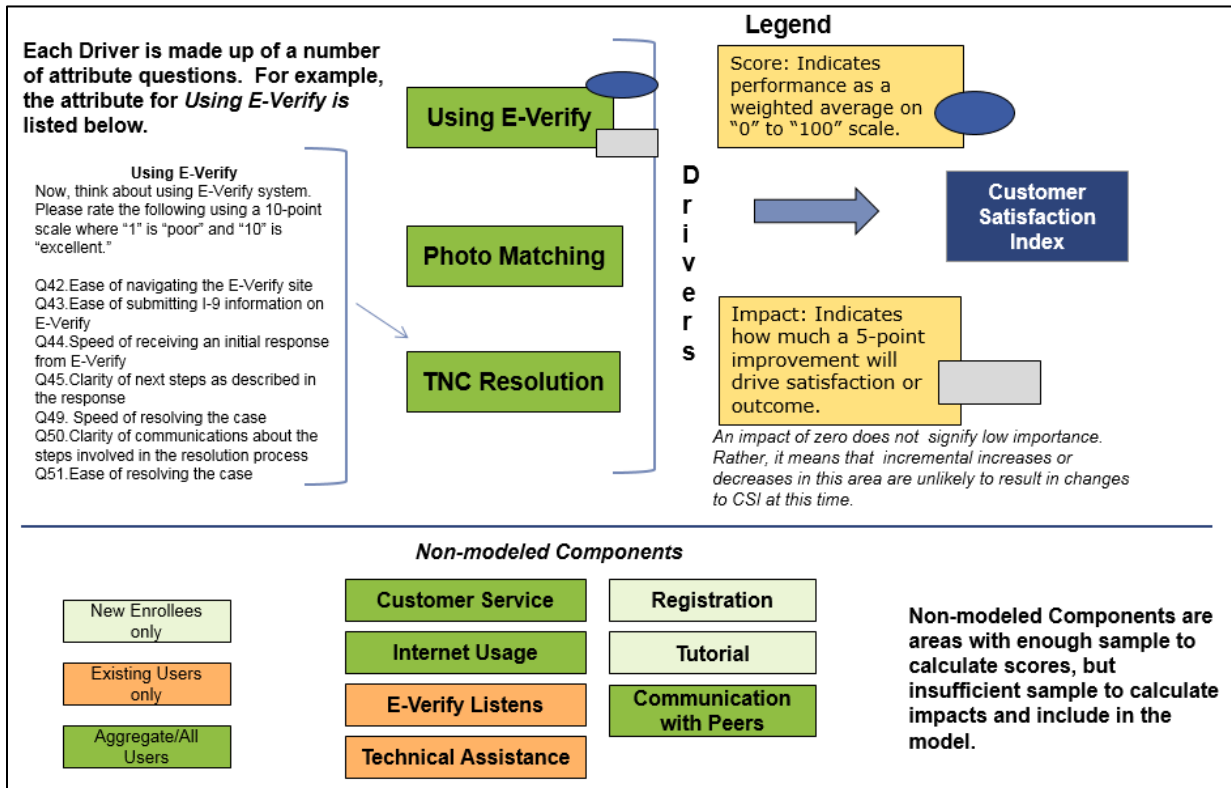
VI. Internet Usage

VII. Interest in Communication with Peers about E-Verify

Driver and Satisfaction Model Functionality Illustrations

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

Figure 43 – CSI Model Illustration



On the left-hand side of the model, each of the satisfaction drivers is shown. Driver scores, shown in the blue ovals, are the mean aggregate respondent scores for each individual question asked in the survey. Respondents were asked to rate each item on a 1-to-10 scale with 1 being "poor" and 10 being "excellent." These responses are converted to a 0-to-100 scale for reporting purposes. It is important to note that these scores are not percentages. The score is best thought of as an index, with 0 meaning "poor" and 100 meaning "excellent."

Impacts, shown in the gray rectangles, should be interpreted as the effect on the CSI if the initial driver were to be improved or decreased by five points. For example, if the score for *Using E-Verify* was 90 and the impact was 2.3, a five point increase in *Using E-Verify* would result in a 2.3 point increase in CSI. If the driver increases by less than or more than five points, the resulting change in the CSI would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by five points, the related improvement in the CSI would be the sum of the impacts. CSI, in turn, drives outcome behaviors shown on the right-hand side of the model. These outcomes include *Recommending E-Verify*, *Confidence in accuracy*, and *Likelihood to use E-Verify in the future*.

The impact CSI has on each of the outcomes is shown in the rectangle in the lower right-hand side of the box. For example, if *Recommend* has an impact of 4.8 for Existing Users. This means a 5-point improvement in Satisfaction will drive the likelihood to recommend score by 4.8 points.

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

APPENDIX B: SURVEY QUESTIONNAIRE

E-Verify Customer Survey 2017

Introduction

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

Please take a few moments to respond to this survey.

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

The Office of Management and Budget Control authorized this survey under OMB Survey control number 1090-0007, which expires May 31, 2018. For more details on OMB authorization, please visit the following [website](#).

Awareness / Registration

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

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

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

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

QC. We would appreciate it if you would either:

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

OR

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

NAME: _____

E-MAIL ADDRESS: _____

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

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

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

Q2. When did you learn about E-Verify?

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

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

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

8. Other (Please Specify: _____)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Tutorial

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

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

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

- Q16. Ease of taking online training in terms of understanding content
- Q17. Ease of completing online training in terms of time required
- Q18. Ease of accessing online resources
- Q19. Usefulness of online resources
- Q20. Ease of training process overall

- Q21. Please rate the usefulness of the following resources in helping you understand E-Verify processes and policies. Use a scale from "1" to "10", where "1" is "not very useful" and "10" is "very useful." If you did not use a particular resource, please select "Not applicable."

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Use

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

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

Q33. Have you ever used E-Verify?

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

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

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

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

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

[ALL IN Q35. SKIP TO Q37.]

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

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

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

[ALL IN Q36. SKIP TO D1]

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

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

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

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

Using E-Verify

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

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

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

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

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

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

Now, think about using E-Verify system.

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

[ROTATE "Q42" THRU "Q45".]

Q42. Ease of navigating the E-Verify site

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

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

Q45. Clarity of next steps as described in the response

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

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

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

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

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

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

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

Q49. Speed of resolving the case

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

Q51. Ease of resolving the case

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

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

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

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

Q54a. Do you find the duplicate case alert useful?

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

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

Photo Matching

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

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

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

Q56. Ease of photo matching process

Q57. Helpfulness in preventing fraud

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

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

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

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

Customer Service

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

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

Q61. Did you call about a password reset?

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

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

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

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

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

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

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

1. Acceptable
2. Too long

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

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

[ALL IN Q66 SKIP TO Q72.]

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q87. Ability to understand your questions/issue

Q88. The timeliness with which you received a response

Q89. Communication skills in the response you received

Q90. Providing guidance on policy/questions

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

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

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

Technical Assistance

Q93. Have you contacted E-Verify **technical assistance** (1-800-741-5023) in the past 6 months?

(This is a toll-free customer service line available to employers for assistance in resolving technical questions about the E-Verify operating system.)

1. Yes (CONTINUE)
2. No (SKIP TO Q103.)
3. Don't Know (SKIP TO Q103.)

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

1. Acceptable
2. Too long

Think about the technical assistance that you received when you contacted E-Verify. Please rate the representative(s) who assisted you on the following using a 10-point scale where "1" is "poor" and "10" is "excellent." [ROTATE Q95 THRU Q100.]

- Q95. Ease of accessing representative
Q96. Professionalism
Q97. Communication skills
Q98. Ability to understand your questions/issue
Q99. Knowledge of technical issues
Q100. Technical guidance resolving your issue

Q101. Was your reason or issue you called technical assistance resolved?

1. Yes (CONTINUE)
2. No (SKIP TO Q103.)
3. Don't Know (SKIP TO Q103.)

Q102. How many calls were needed to resolve your issue?

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

Policies and Regulations

Q103. In your opinion, do you think E-Verify is doing enough to ensure that companies using E-Verify adhere to the program's policies and regulations?

1. Yes
2. Not Sure / Do not know
3. No

Q104. In your opinion, does E-Verify have adequate safeguards in place to ensure that employers use the E-Verify system properly?

1. Yes

2. Not Sure / Do not know
3. No

[IF Q103. OR Q104 IS “NO”, ASK Q105.]

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

Communications

Q106. How would you prefer to get information about changes or updates to E-Verify? (Select only one.)

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

Q107. How would you prefer to contact E-Verify for help? (Select only one.)

1. E-mail
2. Fax
3. Mail
4. Text or Web chat
5. Phone call
6. Through the E-Verify Website
7. Other (Please specify: _____)

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

E-Verify Listens

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

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

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

ACSI Benchmark Questions

ACSI-1. First, please consider your overall experiences during the past year with E-Verify.

Using a 10-point scale on which “1” means “very dissatisfied” and “10” means “very satisfied,” how satisfied are you with E-Verify?

ACSI-2. To what extent has E-Verify met your expectations?

Please use a 10-point scale on which "1" means "not met your expectations" and "10" means, "exceeds your expectations."

ACSI-3. Now, imagine the ideal online verification service. How well does E-Verify compare with that ideal?

Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

Outcomes

ACSI-4. If asked how likely would you be to recommend the E-Verify program to others?

Please use a 10-point scale where “1” means “Not Very Likely” and “10” means “Very likely.”

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

ACSI-6. How likely are you to continue to participate in the E-Verify program in the future?

Please use a 10-point scale where “1” means “Not Very Likely” and “10” means “Very Likely.”

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

Monitoring and Compliance

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

Yes

No (skip to next section)

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

- a. Email
- b. Phone call
- c. Desk review
- d. Site visit
- e. Other

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

Demographics

D1. In which state are you located?

D2. How many people do you employ?

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

D3. Do you consider yourself a small business?

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

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

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

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

APPENDIX C: NON-MODELED RESPONSES

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

Year over Year Comparison

Figure 44 - 2016 v 2017 Demographics

	2016		2017	
	%	N	%	N
How did you first learn about E-Verify				
E-Verify materials or presentation	9%	155	11%	62
E-Verify website	9%	158	12% ↑	68
USCIS or SSA materials or presentation	7%	121	6%	35
USCIS or SSA website	2%	39	3%	14
My Company/HR/Corporate Office	33%	578	35%	196
Colleague/Employee	7%	120	6%	35
Local, State or Federal Government	15%	266	21% ↑	117
Print advertisement	0%	5	0%	0
Online advertisement	1%	15	0%	0
Radio advertisement	0%	2	0%	2
Billboard advertisement	0%	2	5% ↑	28
Media coverage	2%	40	0%	0
Information from a client	4%	79	0%	0
Information from a professional organization	10%	168	0%	0
U.S. Immigration and Customs Enforcement audit or visit	1%	11	0%	0
Number of Respondents		1,759		557

	2016		2017	
	%	N	%	N
When did you learn about E-Verify				
Within the last six months	2%	36	2%	15
Within the last six to twelve months	4%	74	5%	37
One or two years ago	14%	264	12%	100
More than two years ago	75%	1,446	76%	612
Don't remember	5%	99	5%	37
Number of Respondents		1,919		801

Why did your company sign up for E-Verify~				
Parent company required participation	10%	190	8%	67
State or local government/state or local contractor required participation	31%	588	32%	260
Federal government/federal contractor required participation	39%	744	36%	292
To satisfy a client's request	8%	147	6%	48
Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine	11%	207	12%	97
To improve ability to verify work authorization	41%	782	43%	343
Believed it would make us more competitive with others in our industry	5%	104	5%	41
Other	4%	73	4%	36
Number of Respondents	1,919	1,919	801	801

Likelihood to continue using E-Verify if no longer required to do so				
Very likely	66%	823	66%	341
Somewhat likely	20%	250	20%	101
Not Too Likely	9%	107	9%	45
Not At All Likely	6%	74	5%	26
Number of Respondents	1,254	1,254	513	513

	2016		2017	
	%	N	%	N
How did you learn about requirement to participate in E-Verify				
E-Verify materials or presentation	8%	13	4%	2
E-Verify website	5%	8	10%	5
USCIS or SSA materials or presentation	3%	5	8%	4
USCIS or SSA website	2%	4	4%	2
My Company/HR/Corporate Office	18%	29	27%	14
Colleague/Employee	5%	8	2%	1
Local, State or Federal Government	35%	57	46%	24
Print advertisement	1%	2	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	0%	0	0%	0
Media coverage	3%	5	0%	0
Information from a client	6%	9	0%	0
Information from a professional organization	13%	21	0%	0
U.S. Immigration and Customs Enforcement audit or visit	1%	1	0%	0
Number of Respondents	162		52	

When did your organization enroll with E-Verify				
Within the last six months	3%	57	4%	29
Within the last six to twelve months	5%	104	7%	54
One or two years ago	19%	362	15% ↓	122
More than two years ago	73%	1,396	74%	596
Number of Respondents	1,919		801	

Did you enroll your organization with E-Verify				
I personally enrolled our organization	82%	132	82%	68
Someone else in our organization enrolled us with E-Verify	16%	26	17%	14
Don't know	2%	3	1%	1
Number of Respondents	161		83	

	2016		2017	
	%	N	%	N
Completed training and online tutorial during E-Verify sign up process				
Completed the training	94%	151	94%	78
Did not complete the training	6%	10	6%	5
Number of Respondents	161		83	

Used the E-Verify User Manual				
Have used the User Manual	48%	72	55%	43
Have not used the User Manual	52%	79	45%	35
Number of Respondents	151		78	

Used table of contents				
Used table of contents	64%	46	53%	23
Did not use table of contents	8%	6	2%	1
Don't remember	28%	20	44% ↑	19
Number of Respondents	72		43	

Is the training provided useful in helping employers pass the required test				
Training provided is useful	87%	132	97% ↑	76
Training provided is not useful	2%	3	0%	0
Don't know	11%	16	3% ↓	2
Number of Respondents	151		78	

Tutorial and required test adequately prepare employers to use E-Verify				
Test prepares employers	90%	136	97% ↑	76
Test does not prepare employers	4%	6	0%	0
Don't know	6%	9	3%	2
Number of Respondents	151		78	

	2016		2017	
	%	N	%	N
Have you used E-Verify in the past six months				
Used E-Verify past 6 months	92%	1,772	91%	732
Have not used E-Verify in past 6 months	7%	131	8%	62
Don't know	1%	16	1%	7
Number of Respondents	1,919		801	

Have you ever used E-Verify				
Used E-Verify	100%	147	100%	69
Have not used E-Verify	0%	0	0%	0
Don't know	0%	0	0%	0
Number of Respondents	147		69	

About how long has it been since you last used E-Verify				
Seven to twelve months	71%	104	55% ↓	38
One to two years	26%	38	33%	23
More than two years	3%	5	12% ↑	8
Number of Respondents	147		69	

Why you have not used E-Verify within the past six months~				
Have not hired any new employees in past six months	82%	121	80%	55
No longer want to participate in E-Verify	1%	1	3%	2
It was too difficult to use the E-Verify system	1%	1	1%	1
No longer see any value to using E-Verify	1%	1	4%	3
Using E-Verify required us to let go of some existing employees	0%	0	0%	0
Using E-Verify made us less competitive in the marketplace	0%	0	0%	0
No one on our current staff has completed the E-Verify tutorial	0%	0	0%	0
Other	18%	26	12%	8
Number of Respondents	147		69	

	2016		2017	
	%	N	%	N
Which best describes your organization as a user of E-Verify				
General User	94%	1,801	94%	755
Temporary Agency or Employment Agency	3%	63	3%	23
E-Verify Employer Agent	3%	55	3%	23
Number of Respondents	1,919		801	

Which best describes how frequently you use E-Verify				
Once a week or more	16%	316	17%	140
Two or three times a month	20%	387	17% ↓	133
About once a month	13%	252	14%	112
Once every few months	30%	571	29%	232
Once or twice a year	15%	290	17%	133
Less than once a year	5%	103	6%	51
Number of Respondents	1,919		801	

How usually generate E-Verify case				
Website	93%	1,776	90% ↓	720
Web services	5%	95	6%	47
Website and Web service	3%	48	4% ↑	34
Number of Respondents	1,919		801	

Find the addition of electronic I-9 useful				
Would find useful	52%	923	54%	388
Would not find useful	16%	280	16%	113
Don't know	32%	573	30%	219
Number of Respondents	1,776		720	

	2016		2017	
	%	N	%	N
Use pre-TNC check page				
Use page	36%	690	35%	278
Do not use page	42%	797	40%	321
Don't know	23%	432	25%	202
Number of Respondents	1,919		801	

Received a TNC in the past 6 months				
Received TNC	17%	321	16%	125
Did not receive TNC	69%	1,330	71%	565
Don't know	14%	268	14%	111
Number of Respondents	1,919		801	

How many TNCs received in the past 6 months				
One	57%	182	50%	63
2-5	34%	108	43% ↑	54
6-9	5%	15	2% ↓	2
10-24	3%	11	3%	4
25 or more	2%	5	2%	2
Number of Respondents	321		125	

Find duplicate case alert useful				
Find duplicate case alert useful	74%	237	74%	92
Do not find it useful	5%	15	7%	9
Don't know	21%	69	19%	24
Number of Respondents	321		125	

	2016		2017	
	%	N	%	N
How often you enter employees e-mail into E-Verify				
Never	53%	108	48%	38
Always	47%	94	53%	42
Number of Respondents	202		80	

Past 6 months while using E-Verify have you been prompted to match a photo				
Prompted to match a photo	48%	918	43% ↓	344
Not prompted to match a photo	47%	902	52% ↑	418
Don't know	5%	99	5%	39
Number of Respondents	1,919		801	

Have access to the required technology to complete the photo matching process				
Have convenient access	91%	834	92%	317
Do not have convenient access	4%	38	5%	18
Don't know	5%	46	3% ↓	9
Number of Respondents	918		344	

How do you submit info when photo doesnt match photo provided				
Scan and upload into E-Verify	37%	336	40%	136
Express Mail	1%	5	0%	0
Other	63%	577	60%	208
Number of Respondents	918		344	

Contacted E-Verify customer service by phone in the past 6 months				
Contacted customer service	11%	213	13%	104
Did not contact customer service	87%	1,660	85%	683
Don't know	2%	46	2%	14
Number of Respondents	1,919		801	

	2016		2017	
	%	N	%	N
Satisfaction with your experience when you contacted E-Verify customer service				
Very satisfied	80%	171	81%	84
Somewhat satisfied	15%	33	13%	13
Somewhat dissatisfied	3%	6	6%	6
Very dissatisfied	1%	3	1%	1
Number of Respondents	213		104	

Called about a password reset				
Called about a password reset	26%	55	32%	33
Did not call about a password reset	72%	154	68%	71
Don't know	2%	4	0%	0
Number of Respondents	213		104	

Transferred during most recent call to E-Verify customer service				
Transferred during the call	11%	24	15%	16
Not transferred during the call	74%	157	67%	70
Don't know	15%	32	17%	18
Number of Respondents	213		104	

Amount of time you had to wait before the transfer was acceptable or too long				
Acceptable	96%	23	94%	15
Too long	4%	1	6%	1
Number of Respondents	24		16	

	2016		2017	
	%	N	%	N
During that call how many times were you transferred				
Once	92%	22	88%	14
Twice	4%	1	13%	2
Three times	0%	0	0%	0
More than three times	4%	1	0%	0
Number of Respondents		24		16

Issue resolved during most recent call to E-Verify customer service				
Issue resolved	94%	200	96%	100
Issue not resolved	4%	9	2%	2
Don't know	2%	4	2%	2
Number of Respondents		213		104

How many calls were needed to resolve your issue				
Resolved during first call	87%	174	89%	89
Needed to call back one additional time to resolve issue	11%	21	10%	10
Needed to call back two additional times to resolve issue	2%	3	1%	1
Needed to call back three or more additional times to resolve issue	1%	2	0%	0
Number of Respondents		200		100

Contacted E-Verify customer service by e-mail in the past 6 months				
E-mailed customer service	3%	58	3%	25
Have not e-mailed customer service	94%	1,804	95%	759
Don't know	3%	57	2%	17
Number of Respondents		1,919		801

	2016		2017	
	%	N	%	N
Satisfaction with your experience when you e-mailed E-Verify customer service				
Very satisfied	76%	44	52% ↓	13
Somewhat satisfied	16%	9	40% ↑	10
Somewhat dissatisfied	7%	4	0%	0
Very dissatisfied	2%	1	8%	2
Number of Respondents	58		25	

Question answered or issue resolved after e-mailing E-Verify customer service				
Issue resolved after e-mailing	88%	51	84%	21
Issue not resolved after e-mailing	10%	6	4%	1
Don't know	2%	1	12%	3
Number of Respondents	58		25	

Have you contacted E-Verify technical assistance in the past 6 months				
Contacted technical assistance	4%	70	2% ↓	13
Have not contacted technical assistance	93%	1,794	96% ↑	771
Don't know	3%	55	2%	17
Number of Respondents	1,919		801	

Amount of time before the call was transfer was acceptable or too long - TA				
Acceptable	94%	66	100% ↑	13
Too long	6%	4	0%	0
Number of Respondents	70		13	

Was your reason or issue you called technical assistance resolved				
Issue resolved	89%	62	100% ↑	13
Issue not resolved	10%	7	0%	0
Don't know	1%	1	0%	0
Number of Respondents	70		13	

	2016		2017	
	%	N	%	N
How many calls were needed to resolve your technical issue				
Resolved during first call	94%	58	85%	11
Needed to call back one additional time to resolve issue	5%	3	15%	2
Needed to call back two additional times to resolve issue	2%	1	0%	0
Needed to call back three or more additional times to resolve issue	0%	0	0%	0
Number of Respondents	62		13	

E-Verify is doing enough to ensure companies using E-Verify adhere to policies				
Yes	63%	1,205	64%	509
Not Sure / Do not know	36%	698	35%	281
No	1%	16	1%	11
Number of Respondents	1,919		801	

Adequate safeguards to ensure employers use E-Verify system properly				
Yes	71%	1,365	70%	558
Not Sure / Do not know	28%	532	29%	235
No	1%	22	1%	8
Number of Respondents	1,919		801	

How would you prefer to get information about changes or updates to E-Verify				
E-mail	86%	1,647	86%	686
Fax	0%	4	0%	4
Mailer	2%	39	2%	20
E-Verify system broadcast message	2%	42	2%	14
Phone call	0%	4	0%	3
Through the E-Verify Website	8%	157	8%	65
Live presentation	0%	7	1%	6
Other	1%	19	0% ↓	3
Number of Respondents	1,919	1,919	801	801

	2016		2017	
	%	N	%	N
How would prefer to contact E-Verify for help				
E-mail	42%	808	45%	357
Fax	0%	0	0%	0
Mail	0%	2	0%	0
Text or Web chat	12%	235	13%	102
Phone call	33%	639	28% ↓	225
Through the E-Verify website	11%	216	14% ↑	114
Other	1%	19	0% ↓	3
Number of Respondents	1,919	1,919	801	801

Used of aware of E-Verify Listens				
Yes	3%	61	2%	18
Don't know	97%	1,858	91% ↓	726
Don't know	0%	0	7%	57
Number of Respondents		1,919		801

Contacted by E-Verify Monitoring and Compliance Group in last 6 months				
Yes	4%	76	4%	29
No	96%	1,843	96%	772
Don't know	0%	0	0%	0
Number of Respondents		1,919		801

	2016		2017	
	%	N	%	N
How E-Verify Monitoring and Compliance Group contacted you				
E-mail	79%	60	90%	26
Phone call	16%	12	3% ↓	1
Desk review	1%	1	0%	0
Site visit	0%	0	7%	2
Other	4%	3	0%	0
Number of Respondents		76		29

How many people do you employ				
1-4	4%	83	6% ↑	49
5-29	30%	578	31%	248
30-99	30%	575	28%	221
100-299	20%	384	20%	158
300-999	10%	188	9%	74
1,000-9,999	4%	86	6%	47
10,000+	1%	25	0% ↓	4
Number of Respondents		1,919		801

	2016		2017	
	%	N	%	N
Primary industry in which your company or organization conducts business				
Agriculture/Food Processing	1%	23	1%	12
Defense/Defense Industry	2%	37	1%	10
Communications/Media	1%	17	1%	12
Construction/General Contracting	16%	316	16%	130
Education	3%	64	4%	34
Engineering	4%	84	4%	32
Financial Services	2%	37	3%	21
Healthcare/Public Health	8%	145	9%	69
Hospitality	4%	71	5% ↑	44
Information Technology	6%	108	4% ↓	33
Manufacturing	12%	222	11%	88
Non-Profit/Not-for-Profit	6%	109	4% ↓	33
Sales - Retail or Wholesale	7%	134	7%	59
Staffing/Personnel	2%	39	2%	17
Transportation	4%	80	4%	29
Utilities/Energy/Natural Resources	1%	25	1%	8
Professional Services/Consulting	6%	110	6%	45
Government Services	4%	82	4%	33
Other	11%	216	11%	92
Number of Respondents		1,919		801

Do you consider yourself a small business				
Small business	72%	1,383	73%	584
Not a small business	24%	467	23%	185
Don't know	4%	69	4%	32
Number of Respondents		1,919		801

State	2016		2017	
	%	N	%	N
AL	5%	98	6%	47
AK	0%	4	0%	0
AZ	4%	70	4%	35
AR	1%	15	0%	3
CA	7%	125	6%	47
CO	2%	42	2%	18
CT	0%	9	0%	2
DE	0%	1	0%	2
DC	0%	8	1%	6
FL	5%	91	4%	35
GA	8%	154	9%	71
GU	0%	1	0%	1
HI	0%	7	0%	2
ID	1%	10	0%	2
IL	2%	44	2%	17
IN	3%	58	2%	20
IA	1%	16	0% ↓	2
KS	1%	19	1%	7
KY	1%	15	0%	3
LA	2%	29	2%	13
ME	0%	4	0%	1
MD	2%	46	2%	16
MA	2%	30	1%	12
MI	2%	35	1% ↓	7
MN	1%	21	1%	11
MS	1%	15	1%	9
MO	5%	89	5%	37
MT	0%	7	0%	0

State	2016		2017	
	%	N	%	N
NE	2%	30	2%	15
NV	0%	9	0%	2
NH	0%	6	0%	1
NJ	2%	31	1% ↓	7
NM	0%	6	1%	6
NY	2%	44	3%	23
NC	6%	110	6%	50
ND	0%	4	0%	1
OH	1%	26	2%	16
OK	1%	25	1%	7
OR	1%	21	1%	6
PA	3%	53	3%	28
PR	0%	6	0%	2
RI	0%	2	0%	2
SC	5%	105	5%	44
SD	0%	8	0%	3
TN	3%	51	4%	31
TX	6%	112	6%	46
UT	2%	44	2%	17
VT	0%	1	0%	0
VA	6%	108	4%	35
WA	2%	29	3% ↑	23
WV	0%	4	0%	3
WI	1%	16	1%	6
WY	0%	5	0%	1
Number of Respondents		1,919		801

New Vs Existing Users Comparison

Figure 45 - New v Existing Demographics

	New Enrollees		Existing Members	
	%	N	%	N
How did you first learn about E-Verify				
E-Verify materials or presentation	14%	6	11%	56
E-Verify website	16%	7	12%	61
USCIS or SSA materials or presentation	2%	1	7% ↑	34
USCIS or SSA website	9%	4	2%	10
My Company/HR/Corporate Office	34%	15	35%	181
Colleague/Employee	9%	4	6%	31
Local, State or Federal Government	11%	5	22% ↑	112
Print advertisement	0%	0	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	2%	1	0%	1
Billboard advertisement	2%	1	5%	27
Media coverage	0%	0	0%	0
Information from a client	0%	0	0%	0
Information from a professional organization	0%	0	0%	0
U.S. Immigration and Customs Enforcement audit or visit	0%	0	0%	0
Number of Respondents		44		513

When did you learn about E-Verify				
Within the last six months	13%	11	1% ↓	4
Within the last six to twelve months	36%	30	1% ↓	7
One or two years ago	16%	13	12%	87
More than two years ago	29%	24	82% ↑	588
Don't remember	6%	5	4%	32
Number of Respondents		83		718

	New Enrollees		Existing Members	
	%	N	%	N
Why did your company sign up for E-Verify~				
Parent company required participation	10%	8	8%	59
State or local government/state or local contractor required participation	28%	23	33%	237
Federal government/federal contractor required participation	19%	16	38% ↑	276
To satisfy a client's request	7%	6	6%	42
Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine	12%	10	12%	87
To improve ability to verify work authorization	59%	49	41% ↓	294
Believed it would make us more competitive with others in our industry	8%	7	5%	34
Other	5%	4	4%	32
Number of Respondents		83		718

Likelihood to continue using E-Verify if no longer required to do so				
Very likely	73%	29	66%	312
Somewhat likely	20%	8	20%	93
Not Too Likely	5%	2	9%	43
Not At All Likely	3%	1	5%	25
Number of Respondents		40		473

	New Enrollees		Existing Members	
	%	N	%	N
How did you learn about requirement to participate in E-Verify				
E-Verify materials or presentation	50%	1	2%	1
E-Verify website	0%	0	10%	5
USCIS or SSA materials or presentation	0%	0	8%	4
USCIS or SSA website	0%	0	4%	2
My Company/HR/Corporate Office	0%	0	28%	14
Colleague/Employee	0%	0	2%	1
Local, State or Federal Government	50%	1	46%	23
Print advertisement	0%	0	0%	0
Online advertisement	0%	0	0%	0
Radio advertisement	0%	0	0%	0
Media coverage	0%	0	0%	0
Information from a client	0%	0	0%	0
Information from a professional organization	0%	0	0%	0
U.S. Immigration and Customs Enforcement audit or visit	0%	0	0%	0
Number of Respondents	2		50	

When did your organization enroll with E-Verify				
Within the last six months	35%	29	0%	0
Within the last six to twelve months	65%	54	0%	0
One or two years ago	0%	0	17%	122
More than two years ago	0%	0	83%	596
Number of Respondents	83		718	

Did you enroll your organization with E-Verify				
I personally enrolled our organization	82%	68	0%	0
Someone else in our organization enrolled us with E-Verify	17%	14	0%	0
Don't know	1%	1	0%	0
Number of Respondents	83		0	

	New Enrollees		Existing Members	
	%	N	%	N
Completed training and online tutorial during E-Verify sign up process				
Completed the training	94%	78	0%	0
Did not complete the training	6%	5	0%	0
Number of Respondents	83		0	

Used the E-Verify User Manual				
Have used the User Manual	55%	43	0%	0
Have not used the User Manual	45%	35	0%	0
Number of Respondents	78		0	

Used table of contents				
Used table of contents	53%	23	0%	0
Did not use table of contents	2%	1	0%	0
Don't remember	44%	19	0%	0
Number of Respondents	43		0	

Is the training provided useful in helping employers pass the required test				
Training provided is useful	97%	76	0%	0
Training provided is not useful	0%	0	0%	0
Don't know	3%	2	0%	0
Number of Respondents	78		0	

Tutorial and required test adequately prepare employers to use E-Verify				
Test prepares employers	97%	76	0%	0
Test does not prepare employers	0%	0	0%	0
Don't know	3%	2	0%	0
Number of Respondents	78		0	

	New Enrollees		Existing Members	
	%	N	%	N
Have you used E-Verify in the past six months				
Used E-Verify past 6 months	93%	77	91%	655
Have not used E-Verify in past 6 months	6%	5	8%	57
Don't know	1%	1	1%	6
Number of Respondents	83		718	

Have you ever used E-Verify				
Used E-Verify	100%	6	100%	63
Have not used E-Verify	0%	0	0%	0
Don't know	0%	0	0%	0
Number of Respondents	6		63	

About how long has it been since you last used E-Verify				
Seven to twelve months	83%	5	52% ↓	33
One to two years	17%	1	35%	22
More than two years	0%	0	13%	8
Number of Respondents	6		63	

Why you have not used E-Verify within the past six months~				
Have not hired any new employees in past six months	100%	6	78% ↓	49
No longer want to participate in E-Verify	0%	0	3%	2
It was too difficult to use the E-Verify system	0%	0	2%	1
No longer see any value to using E-Verify	0%	0	5%	3
Using E-Verify required us to let go of some existing employees	0%	0	0%	0
Using E-Verify made us less competitive in the marketplace	0%	0	0%	0
No one on our current staff has completed the E-Verify tutorial	0%	0	0%	0
Other	0%	0	13%	8
Number of Respondents	6		63	

	New Enrollees		Existing Members	
	%	N	%	N
Which best describes your organization as a user of E-Verify				
General User	94%	78	94%	677
Temporary Agency or Employment Agency	4%	3	3%	20
E-Verify Employer Agent	2%	2	3%	21
Number of Respondents	83		718	

Which best describes how frequently you use E-Verify				
Once a week or more	20%	17	17%	123
Two or three times a month	17%	14	17%	119
About once a month	10%	8	14%	104
Once every few months	28%	23	29%	209
Once or twice a year	22%	18	16%	115
Less than once a year	4%	3	7%	48
Number of Respondents	83		718	

How usually generate E-Verify case				
Website	80%	66	91% ↑	654
Web services	12%	10	5% ↓	37
Website and Web service	8%	7	4%	27
Number of Respondents	83		718	

Find the addition of electronic I-9 useful				
Would find useful	65%	43	53% ↓	345
Would not find useful	9%	6	16% ↑	107
Don't know	26%	17	31%	202
Number of Respondents	66		654	

	New Enrollees		Existing Members	
	%	N	%	N
Use pre-TNC check page				
Use page	36%	30	35%	248
Do not use page	30%	25	41% ↑	296
Don't know	34%	28	24% ↓	174
Number of Respondents	83		718	

Received a TNC in the past 6 months				
Received TNC	16%	13	16%	112
Did not receive TNC	69%	57	71%	508
Don't know	16%	13	14%	98
Number of Respondents	83		718	

How many TNCs received in the past 6 months				
One	46%	6	51%	57
2-5	54%	7	42%	47
6-9	0%	0	2%	2
10-24	0%	0	4%	4
25 or more	0%	0	2%	2
Number of Respondents	13		112	

Find duplicate case alert useful				
Find duplicate case alert useful	62%	8	75%	84
Do not find it useful	0%	0	8%	9
Don't know	38%	5	17%	19
Number of Respondents	13		112	

	New Enrollees		Existing Members	
	%	N	%	N
How often you enter employees e-mail into E-Verify				
Never	29%	2	49%	36
Always	71%	5	51%	37
Number of Respondents	7		73	

Past 6 months while using E-Verify have you been prompted to match a photo				
Prompted to match a photo	39%	32	43%	312
Not prompted to match a photo	55%	46	52%	372
Don't know	6%	5	5%	34
Number of Respondents	83		718	

Have access to the required technology to complete the photo matching process				
Have convenient access	88%	28	93%	289
Do not have convenient access	13%	4	4%	14
Don't know	0%	0	3%	9
Number of Respondents	32		312	

How do you submit info when photo doesnt match photo provided				
Scan and upload into E-Verify	69%	22	37% ↓	114
Express Mail	0%	0	0%	0
Other	31%	10	63% ↑	198
Number of Respondents	32		312	

Contacted E-Verify customer service by phone in the past 6 months				
Contacted customer service	27%	22	11% ↓	82
Did not contact customer service	69%	57	87% ↑	626
Don't know	5%	4	1%	10
Number of Respondents	83		718	

	New Enrollees		Existing Members	
	%	N	%	N
Satisfaction with your experience when you contacted E-Verify customer service				
Very satisfied	82%	18	80%	66
Somewhat satisfied	9%	2	13%	11
Somewhat dissatisfied	9%	2	5%	4
Very dissatisfied	0%	0	1%	1
Number of Respondents	22		82	

Called about a password reset				
Called about a password reset	32%	7	32%	26
Did not call about a password reset	68%	15	68%	56
Don't know	0%	0	0%	0
Number of Respondents	22		82	

Transferred during most recent call to E-Verify customer service				
Transferred during the call	27%	6	12%	10
Not transferred during the call	59%	13	70%	57
Don't know	14%	3	18%	15
Number of Respondents	22		82	

Amount of time you had to wait before the transfer was acceptable or too long				
Acceptable	100%	6	90%	9
Too long	0%	0	10%	1
Number of Respondents	6		10	

	New Enrollees		Existing Members	
	%	N	%	N
During that call how many times were you transferred				
Once	83%	5	90%	9
Twice	17%	1	10%	1
Three times	0%	0	0%	0
More than three times	0%	0	0%	0
Number of Respondents		6		10

Issue resolved during most recent call to E-Verify customer service				
Issue resolved	100%	22	95% ↓	78
Issue not resolved	0%	0	2%	2
Don't know	0%	0	2%	2
Number of Respondents		22		82

How many calls were needed to resolve your issue				
Resolved during first call	73%	16	94% ↑	73
Needed to call back one additional time to resolve issue	27%	6	5% ↓	4
Needed to call back two additional times to resolve issue	0%	0	1%	1
Needed to call back three or more additional times to resolve issue	0%	0	0%	0
Number of Respondents		22		78

Contacted E-Verify customer service by e-mail in the past 6 months				
E-mailed customer service	4%	3	3%	22
Have not e-mailed customer service	93%	77	95%	682
Don't know	4%	3	2%	14
Number of Respondents		83		718

	New Enrollees		Existing Members	
	%	N	%	N
Satisfaction with your experience when you e-mailed E-Verify customer service				
Very satisfied	67%	2	50%	11
Somewhat satisfied	33%	1	41%	9
Somewhat dissatisfied	0%	0	0%	0
Very dissatisfied	0%	0	9%	2
Number of Respondents	3		22	

Question answered or issue resolved after e-mailing E-Verify customer service				
Issue resolved after e-mailing	100%	3	82% ↓	18
Issue not resolved after e-mailing	0%	0	5%	1
Don't know	0%	0	14%	3
Number of Respondents	3		22	

Have you contacted E-Verify technical assistance in the past 6 months				
Contacted technical assistance	2%	2	2%	11
Have not contacted technical assistance	95%	79	96%	692
Don't know	2%	2	2%	15
Number of Respondents	83		718	

Amount of time before the call was transfer was acceptable or too long - TA				
Acceptable	100%	2	100%	11
Too long	0%	0	0%	0
Number of Respondents	2		11	

Was your reason or issue you called technical assistance resolved				
Issue resolved	100%	2	100%	11
Issue not resolved	0%	0	0%	0
Don't know	0%	0	0%	0
Number of Respondents	2		11	

	New Enrollees		Existing Members	
	%	N	%	N
How many calls were needed to resolve your technical issue				
Resolved during first call	100%	2	82%	9
Needed to call back one additional time to resolve issue	0%	0	18%	2
Needed to call back two additional times to resolve issue	0%	0	0%	0
Needed to call back three or more additional times to resolve issue	0%	0	0%	0
Number of Respondents		2		11

E-Verify is doing enough to ensure companies using E-Verify adhere to policies				
Yes	66%	55	63%	454
Not Sure / Do not know	33%	27	35%	254
No	1%	1	1%	10
Number of Respondents		83		718

Adequate safeguards to ensure employers use E-Verify system properly				
Yes	71%	59	69%	499
Not Sure / Do not know	28%	23	30%	212
No	1%	1	1%	7
Number of Respondents		83		718

How would you prefer to get information about changes or updates to E-Verify				
E-mail	87%	72	86%	614
Fax	0%	0	1%	4
Mailer	5%	4	2%	16
E-Verify system broadcast message	1%	1	2%	13
Phone call	0%	0	0%	3
Through the E-Verify Website	5%	4	8%	61
Live presentation	2%	2	1%	4
Other	0%	0	0%	3
Number of Respondents		83		718

	New Enrollees		Existing Members	
	%	N	%	N
How would prefer to contact E-Verify for help				
E-mail	53%	44	44%	313
Fax	0%	0	0%	0
Mail	0%	0	0%	0
Text or Web chat	13%	11	13%	91
Phone call	24%	20	29%	205
Through the E-Verify website	10%	8	15%	106
Other	0%	0	0%	3
Number of Respondents		83		718

Used of aware of E-Verify Lists				
Yes	1%	1	2%	17
Don't know	90%	75	91%	651
Don't know	8%	7	7%	50
Number of Respondents		83		718

Contacted by E-Verify Monitoring and Compliance Group in last 6 months				
Yes	7%	6	3%	23
No	93%	77	97%	695
Don't know	0%	0	0%	0
Number of Respondents		83		718

	New Enrollees		Existing Members	
	%	N	%	N
How E-Verify Monitoring and Compliance Group contacted you				
E-mail	83%	5	91%	21
Phone call	0%	0	4%	1
Desk review	0%	0	0%	0
Site visit	17%	1	4%	1
Other	0%	0	0%	0
Number of Respondents		6		23

How many people do you employ				
1-4	17%	14	5% ↓	35
5-29	30%	25	31%	223
30-99	25%	21	28%	200
100-299	14%	12	20%	146
300-999	8%	7	9%	67
1,000-9,999	5%	4	6%	43
10,000+	0%	0	1%	4
Number of Respondents		83		718

	New Enrollees		Existing Members	
	%	N	%	N
Primary industry in which your company or organization conducts business				
Agriculture/Food Processing	1%	1	2%	11
Defense/Defense Industry	1%	1	1%	9
Communications/Media	4%	3	1%	9
Construction/General Contracting	12%	10	17%	120
Education	1%	1	5% ↑	33
Engineering	5%	4	4%	28
Financial Services	2%	2	3%	19
Healthcare/Public Health	7%	6	9%	63
Hospitality	8%	7	5%	37
Information Technology	5%	4	4%	29
Manufacturing	6%	5	12% ↑	83
Non-Profit/Not-for-Profit	6%	5	4%	28
Sales - Retail or Wholesale	10%	8	7%	51
Staffing/Personnel	4%	3	2%	14
Transportation	0%	0	4%	29
Utilities/Energy/Natural Resources	1%	1	1%	7
Professional Services/Consulting	10%	8	5%	37
Government Services	4%	3	4%	30
Other	13%	11	11%	81
Number of Respondents		83		718

Do you consider yourself a small business				
Small business	77%	64	72%	520
Not a small business	16%	13	24% ↑	172
Don't know	7%	6	4%	26
Number of Respondents		83		718

State	New Enrollees		Existing Members	
	%	N	%	N
AL	4%	3	6%	44
AK	0%	0	0%	0
AZ	2%	2	5%	33
AR	0%	0	0%	3
CA	8%	7	6%	40
CO	2%	2	2%	16
CT	0%	0	0%	2
DE	1%	1	0%	1
DC	1%	1	1%	5
FL	5%	4	4%	31
GA	4%	3	9% ↑	68
GU	0%	0	0%	1
HI	0%	0	0%	2
ID	1%	1	0%	1
IL	2%	2	2%	15
IN	2%	2	3%	18
IA	0%	0	0%	2
KS	1%	1	1%	6
KY	1%	1	0%	2
LA	2%	2	2%	11
ME	0%	0	0%	1
MD	4%	3	2%	13
MA	0%	0	2%	12
MI	2%	2	1%	5
MN	0%	0	2%	11
MS	0%	0	1%	9
MO	0%	0	5%	37
MT	0%	0	0%	0

State	New Enrollees		Existing Members	
	%	N	%	N
NE	2%	2	2%	13
NV	0%	0	0%	2
NH	0%	0	0%	1
NJ	1%	1	1%	6
NM	0%	0	1%	6
NY	4%	3	3%	20
NC	4%	3	7%	47
ND	0%	0	0%	1
OH	1%	1	2%	15
OK	0%	0	1%	7
OR	1%	1	1%	5
PA	7%	6	3%	22
PR	0%	0	0%	2
RI	0%	0	0%	2
SC	4%	3	6%	41
SD	0%	0	0%	3
TN	7%	6	3%	25
TX	10%	8	5%	38
UT	1%	1	2%	16
VT	0%	0	0%	0
VA	6%	5	4%	30
WA	5%	4	3%	19
WV	0%	0	0%	3
WI	2%	2	1%	4
WY	0%	0	0%	1
Number of Respondents		83		718

APPENDIX D: MODELED RESULTS/INDEX SCORE TABLES

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

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

Year Over Year Comparison

Figure 46 - All (Cross-Section)

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	1,919		801		
Awareness / Registration	92	131	88	68	↓
Clarity of instructions on how to enroll	90	131	86	68	↓
Memorandum of understanding makes responsibilities and next steps clear	90	131	88	68	
Ease of submitting registration information	93	131	89	68	↓
Speed of receiving User Name, Password and E-Verify Web Address	94	129	91	67	↓
Ease of registration process overall	91	130	87	67	
Tutorial	90	151	88	78	
Helpfulness of information in User Manual	89	71	83	43	↓
Ease of taking online training in terms of understanding content	90	150	88	78	
Ease of completing online training in terms of time required	88	151	88	78	
Ease of accessing online resources	92	149	88	78	↓
Usefulness of online resources	89	147	87	78	
Ease of training process overall	90	151	89	78	
Using E-Verify	91	1906	90	795	↓
Ease of navigating the E-Verify site	89	1877	87	781	↓
Ease of submitting I-9 information on E-Verify	91	1814	90	753	
Speed of receiving an initial response from E-Verify	94	1886	93	788	↓
Clarity of next steps as described in the response	89	1873	88	788	↓
Tentative Nonconfirmation (TNC) Resolution Process	82	315	82	123	
Speed of resolving the case	82	304	82	119	
Clarity of communications about the steps involved in the resolution process	82	313	81	123	
Ease of resolving the case	81	310	82	118	
TNC Referral Process	83	234	84	84	
Further Action Notice Process	83	253	83	98	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	1,919		801		
Photo Matching	95	916	95	343	
Ease of photo matching process	95	916	95	343	
Helpfulness in preventing fraud	95	859	95	325	
Customer Service	91	185	89	87	
Ease of accessing representative	89	184	88	86	
Professionalism	92	184	89	86	
Communication skills	92	184	89	86	
Ability to understand your questions/issue	91	184	89	87	
Providing guidance on policy/questions	90	172	88	81	
Customer Service Before Transfer	91	23	89	16	
Ease of accessing representative	91	23	84	16	
Professionalism	93	23	92	16	
Communication skills	92	23	91	16	
Ability to understand your questions/issue	91	23	88	16	
Providing guidance on policy/questions	90	21	86	16	
Customer Service After Transfer	91	23	92	16	
Ease of accessing representative	93	23	85	16	
Professionalism	94	23	93	16	
Communication skills	89	23	92	16	
Ability to understand your questions/issue	88	23	93	16	
Providing guidance on policy/questions	88	22	90	16	
Customer Service by Email	88	57	78	22	
Ability to understand your questions/issue	90	57	83	21	
The timeliness with which you received a response	86	57	78	22	
Communication skills in the response you received	89	57	81	21	
Providing guidance on policy/questions	87	55	80	21	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	1,919		801		
Internet Use	70	1794	71	727	
Interested in using the Internet rather than having to call or e-mail E-Verify	70	1794	71	727	
Technical Assistance	90	69	95	13	↑
Ease of accessing representative	91	67	92	13	
Professionalism	92	68	97	13	
Communication skills	91	67	96	13	
Ability to understand your questions/issue	90	68	94	13	
Knowledge of technical issues	88	68	97	13	↑
Technical guidance resolving your issue	88	68	96	13	↑
Interested in Communicating with Peers	33	1819	35	758	
Interested in communicating with peers about E-Verify or using the system	33	1819	35	758	
E-Verify Listens	79	60	83	20	
Experience with E-Verify Listens	79	60	83	20	
Satisfaction	85	1919	85	801	
Overall satisfaction	87	1919	87	801	
Meets expectations	85	1919	85	801	
Compared to ideal	83	1919	83	801	
Recommend	88	1812	88	772	
How likely would you be to recommend the E-Verify program to others	88	1812	88	772	
Confident in Accuracy	90	1854	91	786	
How confident are you in the accuracy of the E-Verify program	90	1854	91	786	
Future Participation	96	1886	95	788	
Likelihood to continue to participate in the E-Verify program in the future	96	1886	95	788	
Usefulness of Manuals	83	108	84	57	
Manuals	83	108	84	57	
Usefulness of Tutorials	87	136	87	71	
Tutorials	87	136	87	71	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	1,919		801		
Usefulness of Refresher Tutorials	84	91	85	46	
Refresher Tutorials	84	91	85	46	
Usefulness of E-Verify Public Website	88	128	86	71	
E-Verify public website	88	128	86	71	
Usefulness of Q and As	87	112	85	63	
Q and As	87	112	85	63	
Usefulness of E-Verify News Articles	84	95	87	43	
E-Verify news articles	84	95	87	43	
Usefulness of Helper Text	82	83	88	40	
Helper Text	82	83	88	40	
Usefulness of Quick Reference Guides	87	117	88	58	
Quick Reference Guides	87	117	88	58	
Usefulness of E-Verify Call Center	87	66	83	46	
E-Verify call center	87	66	83	46	
Usefulness of Other E-Verify Users	83	53	89	36	
Other E-Verify users	83	53	89	36	
E-Verify Monitoring and Compliance Group	85	64	83	24	
Assistance received from E-Verify Monitoring and Compliance Group	85	64	83	24	

Figure 47 - New Enrollees

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	161		83		
Awareness / Registration	92	131	88	68	↓
Clarity of instructions on how to enroll	90	131	86	68	↓
Memorandum of understanding makes responsibilities and next steps clear	90	131	88	68	
Ease of submitting registration information	93	131	89	68	↓
Speed of receiving User Name, Password and E-Verify Web Address	94	129	91	67	↓
Ease of registration process overall	91	130	87	67	
Tutorial	90	151	88	78	
Helpfulness of information in User Manual	89	71	83	43	↓
Ease of taking online training in terms of understanding content	90	150	88	78	
Ease of completing online training in terms of time required	88	151	88	78	
Ease of accessing online resources	92	149	88	78	↓
Usefulness of online resources	89	147	87	78	
Ease of training process overall	90	151	89	78	
Using E-Verify	92	160	90	82	
Ease of navigating the E-Verify site	92	157	89	80	
Ease of submitting I-9 information on E-Verify	92	151	90	78	
Speed of receiving an initial response from E-Verify	94	156	93	82	
Clarity of next steps as described in the response	91	155	88	82	
Tentative Nonconfirmation (TNC) Resolution Process	85	36	87	13	
Speed of resolving the case	85	33	89	13	
Clarity of communications about the steps involved in the resolution process	86	36	85	13	
Ease of resolving the case	83	34	86	13	
TNC Referral Process	87	25	85	9	
Further Action Notice Process	88	28	85	13	
Photo Matching	97	74	95	32	
Ease of photo matching process	97	74	95	32	
Helpfulness in preventing fraud	97	71	95	31	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	161		83		
Customer Service	93	27	85	16	
Ease of accessing representative	94	27	88	16	
Professionalism	92	27	85	16	
Communication skills	92	27	85	16	
Ability to understand your questions/issue	93	27	84	16	↓
Providing guidance on policy/questions	92	25	85	16	
Customer Service Before Transfer	100	2	97	6	
Ease of accessing representative	100	2	83	6	
Professionalism	100	2	100	6	
Communication skills	100	2	100	6	
Ability to understand your questions/issue	100	2	100	6	
Providing guidance on policy/questions	100	2	91	6	
Customer Service After Transfer	97	2	98	6	
Ease of accessing representative	100	2	91	6	
Professionalism	100	2	100	6	
Communication skills	100	2	100	6	
Ability to understand your questions/issue	94	2	100	6	
Providing guidance on policy/questions	89	2	94	6	
Customer Service by Email	90	8	86	3	
Ability to understand your questions/issue	90	8	85	3	
The timeliness with which you received a response	90	8	85	3	
Communication skills in the response you received	90	8	85	3	
Providing guidance on policy/questions	86	7	89	3	
Internet Use	77	153	78	79	
Interested in using the Internet rather than having to call or e-mail E-Verify	77	153	78	79	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	161		83		
Technical Assistance	91	10	99	2	↑
Ease of accessing representative	93	9	94	2	
Professionalism	91	10	100	2	↑
Communication skills	93	9	100	2	↑
Ability to understand your questions/issue	91	10	100	2	↑
Knowledge of technical issues	90	10	100	2	↑
Technical guidance resolving your issue	90	9	100	2	↑
Interested in Communicating with Peers	36	154	46	73	↑
Interested in communicating with peers about E-Verify or using the system	36	154	46	73	↑
E-Verify Listens	85	6	100	2	↑
Experience with E-Verify Listens	85	6	100	2	↑
Satisfaction	87	161	86	83	
Overall satisfaction	89	161	87	83	
Meets expectations	87	161	86	83	
Compared to ideal	86	161	85	83	
Recommend	91	151	89	81	
How likely would you be to recommend the E-Verify program to others	91	151	89	81	
Confident in Accuracy	92	154	92	80	
How confident are you in the accuracy of the E-Verify program	92	154	92	80	
Future Participation	96	157	95	82	
Likelihood to continue to participate in the E-Verify program in the future	96	157	95	82	
Usefulness of Manuals	83	108	84	57	
Manuals	83	108	84	57	
Usefulness of Tutorials	87	136	87	71	
Tutorials	87	136	87	71	
Usefulness of Refresher Tutorials	84	91	85	46	
Refresher Tutorials	84	91	85	46	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	161		83		
Usefulness of E-Verify Public Website	88	128	86	71	
E-Verify public website	88	128	86	71	
Usefulness of Q and As	87	112	85	63	
Q and As	87	112	85	63	
Usefulness of E-Verify News Articles	84	95	87	43	
E-Verify news articles	84	95	87	43	
Usefulness of Helper Text	82	83	88	40	
Helper Text	82	83	88	40	
Usefulness of Quick Reference Guides	87	117	88	58	
Quick Reference Guides	87	117	88	58	
Usefulness of E-Verify Call Center	87	66	83	46	
E-Verify call center	87	66	83	46	
Usefulness of Other E-Verify Users	83	53	89	36	
Other E-Verify users	83	53	89	36	
E-Verify Monitoring and Compliance Group	89	7	89	5	
Assistance received from E-Verify Monitoring and Compliance Group	89	7	89	5	

Figure 48 - Existing Users

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	1,758		718		
Awareness / Registration	--	0	--	0	
Clarity of instructions on how to enroll	--	0	--	0	
Memorandum of understanding makes responsibilities and next steps clear	--	0	--	0	
Ease of submitting registration information	--	0	--	0	
Speed of receiving User Name, Password and E-Verify Web Address	--	0	--	0	
Ease of registration process overall	--	0	--	0	
Tutorial	--	0	--	0	
Helpfulness of information in User Manual	--	0	--	0	
Ease of taking online training in terms of understanding content	--	0	--	0	
Ease of completing online training in terms of time required	--	0	--	0	
Ease of accessing online resources	--	0	--	0	
Usefulness of online resources	--	0	--	0	
Ease of training process overall	--	0	--	0	
Using E-Verify	91	1746	90	713	↓
Ease of navigating the E-Verify site	89	1720	87	701	↓
Ease of submitting I-9 information on E-Verify	90	1663	90	675	
Speed of receiving an initial response from E-Verify	94	1730	93	706	↓
Clarity of next steps as described in the response	89	1718	88	706	↓
Tentative Nonconfirmation (TNC) Resolution Process	81	279	81	110	
Speed of resolving the case	81	271	81	106	
Clarity of communications about the steps involved in the resolution process	81	277	80	110	
Ease of resolving the case	81	276	81	105	
TNC Referral Process	83	209	84	75	
Further Action Notice Process	83	225	82	85	
Photo Matching	94	842	95	311	
Ease of photo matching process	95	842	95	311	
Helpfulness in preventing fraud	94	788	95	294	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	1,758		718		
Customer Service	90	158	90	71	
Ease of accessing representative	88	157	88	70	
Professionalism	92	157	90	70	
Communication skills	92	157	90	70	
Ability to understand your questions/issue	91	157	90	71	
Providing guidance on policy/questions	90	147	89	65	
Customer Service Before Transfer	90	21	84	10	
Ease of accessing representative	90	21	84	10	
Professionalism	92	21	87	10	
Communication skills	91	21	86	10	
Ability to understand your questions/issue	90	21	80	10	
Providing guidance on policy/questions	89	19	83	10	
Customer Service After Transfer	90	21	88	10	
Ease of accessing representative	92	21	82	10	
Professionalism	93	21	89	10	
Communication skills	88	21	88	10	
Ability to understand your questions/issue	88	21	89	10	
Providing guidance on policy/questions	88	20	88	10	
Customer Service by Email	88	49	76	19	
Ability to understand your questions/issue	90	49	83	18	
The timeliness with which you received a response	85	49	77	19	
Communication skills in the response you received	89	49	80	18	
Providing guidance on policy/questions	87	48	78	18	
Internet Use	69	1641	70	648	
Interested in using the Internet rather than having to call or e-mail E-Verify	69	1641	70	648	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	1,758		718		
Technical Assistance	89	59	95	11	
Ease of accessing representative	90	58	92	11	
Professionalism	92	58	96	11	
Communication skills	90	58	95	11	
Ability to understand your questions/issue	90	58	93	11	
Knowledge of technical issues	87	58	96	11	↑
Technical guidance resolving your issue	88	59	95	11	↑
Interested in Communicating with Peers	33	1665	34	685	
Interested in communicating with peers about E-Verify or using the system	33	1665	34	685	
E-Verify Listens	79	54	81	18	
Experience with E-Verify Listens	79	54	81	18	
Satisfaction	85	1758	85	718	
Overall satisfaction	87	1758	87	718	
Meets expectations	85	1758	85	718	
Compared to ideal	83	1758	83	718	
Recommend	88	1661	87	691	
How likely would you be to recommend the E-Verify program to others	88	1661	87	691	
Confident in Accuracy	90	1700	90	706	
How confident are you in the accuracy of the E-Verify program	90	1700	90	706	
Future Participation	96	1729	95	706	
Likelihood to continue to participate in the E-Verify program in the future	96	1729	95	706	
Usefulness of Manuals	--	0	--	0	
Manuals	--	0	--	0	
Usefulness of Tutorials	--	0	--	0	
Tutorials	--	0	--	0	
Usefulness of Refresher Tutorials	--	0	--	0	
Refresher Tutorials	--	0	--	0	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	1,758		718		
Usefulness of E-Verify Public Website	--	0	--	0	
E-Verify public website	--	0	--	0	
Usefulness of Q and As	--	0	--	0	
Q and As	--	0	--	0	
Usefulness of E-Verify News Articles	--	0	--	0	
E-Verify news articles	--	0	--	0	
Usefulness of Helper Text	--	0	--	0	
Helper Text	--	0	--	0	
Usefulness of Quick Reference Guides	--	0	--	0	
Quick Reference Guides	--	0	--	0	
Usefulness of E-Verify Call Center	--	0	--	0	
E-Verify call center	--	0	--	0	
Usefulness of Other E-Verify Users	--	0	--	0	
Other E-Verify users	--	0	--	0	
E-Verify Monitoring and Compliance Group	85	57	82	19	
Assistance received from E-Verify Monitoring and Compliance Group	85	57	82	19	

Figure 49 - Recent Users Score Table

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	505		266		
Awareness / Registration	93	45	88	28	↓
Clarity of instructions on how to enroll	93	45	85	28	↓
Memorandum of understanding makes responsibilities and next steps clear	91	45	86	28	
Ease of submitting registration information	94	45	89	28	↓
Speed of receiving User Name, Password and E-Verify Web Address	96	45	91	28	
Ease of registration process overall	91	45	88	28	
Tutorial	92	51	86	30	↓
Helpfulness of information in User Manual	90	25	84	17	
Ease of taking online training in terms of understanding content	92	50	87	30	↓
Ease of completing online training in terms of time required	90	51	86	30	
Ease of accessing online resources	93	50	86	30	↓
Usefulness of online resources	92	49	85	30	↓
Ease of training process overall	92	51	87	30	
Using E-Verify	91	503	90	263	
Ease of navigating the E-Verify site	89	494	87	258	
Ease of submitting I-9 information on E-Verify	91	483	90	251	
Speed of receiving an initial response from E-Verify	95	499	93	261	
Clarity of next steps as described in the response	90	494	88	261	
Tentative Nonconfirmation (TNC) Resolution Process	82	92	75	42	↓
Speed of resolving the case	82	88	77	40	
Clarity of communications about the steps involved in the resolution process	82	92	74	42	↓
Ease of resolving the case	81	89	75	39	
TNC Referral Process	85	64	78	26	
Further Action Notice Process	85	72	76	32	↓
Photo Matching	95	235	95	114	
Ease of photo matching process	96	235	95	114	
Helpfulness in preventing fraud	95	218	94	110	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	505		266		
Customer Service	89	46	91	30	
Ease of accessing representative	87	45	90	29	
Professionalism	91	46	91	29	
Communication skills	89	46	92	29	
Ability to understand your questions/issue	88	46	91	30	
Providing guidance on policy/questions	88	45	92	28	
Customer Service Before Transfer	93	8	82	4	
Ease of accessing representative	90	8	92	4	
Professionalism	94	8	83	4	
Communication skills	94	8	83	4	
Ability to understand your questions/issue	94	8	78	4	
Providing guidance on policy/questions	93	8	81	4	
Customer Service After Transfer	94	8	90	4	
Ease of accessing representative	94	8	83	4	
Professionalism	96	8	92	4	
Communication skills	94	8	92	4	
Ability to understand your questions/issue	93	8	92	4	
Providing guidance on policy/questions	93	8	89	4	
Customer Service by Email	92	16	65	4	
Ability to understand your questions/issue	94	16	69	4	
The timeliness with which you received a response	91	16	58	4	
Communication skills in the response you received	92	16	64	4	
Providing guidance on policy/questions	93	15	67	4	
Internet Use	70	479	70	238	
Interested in using the Internet rather than having to call or e-mail E-Verify	70	479	70	238	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	505		266		
Technical Assistance	86	24	99	4	↑
Ease of accessing representative	88	23	94	4	
Professionalism	88	23	100	4	↑
Communication skills	87	23	100	4	↑
Ability to understand your questions/issue	89	23	100	4	↑
Knowledge of technical issues	85	23	100	4	↑
Technical guidance resolving your issue	84	24	100	4	↑
Interested in Communicating with Peers	34	477	30	250	
Interested in communicating with peers about E-Verify or using the system	34	477	30	250	
E-Verify Listens	83	15	84	5	
Experience with E-Verify Listens	83	15	84	5	
Satisfaction	86	505	86	266	
Overall satisfaction	88	505	88	266	
Meets expectations	86	505	86	266	
Compared to ideal	84	505	84	266	
Recommend	88	479	88	254	
How likely would you be to recommend the E-Verify program to others	88	479	88	254	
Confident in Accuracy	90	484	91	261	
How confident are you in the accuracy of the E-Verify program	90	484	91	261	
Future Participation	96	495	96	263	
Likelihood to continue to participate in the E-Verify program in the future	96	495	96	263	
Usefulness of Manuals	86	38	86	22	
Manuals	86	38	86	22	
Usefulness of Tutorials	88	47	89	27	
Tutorials	88	47	89	27	
Usefulness of Refresher Tutorials	88	30	89	17	
Refresher Tutorials	88	30	89	17	
Usefulness of E-Verify Public Website	92	40	84	26	↓
E-Verify public website	92	40	84	26	↓

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	505		266		
Usefulness of Q and As	89	37	87	23	
Q and As	89	37	87	23	
Usefulness of E-Verify News Articles	83	31	92	12	↑
E-Verify news articles	83	31	92	12	↑
Usefulness of Helper Text	84	28	95	12	↑
Helper Text	84	28	95	12	↑
Usefulness of Quick Reference Guides	90	41	89	24	
Quick Reference Guides	90	41	89	24	
Usefulness of E-Verify Call Center	89	22	89	18	
E-Verify call center	89	22	89	18	
Usefulness of Other E-Verify Users	87	19	91	13	
Other E-Verify users	87	19	91	13	
E-Verify Monitoring and Compliance Group	91	15	69	4	↓
Assistance received from E-Verify Monitoring and Compliance Group	91	15	69	4	↓

Figure 50 - FAR Users Score Table

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	520		184		
Awareness / Registration	91	23	91	9	
Clarity of instructions on how to enroll	88	23	88	9	
Memorandum of understanding makes responsibilities and next steps clear	86	23	93	9	
Ease of submitting registration information	92	23	89	9	
Speed of receiving User Name, Password and E-Verify Web Address	94	22	94	9	
Ease of registration process overall	92	23	93	9	
Tutorial	90	24	90	11	
Helpfulness of information in User Manual	90	14	76	5	↓
Ease of taking online training in terms of understanding content	89	24	91	11	
Ease of completing online training in terms of time required	89	24	93	11	
Ease of accessing online resources	93	23	84	11	
Usefulness of online resources	86	23	91	11	
Ease of training process overall	91	24	92	11	
Using E-Verify	91	515	90	182	
Ease of navigating the E-Verify site	90	509	88	180	
Ease of submitting I-9 information on E-Verify	91	494	89	176	
Speed of receiving an initial response from E-Verify	94	511	93	181	
Clarity of next steps as described in the response	89	508	88	178	
Tentative Nonconfirmation (TNC) Resolution Process	83	82	84	30	
Speed of resolving the case	83	79	84	30	
Clarity of communications about the steps involved in the resolution process	83	81	84	30	
Ease of resolving the case	83	82	85	29	
TNC Referral Process	83	60	86	23	
Further Action Notice Process	83	59	82	26	
Photo Matching	94	298	94	94	
Ease of photo matching process	94	298	94	94	
Helpfulness in preventing fraud	95	279	93	86	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	520		184		
Customer Service	92	58	91	14	
Ease of accessing representative	90	58	90	14	
Professionalism	93	58	90	14	
Communication skills	92	58	91	14	
Ability to understand your questions/issue	92	58	91	14	
Providing guidance on policy/questions	91	53	91	13	
Customer Service Before Transfer	92	4	85	5	
Ease of accessing representative	94	4	78	5	
Professionalism	94	4	89	5	
Communication skills	83	4	87	5	
Ability to understand your questions/issue	92	4	80	5	
Providing guidance on policy/questions	96	3	84	5	
Customer Service After Transfer	90	4	86	5	
Ease of accessing representative	89	4	80	5	
Professionalism	89	4	87	5	
Communication skills	94	4	84	5	
Ability to understand your questions/issue	89	4	87	5	
Providing guidance on policy/questions	92	4	87	5	
Customer Service by Email	89	13	22	2	↓
Ability to understand your questions/issue	91	13	44	1	
The timeliness with which you received a response	86	13	22	2	↓
Communication skills in the response you received	91	13	44	1	
Providing guidance on policy/questions	88	13	44	1	
Internet Use	70	484	74	163	
Interested in using the Internet rather than having to call or e-mail E-Verify	70	484	74	163	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	520		184		
Technical Assistance	93	19	100	2	↑
Ease of accessing representative	92	19	100	2	↑
Professionalism	92	19	100	2	↑
Communication skills	92	19	100	2	↑
Ability to understand your questions/issue	94	19	100	2	↑
Knowledge of technical issues	94	19	100	2	↑
Technical guidance resolving your issue	94	19	100	2	↑
Interested in Communicating with Peers	33	490	40	177	↑
Interested in communicating with peers about E-Verify or using the system	33	490	40	177	↑
E-Verify Listens	74	17	81	3	
Experience with E-Verify Listens	74	17	81	3	
Satisfaction	86	520	86	184	
Overall satisfaction	88	520	88	184	
Meets expectations	86	520	87	184	
Compared to ideal	84	520	83	184	
Recommend	90	491	90	178	
How likely would you be to recommend the E-Verify program to others	90	491	90	178	
Confident in Accuracy	91	505	92	180	
How confident are you in the accuracy of the E-Verify program	91	505	92	180	
Future Participation	96	514	96	182	
Likelihood to continue to participate in the E-Verify program in the future	96	514	96	182	
Usefulness of Manuals	82	19	78	7	
Manuals	82	19	78	7	
Usefulness of Tutorials	87	21	91	10	
Tutorials	87	21	91	10	
Usefulness of Refresher Tutorials	84	12	89	5	
Refresher Tutorials	84	12	89	5	

	2016		2017		Significant Difference
	Scores	Sample	Scores	Sample	
Sample Size	520		184		
Usefulness of E-Verify Public Website	91	21	91	11	
E-Verify public website	91	21	91	11	
Usefulness of Q and As	92	16	93	10	
Q and As	92	16	93	10	
Usefulness of E-Verify News Articles	84	12	87	7	
E-Verify news articles	84	12	87	7	
Usefulness of Helper Text	87	11	86	8	
Helper Text	87	11	86	8	
Usefulness of Quick Reference Guides	91	17	92	7	
Quick Reference Guides	91	17	92	7	
Usefulness of E-Verify Call Center	84	9	92	4	
E-Verify call center	84	9	92	4	
Usefulness of Other E-Verify Users	75	8	94	4	
Other E-Verify users	75	8	94	4	
E-Verify Monitoring and Compliance Group	85	12	89	6	
Assistance received from E-Verify Monitoring and Compliance Group	85	12	89	6	

Business Size Comparison

Figure 51 - Consider Small Business Scores

	Small business		Not a small business		Don't know	
	Scores	Sample	Scores	Sample	Scores	Sample
Sample Size	584		185		32	
Awareness / Registration	88	54	89	10	84	4
Clarity of instructions on how to enroll	86	54	89	10	81	4
Memorandum of understanding makes responsibilities and next steps clear	88	54	88	10	81	4
Ease of submitting registration information	89	54	92	10	89	4
Speed of receiving User Name, Password and E-Verify Web Address	91	53	90	10	92	4
Ease of registration process overall	88	53	88	10	81	4
Tutorial	88	61	89	11	83	6
Helpfulness of information in User Manual	84	33	83	7	78	3
Ease of taking online training in terms of understanding content	89	61	90	11	85	6
Ease of completing online training in terms of time required	89	61	90	11	81	6
Ease of accessing online resources	89	61	90	11	74	6
Usefulness of online resources	88	61	87	11	87	6
Ease of training process overall	89	61	89	11	87	6
Using E-Verify	89	580	91	183	92	32
Ease of navigating the E-Verify site	86	572	90	178	90	31
Ease of submitting I-9 information on E-Verify	89	543	92	178	93	32
Speed of receiving an initial response from E-Verify	93	578	94	179	94	31
Clarity of next steps as described in the response	87	574	89	182	90	32
Tentative Nonconfirmation (TNC) Resolution Process	82	72	80	42	84	9
Speed of resolving the case	82	69	80	41	86	9
Clarity of communications about the steps involved in the resolution process	81	72	81	42	84	9
Ease of resolving the case	83	68	79	41	85	9
TNC Referral Process	85	49	83	29	89	6
Further Action Notice Process	83	59	80	33	91	6

	Small business		Not a small business		Don't know	
	Scores	Sample	Scores	Sample	Scores	Sample
Sample Size	584		185		32	
Photo Matching	96	215	93	108	95	20
Ease of photo matching process	96	215	93	108	95	20
Helpfulness in preventing fraud	96	204	93	101	95	20
Customer Service	90	53	88	29	80	5
Ease of accessing representative	89	52	87	29	80	5
Professionalism	91	52	88	29	82	5
Communication skills	91	52	87	29	82	5
Ability to understand your questions/issue	90	53	88	29	78	5
Providing guidance on policy/questions	89	49	88	27	80	5
Customer Service Before Transfer	87	10	93	6	--	0
Ease of accessing representative	80	10	91	6	--	0
Professionalism	90	10	94	6	--	0
Communication skills	90	10	93	6	--	0
Ability to understand your questions/issue	86	10	91	6	--	0
Providing guidance on policy/questions	81	10	94	6	--	0
Customer Service After Transfer	91	10	93	6	--	0
Ease of accessing representative	81	10	93	6	--	0
Professionalism	93	10	93	6	--	0
Communication skills	92	10	93	6	--	0
Ability to understand your questions/issue	93	10	93	6	--	0
Providing guidance on policy/questions	89	10	93	6	--	0
Customer Service by Email	78	12	72	8	100	2
Ability to understand your questions/issue	89	11	71	8	100	2
The timeliness with which you received a response	77	12	75	8	100	2
Communication skills in the response you received	85	11	71	8	100	2
Providing guidance on policy/questions	82	11	72	8	100	2
Internet Use	71	528	71	172	72	27
Interested in using the Internet rather than having to call or e-mail E-Verify	71	528	71	172	72	27

	Small business		Not a small business		Don't know	
	Scores	Sample	Scores	Sample	Scores	Sample
Sample Size	584		185		32	
Technical Assistance	95	10	98	2	99	1
Ease of accessing representative	91	10	100	2	89	1
Professionalism	96	10	100	2	100	1
Communication skills	94	10	100	2	100	1
Ability to understand your questions/issue	94	10	89	2	100	1
Knowledge of technical issues	96	10	100	2	100	1
Technical guidance resolving your issue	94	10	100	2	100	1
Interested in Communicating with Peers	34	556	39	175	37	27
Interested in communicating with peers about E-Verify or using the system	34	556	39	175	37	27
E-Verify Listens	79	14	91	5	89	1
Experience with E-Verify Listens	79	14	91	5	89	1
Satisfaction	85	584	86	185	89	32
Overall satisfaction	86	584	89	185	90	32
Meets expectations	85	584	87	185	89	32
Compared to ideal	83	584	83	185	89	32
Recommend	87	561	89	179	91	32
How likely would you be to recommend the E-Verify program to others	87	561	89	179	91	32
Confident in Accuracy	90	574	92	180	92	32
How confident are you in the accuracy of the E-Verify program	90	574	92	180	92	32
Future Participation	95	572	96	184	99	32
Likelihood to continue to participate in the E-Verify program in the future	95	572	96	184	99	32
Usefulness of Manuals	84	46	87	7	72	4
Manuals	84	46	87	7	72	4
Usefulness of Tutorials	87	55	86	10	89	6
Tutorials	87	55	86	10	89	6
Usefulness of Refresher Tutorials	86	36	80	6	83	4
Refresher Tutorials	86	36	80	6	83	4

	Small business		Not a small business		Don't know	
	Scores	Sample	Scores	Sample	Scores	Sample
Sample Size	584		185		32	
Usefulness of E-Verify Public Website	87	56	80	10	91	5
E-Verify public website	87	56	80	10	91	5
Usefulness of Q and As	85	51	82	8	89	4
Q and As	85	51	82	8	89	4
Usefulness of E-Verify News Articles	89	36	81	4	78	3
E-Verify news articles	89	36	81	4	78	3
Usefulness of Helper Text	88	34	87	5	89	1
Helper Text	88	34	87	5	89	1
Usefulness of Quick Reference Guides	88	47	87	8	85	3
Quick Reference Guides	88	47	87	8	85	3
Usefulness of E-Verify Call Center	84	40	89	4	61	2
E-Verify call center	84	40	89	4	61	2
Usefulness of Other E-Verify Users	89	32	89	4	--	0
Other E-Verify users	89	32	89	4	--	0
E-Verify Monitoring and Compliance Group	81	14	87	10	--	0
Assistance received from E-Verify Monitoring and Compliance Group	81	14	87	10	--	0

Number of Employees Comparison

Figure 52 - How Many Do You Employ Scores

	1-4		5-29		30-99		100-299	
	2016	2017	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	83	49	578	248	575	221	384	158
Awareness / Registration	87	84	93	92	92	85	93	88
Clarity of instructions on how to enroll	83	81	92	93	91	82	92	85
Memorandum of understanding makes responsibilities and next steps clear	86	86	92	92	89	86	93	84
Ease of submitting registration information	87	85	93	92	94	86	94	91
Speed of receiving User Name, Password and E-Verify Web Address	90	86	95	94	94	85	94	93
Ease of registration process overall	87	83	93	91	90	84	93	89
Tutorial	84	87	90	91	90	84	91	90
Helpfulness of information in User Manual	76	86	90	90	90	75	88	80
Ease of taking online training in terms of understanding content	84	88	90	91	91	85	92	91
Ease of completing online training in terms of time required	83	88	88	92	89	85	89	90
Ease of accessing online resources	87	90	92	91	92	84	92	92
Usefulness of online resources	85	85	90	90	89	84	91	91
Ease of training process overall	84	87	90	92	90	84	92	91
Using E-Verify	85	81	90	90	92	90	92	92
Ease of navigating the E-Verify site	82	78	87	87	91	88	91	91
Ease of submitting I-9 information on E-Verify	84	80	89	89	92	90	92	92
Speed of receiving an initial response from E-Verify	91	88	94	93	96	93	95	95
Clarity of next steps as described in the response	82	77	89	88	91	89	90	91
Tentative Nonconfirmation (TNC) Resolution Process	86	--	85	78	82	85	82	82
Speed of resolving the case	83	--	83	76	82	87	85	81
Clarity of communications about the steps involved in the resolution process	83	--	87	76	82	85	81	79
Ease of resolving the case	86	--	84	71	81	90	82	84
TNC Referral Process	86	--	88	82	83	90	84	81
Further Action Notice Process	89	--	88	81	83	85	83	83

	1-4		5-29		30-99		100-299	
	2016	2017	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	83	49	578	248	575	221	384	158
Photo Matching	97	100	95	95	95	95	95	95
Ease of photo matching process	97	100	95	95	95	95	95	96
Helpfulness in preventing fraud	96	100	94	95	95	95	96	95
Customer Service	81	76	94	93	89	95	95	82
Ease of accessing representative	78	72	92	92	86	93	94	82
Professionalism	96	78	94	93	92	96	95	81
Communication skills	94	76	95	93	91	96	95	82
Ability to understand your questions/issue	94	74	94	94	89	95	95	83
Providing guidance on policy/questions	94	78	94	93	88	93	94	83
Customer Service Before Transfer	82	--	93	85	50	91	93	96
Ease of accessing representative	89	--	93	78	44	50	92	96
Professionalism	89	--	93	89	44	100	94	96
Communication skills	44	--	93	89	78	100	94	96
Ability to understand your questions/issue	89	--	93	81	44	100	94	96
Providing guidance on policy/questions	89	--	93	81	44	72	91	96
Customer Service After Transfer	73	--	93	86	81	94	91	96
Ease of accessing representative	67	--	93	72	78	72	92	96
Professionalism	67	--	93	89	100	100	92	96
Communication skills	89	--	93	86	67	100	90	96
Ability to understand your questions/issue	67	--	93	89	78	100	90	96
Providing guidance on policy/questions	78	--	93	86	78	83	87	96
Customer Service by Email	96	71	86	82	89	47	90	82
Ability to understand your questions/issue	100	83	87	89	90	63	92	78
The timeliness with which you received a response	78	67	87	78	89	47	87	89
Communication skills in the response you received	100	72	83	78	91	63	91	82
Providing guidance on policy/questions	100	61	87	81	85	63	89	80

	1-4		5-29		30-99		100-299	
	2016	2017	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	83	49	578	248	575	221	384	158
Internet Use	65	79	67	69	70	72	71	73
Interested in using the Internet rather than having to call or e-mail E-Verify	65	79	67	69	70	72	71	73
Technical Assistance	93	--	90	92	82	92	97	100
Ease of accessing representative	97	--	91	86	89	89	96	96
Professionalism	92	--	91	94	90	93	97	100
Communication skills	97	--	88	92	86	93	98	100
Ability to understand your questions/issue	97	--	89	92	85	93	97	100
Knowledge of technical issues	86	--	91	94	75	93	97	100
Technical guidance resolving your issue	86	--	91	92	77	93	98	100
Interested in Communicating with Peers	32	34	27	31	31	34	35	38
Interested in communicating with peers about E-Verify or using the system	32	34	27	31	31	34	35	38
E-Verify Listens	100	100	77	74	83	83	83	96
Experience with E-Verify Listens	100	100	77	74	83	83	83	96
Satisfaction	79	77	84	86	87	85	87	89
Overall satisfaction	81	78	86	87	90	87	89	91
Meets expectations	77	77	84	86	87	85	87	88
Compared to ideal	78	77	83	84	85	83	85	87
Recommend	82	77	86	89	90	86	91	91
How likely would you be to recommend the E-Verify program to others	82	77	86	89	90	86	91	91
Confident in Accuracy	88	86	89	90	91	91	91	93
How confident are you in the accuracy of the E-Verify program	88	86	89	90	91	91	91	93
Future Participation	90	90	95	95	97	95	97	97
Likelihood to continue to participate in the E-Verify program in the future	90	90	95	95	97	95	97	97
Usefulness of Manuals	78	91	76	90	89	73	87	93
Manuals	78	91	76	90	89	73	87	93
Usefulness of Tutorials	83	93	83	91	89	78	89	90
Tutorials	83	93	83	91	89	78	89	90

	1-4		5-29		30-99		100-299	
	2016	2017	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	83	49	578	248	575	221	384	158
Usefulness of Refresher Tutorials	83	91	78	90	87	73	88	87
Refresher Tutorials	83	91	78	90	87	73	88	87
Usefulness of E-Verify Public Website	85	89	86	89	91	82	90	90
E-Verify public website	85	89	86	89	91	82	90	90
Usefulness of Q and As	86	85	83	89	87	77	91	90
Q and As	86	85	83	89	87	77	91	90
Usefulness of E-Verify News Articles	74	94	76	92	86	79	92	89
E-Verify news articles	74	94	76	92	86	79	92	89
Usefulness of Helper Text	76	97	76	89	84	84	89	86
Helper Text	76	97	76	89	84	84	89	86
Usefulness of Quick Reference Guides	82	93	84	91	90	77	92	92
Quick Reference Guides	82	93	84	91	90	77	92	92
Usefulness of E-Verify Call Center	87	86	84	93	86	76	91	87
E-Verify call center	87	86	84	93	86	76	91	87
Usefulness of Other E-Verify Users	83	94	72	93	81	88	92	82
Other E-Verify users	83	94	72	93	81	88	92	82
E-Verify Monitoring and Compliance Group	94	56	90	100	92	100	86	86
Assistance received from E-Verify Monitoring and Compliance Group	94	56	90	100	92	100	86	86

Figure 53 - How Many Do You Employ Scores (cont.)

	300-999		1,000-9,999		10,000+	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	188	74	86	47	25	4
Awareness / Registration	87	91	89	89	74	--
Clarity of instructions on how to enroll	81	82	89	89	56	--
Memorandum of understanding makes responsibilities and next steps clear	83	84	94	89	67	--
Ease of submitting registration information	92	96	89	89	78	--
Speed of receiving User Name, Password and E-Verify Web Address	94	100	94	89	100	--
Ease of registration process overall	83	91	78	89	56	--
Tutorial	89	88	96	82	92	--
Helpfulness of information in User Manual	96	82	83	72	100	--
Ease of taking online training in terms of understanding content	87	89	100	86	100	--
Ease of completing online training in terms of time required	89	85	100	86	83	--
Ease of accessing online resources	94	91	100	61	89	--
Usefulness of online resources	87	89	94	83	94	--
Ease of training process overall	87	91	94	89	89	--
Using E-Verify	90	89	89	89	84	92
Ease of navigating the E-Verify site	89	87	88	86	84	92
Ease of submitting I-9 information on E-Verify	90	90	90	89	86	94
Speed of receiving an initial response from E-Verify	94	91	91	94	86	100
Clarity of next steps as described in the response	88	85	86	85	81	81
Tentative Nonconfirmation (TNC) Resolution Process	81	78	81	83	76	85
Speed of resolving the case	81	78	81	84	71	83
Clarity of communications about the steps involved in the resolution process	82	77	81	85	77	89
Ease of resolving the case	81	79	82	81	68	75
TNC Referral Process	82	79	85	91	78	89
Further Action Notice Process	81	77	84	87	79	89

	300-999		1,000-9,999		10,000+	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	188	74	86	47	25	4
Photo Matching	95	95	91	92	88	89
Ease of photo matching process	95	96	92	92	89	89
Helpfulness in preventing fraud	95	94	90	92	91	89
Customer Service	89	83	90	90	81	99
Ease of accessing representative	90	87	87	86	79	100
Professionalism	90	84	91	90	84	100
Communication skills	87	79	90	92	86	100
Ability to understand your questions/issue	89	82	89	90	79	94
Providing guidance on policy/questions	90	83	89	90	73	100
Customer Service Before Transfer	97	94	--	73	92	91
Ease of accessing representative	97	94	--	94	91	78
Professionalism	97	94	--	72	98	100
Communication skills	97	94	--	72	96	89
Ability to understand your questions/issue	97	94	--	67	89	78
Providing guidance on policy/questions	97	94	--	72	89	100
Customer Service After Transfer	100	94	--	89	86	89
Ease of accessing representative	100	94	--	89	96	89
Professionalism	100	94	--	89	96	89
Communication skills	100	94	--	89	80	89
Ability to understand your questions/issue	100	94	--	89	78	89
Providing guidance on policy/questions	100	94	--	89	78	89
Customer Service by Email	91	--	93	100	58	72
Ability to understand your questions/issue	93	--	93	100	67	72
The timeliness with which you received a response	88	--	92	100	52	72
Communication skills in the response you received	89	--	93	100	67	72
Providing guidance on policy/questions	92	--	93	100	41	72

	300-999		1,000-9,999		10,000+	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	188	74	86	47	25	4
Internet Use	73	70	72	69	85	67
Interested in using the Internet rather than having to call or e-mail E-Verify	73	70	72	69	85	67
Technical Assistance	83	97	94	100	67	--
Ease of accessing representative	83	100	91	100	72	--
Professionalism	86	100	96	100	83	--
Communication skills	82	100	95	100	83	--
Ability to understand your questions/issue	82	78	93	100	72	--
Knowledge of technical issues	82	100	93	100	39	--
Technical guidance resolving your issue	83	100	93	100	39	--
Interested in Communicating with Peers	41	43	49	39	69	61
Interested in communicating with peers about E-Verify or using the system	41	43	49	39	69	61
E-Verify Listens	70	100	72	--	89	85
Experience with E-Verify Listens	70	100	72	--	89	85
Satisfaction	85	84	84	84	81	83
Overall satisfaction	86	86	87	86	83	81
Meets expectations	85	86	83	84	83	86
Compared to ideal	82	78	82	81	76	83
Recommend	89	86	89	91	85	93
How likely would you be to recommend the E-Verify program to others	89	86	89	91	85	93
Confident in Accuracy	88	89	89	88	86	97
How confident are you in the accuracy of the E-Verify program	88	89	89	88	86	97
Future Participation	96	94	96	97	98	97
Likelihood to continue to participate in the E-Verify program in the future	96	94	96	97	98	97
Usefulness of Manuals	97	76	83	61	78	--
Manuals	97	76	83	61	78	--
Usefulness of Tutorials	94	89	89	78	89	--
Tutorials	94	89	89	78	89	--

	300-999		1,000-9,999		10,000+	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	188	74	86	47	25	4
Usefulness of Refresher Tutorials	93	81	83	81	89	--
Refresher Tutorials	93	81	83	81	89	--
Usefulness of E-Verify Public Website	94	81	83	83	94	--
E-Verify public website	94	81	83	83	94	--
Usefulness of Q and As	94	89	78	78	89	--
Q and As	94	89	78	78	89	--
Usefulness of E-Verify News Articles	97	89	78	70	89	--
E-Verify news articles	97	89	78	70	89	--
Usefulness of Helper Text	94	93	78	67	83	--
Helper Text	94	93	78	67	83	--
Usefulness of Quick Reference Guides	89	83	89	78	94	--
Quick Reference Guides	89	83	89	78	94	--
Usefulness of E-Verify Call Center	91	70	89	44	94	--
E-Verify call center	91	70	89	44	94	--
Usefulness of Other E-Verify Users	94	85	89	56	100	--
Other E-Verify users	94	85	89	56	100	--
E-Verify Monitoring and Compliance Group	74	78	88	87	82	93
Assistance received from E-Verify Monitoring and Compliance Group	74	78	88	87	82	93

Enrollment Date Comparison

Figure 54 - When Did Your Organization Enroll Scores

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2016	2017	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	57	29	104	54	362	122	1,396	596
Awareness / Registration	93	88	91	88	--	--	--	--
Clarity of instructions on how to enroll	93	87	88	85	--	--	--	--
Memorandum of understanding makes responsibilities and next steps clear	91	87	89	88	--	--	--	--
Ease of submitting registration information	94	91	92	88	--	--	--	--
Speed of receiving User Name, Password and E-Verify Web Address	95	89	93	92	--	--	--	--
Ease of registration process overall	92	87	90	87	--	--	--	--
Tutorial	91	89	89	87	--	--	--	--
Helpfulness of information in User Manual	88	85	90	83	--	--	--	--
Ease of taking online training in terms of understanding content	93	90	89	88	--	--	--	--
Ease of completing online training in terms of time required	89	90	88	88	--	--	--	--
Ease of accessing online resources	94	90	91	86	--	--	--	--
Usefulness of online resources	90	88	89	87	--	--	--	--
Ease of training process overall	92	89	89	88	--	--	--	--
Using E-Verify	93	91	92	90	89	87	91	90
Ease of navigating the E-Verify site	92	90	91	89	87	84	89	88
Ease of submitting I-9 information on E-Verify	93	89	91	91	89	87	91	90
Speed of receiving an initial response from E-Verify	96	93	94	93	93	91	95	94
Clarity of next steps as described in the response	93	91	91	87	88	86	89	88
Tentative Nonconfirmation (TNC) Resolution Process	76	86	88	87	84	86	81	80
Speed of resolving the case	76	85	87	90	85	89	81	80
Clarity of communications about the steps involved in the resolution process	78	85	90	84	82	85	81	80
Ease of resolving the case	74	89	87	86	84	88	80	80
TNC Referral Process	83	67	89	88	86	89	82	84
Further Action Notice Process	83	85	90	86	83	89	82	81

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2016	2017	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	57	29	104	54	362	122	1,396	596
Photo Matching	98	94	97	95	95	96	94	95
Ease of photo matching process	98	94	97	95	95	96	94	95
Helpfulness in preventing fraud	98	94	97	95	94	96	94	95
Customer Service	94	82	91	87	89	90	91	90
Ease of accessing representative	94	82	94	90	88	89	89	87
Professionalism	95	82	90	87	91	89	93	90
Communication skills	94	82	90	86	90	89	92	90
Ability to understand your questions/issue	95	82	91	85	89	90	91	90
Providing guidance on policy/questions	91	82	93	86	89	88	91	90
Customer Service Before Transfer	100	91	--	100	93	78	90	85
Ease of accessing representative	100	50	--	100	93	78	90	85
Professionalism	100	100	--	100	93	78	92	88
Communication skills	100	100	--	100	93	78	91	86
Ability to understand your questions/issue	100	100	--	100	93	78	90	80
Providing guidance on policy/questions	100	72	--	100	93	78	88	84
Customer Service After Transfer	97	94	--	100	96	78	89	89
Ease of accessing representative	100	72	--	100	96	78	91	83
Professionalism	100	100	--	100	96	78	93	90
Communication skills	100	100	--	100	96	78	87	89
Ability to understand your questions/issue	94	100	--	100	96	78	86	90
Providing guidance on policy/questions	89	83	--	100	96	78	86	89
Customer Service by Email	86	85	92	89	80	44	91	80
Ability to understand your questions/issue	85	83	93	89	83	89	92	82
The timeliness with which you received a response	89	83	91	89	79	44	87	81
Communication skills in the response you received	85	83	93	89	79	89	92	80
Providing guidance on policy/questions	85	89	86	89	80	89	89	78

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2016	2017	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	57	29	104	54	362	122	1,396	596
Internet Use	79	78	76	78	67	76	69	69
Interested in using the Internet rather than having to call or e-mail E-Verify	79	78	76	78	67	76	69	69
Technical Assistance	89	100	93	99	91	--	89	95
Ease of accessing representative	91	100	94	89	94	--	89	92
Professionalism	89	100	93	100	94	--	92	96
Communication skills	91	100	94	100	95	--	89	95
Ability to understand your questions/issue	89	100	93	100	94	--	89	93
Knowledge of technical issues	87	100	93	100	91	--	86	96
Technical guidance resolving your issue	87	100	94	100	88	--	87	95
Interested in Communicating with Peers	38	47	36	46	30	36	33	33
Interested in communicating with peers about E-Verify or using the system	38	47	36	46	30	36	33	33
E-Verify Listens	89	100	83	100	79	75	79	83
Experience with E-Verify Listens	89	100	83	100	79	75	79	83
Satisfaction	89	87	86	85	84	83	86	86
Overall satisfaction	91	88	87	87	86	84	87	88
Meets expectations	89	89	86	85	83	83	86	86
Compared to ideal	87	85	85	84	82	81	83	84
Recommend	93	89	90	89	86	85	89	88
How likely would you be to recommend the E-Verify program to others	93	89	90	89	86	85	89	88
Confident in Accuracy	91	94	93	91	89	90	90	90
How confident are you in the accuracy of the E-Verify program	91	94	93	91	89	90	90	90
Future Participation	97	95	96	96	96	92	96	96
Likelihood to continue to participate in the E-Verify program in the future	97	95	96	96	96	92	96	96
Usefulness of Manuals	86	85	82	83	--	--	--	--
Manuals	86	85	82	83	--	--	--	--
Usefulness of Tutorials	90	89	84	86	--	--	--	--
Tutorials	90	89	84	86	--	--	--	--

	Within the last six months		Within the last six to twelve months		One or two years ago		More than two years ago	
	2016	2017	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	57	29	104	54	362	122	1,396	596
Usefulness of Refresher Tutorials	86	84	84	86	--	--	--	--
Refresher Tutorials	86	84	84	86	--	--	--	--
Usefulness of E-Verify Public Website	90	88	88	85	--	--	--	--
E-Verify public website	90	88	88	85	--	--	--	--
Usefulness of Q and As	84	86	88	85	--	--	--	--
Q and As	84	86	88	85	--	--	--	--
Usefulness of E-Verify News Articles	85	83	83	89	--	--	--	--
E-Verify news articles	85	83	83	89	--	--	--	--
Usefulness of Helper Text	80	89	83	88	--	--	--	--
Helper Text	80	89	83	88	--	--	--	--
Usefulness of Quick Reference Guides	87	88	87	87	--	--	--	--
Quick Reference Guides	87	88	87	87	--	--	--	--
Usefulness of E-Verify Call Center	88	82	87	84	--	--	--	--
E-Verify call center	88	82	87	84	--	--	--	--
Usefulness of Other E-Verify Users	83	90	83	88	--	--	--	--
Other E-Verify users	83	90	83	88	--	--	--	--
E-Verify Monitoring and Compliance Group	93	78	86	96	79	44	86	84
Assistance received from E-Verify Monitoring and Compliance Group	93	78	86	96	79	44	86	84

Frequency of Use Comparison

Figure 55 - Frequency Of Use Scores

	Once a week or more		Two or three times a month		About once a month	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	316	140	387	133	252	112
Awareness / Registration	90	93	94	92	93	83
Clarity of instructions on how to enroll	91	90	94	88	93	81
Memorandum of understanding makes responsibilities and next steps clear	89	91	93	93	90	81
Ease of submitting registration information	91	96	95	91	93	86
Speed of receiving User Name, Password and E-Verify Web Address	92	96	97	94	94	86
Ease of registration process overall	89	94	93	92	92	83
Tutorial	88	91	94	90	89	90
Helpfulness of information in User Manual	84	85	95	76	87	89
Ease of taking online training in terms of understanding content	88	92	95	91	91	90
Ease of completing online training in terms of time required	88	90	91	93	86	89
Ease of accessing online resources	89	90	95	90	90	90
Usefulness of online resources	89	92	93	88	89	90
Ease of training process overall	87	93	93	92	89	89
Using E-Verify	90	90	92	90	92	92
Ease of navigating the E-Verify site	89	89	91	88	91	91
Ease of submitting I-9 information on E-Verify	90	91	92	90	92	93
Speed of receiving an initial response from E-Verify	93	94	95	92	95	95
Clarity of next steps as described in the response	88	87	90	87	90	91
Tentative Nonconfirmation (TNC) Resolution Process	80	79	85	85	81	82
Speed of resolving the case	80	80	86	84	79	83
Clarity of communications about the steps involved in the resolution process	80	78	85	88	82	78
Ease of resolving the case	80	78	85	86	80	89
TNC Referral Process	82	84	86	89	85	86
Further Action Notice Process	82	82	86	88	84	78

	Once a week or more		Two or three times a month		About once a month	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	316	140	387	133	252	112
Photo Matching	94	95	95	95	95	96
Ease of photo matching process	94	95	95	95	95	96
Helpfulness in preventing fraud	94	95	95	94	95	96
Customer Service	90	88	91	88	93	96
Ease of accessing representative	89	89	91	86	93	94
Professionalism	91	89	93	88	94	97
Communication skills	91	88	91	90	93	96
Ability to understand your questions/issue	89	88	90	89	93	96
Providing guidance on policy/questions	89	89	91	88	92	95
Customer Service Before Transfer	91	89	97	100	75	85
Ease of accessing representative	90	91	97	100	72	44
Professionalism	94	90	97	100	72	94
Communication skills	93	89	97	100	89	94
Ability to understand your questions/issue	90	85	97	100	72	94
Providing guidance on policy/questions	89	89	97	100	72	67
Customer Service After Transfer	88	92	97	100	90	88
Ease of accessing representative	93	89	97	100	89	67
Professionalism	92	93	100	100	100	94
Communication skills	85	93	97	100	83	94
Ability to understand your questions/issue	84	93	97	100	89	94
Providing guidance on policy/questions	84	91	94	100	89	78
Customer Service by Email	85	88	94	94	95	67
Ability to understand your questions/issue	88	89	95	94	96	67
The timeliness with which you received a response	83	86	92	94	94	67
Communication skills in the response you received	86	89	95	94	94	67
Providing guidance on policy/questions	84	88	94	94	94	67

	Once a week or more		Two or three times a month		About once a month	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	316	140	387	133	252	112
Internet Use	75	76	71	75	72	71
Interested in using the Internet rather than having to call or e-mail E-Verify	75	76	71	75	72	71
Technical Assistance	86	99	92	100	90	--
Ease of accessing representative	89	96	88	100	91	--
Professionalism	91	100	96	100	91	--
Communication skills	89	100	94	100	85	--
Ability to understand your questions/issue	86	96	93	100	91	--
Knowledge of technical issues	81	100	92	100	91	--
Technical guidance resolving your issue	82	100	93	100	91	--
Interested in Communicating with Peers	43	43	36	38	34	34
Interested in communicating with peers about E-Verify or using the system	43	43	36	38	34	34
E-Verify Listens	81	87	81	86	80	100
Experience with E-Verify Listens	81	87	81	86	80	100
Satisfaction	85	85	87	87	87	87
Overall satisfaction	86	88	89	89	90	89
Meets expectations	86	86	87	87	87	87
Compared to ideal	83	83	85	85	85	86
Recommend	90	90	92	89	91	91
How likely would you be to recommend the E-Verify program to others	90	90	92	89	91	91
Confident in Accuracy	89	88	92	93	92	93
How confident are you in the accuracy of the E-Verify program	89	88	92	93	92	93
Future Participation	97	97	97	96	97	97
Likelihood to continue to participate in the E-Verify program in the future	97	97	97	96	97	97
Usefulness of Manuals	84	83	93	74	81	89
Manuals	84	83	93	74	81	89
Usefulness of Tutorials	88	88	94	82	83	93
Tutorials	88	88	94	82	83	93

	Once a week or more		Two or three times a month		About once a month	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	316	140	387	133	252	112
Usefulness of Refresher Tutorials	86	89	92	74	86	89
Refresher Tutorials	86	89	92	74	86	89
Usefulness of E-Verify Public Website	85	88	93	83	91	89
E-Verify public website	85	88	93	83	91	89
Usefulness of Q and As	86	93	91	84	86	69
Q and As	86	93	91	84	86	69
Usefulness of E-Verify News Articles	89	91	87	86	91	81
E-Verify news articles	89	91	87	86	91	81
Usefulness of Helper Text	87	92	86	87	87	96
Helper Text	87	92	86	87	87	96
Usefulness of Quick Reference Guides	84	91	91	81	91	94
Quick Reference Guides	84	91	91	81	91	94
Usefulness of E-Verify Call Center	89	81	91	94	92	69
E-Verify call center	89	81	91	94	92	69
Usefulness of Other E-Verify Users	89	86	90	97	87	94
Other E-Verify users	89	86	90	97	87	94
E-Verify Monitoring and Compliance Group	85	85	82	81	96	94
Assistance received from E-Verify Monitoring and Compliance Group	85	85	82	81	96	94

Figure 56 - Frequency Of Use Scores (cont.)

	Once every few months		Once or twice a year		Less than once a year	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	571	232	290	133	103	51
Awareness / Registration	93	87	88	88	84	79
Clarity of instructions on how to enroll	92	85	83	88	78	74
Memorandum of understanding makes responsibilities and next steps clear	91	85	89	89	82	85
Ease of submitting registration information	94	89	89	89	88	74
Speed of receiving User Name, Password and E-Verify Web Address	95	90	91	88	91	89
Ease of registration process overall	93	86	88	86	79	74
Tutorial	93	86	83	88	81	75
Helpfulness of information in User Manual	89	87	89	84	89	67
Ease of taking online training in terms of understanding content	93	86	83	88	77	78
Ease of completing online training in terms of time required	92	85	82	89	80	78
Ease of accessing online resources	94	84	85	89	89	78
Usefulness of online resources	92	86	81	87	79	70
Ease of training process overall	93	86	85	88	80	74
Using E-Verify	92	90	89	89	89	81
Ease of navigating the E-Verify site	89	87	85	86	88	78
Ease of submitting I-9 information on E-Verify	91	90	88	88	87	79
Speed of receiving an initial response from E-Verify	95	94	94	92	91	87
Clarity of next steps as described in the response	90	89	88	87	88	79
Tentative Nonconfirmation (TNC) Resolution Process	80	87	88	68	91	--
Speed of resolving the case	80	88	88	69	94	--
Clarity of communications about the steps involved in the resolution process	80	87	88	61	89	--
Ease of resolving the case	82	89	89	69	89	--
TNC Referral Process	81	87	87	59	100	--
Further Action Notice Process	80	87	90	67	100	--

	Once every few months		Once or twice a year		Less than once a year	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	571	232	290	133	103	51
Photo Matching	95	95	96	94	98	93
Ease of photo matching process	95	95	96	94	99	89
Helpfulness in preventing fraud	95	95	95	94	97	96
Customer Service	92	86	84	87	97	99
Ease of accessing representative	88	86	79	83	97	94
Professionalism	93	86	93	89	97	100
Communication skills	93	86	92	87	97	100
Ability to understand your questions/issue	93	86	92	87	97	100
Providing guidance on policy/questions	91	84	91	88	96	100
Customer Service Before Transfer	94	89	100	--	82	--
Ease of accessing representative	94	83	100	--	89	--
Professionalism	94	92	100	--	89	--
Communication skills	94	92	100	--	44	--
Ability to understand your questions/issue	94	86	100	--	89	--
Providing guidance on policy/questions	89	86	100	--	89	--
Customer Service After Transfer	94	90	100	--	73	--
Ease of accessing representative	94	83	100	--	67	--
Professionalism	94	92	100	--	67	--
Communication skills	94	89	100	--	89	--
Ability to understand your questions/issue	94	92	100	--	67	--
Providing guidance on policy/questions	89	92	100	--	78	--
Customer Service by Email	84	44	93	85	--	--
Ability to understand your questions/issue	86	63	94	89	--	--
The timeliness with which you received a response	79	47	94	89	--	--
Communication skills in the response you received	88	56	89	81	--	--
Providing guidance on policy/questions	81	52	94	81	--	--

	Once every few months		Once or twice a year		Less than once a year	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	571	232	290	133	103	51
Internet Use	68	69	63	65	69	75
Interested in using the Internet rather than having to call or e-mail E-Verify	68	69	63	65	69	75
Technical Assistance	90	94	98	85	89	--
Ease of accessing representative	90	94	100	72	94	--
Professionalism	93	94	97	89	72	--
Communication skills	90	94	100	83	83	--
Ability to understand your questions/issue	87	92	100	89	94	--
Knowledge of technical issues	90	94	94	89	94	--
Technical guidance resolving your issue	90	94	94	83	100	--
Interested in Communicating with Peers	30	35	25	29	26	26
Interested in communicating with peers about E-Verify or using the system	30	35	25	29	26	26
E-Verify Listens	81	83	67	63	--	61
Experience with E-Verify Listens	81	83	67	63	--	61
Satisfaction	86	86	83	84	81	73
Overall satisfaction	88	88	85	85	83	75
Meets expectations	86	86	82	84	80	75
Compared to ideal	84	84	80	83	80	70
Recommend	87	89	85	85	85	72
How likely would you be to recommend the E-Verify program to others	87	89	85	85	85	72
Confident in Accuracy	90	91	89	90	88	81
How confident are you in the accuracy of the E-Verify program	90	91	89	90	88	81
Future Participation	96	97	94	93	90	84
Likelihood to continue to participate in the E-Verify program in the future	96	97	94	93	90	84
Usefulness of Manuals	81	83	65	90	85	78
Manuals	81	83	65	90	85	78
Usefulness of Tutorials	86	84	74	91	87	100
Tutorials	86	84	74	91	87	100

	Once every few months		Once or twice a year		Less than once a year	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	571	232	290	133	103	51
Usefulness of Refresher Tutorials	82	83	68	91	83	100
Refresher Tutorials	82	83	68	91	83	100
Usefulness of E-Verify Public Website	89	87	77	88	90	70
E-Verify public website	89	87	77	88	90	70
Usefulness of Q and As	87	83	75	91	91	74
Q and As	87	83	75	91	91	74
Usefulness of E-Verify News Articles	82	85	68	90	76	78
E-Verify news articles	82	85	68	90	76	78
Usefulness of Helper Text	78	81	68	90	83	100
Helper Text	78	81	68	90	83	100
Usefulness of Quick Reference Guides	89	85	78	91	87	100
Quick Reference Guides	89	85	78	91	87	100
Usefulness of E-Verify Call Center	85	83	69	89	84	33
E-Verify call center	85	83	69	89	84	33
Usefulness of Other E-Verify Users	77	87	53	91	87	78
Other E-Verify users	77	87	53	91	87	78
E-Verify Monitoring and Compliance Group	83	72	93	72	--	--
Assistance received from E-Verify Monitoring and Compliance Group	83	72	93	72	--	--

Organization Type Comparison

Figure 57 - Which Best Describes Organization Scores

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	1,801	755	63	23	55	23
Awareness / Registration	92	88	90	84	93	100
Clarity of instructions on how to enroll	90	86	97	85	93	100
Memorandum of understanding makes responsibilities and next steps clear	90	88	78	85	93	100
Ease of submitting registration information	93	89	92	85	93	100
Speed of receiving User Name, Password and E-Verify Web Address	94	91	92	85	93	100
Ease of registration process overall	91	87	89	81	93	100
Tutorial	90	88	86	74	93	100
Helpfulness of information in User Manual	90	82	78	83	100	100
Ease of taking online training in terms of understanding content	90	89	91	74	93	100
Ease of completing online training in terms of time required	88	89	84	74	93	100
Ease of accessing online resources	92	88	89	70	93	100
Usefulness of online resources	89	88	87	78	93	100
Ease of training process overall	90	89	87	70	93	100
Using E-Verify	91	90	92	88	92	90
Ease of navigating the E-Verify site	89	87	92	88	89	90
Ease of submitting I-9 information on E-Verify	91	90	91	88	90	92
Speed of receiving an initial response from E-Verify	94	93	94	92	95	92
Clarity of next steps as described in the response	89	88	91	84	91	86
Tentative Nonconfirmation (TNC) Resolution Process	82	82	84	84	79	67
Speed of resolving the case	82	82	83	86	82	67
Clarity of communications about the steps involved in the resolution process	82	81	85	84	80	74
Ease of resolving the case	81	84	85	82	81	48
TNC Referral Process	83	85	86	88	77	70
Further Action Notice Process	83	83	86	83	77	78

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	1,801	755	63	23	55	23
Photo Matching	95	95	93	96	93	98
Ease of photo matching process	95	95	93	96	93	97
Helpfulness in preventing fraud	95	95	93	96	93	98
Customer Service	91	88	95	93	89	100
Ease of accessing representative	89	87	95	93	85	100
Professionalism	92	89	95	93	96	100
Communication skills	92	88	94	93	96	100
Ability to understand your questions/issue	91	88	95	92	70	100
Providing guidance on policy/questions	90	88	94	92	93	100
Customer Service Before Transfer	91	92	89	73	100	87
Ease of accessing representative	91	83	89	94	100	78
Professionalism	93	94	89	72	100	94
Communication skills	92	94	89	72	100	89
Ability to understand your questions/issue	91	93	89	67	100	78
Providing guidance on policy/questions	90	88	89	72	100	89
Customer Service After Transfer	92	93	84	89	100	86
Ease of accessing representative	94	87	86	89	100	72
Professionalism	96	94	83	89	100	89
Communication skills	90	94	83	89	100	89
Ability to understand your questions/issue	88	94	86	89	100	89
Providing guidance on policy/questions	88	92	83	89	100	83
Customer Service by Email	90	76	80	92	69	72
Ability to understand your questions/issue	92	83	81	89	78	78
The timeliness with which you received a response	88	78	85	96	52	63
Communication skills in the response you received	91	80	78	96	67	70
Providing guidance on policy/questions	88	79	74	89	74	74

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	1,801	755	63	23	55	23
Internet Use	69	71	78	71	79	81
Interested in using the Internet rather than having to call or e-mail E-Verify	69	71	78	71	79	81
Technical Assistance	91	95	85	99	75	--
Ease of accessing representative	92	93	86	89	83	--
Professionalism	93	96	89	100	94	--
Communication skills	92	95	83	100	94	--
Ability to understand your questions/issue	92	94	88	100	56	--
Knowledge of technical issues	90	96	81	100	44	--
Technical guidance resolving your issue	90	95	82	100	61	--
Interested in Communicating with Peers	32	34	54	54	43	43
Interested in communicating with peers about E-Verify or using the system	32	34	54	54	43	43
E-Verify Listens	77	82	84	81	94	86
Experience with E-Verify Listens	77	82	84	81	94	86
Satisfaction	85	85	86	86	87	87
Overall satisfaction	87	87	87	86	87	89
Meets expectations	85	85	87	87	87	88
Compared to ideal	83	83	83	85	87	84
Recommend	88	87	91	90	92	92
How likely would you be to recommend the E-Verify program to others	88	87	91	90	92	92
Confident in Accuracy	90	91	93	86	93	95
How confident are you in the accuracy of the E-Verify program	90	91	93	86	93	95
Future Participation	96	95	96	94	98	92
Likelihood to continue to participate in the E-Verify program in the future	96	95	96	94	98	92
Usefulness of Manuals	83	84	78	70	93	100
Manuals	83	84	78	70	93	100

	General User		Temporary Agency or Employment Agency		E-Verify Employer Agent	
	2016	2017	2016	2017	2016	2017
	Scores	Scores	Scores	Scores	Scores	Scores
Sample Size	1,801	755	63	23	55	23
Usefulness of Tutorials	86	87	84	74	93	100
Tutorials	86	87	84	74	93	100
Usefulness of Refresher Tutorials	84	85	92	78	93	100
Refresher Tutorials	84	85	92	78	93	100
Usefulness of E-Verify Public Website	88	86	96	78	93	100
E-Verify public website	88	86	96	78	93	100
Usefulness of Q and As	87	85	85	78	89	100
Q and As	87	85	85	78	89	100
Usefulness of E-Verify News Articles	83	87	96	89	89	100
E-Verify news articles	83	87	96	89	89	100
Usefulness of Helper Text	82	88	92	78	89	100
Helper Text	82	88	92	78	89	100
Usefulness of Quick Reference Guides	87	87	92	83	89	100
Quick Reference Guides	87	87	92	83	89	100
Usefulness of E-Verify Call Center	86	82	96	85	93	100
E-Verify call center	86	82	96	85	93	100
Usefulness of Other E-Verify Users	82	88	94	--	89	100
Other E-Verify users	82	88	94	--	89	100
E-Verify Monitoring and Compliance Group	84	80	90	94	92	100
Assistance received from E-Verify Monitoring and Compliance Group	84	80	90	94	92	100

APPENDIX E: TEXT COMMENT ANALYTICS

Suggestions to make the case creation process easier.

Code	Text Comment
Alerts	Add open item to the home page with red letters stating "need to complete" situations.
Alerts	Maybe give an alert when employee documents expires
Alerts	Time sensitive text alerts or email reminders that cases are approaching a deadline. This would avoid cases going old and unresolved.
Alerts	we should receive an email with updates on a person that had to go to the Social Security office because there was an issue with their information. Right now you have to login to E-Verify to see the update. When your hiring sometimes you forget to continue to look for updates.
Customer Service	Will be a good idea to provide us with a phone number that someone live can be a useful resource
Default settings	in date fields with the year should default to current year in the look up.
Employee self serve	would be great for employees to enter their own data
Error correction	Ability to go back and do a correct if an incorrect date or number was used as an administrative error without having to create a new case.
Error correction	Allow a grace period where I can go back and enter older employees who should have been E-verified. Especially after an E-verify audit has been conducted and exposed that there are employee cases that are non-compliant. It is easier to get a new payroll client to understand the requirement if I can say "we should have been doing this and we have one chance to correct it and then we will be compliant within the 72 hours from now on."
Error correction	I think there should be a chance to correct something if it is entered wrong.
Error correction	If a typography error is made it would be nice to be able to correct it without re-entry of everything. Also, the time period is sometimes hard if not possible when working at a remote office. It is sometimes several days before getting back to the main office where all the e-verify information is retained.
Error correction	Difficult to go back and make corrections, specifically when employee has made an error
Error correction	If you make a mistake while entering, you have to try to get through the entire process before it will let you "out" or start over.
E-signatures	Electronic form for new employees to complete with e-signatures.
Fingerprints	link the search databases. Fingerprints should be accessible after 1 entry. Instead different employers are asking multiple times. Each employer wants the same information. Combine it and put it in one place. It is too cumbersome, too costly, and too laborious.
I9	If E Verify and the Form I 9 manuals would match.
I9	Electronic I-9 would be very helpful.
I9	creation of the I-9 electronic form would be very helpful
I9	If it could take the information off the I-9 once the employee has been completed by them, it would make it easier. Where all I have to do is verify the info it received and potentially correct or add information, less input, all electronic options.
I9	Electronic I9 will be great addition
I9	It has gotten a lot easier since the system was first launched. I think the system is great. Having the capability to do the I9 in the same system would be an absolute dream.
I9	The three day window is hard for employers to do. The I-9 is done in 3 days but to turn around and do the everify along with other HR paperwork is impossible.
I9	an electronic i-9 would be helpful, as well as clearer guidance on who is considered an eligible "authorized representative" to sign for the employee.
I9	The electronic I-9 form. Not everyone has a readable handwriting. Handwritten numbers can also be an issue.
I9	We use ADP I9 service that ties to e-verify.... So it is really easy.
I9	Incorporate I-9's with e-verify. Completing an I-9 form on paper is just antique.
I9	Making I-9's electronic would be very helpful, as I am essentially re-entering information that I've already entered on the I-9 when I am creating a case for Everify.
I9	Why do we need I-9 form when we use e-verify system. Either one will be sufficient in my opinion.

I9	I was just wondering what the difference was between e verify and verifying the I-9 through the social security website. I would verify all new hires through the ss website. both provide the same or so I thought
Increase time frame	To E Verify within 3 days can be sometime difficult / Prefer more days.
Increase time frame	Because some of our applicants are not located in our general area, completing the E-Verify 3-day requirement for submission after the beginning employment date is sometimes difficult. Often forms are delayed in getting returned to our personnel department within that 3-day period.
Increase time frame	The current number of days at which your account becomes inactive is far too low. I am sure many company like ours hire people ~once per year or slightly more irregularly, and the threat of losing the account in less than one year's worth of time is very off-putting and illogical.
Increase time frame	With only 3 days to complete, there should be more options for employers to choose when those 3 days have passed. With Employees all over the country, sometimes it takes an extra day or so to get to the corporate headquarters. Otherwise it is very user friendly.
Increase time frame	If we don't get an employee signed up within three days (as when I'm on vacation), I get kicked out and have to answer why. Extend to a few weeks.
Increase time frame	Allow more than 3 days to complete e-verify process. This will be helpful with e-verify completion accuracy, and will allow for time should any technical difficulties occur.
Increase time frame	Most of our employees are teachers, therefore I do not always receive their paperwork in the required time limit imposed by E-Verify. There should be an option to include that information, just as there is an option that says "awaiting social security number". There should be one "awaiting new employee's paperwork".
Increase time frame	I think the time frame from start date to entry needs to be extended. 5 days is often reasonable due to employer time constraints and/or the E-Verify system being down.
Increase time frame	Need more than three days to enter E-verify information.
Increase time frame	72 hour time frame from date of hire is too short,time crunch for businesses. 10 day is reasonable.
Increase time frame	The three day time period from hire to everify check should be expanded to 7 days or 1 week. / / /
Login	Make the "Employer Login" more prominent on the login page. It could be more visible.
Make E-Verify required	Require all businesses in US to utilize E-Verify when hiring prospective employees and use their input to increase user friendly features.
More explanation of results	More specific explanation for the reasons a candidate might have been found ineligible.
Navigation	Too many screens. Put all required info on one page.
Navigation	Too much regulatory speak and not enough focused on the user who is a business person and not a government bureaucrat. If you are going to make us the enforcer of your rules, you should at least make the system user friendly and focused on our task of hiring people that we believe to hire the right to work in the US. Your system should be a very simple, very easy, non-bureaucratic system to verify that -- it is full of government jargon and reference to rules and regulations that we can't keep up with. / / Simply tell us, does the information that we have about the person in front of us qualify them to work in the US or does the information say that they don't have that right. It becomes a simple yes/no decision for us -- we don't enter them into your system unless we want to hire them, you should simply be a final verification that they have the right, yes or no. Its then up, in our opinion, to them to fix any issues that they have with their information or to move on -- we won't hire them. / /
Navigation	It crashes alot - most applicants you need to submit multiple times before it goes through, but the system only shows one entry or no entry. Once you get the process completed it works. Just getting to that point can be frustrating.
Navigation	It is really pretty self explanatory. The only thing I would suggest is putting the Start Here/log-in link/button much higher on the e-verify home page. As it is right now, you have to scroll and look for it.
Navigation	auto-flow utility and 'tab' consistency - When I finish typing a number or word with a finite number of digits (like a social security number or segments thereof), the cursor should advance automatically to the next box. When I 'tab' off of the final field on a page, it the selection should automatically land on 'next'. When entering multiple new hires at a time, this kind of flow would decrease entry time considerably.
Navigation	It would be nice to have a full review page of everything we entered for the employee before we submit it. Also having to do 3 extra steps to close the case after the employee is authorized seems a little redundant.
Navigation	Entering legal workers without a SSN should be made clearer
Navigation	All of the drop-down menus make the site harder to navigate/information harder to input. Using predictive text or open field would be easier for typing in dates, etc. It would also be easier if the ID information was all on one page (when we mark which ID the person is using, etc)- For example, Instead of using two pages to mark ID info and having to mark a second page to show Driver license or ID card- find a way to put it on the same page.
Navigation	Make the employer log in easier to find. It should be prominent on your web page.
Navigation	Can have a back button to change the data before submitting the case

Navigation	When entering immigration documents, it might be quicker to have the additional info (showing the different card types and where to find the codes) on the same screen, instead of navigating to another screen. I think just a pop-up when the mouse hovers over the area might save a few seconds. Otherwise, it's already pretty good. I appreciate that such information is provided to make determining what the program needs a little easier.
Navigation	The new website is easier to navigate. The home page is quite busy/crowded with choices.
Navigation	All information on one screen. Too many screens and questions. Simplify it.
Password	The password has to be changed so frequently. Wish I could have the same password all the time.
Password	Frequent password changes are a hindrance. I would rather have two factor with a text/email code than have to change an already-complicated password so often.
Password	Make the password change process easier
Password	Passwords valid longer
Password	Don't make the password be reset so frequently and the password rules are ridiculous
Password	E-verify system asked to change password too frequently.
Password	Make me not have to change my password every 90 days. I rarely use the site so I always have to call in to get a password to change my password. Not always a fast call.
Password	Wish changing passwords was not so complicated.
Password	Because we use E-Verify so seldom, we have to reset pw everytime.
Password	It seems like we are always having to update the password and the system is difficult.
Password	More customization in password.
Password	It would be helpful to not have to change passwords once established, unless compromised.
Password	Requirement for changing the password so often is a hassle.
Password	Password resets can be tricky
Password	Password change requirements are too frequent. Nobody wants to spend time coming up with new passwords. / / The entire process is just a redo of the i9 that we've already done.
Password	Password requirements are entirely too restrictive. I am a small employer who uses e-verify when we hire a new employee. The password requirements are very cumbersome. I have to totally reinvent a password every time a change is required which I think is every 3 to 6 months. The system will not let me use any part of the previous password and has to many requirements that I often have to try 3 or 4 times to create an acceptable password. I understand the importance of a strong password, but the e-verify requirements are cumbersome, frustrating, and waste a lot of my time.
Praise/No change	Seems pretty fast and efficient as it is!
Praise/No change	Not at this time
Praise/No change	It's very straightforward and easy to use. As a small business, we don't hire frequently, but it's still easy to use even when I haven't done it in a while.
Praise/No change	I think it is adequate like it is.
Praise/No change	Nothing that I can think of. The process is easy to use and saves me time. It also provides me with a peace of mind that I have completed the required documents correctly.
Praise/No change	No suggestions, I think it is a very intuitive process and very easy to use.
Praise/No change	None that I can think of.
Praise/No change	Works fine, no problems
Praise/No change	It works well and we have had no issues. All of our cases have come back approved, so don't have any feedback on correcting info or pursuing work after rejection.
Praise/No change	None at this time.
Praise/No change	everything works fine .. why try to fix if not broken!
Praise/No change	No. It's very easy.
Praise/No change	None at this time. Very easy to use.
Praise/No change	NO, I haven't found any particular difficulties in creating a case, so I don't have any basis for suggestions
Praise/No change	no. feel it's pretty easy and good to use
Praise/No change	No suggestions. The website is actually very easy to use.
Praise/No change	no - I think it is very streamlined and user friendly
Praise/No change	Nope really enjoy it thus far

Praise/No change	None. But I would like to thank you for the E-Verify program and the very easy manner in which the website makes of verifications. It's a pleasure to use
Praise/No change	none. keep up the good work.
Praise/No change	No - you are doing a good job.
Praise/No change	No, it is pretty straightforward and easy to follow.
Praise/No change	Not really. User friendly. Very satisfied.
Praise/No change	If it isn't broke don't fix it, and this seems to be working just fine
Praise/No change	works quickly and smoothly. It has been easy to train others on how to use the system. No issues.
Praise/No change	No, I find it really user friendly for our company.
Praise/No change	No, everything works well as it is currently designed
Praise/No change	I don't think it could be any easier.
Praise/No change	no suggestions, the process is very easy
Praise/No change	Please do not mess with the E-Verify website. It is user-friendly and very quick. "It ain't broke....so don't try to fix it."
Praise/No change	None it work fine
Praise/No change	The system is very easy and quick to use.
Praise/No change	No, the process is not complicated.
Praise/No change	Works good for us-No suggestions
Praise/No change	No. As a new user, i have found it very user friendly.
Praise/No change	no. it is an easy process
Praise/No change	No, the system is very simple and takes very little time.
Praise/No change	Very easy to use!
Praise/No change	No, the is very easy to use.
Praise/No change	always works for me
Praise/No change	This is the only Government website we use that really works great and is simple to navigate. / Well done!
Praise/No change	No, as it is already easy to use.
Praise/No change	No comment. Completely satisfied with process.
Praise/No change	No it's already easy
Praise/No change	We don't have any issues with using E-Verify. Very satisfied with the ease of use and also the response when telephone assisted. Very informative and helpful staff on E-Verify.
Praise/No change	The system works for us. No suggestions.
Praise/No change	no, I have found site to be fairly easy to use
Praise/No change	Not really. Simply put, E-Verify works for me, assuring me that I am only hiring those that are eligible to work in this country.
Process is stressful	Make it less stressful! I find having to use the E-verify system VERY stressful.
Program time out	The pages time out very quickly. If you receive any interruption while entering a case, it usually times out and you have to start over again.
Program time out	I would like for it to not time out so quickly. I'm often talking with the new employee, and gathering information and have to pause to fill out paperwork. Many times it will time out in the middle of me trying to complete the verification.
Simplify language	I would simplify the terminology used for cases so it is easier to use.
Tax ID numbers	I would like to be able to verify tax ID numbers of other companies and sub-contractors as well as employees.

How can E-Verify improve

Code	Text Comment
Account data clean up	We just really need a grace period to enter old employees into the system for 100% compliance. We get new small-business customers all of the time, who were unaware of the E-verify requirements. I would really like to clean up those accounts.
Customer Service	Again, I really appreciate Delicia Hofmann reaching out to me, as she took care of all of my issues, insuring that our company's EVerify Account and Profile were updated and could be accessed again following a complete HR staffing turnover.
Customer Service	Great service, very satisfied.
Customer Service	who do I contact when my question or issue remains active. /
Customer Service	customer service should be improve. They should pick up their phones when help is needed
How to take action	More information how to treat employees who are found ineligible from a legal standpoint.
Issue- case printing	I believe that if a user does not print out the case results at the time we complete the verification, it's not available to print at a later time. I goofed one time and didn't print out the results and was very sorry, as I couldn't do it later.
Issue- incorrect data	The only concern I have is that when someone keys in an incorrect date of birth or other data that is wrong, E-verify says they are authorized which is concerning. When we do our weekly audits and find there was something keyed in error we go back and do another case as we were instructed but concerned about the accuracy of the authorization. Fortunately this is a rare event but still is of concern.
Issue- password	I wish I didn't have to change my password so often, but I like that you are security conscious.
Issue- password	Your username and password requirements are silly and do not add any additional security. They only force me to use combinations I don't use in other security situations.
Issue- password	Don't make the password be reset so frequently and the password rules are ridiculous
Issue- password	I don't like changing passwords all the time. Otherwise, this program seems effective and is very simple to use. I think it should be required of all US employers.
Issue- password	Not change password so much
Issue- password	I would like to see that the user of E-Verify does not have to change their password. The sign in should be for one user who does not share their sign in information with another.
Issue- password	I realize it is a security effort, but it is ridiculous to require such frequent password changes. Due to the strict guidelines for what a password can be, it makes it EXTREMELY difficult to even create one, much less do 8-10 unique ones before they can repeat. This FORCES a normal person to have their password UNSAFE by writing it down because it cannot be memorized, completely undoing the intention of making it ultra safe. I suggest the password changes be required LESS frequently and either have fewer restrictions on what is necessary to create a password, or have the ability to repeat sooner, so perhaps someone can have 3-4 memorized and a chance and logging in WITHOUT having to keep a written password list.
Issue- password	See comments above about password requirements being overly restrictive.
Issue- password	Not have to change your password as often
Issue- password	PASSWORD REQUIREMENT CHANGE SO IT'S EASIER TO CREATE PASSWORDS. MAYBE AN AUTO GENERATE PASSWORD OPTION.
Issue- picture match	require picture match for all cases. Just because a social security number and State ID card have "correct" information doesn't mean that is actually that person applying for the job.
Issue-difficult to use	We use the system, because we believe it is the right thing to do. But, the process should be much easier.
Issue-duplicate ss cards	Please cancel or thoroughly investigate any duplicate Social Security Cards. It would seem to me that any duplicate card would be evidence of fraud and or identity theft. No Social Security Card should ever be used twice without drawing attention to the fact that it is an illegal number.
Issue-i9	The one thing that comes to mind was to have a digital version of the I-9 form. It would be very helpful.
Issue-i9	You asked about the ideal verification system - It would be employee directed, instead of employer directed. The prospective employee would be able to log into an USCIS website like e-verify with a secure login, and simply prompt said agency to send a verifying email/letter to the employer. No I-9 necessary, and employers would just need to keep the verifying letter on file or store it electronically.
Issue-i9	we thought that using e-verify that we would not be audited anymore but still happens. we use it every new employee and the only problem I have when you change forms. / I think that they should be sent out email to all employers for an update on them. emailing new I-9 forms would really be great.
Issue-i9	As an employer who has to participate in E-Verify due to size, not having to complete a Form I-9 would be great. It's a redundant process which gathers and confirms all the same information.
Issue-i9	Because our HR department in a one person office and HR handles multiple tasks at any given time, I found that there were times when I was unable to submit my I-9 into the E-Verify system within the

	window of time provided. I am sure I am not along in this and not sure how it affects the agency submissions when you may have a period when you have several at once that were late submissions.
Issue-multiple locations	We began using E-VERIFY at multiple locations holding federal contracts, which was required in 2009. We chose to require ALL of our locations to use it, regardless of whether or not they were required by federal contract. We no longer hold ANY federal contracts which require it's use, but we continue to use it in all 42 of our skilled nursing facilities, as it keeps us in compliance with federal law and protects us from inadvertently hiring individuals who are not eligible to work in this country. My ONLY issue with it AT ALL is that the alert emails I receive do not identify on which company they are on, there is no identifying information whatsoever, and I have 42 logins on 42 different company accounts. I have alerted EVERIFY to this issue, but they cannot, apparently, find anyone within the organization who is tech-savvy enough to add an identifier to those emails, and suggest RE-DOING our enrollments, adding all of our locations under one umbrella. I have explained that our CFO does NOT want to do that, and prefers keeping each, separate, tax-id's entity/location enrolled independently. SO, they just do nothing and I continue to receive alerts to login to my account or it will be disabled, with no reference to the account to which the email refers. VERY frustrating.
Issue-multiple locations	Easier process for transferring users between accounts. For large companies with multiple entities and therefore multiple e-verify accounts, the process is cumbersome. Easier process for by-passing the tutorial in this case - existing e-verify user transferring to a new account.
Issue-picture match	Thoughts as I went through the survey, I think that you should have to match the photo id presented to a photo id on file to verify identity of person applying for position.
Issue-registration	we have a very low turnover rate. It makes no sense to check in when we have no reason to. But, if we don't check in, we are forced to go through a whole new registration process. That makes no sense and is just pure harassment.
Issue-security	Just curious as to why you are collecting our employee's email addresses.
Issue-selective service	The only issue we have ever had is when someone never registered with selective service but they are beyond the age of doing so.
Issue-survey	Shorten the survey!
Issue-time frame	Please lengthen the number of days for which I can keep my account as active without having used it. I only hire people about once per year (or ideally a little more rarely), and I don't like the threat of losing the account in less than a year of inactivity.
Issue-time frame	PLEASE make the verification longer than 3 days...
Issue-time frame	The two-day cutoff period is terribly inconvenient, particularly if the E-verify admin of the company is off or on vacation.
Issue-training	Becoming certified to use E-Verify is time consuming and overly complicated in the extreme. The initial process of becoming eligible to use the system needs to be reduced to about 1% of what it is now.
Issue-training	E-verify works well, once you have used it a few times, and know where the hold-up points are small business. Federal contracts require E-verify, but the system does not/cannot readily handle very small firms and specifically sole proprietors. Develop the online registration system and manuals to make clearer for these small businesses
Make E-Verify required	don't know there were any other choices, so since it's required, I use the system. don't like the required security change frequency, but live with it because there's no other choice.
Make E-Verify required	make everyone use it. and use it for actual immigration and not only for tracking child support or back taxes !!
Make E-Verify required	Our company has a number of visa holders and EVerify is extremely helpful. I wish EVerify was REQUIRED of all employers - make it the standard for hiring.
Make E-Verify required	Change the law to not be able to hire unverified foreign employees and punish companies who do.
Make E-Verify required	I thought that e-verify was require by law.
Make E-Verify required	It is my understanding it is required by the government, otherwise I won't use it.
Make E-Verify required	Should be mandatory for all employers.
Make E-Verify required	Make it mandatory that every employer must use e-verify.
Make E-Verify required	E-Verify should be a requirement for all employers to participate in when hiring new employees. There is no other way to prevent companies from employing illegal workers. Companies that use E-Verify are at a disadvantage when competing with companies that hire illegals.
Make E-Verify required	Nothing personal, but the requirement to use e-Verify is just a giant pain in the butt. Every "electronic verification" requirement thinks "Oh, this only takes a minute or two", but there are many of them out there that I have to interface with, and switching between them, recalling login information, etc. takes what should be a quick process to hire someone an ordeal. The site itself is pretty good given then generally abysmal quality of USG web technology. But yet again I as am an employer am being forced to do the government's job for it.
Make E-Verify required	E-verify should be mandatory for all US businesses with all new-hires and re-hires. This should not be an optional program in the United States or US Provinces.
Make E-Verify required	We use it because we have to. But it works well in our experience.

Make E-Verify required	Make it mandatory, otherwise it's a total waste
Negative comment	Can one stop using the E-verify system? I thought once you were in you were here until eternity ends!
Negative comment	Typical government response -- people with no practical experience implementing things written by lawyers with even less practical experience.
Praise/No change	We have used E Verify since 2008 and this is a wonderful program.
Praise/No change	When I first used E Verify I had gotten the tentative error due to me not entering the information correctly. I more I used E Verify the more confident I got with it.
Praise/No change	I like the E-Verify system and haven't discovered any problems.
Praise/No change	I really have had no issues, but we do not have immigrants apply at our facility.
Praise/No change	Great program
Praise/No change	None at this time.
Praise/No change	First, thanks for admitting my company using E-Verify service.For now everything is okay.
Praise/No Change	Because of many undocumented individuals trying to work illegally in the US, I appreciate being able to verify those who are eligible to work legally in the US.
Praise/No change	None for now. Satisfied with current services.
Praise/No change	I've never had a problem using the system.
Praise/No Change	We utilize e-verify for all new hires and all hires to date have been verified through the program since 2010. It is an excellent validation tool and should be required to be utilized by all employers.
Praise/No Change	Everify is required by law so I will continue to use it and I find it fine to use. I have no problems with the fact that it is easily useable.
Praise/No Change	keep up the good work.
Praise/No Change	no improvements required
Praise/No Change	Excellent service and very improved.
Praise/No Change	I trust that e-verify is accurate in their confirming employment eligibility. It is quick and efficient.
Praise/No Change	its great as is
Praise/No Change	I have been very happy and have no recommendations.
Praise/No Change	my experience with e-verify has been great
Praise/No Change	works smoothly as is
Praise/No Change	This is a very easy service to verify employees. I love being able to do this process because it's quick and efficient!
Praise/No Change	Good system. Has significantly reduced the amount of incorrect and fraudulent SSN's given during new hire process.
Praise/No Change	I like that e-verify is very simple to use and does not take up a lot of time. It also has the appropriate prompts to aid in efficiency. The sample EAD card (for example) shows where to find the correct number to input. This is helpful, as the card has many different numbers and we do not want to be penalized for inputting the wrong information. The paper form does not give clear examples of which document name and numbers are correct.
Praise/No Change	always works for us
Praise/No Change	Works very well as is. Please do not change a thing.
Praise/No Change	Excellent website. Protect my business and make me feel safe.
Praise/No Change	I am a small business with only one employee. I don't have much turnover as far as employees go. I have answered the questions as best I can based on what I've used in the E-Verify program. I think it is a useful and necessary program and will give great benefit to employers.
Praise/No Change	Again, very satisfied with E-Verify. Have had no issues that weren't resolved quickly in a phone call. Very professional and helpful staff.
Praise/No Change	No comments. We believe it is an excellent control on hiring truthful employees for all companies.
Praise/No Change	it is good as overall
Praise/No Change	I'm good with it for now. Only had a couple of times when the website was down or Trump shut down the government.
Requires duplicate effort	e-verify is a mandatory requirement - but does not add anything to the process where a mandatory background check is required. That is e-verify for Government contractors is a meaningless duplication of effort
Requires duplicate effort	there are too many government groups doing the EXACT same thing. My tax dollars could be better spent by combining and cutting and becoming cost effective and efficient

Wants to use before hiring	We will use it as long as we're required to. It's useless. Why do we have to wait until we hire someone before we can verify them? That is idiotic, which is why no company waits to hire someone before verifying. They verify during the hiring process, so if they aren't authorized to work here they're not going to be hired!
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Reason for low TNC rating

Code	Text Comment
Not user friendly	It just seemed cumbersome.
Not user friendly	The site is not user friendly forcing people to conform to your words and verbiage which is not everyday user friendly. Redesign with the user in customer in mind...not the government employee.
Customer Service	I had to call about where a TNC individual needed to go locally to handle case because of a typo when entering the case. Only then was I instructed by a very courteous and helpful rep that I could simply cancel the case containing the typo (TNC) and create a new to resolve the issue. I do so and successfully verified the new employee.
Slow	Since we are not the employers, we are their payroll providers and accounting firm, it is hard to get the appropriate information from the employee and we are not able to figure out the TNC in a timely manner. Nothing to do with E-Verify, but it's just next to impossible for us to get that done.
Slow	The TNC takes forever to update within our HRIS and steps are not very clear sometimes. Each case can be different.
Slow	The response time for the agencies may take longer and the system may/may not reflect it as such.
Slow	too slow
Confusing	Sometimes it is very hard to explain to a client how to handle with the employee.
Confusing	The steps were not truly clear that I had to explain to the employee on what they needed to do. It did take longer than the date I was given in e-verify and still have not gotten a response to an update.
Confusing	The process is very confusing. There isn't much explanation as to why we are receiving the TNC notification and creates unnecessary work, in most cases.
Confusing	It is so difficult to understand how to resolve the case

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