

# Department of Homeland Security U.S. Citizenship and Immigration Services E-Verify Program

2021 Annual Customer Satisfaction Survey Briefing

February 2022

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# Agenda

- Introduction/Background (What, Who & How)
- Summary of CSI and Satisfaction Model
- Driver Detail
- Non-Modeled Component Results
- Other Data
- Outcomes/Recommendations
- Appendix

# Introduction

- This report describes 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.
- CFI Group has assessed the experience of employers with the E-Verify system to understand what aspects drive that satisfaction level using the methodology of the American Customer Satisfaction Index (ACSI).
- 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.
- While CFI Group uses the same methodology as the ACSI, the ACSI is a separate entity\*.

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

# What

- A standard E-Verify questionnaire was developed through a collaboration between USCIS and CFI Group.
- The E-Verify questionnaire follows a format common to all other CFI group surveys of other Federal agencies that utilize the methodology of the ACSI.
- The questionnaire used in this survey was designed to address issues specific to USCIS. However, the three core questions comprising the Customer Satisfaction Index (CSI) score follow a format common to all the ACSI questionnaires. This allows for benchmarking across public and private agencies via the three core ACSI questions.

# Who

- USCIS provided CFI Group with random samples of employers enrolled in E-Verify.
- A total of 63,900 invitations were sent. Respondents were contacted via e-mail between December 2, 2021 and December 31, 2021.
- Responses were considered complete if 67% or more of the questions were answered.
- The sample sizes and response rates are reported below.
- Response rate went up almost two percentage points from last year.

	Number of Survey Invitations	Number of Valid Complete Surveys	Response Rate
All Users	63,900	4,344	6.8%
New Enrollees		439	(Not sampled separately)
Existing Users		3,905	(Not sampled separately)

- › All Users – Employers that have used E-Verify
- › New Enrollees are a specific subset of All Users that have registered in the last year and have personally completed the registration and/or tutorial programs.
- › ‘Existing Users’ are a subset of ‘All Users’ that are not considered New Enrollees.

- The results presented in this report are based on the ‘All User’ group except where otherwise noted.

# How – Understanding the CSI

- The Customer Satisfaction Index (CSI) score is a weighted average of three survey questions that measure different facets of satisfaction.
  - › All agencies are asked the same three core questions, so comparisons can be made across the Federal Government.

Overall  
Satisfaction

“Consider your overall experiences during the past year with E-Verify. How satisfied are you with E-Verify?”

Met  
Expectations

“To what extent has E-Verify met your expectations?”

Compared to  
Ideal

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



Customer  
Satisfaction Index

Most of the questions in the survey are rated on a 1-to-10 scale, where “1” is “Poor” and “10” is “Excellent.” Scores are converted to a 0 to 100 scale for reporting purposes

# How - Understanding Satisfaction Drivers

Each Driver is made up of a number of attribute questions. For example, the attributes for *Using E-Verify* are listed below.

Using E-Verify  
Now, think about using E-Verify system. Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."

- Ease of navigating the E-Verify site
- Ease of submitting I-9 information on E-Verify
- Speed of receiving an initial response from E-Verify
- Clarity of next steps as described in the response

## SATISFACTION DRIVERS



## Legend

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

### Customer Satisfaction Index



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

*An impact of zero does not signify low importance. Rather, it means that incremental increases or decreases in this area are unlikely to result in changes to CSI at this time.*

## Non-modeled Components

New Enrollees only

Existing Users only

Aggregate/All Users

Customer Service

Internet Usage

E-Verify Lists

Technical Assistance

Registration

Tutorial

Communication with Peers

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

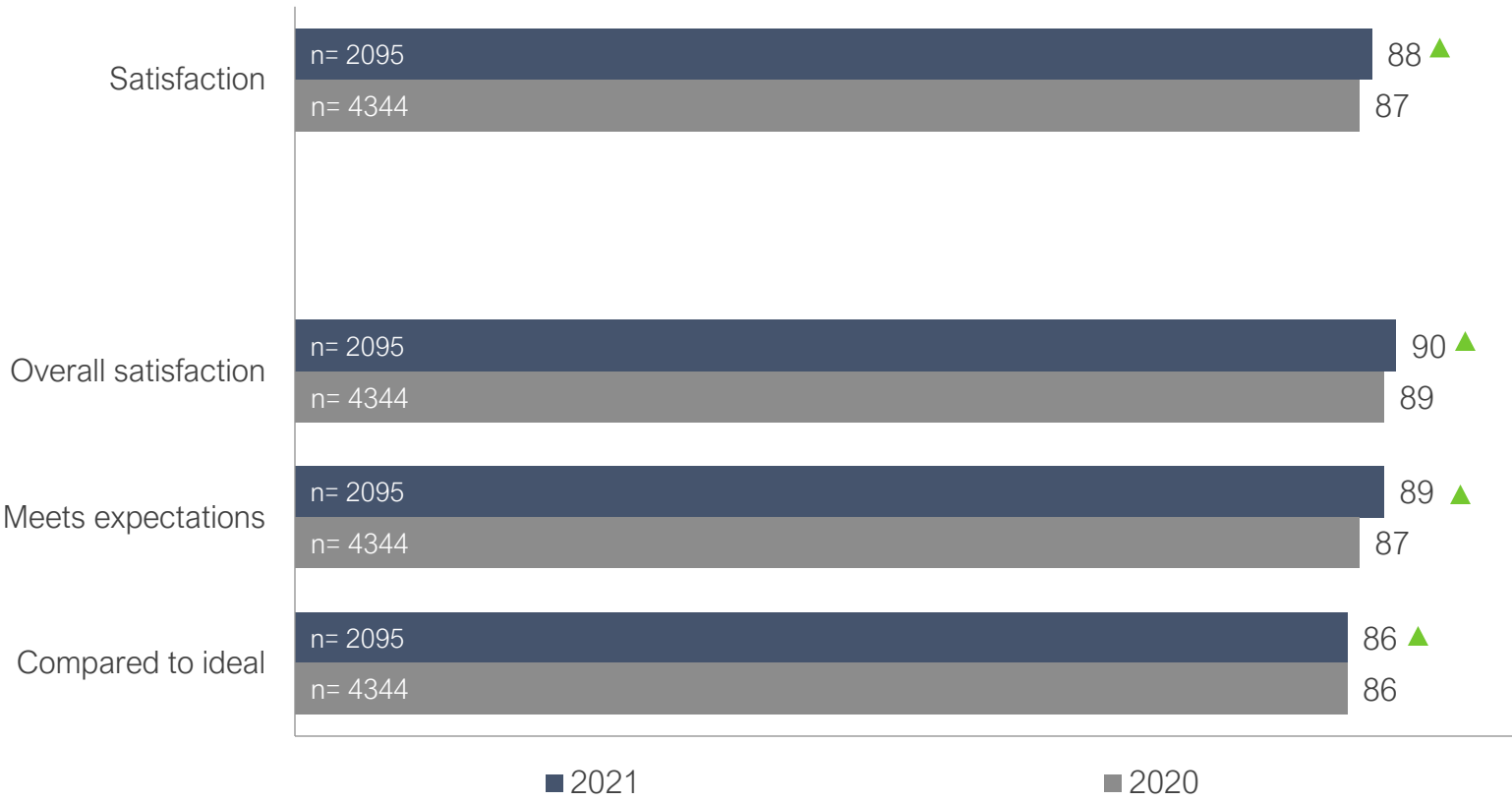
# E-Verify Survey Customer Results

Customer Satisfaction Index  
Satisfaction Driver Models



# Customer Satisfaction Index

- Customer Satisfaction Index (CSI) for all USCIS E-Verify users has risen three points over the last three years and posted a score of 88 in 2021.



**Question Definitions**

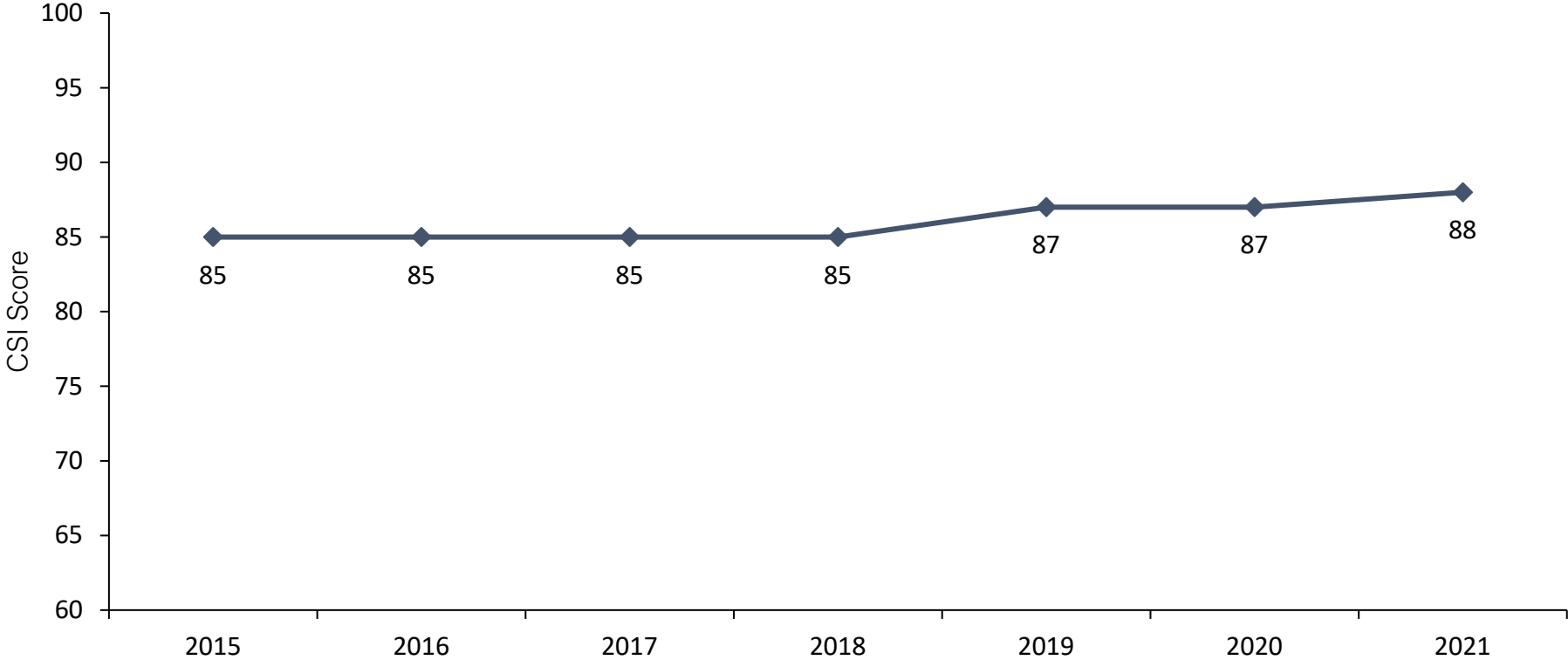
**Overall Satisfaction-** Please consider your overall experiences during the past year with E-Verify, how satisfied are you with E-Verify?  
**Meets Expectations-** To what extent has E-Verify met your expectations from "has not met your expectations" to "exceeds your expectations?"  
**Compared to Ideal-** How well does E-Verify compare with your online verification service?

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

▲ ▼ Indicates change is significant at 90% confidence

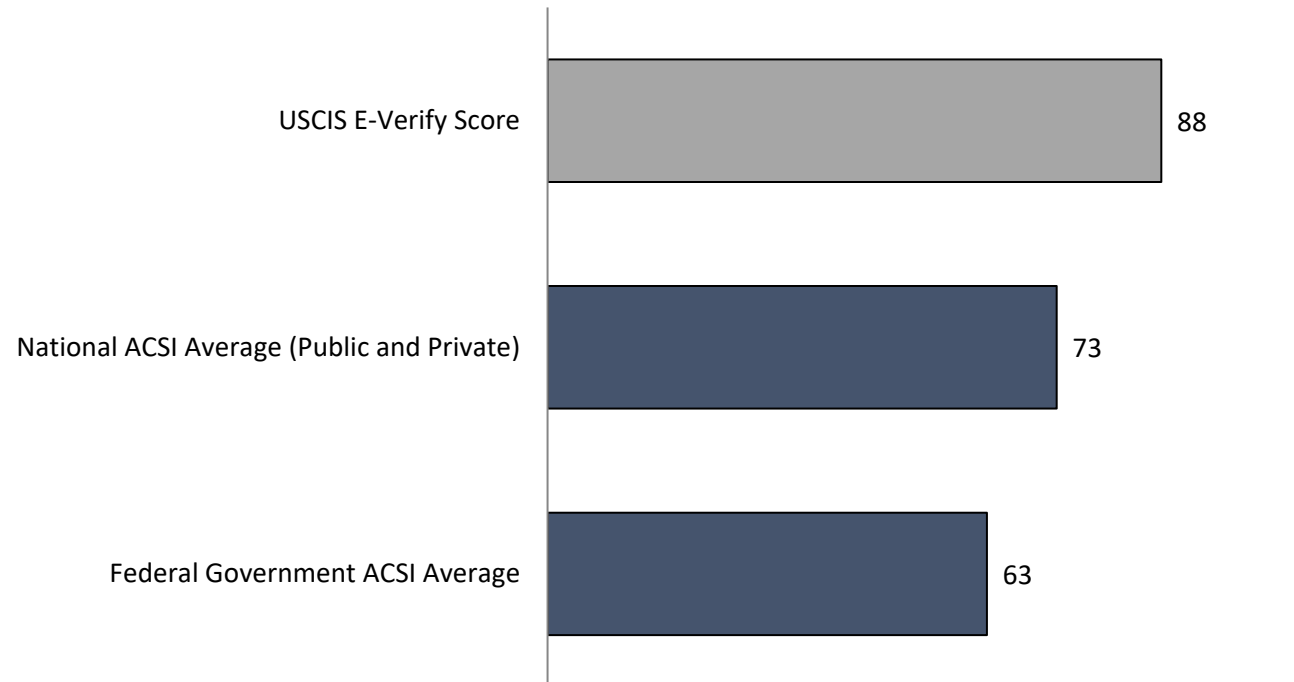
# Customer Satisfaction Index- Trend

- CSI has remained relatively consistent over the last four years.

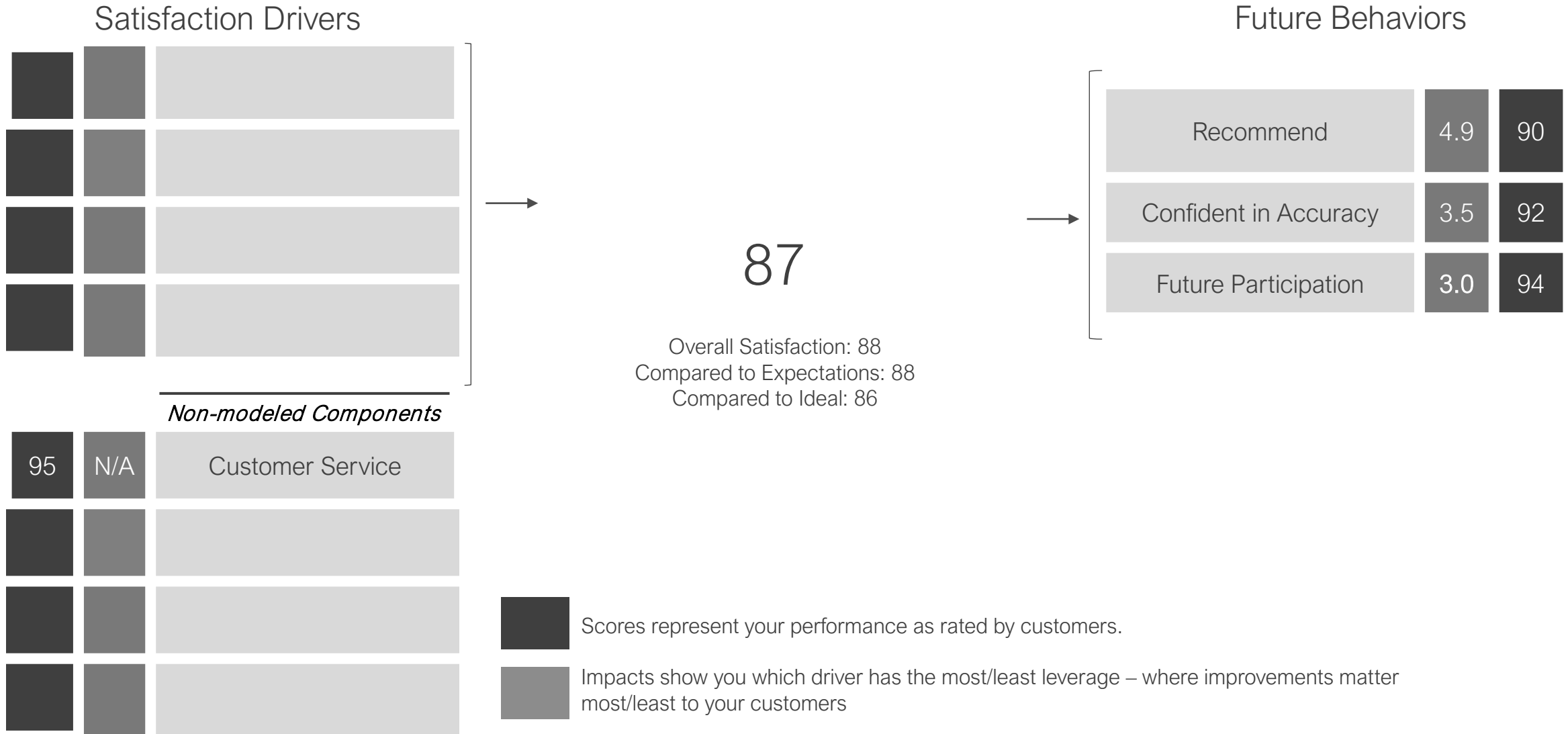


*Scores are averages on a "0" to "100" scale; they do not represent percentages.*

- The ACSI Federal Government Report provided a national satisfaction index.
- E-Verify satisfaction significantly outscores National and Federal averages.
- Agency scores from other FCG/CFI measurements ranged from 45 – 90.

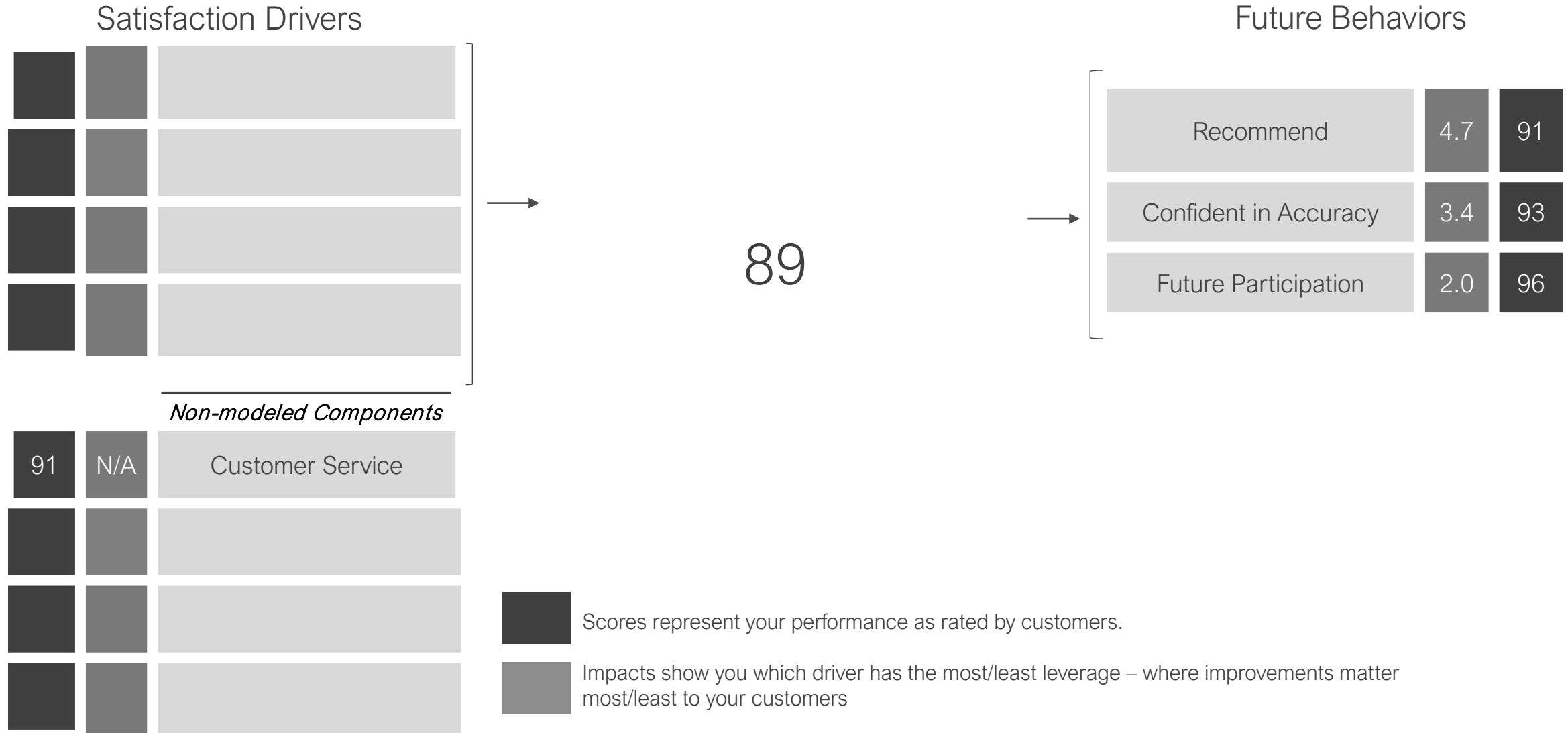


*Scores are averages on a "0" to "100" scale; they do not represent percentages.*



# Satisfaction Model– Existing Members (1 or more years)

n = 3,905

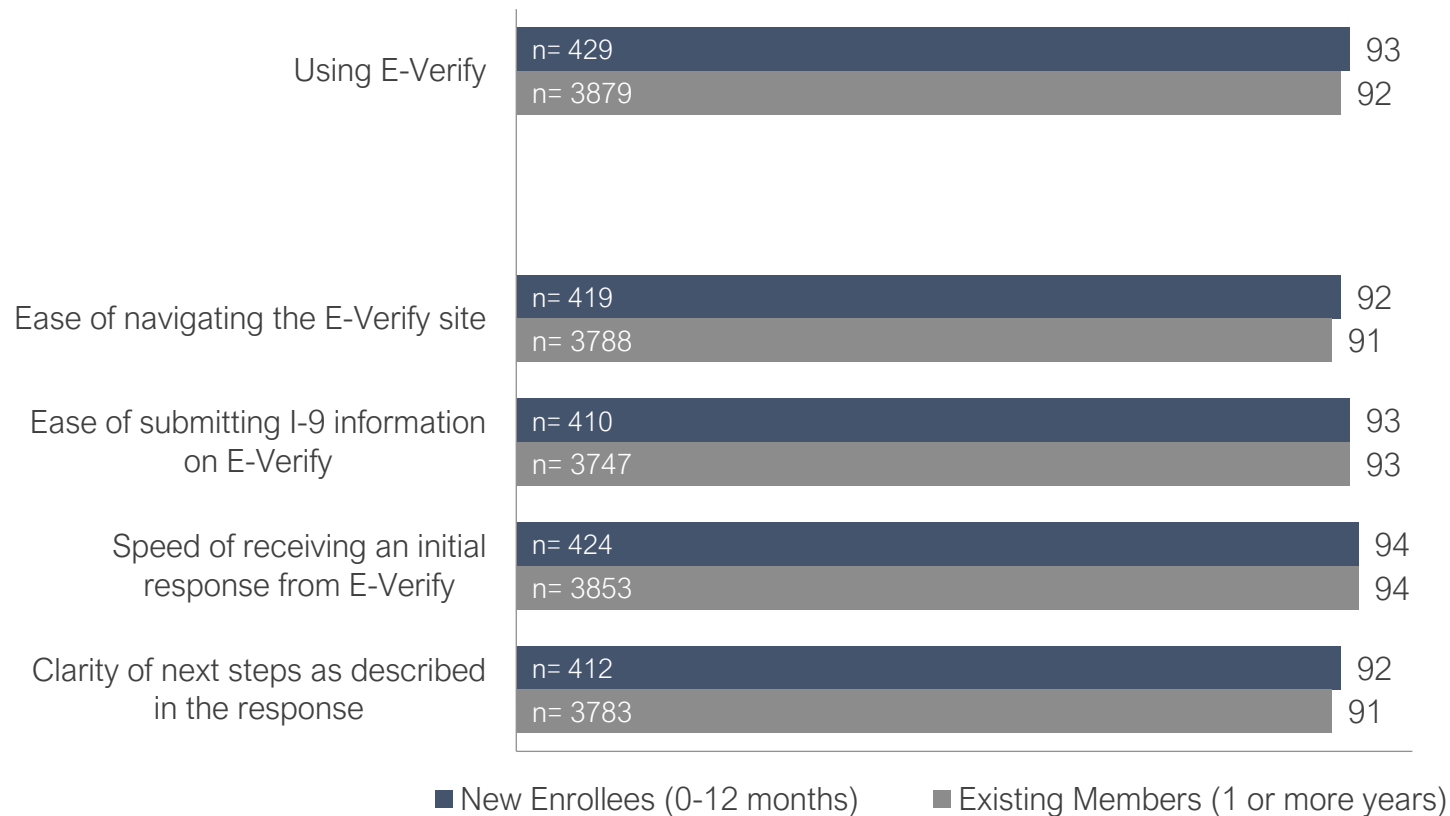


# Driver Detail

E-Verify satisfaction driver results

# Using E-Verify (New Enrollees vs. Existing Users)

- A majority of both New Enrollees (94%) and Existing Users (96%) had used E-Verify in the past six months. This was a ten-percentage point increase for Existing Users from last year.
- Although both groups posted high scores, New Enrollees continued to score slightly higher than Existing Users.

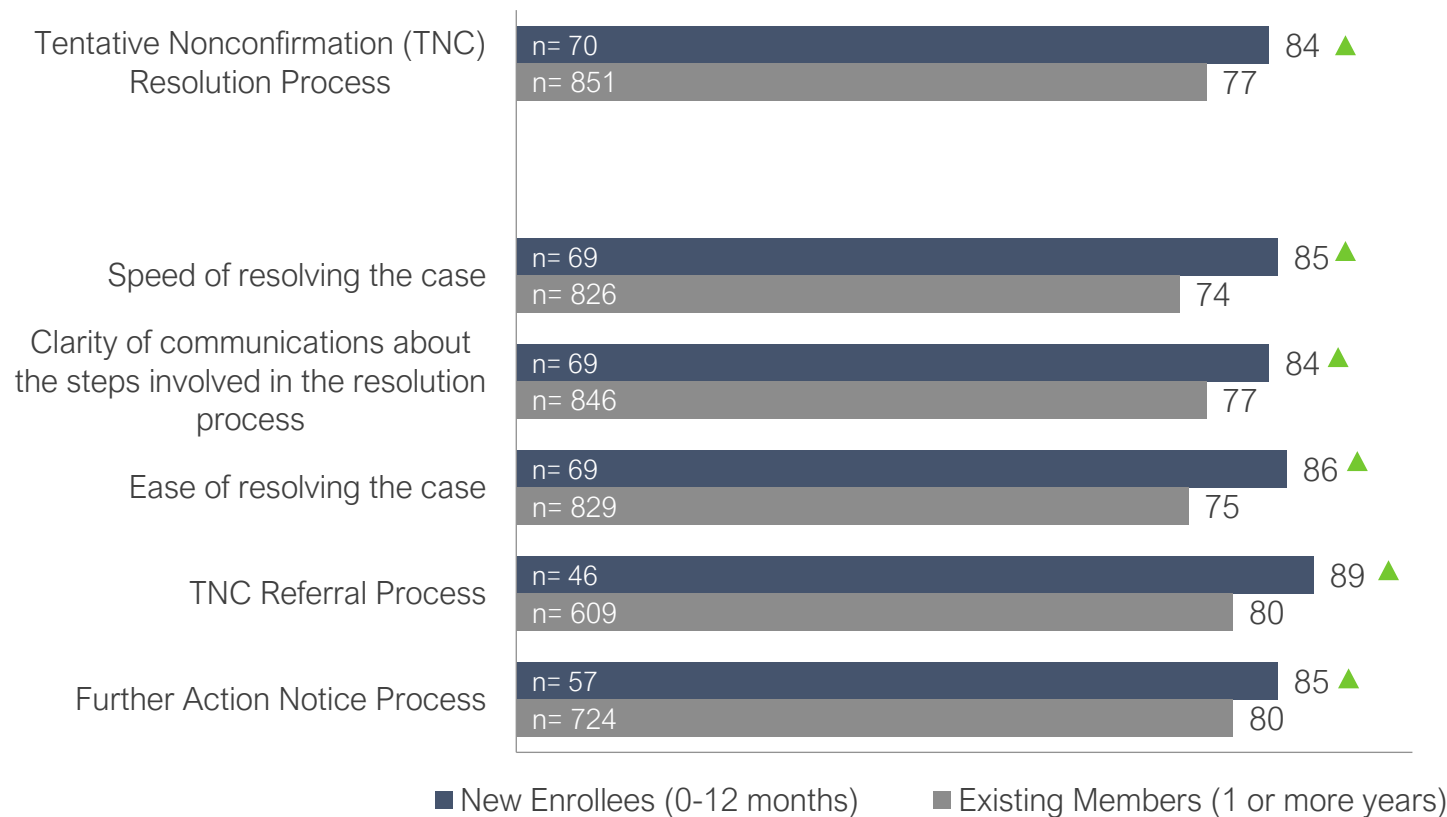


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# Tentative Nonconfirmation (TNC) Resolution Process (New Enrollees vs. Existing Users)

- Sixteen percent of New Enrollees and 22% of Existing Users received a Tentative Non-confirmation (TNC) in the past 6 months (from survey completion date). This is an increase of five percentage points for New Users from last year.
- New Enrollees have traditionally scored higher on TNC Resolution than Existing Users.



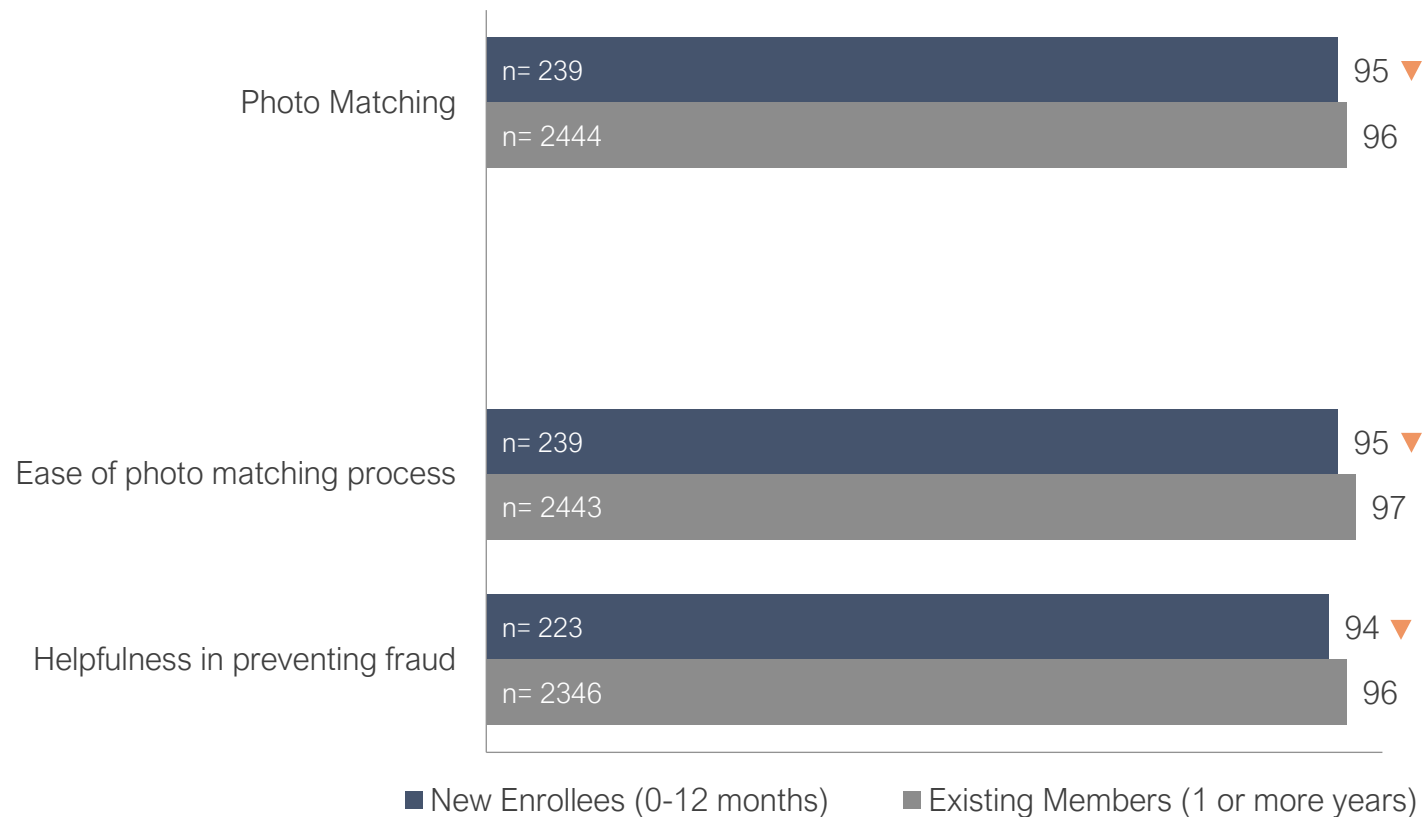
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▲ ▼ Indicates change is significant at 90% confidence



# Photo Matching (New Enrollees vs. Existing Users)

- Photo Matching continued to be the highest scoring satisfaction driver again in 2021 and along with its high impact on CSI, remains a strength for both New Enrollees and Existing Users.



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

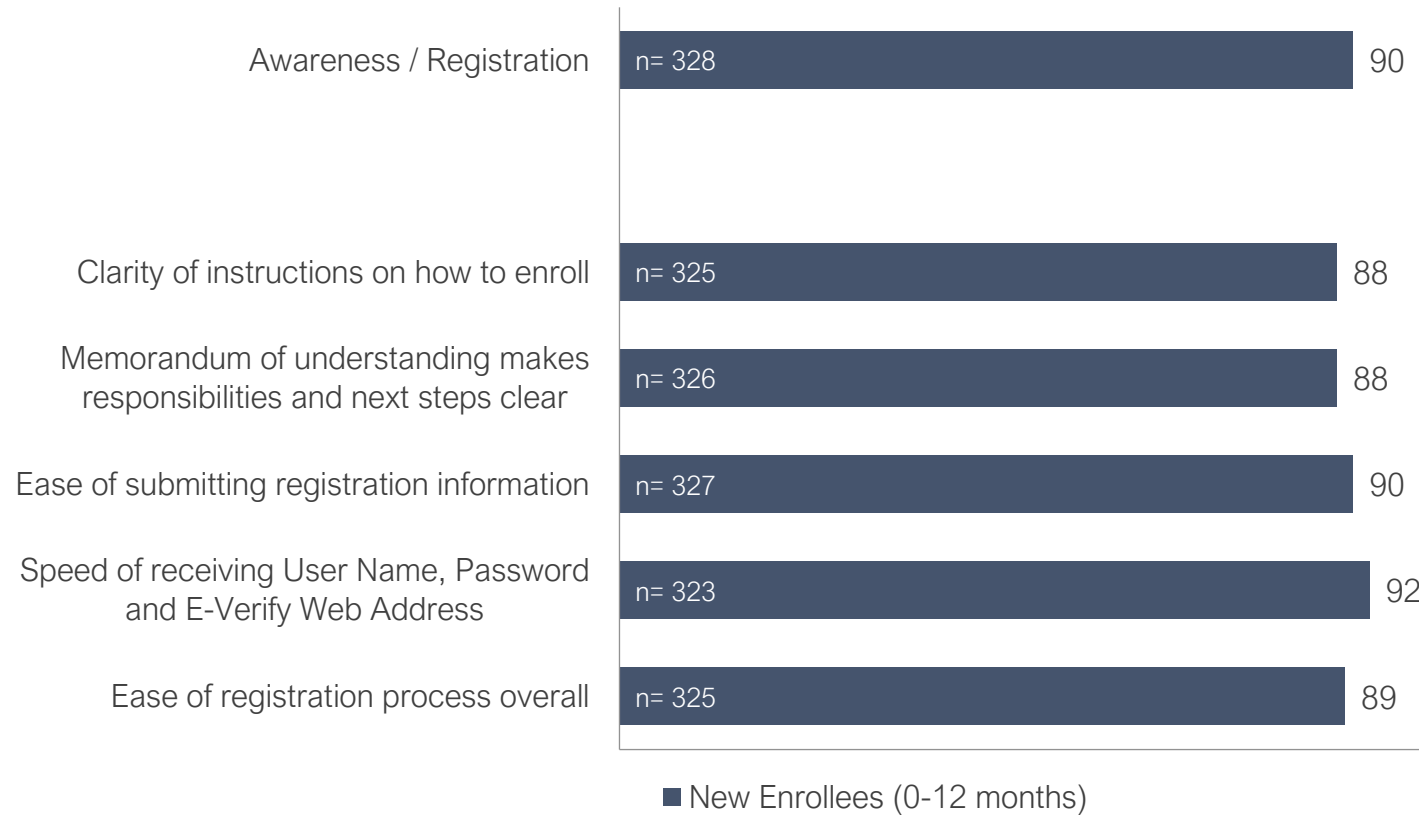
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# Non-Modeled Component Results

CSI non-modeled component results

# Awareness / Registration (New Enrollees only)

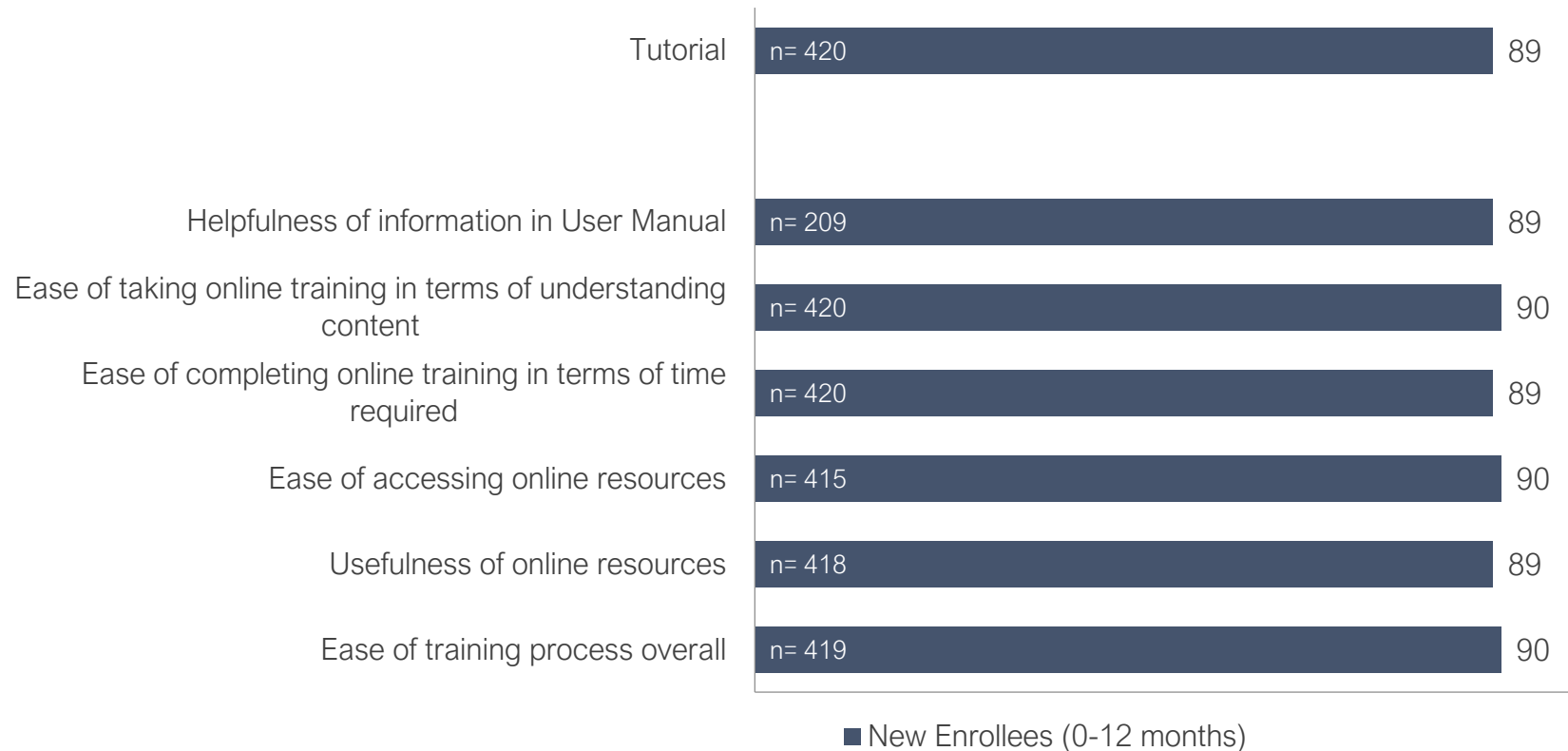
- From organizations that had enrolled within the last year, most respondents (75%) had personally registered their organization with E-Verify. This is a decrease of seven percentage points from last year (82%).
- Registration/Awareness held steady at 90 for the third straight year.



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

# Tutorial (New Enrollees only)

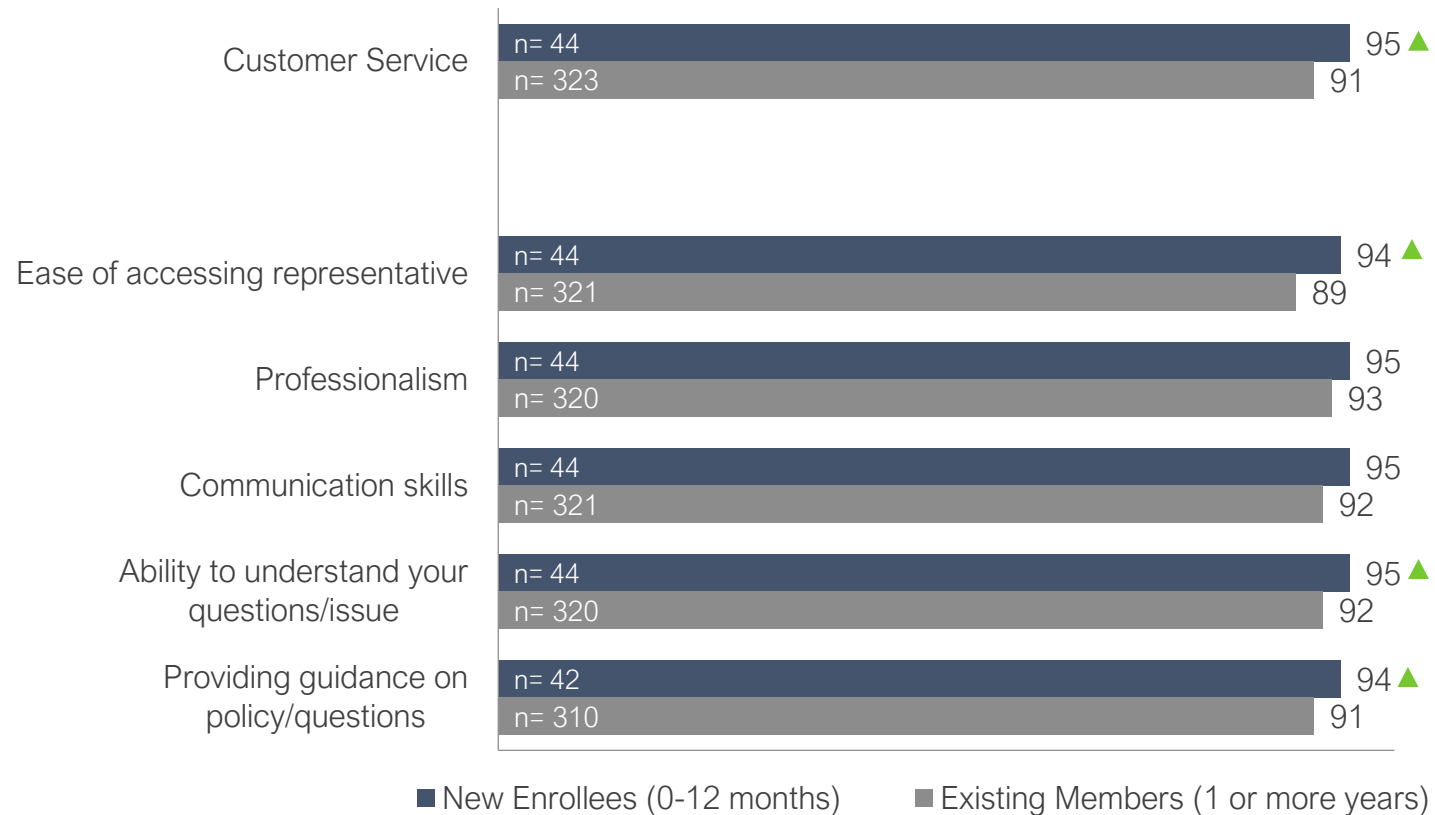
- Almost all (96%) respondents who enrolled in E-Verify in the past 12 months (from survey completion date) completed the training and online tutorial. This is slightly higher than last year (94%).
- Of those who completed the online training, 92% thought the training was useful in helping employers pass the mastery test. This is an eleven-point increase which reversed a six-percentage point drop from last year.



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

# Customer Service by Phone (New Enrollees vs. Existing Users)

- Twelve percent of all New Enrollees and ten percent of Existing users contacted Customer Service by phone in the past six months.
- New Enrollees tended to score slightly higher in most areas.

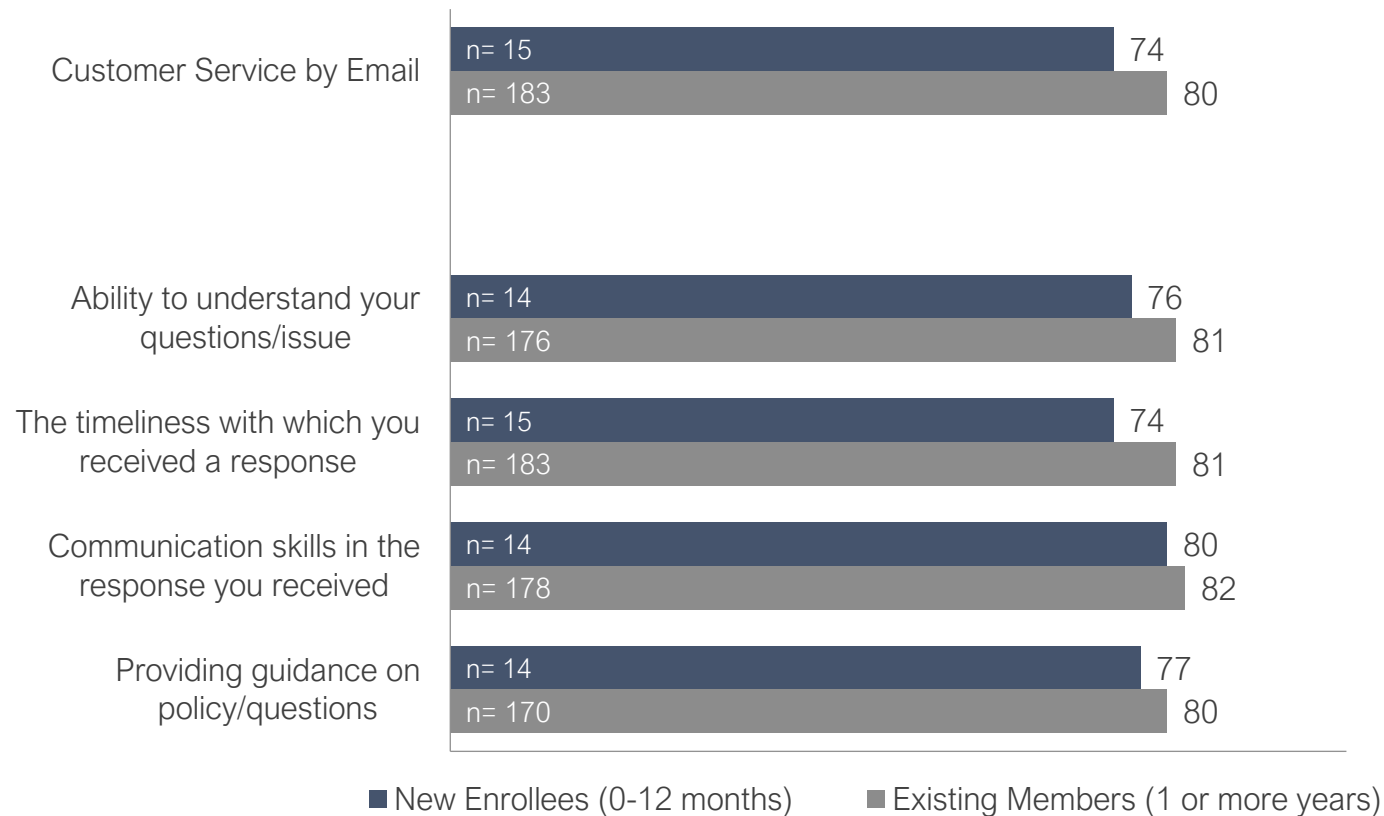


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# Customer Service by Email (New Enrollees vs. Existing Users)

- Four percent of New Enrollees and five percent of Existing Users contacted customer service through email.
- Although Existing users scored higher than New Enrollees, it should be noted that the sample size for New Enrollees was small (n=14).

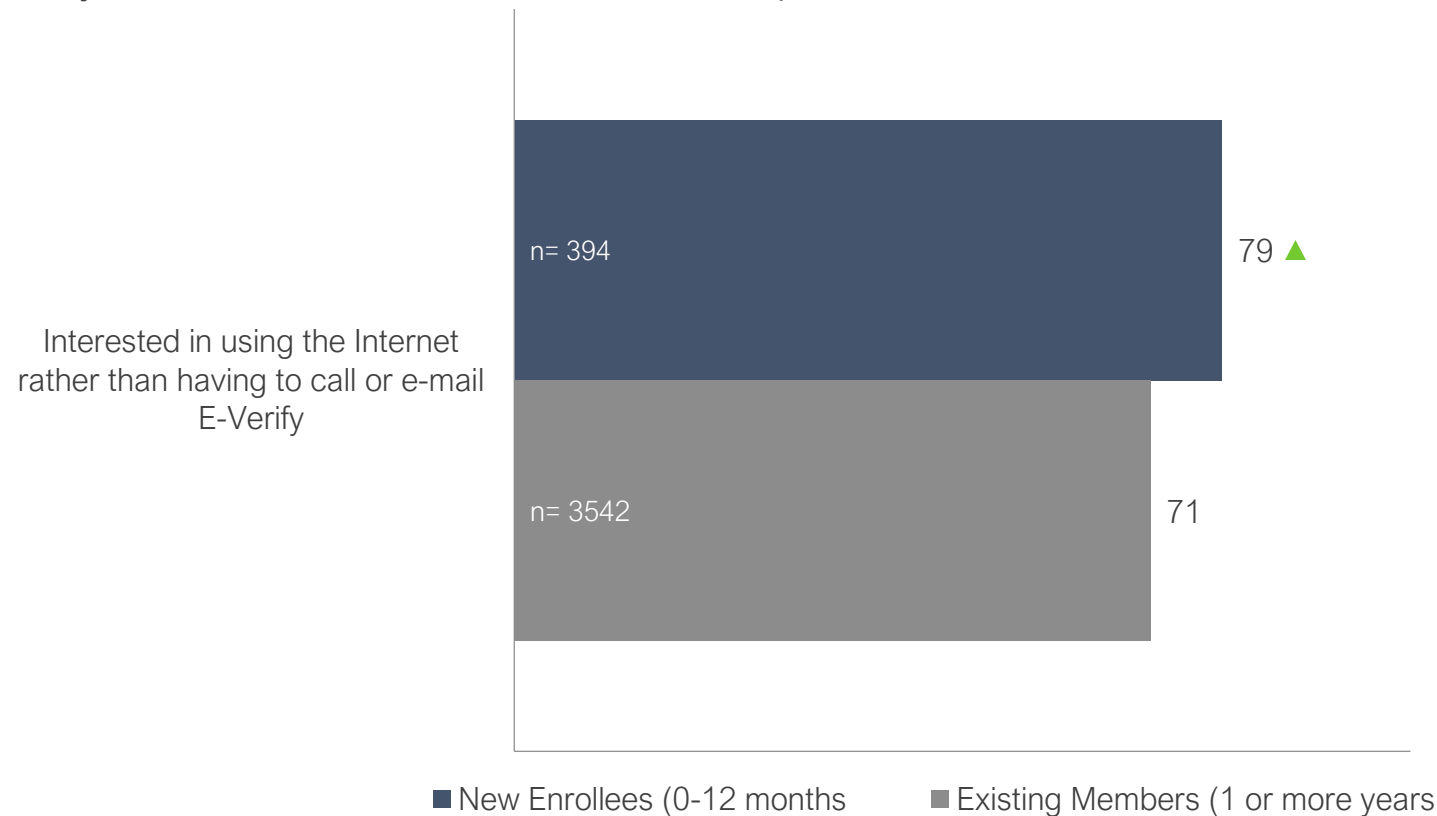


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# Internet Use (New Enrollees vs. Existing Users)

- 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.
- New enrollees (79) showed more interest in using the Internet to get assistance than Existing Users (71). While the gap expanded slightly this year, these scores are consistent with previous studies.

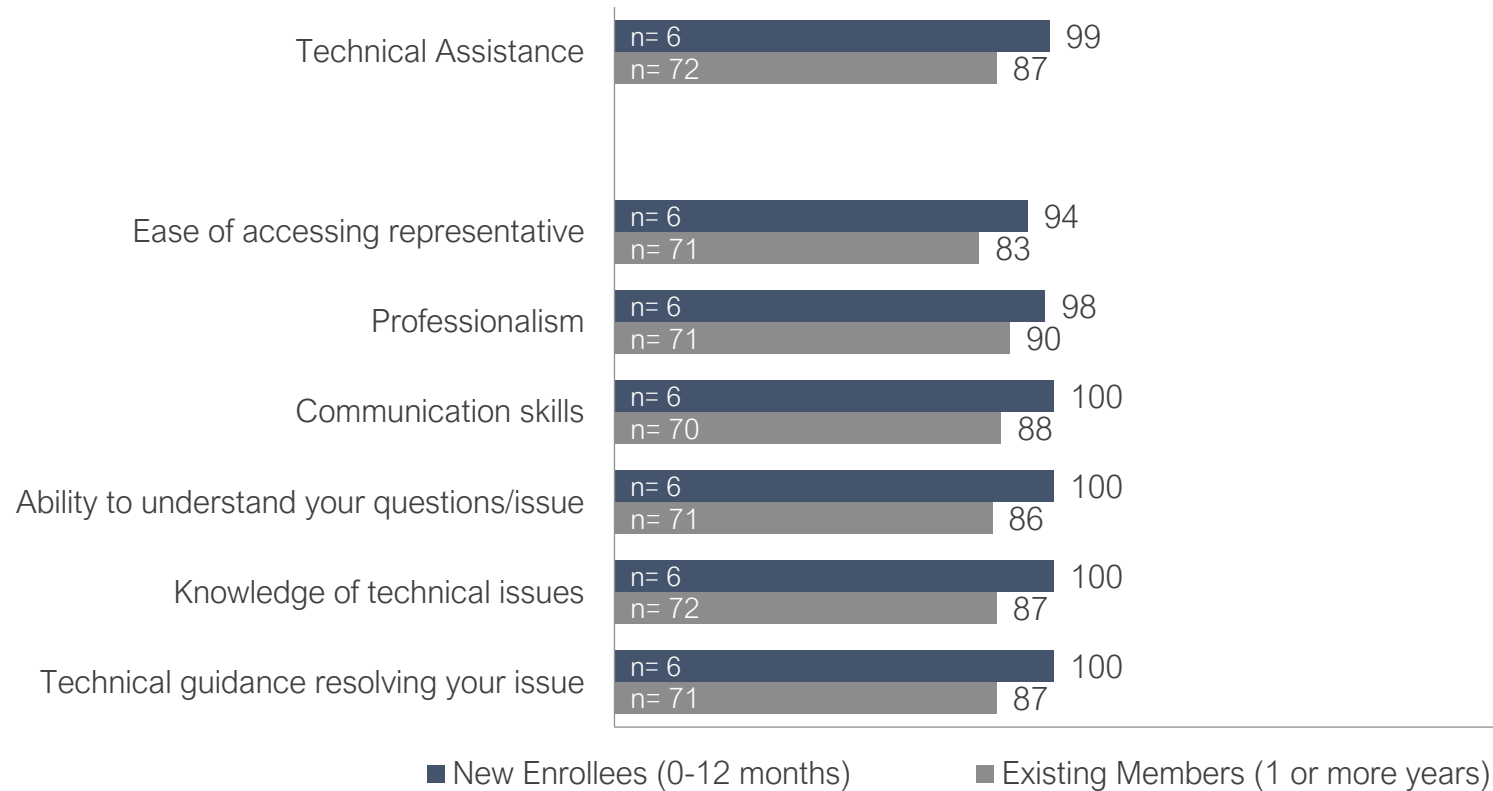


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# Technical Assistance (New Enrollees vs. Existing Users)

- Just a fraction of New Enrollees and Existing Users had contacted Technical Assistance in the past six months.
- Although New Enrollees scored higher than Existing Users in most areas, results should be interpreted with caution due to small sample sizes.



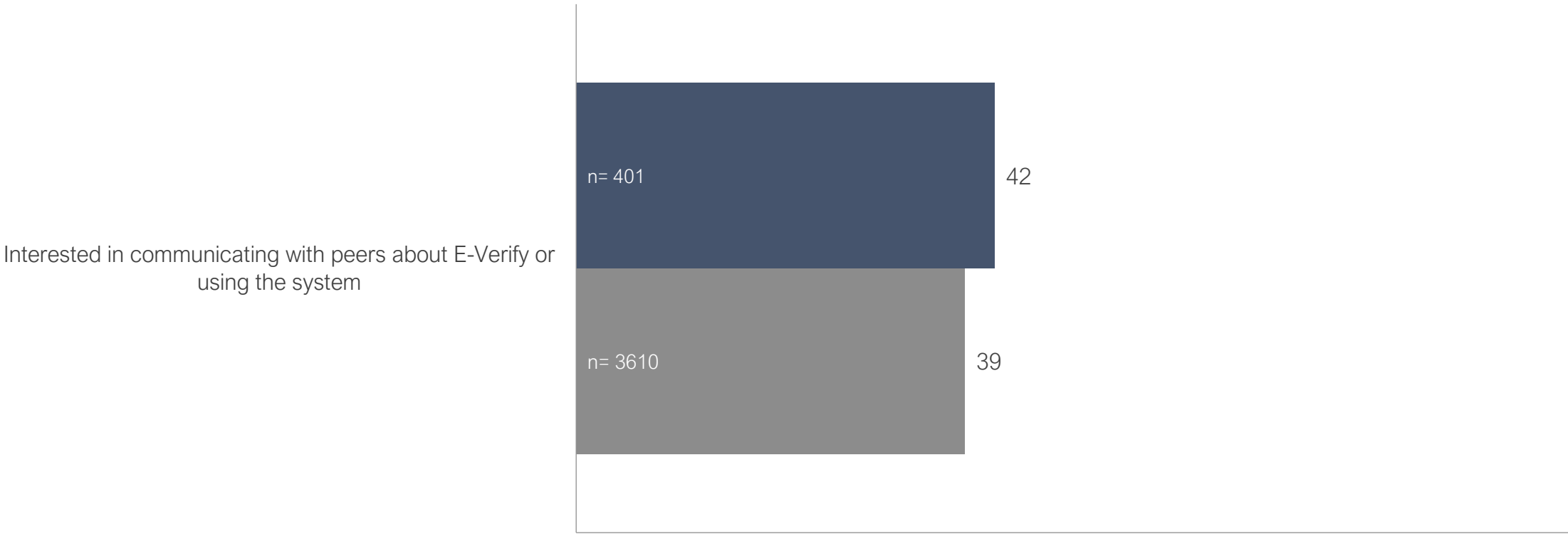
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# Interested in Communicating with Peers (New Enrollees vs. Existing Users)

- Although neither group is particularly interested in communicating with peers using the E-Verify system, New Enrollees do show slightly more interest than Existing Users.



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

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

▲ ▼ *Indicates change is significant at 90% confidence*

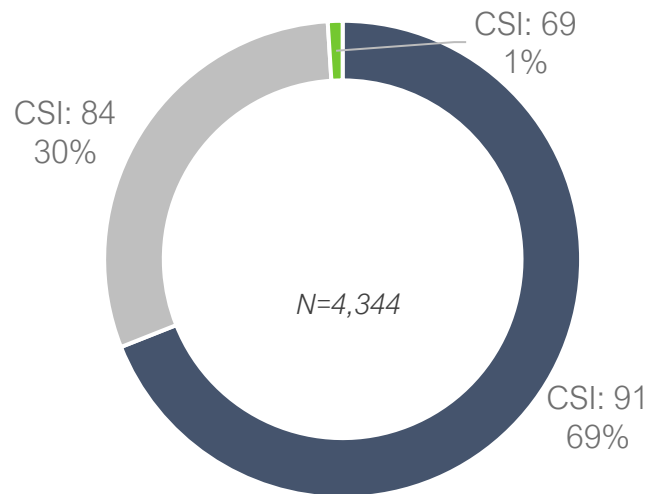
## Other Data

Additional customer opinions

# System Integrity- Aggregate

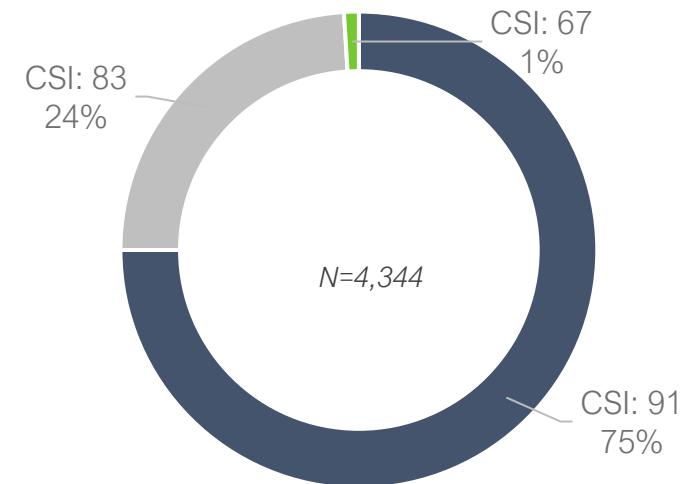
- The percentage of respondents who believe E-Verify is doing enough to ensure companies adhere to E-Verify policies rose for the second straight year. The 2021 percentage of 69% is six points higher than 2019.
- Those who believe E-Verify is doing enough to ensure compliance and employ adequate safeguards tend to have higher Customer Satisfaction Index (CSI) scores than those who do not or who don't know.

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



■ Yes ■ Not Sure / Do not know ■ No

Adequate safeguards to ensure employers use E-Verify system properly

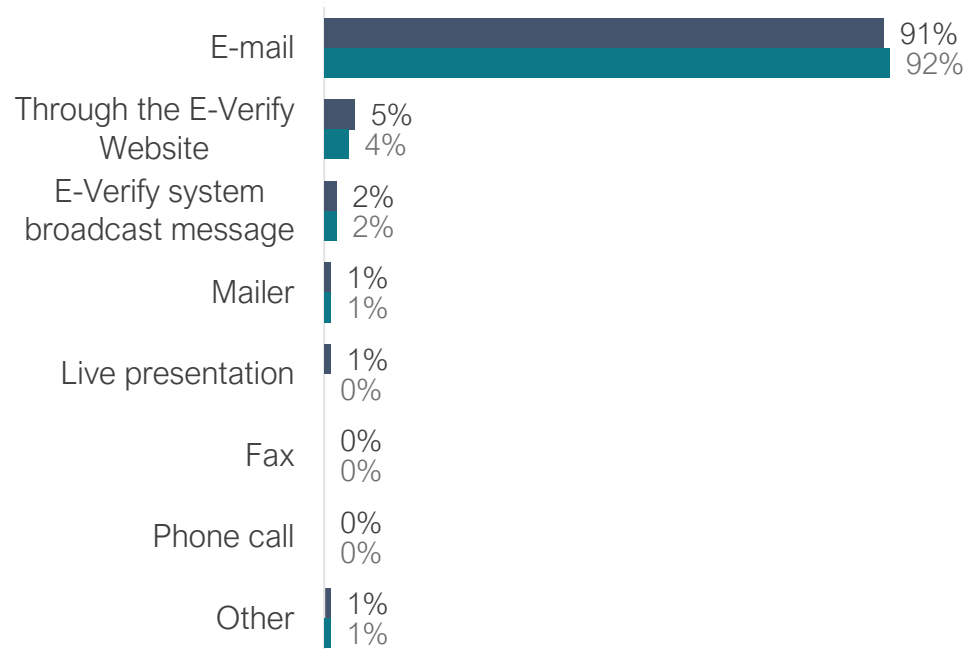


■ Yes ■ Not Sure / Do not know ■ No

# Methods of contact - Aggregate

- The overwhelming majority of all users (91%) prefer e-mail as the mode for getting information about changes or updates to E-Verify.
- E-mail (46%) also remains the most preferred method of contacting E-Verify for help.

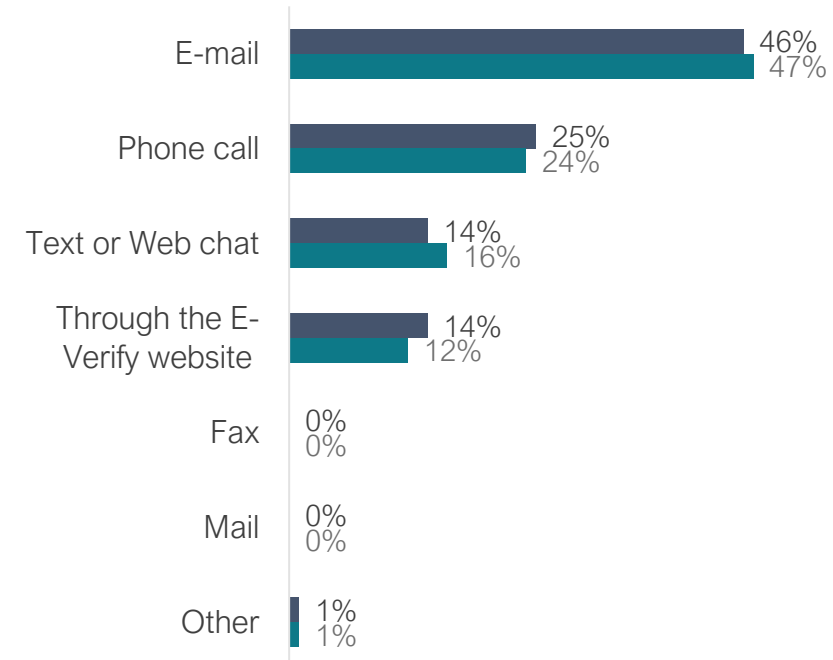
How prefer to get changes or update information to E-Verify



■ 2021 ■ 2020

N=4,344

How would prefer to contact E-Verify for help



■ 2021 ■ 2020

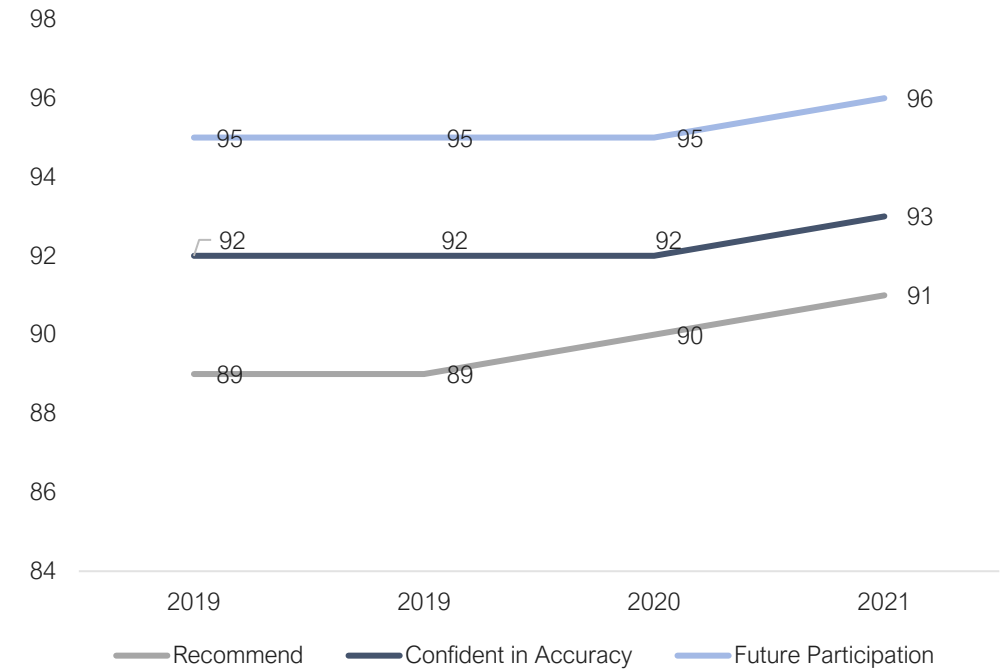
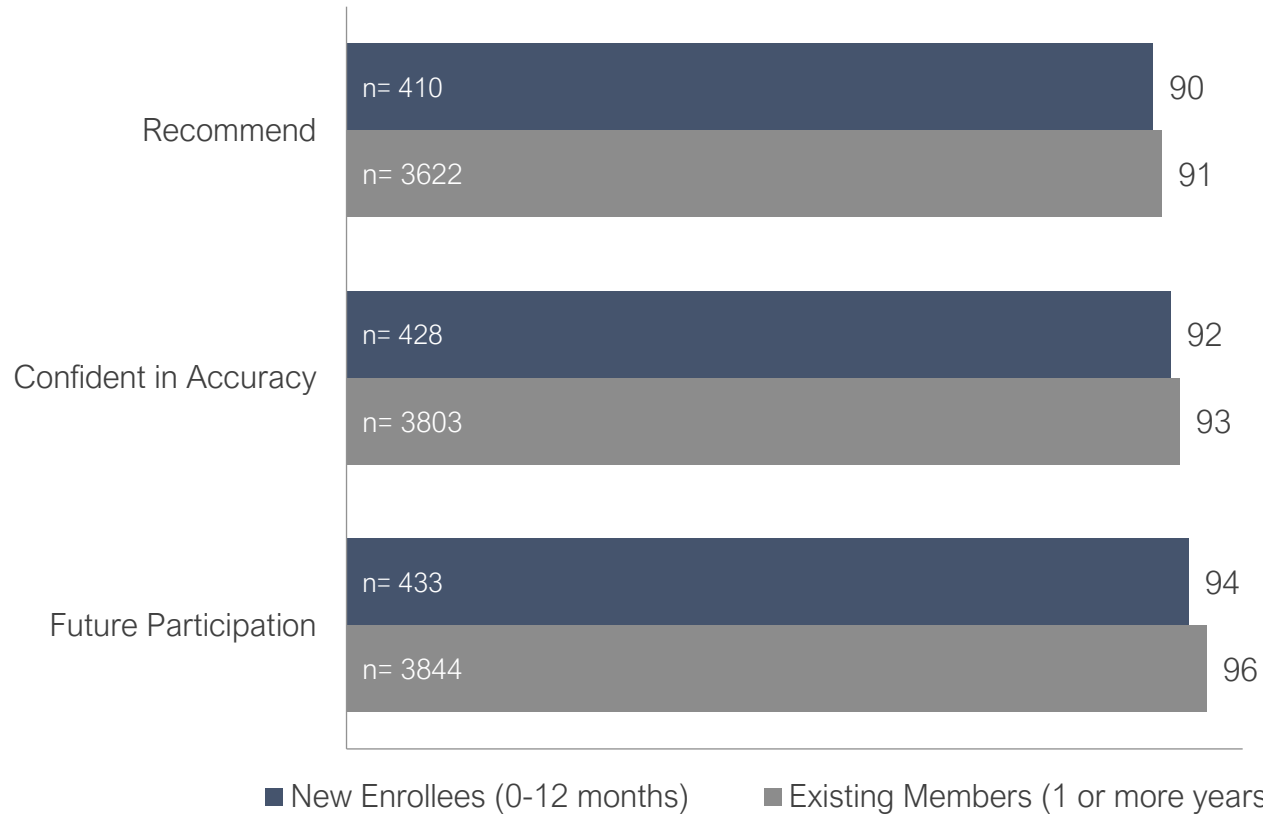
N=4,344

# Outcomes/Recommendations

Outcome results and recommendations

# Future Behaviors (New Enrollees vs. Existing Users and historical)

- Future Behavior scores for New Enrollees and Existing Users are on par with each other.
- Both groups are confident in the accuracy of data, plan to use E-Verify again in the future, and would be willing to recommend E-Verify to others.



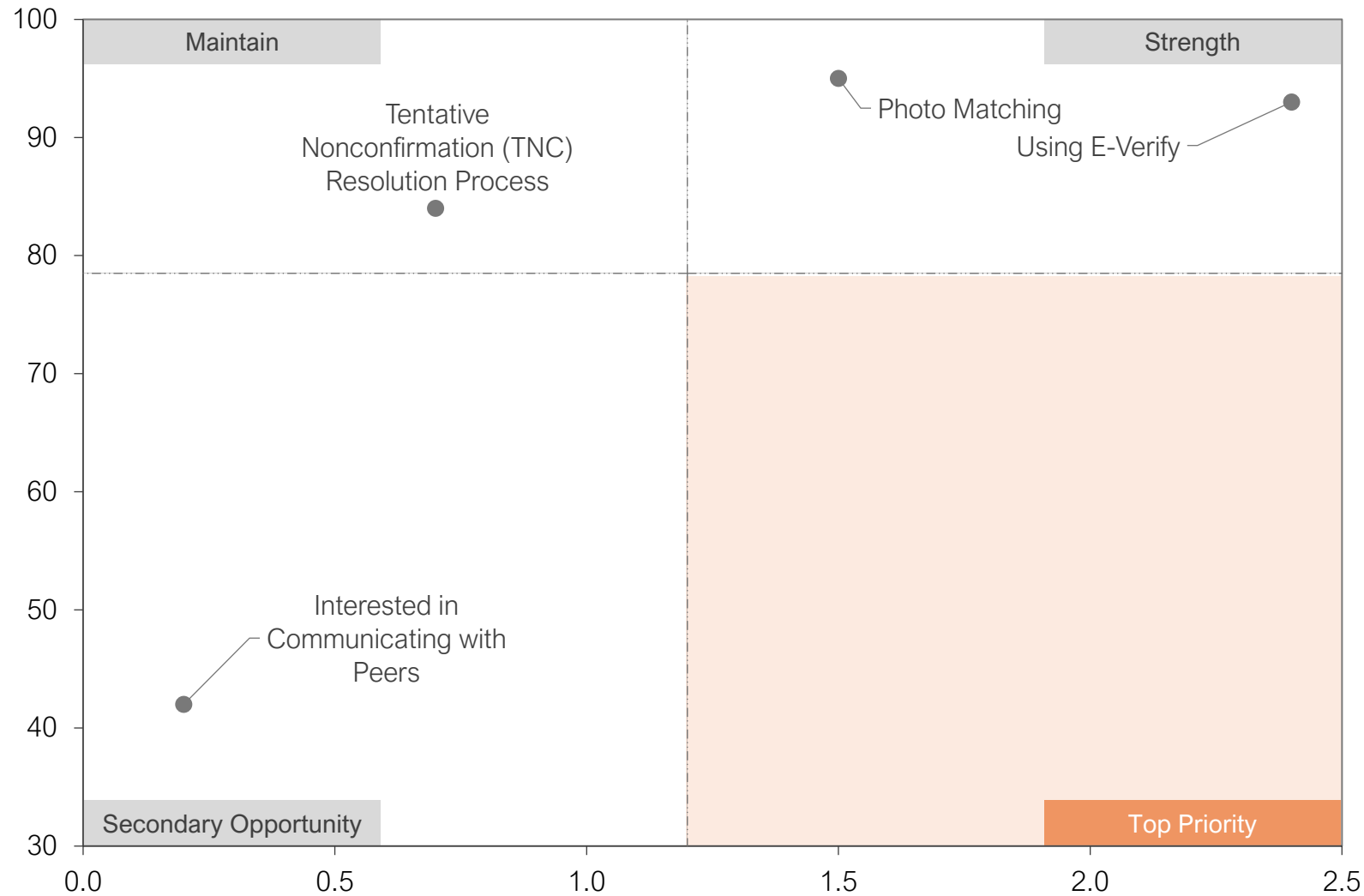
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# Priority Matrix

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

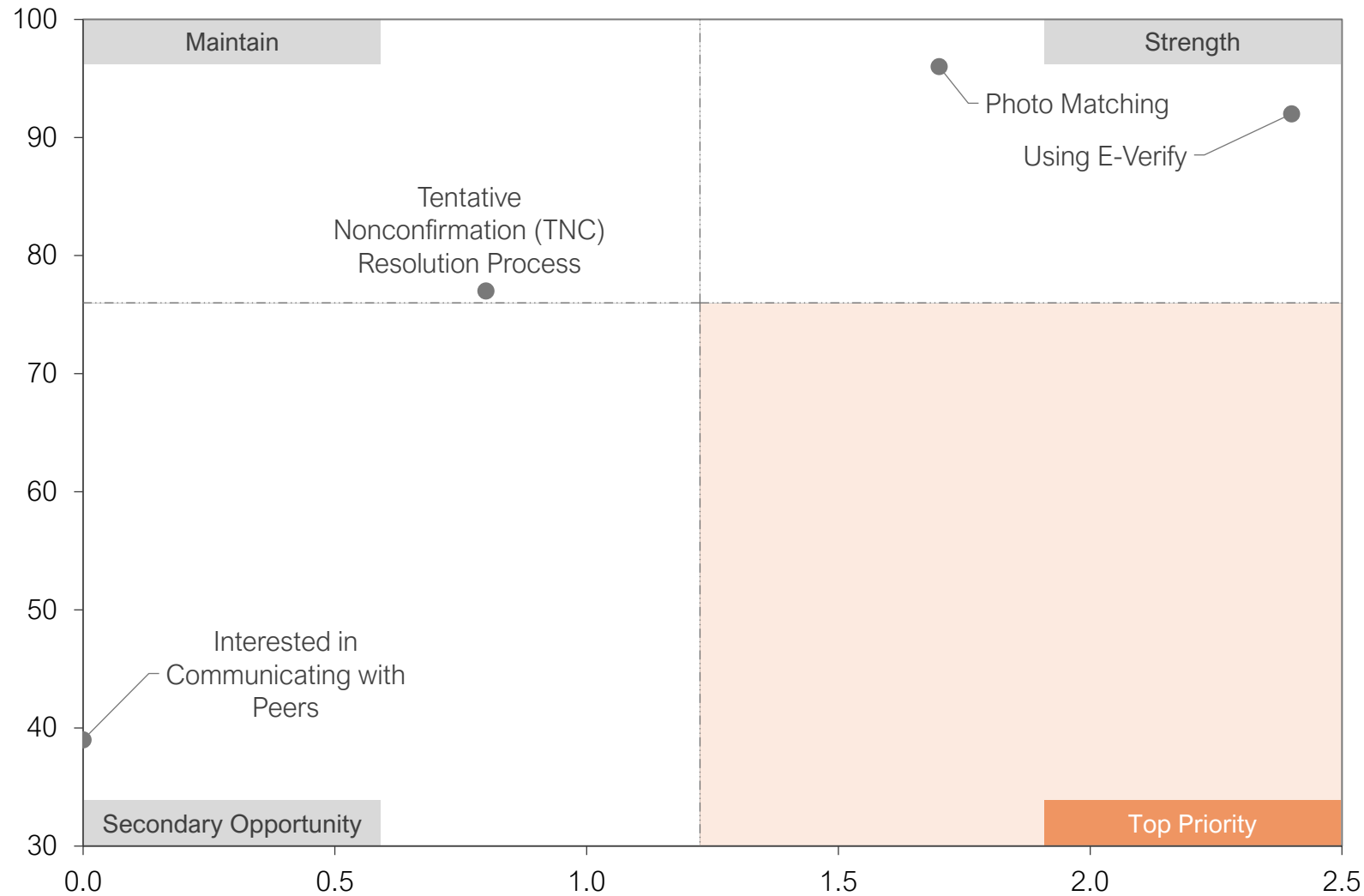
# Priority Matrix – New Enrollees (0-12 months)



- Based on the intersection of impact and scoring, there are no top priorities for E-Verify New Enrollees



# Priority Matrix – Existing Members (1 or more years)



- Based on the intersection of impact and scoring, there are no top priorities for E-Verify Existing Users.

# Summary and Recommendations

- After holding steady over the last two years, USCIS E-Verify gained one point from last year to post the highest score in over six years (88).
- Much like CSI, Future Behaviors also rose slightly after holding steady the last two years.
  - › Respondents were like to recommend E-Verify to others (91, +1), while also feeling confident in its accuracy (93, +1) and, planning to participate in E-Verify in the future (96, +1).
- Most American Customer Satisfaction Index National benchmark scores dropped while E-Verify has remained strong.
  - › Scores scores for both Federal Government (63, -3) and the National ACSI average (73, -1) declined while E-Verify rose one point (88, +1).
- While satisfaction driver scores were fairly steady, there were some differences between New Enrollees and Existing Users.
  - › Tentative Nonconfirmation (TNC) scored significantly higher for New Enrollees (84) than Existing Users (77).
  - › New Enrollees tended to be more satisfied with phone customer service while Existing Users were more satisfied with customer service by email.

# Summary and Recommendations

- Over two-thirds of respondents (69%) believed E-Verify was doing enough to ensure companies adhere to E-Verify policies. This is two percentage points higher than last year and six percentage points higher than 2019.
  - › Only one percent believed E-Verify was not doing enough and 30 percent “didn’t know.” There may be some opportunity for further education on policy enforcement for the 30 percent who did not know about policy.
  
- Respondents were given the opportunity to provide text comments on areas of possible improvements. From text comments, there are some areas that may warrant a closer look.
  - › Most comments indicated that users were pleased with the E-Verify process in its current form.
  - › Many respondents would like to have the ability to audit I-9 entries before submission to prevent rejection.
  - › An automated process that would notify employers of outstanding TNCs still in the system would be helpful in determining if the employee is still working for the company that had the TNC.
  - › The three-day window for accumulating documents often seems too short and respondents would like to see a longer timeframe.
  - › Finally, there were a growing number of comments regarding survey length. Next cycle should include a comprehensive review of the questions to minimize the time respondents need to take the survey.

# Appendix

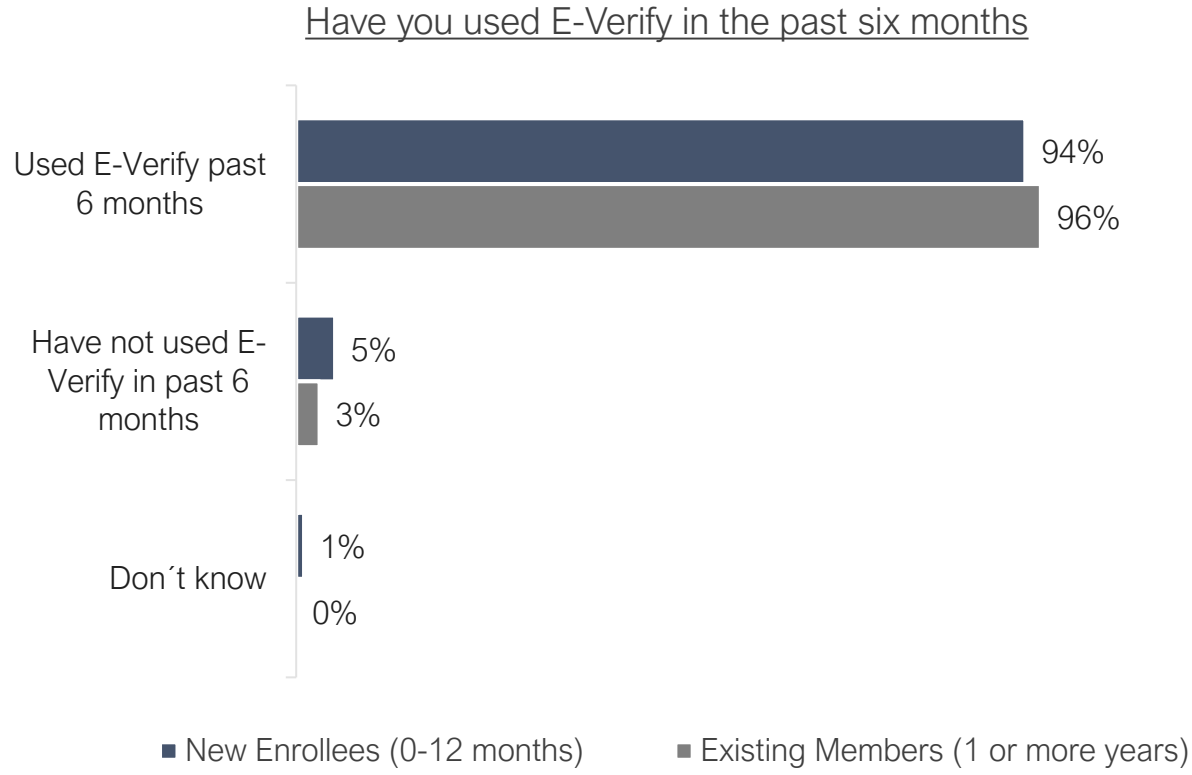
User segment comparison

# Text Comment Analysis Summary

The survey contained an open-ended question where respondents could provide their thoughts regarding E-Verify. Comments were read and content analyzed.

- 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 comments provided can attest.
  - › *“Thanks for your hard work! e Verify is a part of our on-boarding process. The website is easy to navigate and pleasant to use. I've never had a single issue creating a case, getting a decision, or editing users.”*
  - › *“It's pretty rare that a government agency puts together a service and documentation that is user-friendly, effective and relatively hassle-free. I wish other state and federal agencies had such talented programmers and user-friendly software. E-Verify is the Chick-Fil-A of the US Government, meaning it's easy to use, helpful and timely.”*
  
- Specific improvement areas included I-9 and TNC issues, as well the deadline for submission.
  - › *“Having USCIS develop an electronic I-9 system for employers to use with the opportunity to audit the I-9 prior to submitting it to E-Verify to ensure accuracy of the data. The I-9 system will automatically feed E-Verify.”*
  - › *“When we receive a message that the information doesn't match, I'd like to be able to have an opportunity to go back in and make the necessary changes; especially when it's a typographical error that I've made as the Administrator that's causing the I-9 form to be rejected in the system.”*
  - › *“I believe that E-Verify should have an automated follow-up system on the outstanding TNCs remaining in the system. (maybe even automated via weekly email to the hiring representative who processed the E-Verify) and see if the individuals are actually still employed with the employer that ran the E-Verify and had the TNC.”*
  - › *“Since our payroll is processed weekly and we staff for 7 days each week, I do not always have the documents from new employees within the 3-day window to E-Verify new employees. I think a 5-day window is a better option for compliance.”*
  - › *“Extend the 3-day period to 5 days - to allow new hires time to log in to our system (in instances where there would be issues with initial log in) to use web services.”*

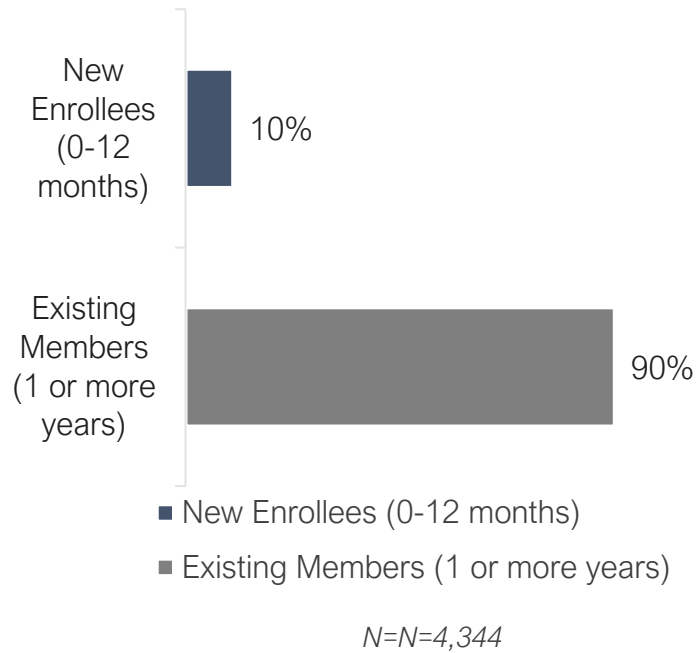
# Appendix – Recent E-Verify Usage



N=4,344

# Appendix – Recent E-Verify Enrollees

Enrolled in E-Verify within the last year

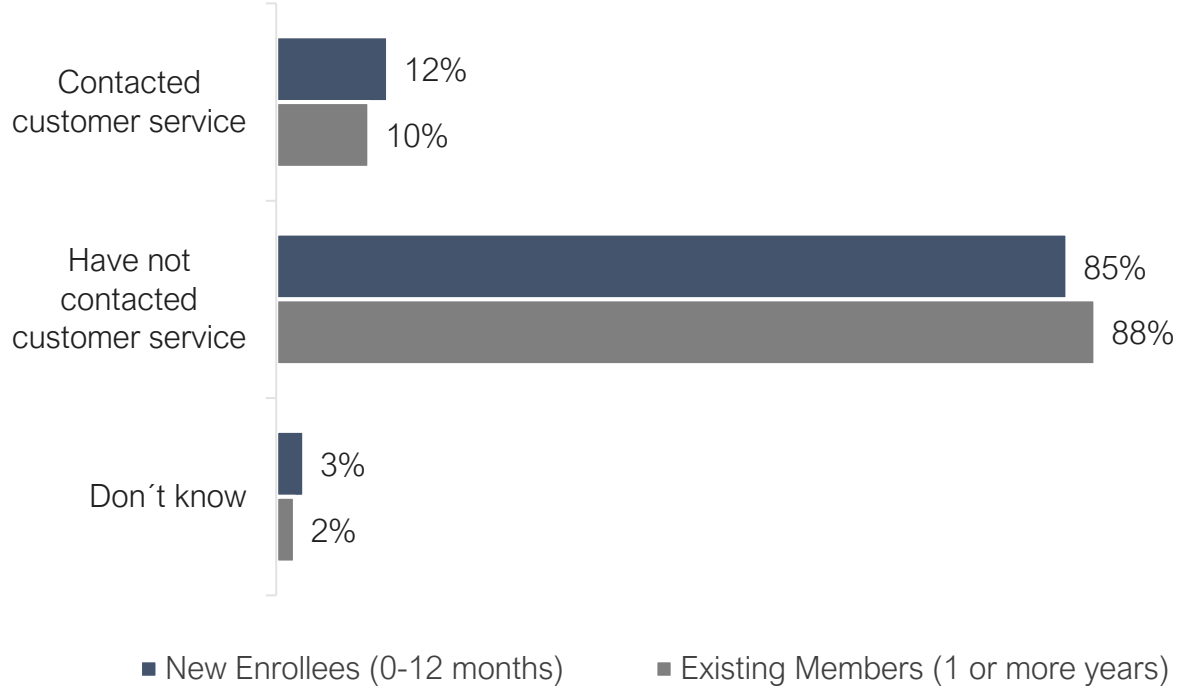


Completed training and online tutorial during E-Verify sign up process



# Appendix – Customer Service Contact

Contacted E-Verify customer service by phone in the past 6 months

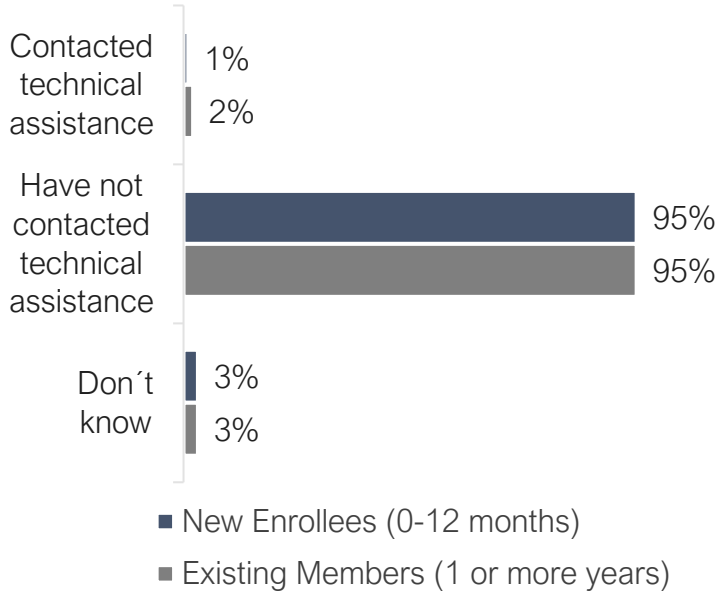


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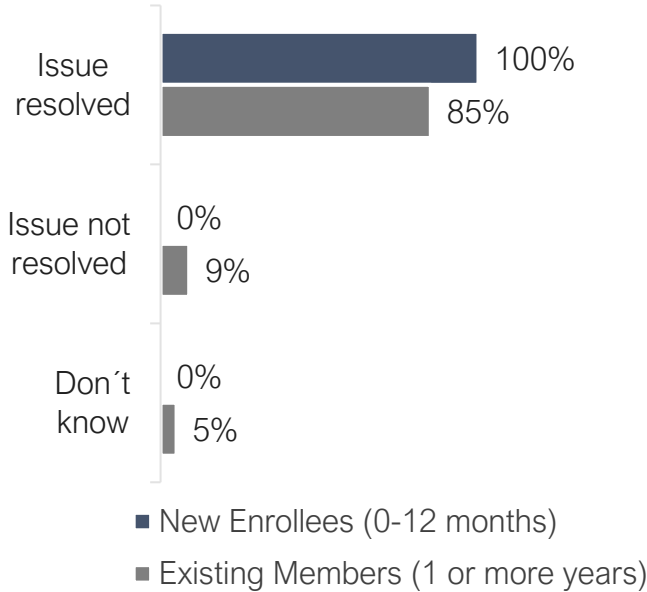
# Appendix – Technical Assistance Contact

Have you contacted E-Verify technical assistance in the past 6 months



N=4,344

Was your reason or issue you called technical assistance resolved



N=81

# Aggregate\* Trending Score Summary

	2015	2016	2017	2018	2019	2020	2021
Sample Size	1,859	1,919	801	4,283	3,020	2,095	4,344
Awareness / Registration	89	92	88	87	90	90	90
Tutorial	89	90	88	86	90	89	89
Using E-Verify	90	91	90	90	91	91	92
Tentative Nonconfirmation (TNC) Resolution Process	79	82	82	79	80	79	77
Photo Matching	94	95	95	95	96	96	96
Customer Service	90	91	89	90	91	93	92
Customer Service Before Transfer	83	91	89	86	84	82	87
Customer Service After Transfer	84	91	92	85	88	82	88
Customer Service by Email	79	88	78	78	82	82	80
Internet Use	68	70	71	72	73	73	72
Technical Assistance	87	90	95	88	89	86	88
Interested in Communicating with Peers	31	33	35	34	38	36	39
E-Verify Listens	78	79	83	76	76	79	76
Satisfaction	85	85	85	85	87	87	88
Overall satisfaction	87	87	87	87	89	89	90
Meets expectations	85	85	85	85	87	87	89
Compared to ideal	83	83	83	83	84	86	86
Recommend	86	88	88	87	89	90	91
Confident in Accuracy	89	90	91	90	92	92	93
Future Participation	95	96	95	95	95	95	96

\*Tables on this slide represent response from all respondents

# User Comparison

- The table below compares scores, impacts and sample sizes for Existing Users, New Enrollees and Aggregate Users.

	Aggregate			New Enrollees (0 12 months)			Existing Members (1 or more years)			Existing Members (1 or more years) Impacts
	Scores	Sample Size	Aggregate Impacts	Scores	Sample Size	New Enrollees (0 12 months) Impacts	Scores	Sample Size		
Sample Size		4,344			439			3,905		
Awareness / Registration	90	328	N/A	90	328	N/A	--	0	N/A	
Tutorial	89	420	N/A	89	420	N/A	--	0	N/A	
Using E-Verify	92	4308	2.4	93	429	2.4	92	3879	2.4	
Tentative Nonconfirmation (TNC) Resolution Process	77	921	0.8	84	70	0.1	77	851	0.8	
Photo Matching	96	2683	1.7	95	239	1.5	96	2444	1.7	
Customer Service	92	367	N/A	95	44	N/A	91	323	N/A	
Customer Service Before Transfer	87	64	N/A	88	10	N/A	87	54	N/A	
Customer Service After Transfer	88	64	N/A	89	10	N/A	88	54	N/A	
Customer Service by Email	80	198	N/A	74	15	N/A	80	183	N/A	
Internet Use	72	3936	N/A	79	394	N/A	71	3542	N/A	
Technical Assistance	88	78	N/A	99	6	N/A	87	72	N/A	
Interested in Communicating with Peers	39	4011	0.0	42	401	0.2	39	3610	0.0	
E-Verify Listens	76	145	N/A	87	17	N/A	74	128	N/A	
Satisfaction	88	4344	N/A	87	439	N/A	89	3905	N/A	
Overall satisfaction	90	4344	--	88	439	--	90	3905	--	
Meets expectations	89	4344	--	88	439	--	89	3905	--	
Compared to ideal	86	4344	--	86	439	--	86	3905	--	
Recommend	91	4032	4.7	90	410	4.9	91	3622	4.7	
Confident in Accuracy	93	4231	3.5	92	428	3.5	93	3803	3.5	
Future Participation	96	4277	2.1	94	433	3.0	96	3844	2.1	

-New Enrollees – Users who have registered in the last year and have personally completed the registration and/or tutorial programs.

-Existing Users- All users who have not enrolled in the last year.

-Aggregate- Users The total sum of both New Enrollees and Existing Users.

N/A- Did not have enough responses to report scores

-- Not able to calculate score

# Aggregate\* Score Summary

	2020	2021	Significant Difference
Sample Size	2,095	4,344	
Awareness / Registration	90	90	
Clarity of instructions on how to enroll	89	88	
Memorandum of understanding makes responsibilities and next steps clear	89	88	
Ease of submitting registration information	91	90	
Speed of receiving User Name, Password and E-Verify Web Address	93	92	
Ease of registration process overall	89	89	
Tutorial	89	89	
Helpfulness of information in User Manual	86	89	▲
Ease of taking online training in terms of understanding content	90	90	
Ease of completing online training in terms of time required	89	89	
Ease of accessing online resources	91	90	
Usefulness of online resources	89	89	
Ease of training process overall	90	90	
Using E-Verify	91	92	▲
Ease of navigating the E-Verify site	90	91	▲
Ease of submitting I-9 information on E-Verify	92	93	▲
Speed of receiving an initial response from E-Verify	93	94	
Clarity of next steps as described in the response	89	91	▲
Tentative Nonconfirmation (TNC) Resolution Process	79	77	
Speed of resolving the case	78	75	
Clarity of communications about the steps involved in the resolution process	79	78	
Ease of resolving the case	76	76	
TNC Referral Process	83	81	
Further Action Notice Process	83	80	▼
Photo Matching	96	96	
Ease of photo matching process	96	97	
Helpfulness in preventing fraud	95	96	
Customer Service	93	92	
Ease of accessing representative	91	90	
Professionalism	95	94	
Communication skills	93	92	
Ability to understand your questions/issue	93	93	
Providing guidance on policy/questions	93	91	

	2020	2021	Significant Difference
Sample Size	2,095	4,344	
Customer Service Before Transfer	82	87	
Ease of accessing representative	77	84	
Professionalism	90	91	
Communication skills	86	88	
Ability to understand your questions/issue	81	86	
Providing guidance on policy/questions	80	86	
Customer Service After Transfer	82	88	
Ease of accessing representative	81	86	
Professionalism	89	91	
Communication skills	84	89	
Ability to understand your questions/issue	83	87	
Providing guidance on policy/questions	83	88	
Customer Service by Email	82	80	
Ability to understand your questions/issue	84	81	
The timeliness with which you received a response	81	80	
Communication skills in the response you received	86	82	
Providing guidance on policy/questions	83	80	
Internet Use	73	72	
Interested in using the Internet rather than having to call or e-mail E-Verify	73	72	
Technical Assistance	86	88	
Ease of accessing representative	82	84	
Professionalism	89	91	
Communication skills	87	89	
Ability to understand your questions/issue	87	87	
Knowledge of technical issues	86	88	
Technical guidance resolving your issue	83	88	
Interested in Communicating with Peers	36	39	▲
Interested in communicating with peers about E-Verify or using the system	36	39	▲
E-Verify Listens	79	76	
Experience with E-Verify Listens	79	76	

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# Aggregate\* Score Summary

	2020	2021	Significant Difference
Sample Size	2,095	4,344	
Satisfaction	87	88	▲
Overall satisfaction	89	90	▲
Meets expectations	87	89	▲
Compared to ideal	86	86	▲
Recommend	90	91	
How likely would you be to recommend the E-Verify program to others	90	91	
Confident in Accuracy	92	93	▲
How confident are you in the accuracy of the E-Verify program	92	93	▲
Future Participation	95	96	▲
Likelihood to continue to participate in the E-Verify program in the future	95	96	▲
Usefulness of Resources	87	87	
Manuals	85	84	
Tutorials	88	88	
Refresher Tutorials	86	85	
E-Verify public website	90	88	▼
Q and As	88	87	
E-Verify news articles	85	83	
Helper Text	85	85	
Quick Reference Guides	88	89	
E-Verify call center	89	88	
Other E-Verify users	85	86	
E-Verify Monitoring and Compliance Group	83	85	
Assistance received from E-Verify Monitoring and Compliance Group	83	85	
Frequency of Adding E-Mails to E-Verify	76	78	
How often you enter employees e-mail into E-Verify	76	78	

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# New Enrollee User Segment Score Summary

	2020	2021	Significant Difference
Sample Size	482	439	
Awareness / Registration	90	90	
Clarity of instructions on how to enroll	89	88	
Memorandum of understanding makes responsibilities and next steps clear	89	88	
Ease of submitting registration information	91	90	
Speed of receiving User Name, Password and E-Verify Web Address	93	92	
Ease of registration process overall	89	89	
Tutorial	89	89	
Helpfulness of information in User Manual	86	89	▲
Ease of taking online training in terms of understanding content	90	90	
Ease of completing online training in terms of time required	89	89	
Ease of accessing online resources	91	90	
Usefulness of online resources	89	89	
Ease of training process overall	90	90	
Using E-Verify	92	93	
Ease of navigating the E-Verify site	91	92	
Ease of submitting I-9 information on E-Verify	93	93	
Speed of receiving an initial response from E-Verify	94	94	
Clarity of next steps as described in the response	91	92	
Tentative Nonconfirmation (TNC) Resolution Process	85	84	
Speed of resolving the case	85	85	
Clarity of communications about the steps involved in the resolution process	85	84	
Ease of resolving the case	84	86	
TNC Referral Process	91	89	
Further Action Notice Process	88	85	
Photo Matching	97	95	▼
Ease of photo matching process	97	95	▼
Helpfulness in preventing fraud	96	94	▼
Customer Service	92	95	
Ease of accessing representative	90	94	
Professionalism	95	95	
Communication skills	92	95	
Ability to understand your questions/issue	92	95	
Providing guidance on policy/questions	92	94	

	2020	2021	Significant Difference
Sample Size	482	439	
Customer Service Before Transfer	87	88	
Ease of accessing representative	85	88	
Professionalism	90	89	
Communication skills	86	87	
Ability to understand your questions/issue	85	86	
Providing guidance on policy/questions	84	88	
Customer Service After Transfer	85	89	
Ease of accessing representative	85	89	
Professionalism	88	89	
Communication skills	85	90	
Ability to understand your questions/issue	83	90	
Providing guidance on policy/questions	85	89	
Customer Service by Email	87	74	
Ability to understand your questions/issue	91	76	
The timeliness with which you received a response	86	74	
Communication skills in the response you received	91	80	
Providing guidance on policy/questions	91	77	
Internet Use	78	79	
Interested in using the Internet rather than having to call or e-mail E-Verify	78	79	
Technical Assistance	89	99	
Ease of accessing representative	81	94	
Professionalism	90	98	
Communication skills	90	100	
Ability to understand your questions/issue	90	100	
Knowledge of technical issues	90	100	
Technical guidance resolving your issue	90	100	
Interested in Communicating with Peers	38	42	
Interested in communicating with peers about E-Verify or using the system	38	42	
E-Verify Listens	81	87	
Experience with E-Verify Listens	81	87	

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# New Enrollee User Segment Score Summary

	2020	2021	Significant Difference
Sample Size	482	439	
Satisfaction	88	87	
Overall satisfaction	89	88	
Meets expectations	88	88	
Compared to ideal	87	86	
Recommend	90	90	
How likely would you be to recommend the E-Verify program to others	90	90	
Confident in Accuracy	93	92	
How confident are you in the accuracy of the E-Verify program	93	92	
Future Participation	95	94	
Likelihood to continue to participate in the E-Verify program in the future	95	94	
Usefulness of Resources	87	87	
Manuals	85	84	
Tutorials	88	88	
Refresher Tutorials	86	85	
E-Verify public website	90	88	▼
Q and As	88	87	
E-Verify news articles	85	83	
Helper Text	85	85	
Quick Reference Guides	88	89	
E-Verify call center	89	88	
Other E-Verify users	85	86	
E-Verify Monitoring and Compliance Group	87	81	
Assistance received from E-Verify Monitoring and Compliance Group	87	81	
Frequency of Adding E-Mails to E-Verify	82	74	
How often you enter employees e-mail into E-Verify	82	74	

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# Existing Member User Segment Score Summary

	2020	2021	Significant Difference
Sample Size	1,613	3,905	
<b>Awareness / Registration</b>	-	-	
Clarity of instructions on how to enroll	-	-	
Memorandum of understanding makes responsibilities and next steps clear	-	-	
Ease of submitting registration information	-	-	
Speed of receiving User Name, Password and E-Verify Web Address	-	-	
Ease of registration process overall	-	-	
<b>Tutorial</b>	-	-	
Helpfulness of information in User Manual	-	-	
Ease of taking online training in terms of understanding content	-	-	
Ease of completing online training in terms of time required	-	-	
Ease of accessing online resources	-	-	
Usefulness of online resources	-	-	
Ease of training process overall	-	-	
<b>Using E-Verify</b>	91	92	▲
Ease of navigating the E-Verify site	90	91	▲
Ease of submitting I-9 information on E-Verify	91	93	▲
Speed of receiving an initial response from E-Verify	93	94	▲
Clarity of next steps as described in the response	88	91	▲
<b>Tentative Nonconfirmation (TNC) Resolution Process</b>	77	77	
Speed of resolving the case	75	74	
Clarity of communications about the steps involved in the resolution process	77	77	
Ease of resolving the case	74	75	
TNC Referral Process	80	80	
Further Action Notice Process	81	80	
<b>Photo Matching</b>	96	96	▲
Ease of photo matching process	96	97	▲
Helpfulness in preventing fraud	95	96	▲
<b>Customer Service</b>	93	91	
Ease of accessing representative	92	89	
Professionalism	94	93	
Communication skills	94	92	
Ability to understand your questions/issue	93	92	
Providing guidance on policy/questions	94	91	▲

	2020	2021	Significant Difference
Sample Size	1,613	3,905	
<b>Customer Service Before Transfer</b>	80	87	
Ease of accessing representative	74	83	
Professionalism	90	91	
Communication skills	86	88	
Ability to understand your questions/issue	79	86	
Providing guidance on policy/questions	79	85	
<b>Customer Service After Transfer</b>	81	88	
Ease of accessing representative	79	85	
Professionalism	90	91	
Communication skills	84	88	
Ability to understand your questions/issue	83	87	
Providing guidance on policy/questions	82	87	
<b>Customer Service by Email</b>	80	80	
Ability to understand your questions/issue	81	81	
The timeliness with which you received a response	79	81	
Communication skills in the response you received	84	82	
Providing guidance on policy/questions	81	80	
<b>Internet Use</b>	72	71	
Interested in using the Internet rather than having to call or e-mail E-Verify	72	71	
<b>Technical Assistance</b>	85	87	
Ease of accessing representative	83	83	
Professionalism	89	90	
Communication skills	86	88	
Ability to understand your questions/issue	86	86	
Knowledge of technical issues	84	87	
Technical guidance resolving your issue	81	87	
<b>Interested in Communicating with Peers</b>	36	39	▲
Interested in communicating with peers about E-Verify or using the system	36	39	▲
<b>E-Verify Listens</b>	78	74	
Experience with E-Verify Listens	78	74	

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence



# Existing Member User Segment Score Summary

	2020	2021	Significant Difference
Sample Size	1,613	3,905	
Satisfaction	87	89	▲
Overall satisfaction	88	90	▲
Meets expectations	87	89	▲
Compared to ideal	85	86	▲
Recommend	90	91	▲
How likely would you be to recommend the E-Verify program to others	90	91	▲
Confident in Accuracy	92	93	▲
How confident are you in the accuracy of the E-Verify program	92	93	▲
Future Participation	95	96	▲
Likelihood to continue to participate in the E-Verify program in the future	95	96	▲
Usefulness of Resources	-	-	
Manuals	-	-	
Tutorials	-	-	
Refresher Tutorials	-	-	
E-Verify public website	-	-	
Q and As	-	-	
E-Verify news articles	-	-	
Helper Text	-	-	
Quick Reference Guides	-	-	
E-Verify call center	-	-	
Other E-Verify users	-	-	
E-Verify Monitoring and Compliance Group	81	86	
Assistance received from E-Verify Monitoring and Compliance Group	81	86	
Frequency of Adding E-Mails to E-Verify	75	78	
How often you enter employees e-mail into E-Verify	75	78	

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# Aggregate\* Demographics

	Percent	2021 Frequency	Satisfaction
<b>E-Verify is doing enough to ensure companies using E-Verify adhere to policies</b>			
Yes	69%	3,003	91
Not Sure / Do not know	30%	1,303	84
No	1%	38	69
Number of Respondents		4,344	
<b>Adequate safeguards to ensure employers use E-Verify system properly</b>			
Yes	75%	3,244	91
Not Sure / Do not know	24%	1,056	83
No	1%	44	67
Number of Respondents		4,344	
<b>How prefer to get changes or update information to E-Verify</b>			
E-mail	91%	3,939	89
Fax	0%	5	89
Mailer	1%	34	87
E-Verify system broadcast message	2%	72	91
Phone call	0%	6	62
Through the E-Verify Website	5%	227	88
Live presentation	1%	27	79
Other	1%	34	75
Number of Respondents		4,344	
<b>How would prefer to contact E-Verify for help</b>			
E-mail	46%	1,983	89
Fax	0%	0	--
Mail	0%	6	65
Text or Web chat	14%	617	88
Phone call	25%	1,105	88
Through the E-Verify website	14%	591	90
Other	1%	42	76
Number of Respondents		4,344	

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# Thank you

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