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

Annual Customer Satisfaction Survey 2019

E-Verify

*Final Report*

**IA20919A0**

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EXECUTIVE SUMMARY

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**Overall Findings and Recommendations**

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**Key Findings**

This report describes findings from the 2019 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 (71%) of companies have less than 100 employees and 78% consider themselves to be a small business. Construction/General Contracting and Manufacturing are the most popular industries and account for just under one-quarter of respondents (24%). Respondents tended to use E-Verify more frequently in 2019 with almost half reporting using it at least once a month (49%). This is up nine percentage points from the previous study and is on-par with the percentage from 2017. For the most part, responses by state were similar to last year. California (9%), Texas (8%), Florida (7%) and Georgia (8%) were the states with the most responses.

After holding steady for the last four years at 85, the 2019 Customer Satisfaction Index (CSI) for all USCIS E-Verify users rose to 87. This is the highest score since 2014 and matches the highest score since the project started in 2010. Traditionally, New Enrollees tended to score slightly higher than Existing Users. This year however Existing Users and New Enrollees were on-par with each other as both posted a CSI of 87. When compared to American Customer Satisfaction Index benchmarks, E-Verify user satisfaction outscored both the National ACSI average composed of companies that comprise a large cross-section of the US economy (75) as well as the Federal Government ACSI average (68).

The same customer satisfaction model that was developed in the baseline study was used to identify areas which potentially drive satisfaction with E-Verify. All modeled satisfaction drivers saw increases from last year.

*Using E-Verify* has the most impact on CSI for both New and Existing Users and has posted consistently high scores over the course of the study. Over the last ten years, the score for *Using E-Verify* has fluctuated between 89 and 91. The 2019 score of 91 for all users matches the all-time high score previously achieved in 2012, 2014, and 2016. There were only minor score variations between New Enrollees and Existing Users. This suggests that each undergo a similar E-Verify experience. Since *Using E-Verify* has the highest impact on satisfaction, maintaining these high scores is vital to sustaining high CSI scores.

Fifty-three percent of all users were prompted to match a photo in the past six months. This is an increase of 12 percentage points from last year. The *Photo Matching* process remains the highest rated satisfaction driver with a score of 96. Respondents report the process is easy to use and is very helpful in preventing fraud.

*Tentative Non-confirmation Resolution* rose one point from last year to score at 80. New Enrollees scored TNC much higher (85) than Existing Users (79). New Enrollees

scored higher across all attributes as well. Seventeen percent of respondents received a Tentative Non-confirmation (TNC) in the past 6 months.

Telephone is the predominate method for contacting Customer Service as 10% of all users contacted *Customer Service by phone* in the past six months compared to only three percent who *contacted via e-mail. Customer Service by phone* (91) continues to be highly rated by all users. While the score for *Customer Service by email* (82) rose four points from last year, it still trails with *Customer Service by phone.* Of those who contacted Customer Service via phone, 17% of all callers were *transferred during their call* and most (87%) found the *wait time* to be acceptable. This is a slight increase from last year (84%). Roughly one-quarter of respondents (27%) had to be *transferred more than once.* Nearly all who contacted customer service by phone with an issue reported *having their issue resolved* (93%).

## 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.

- Customer Service scores remain strong overall. The percentage of issues resolved (93%) rose two percentage points from last year. Eighty percent of callers indicated that they were "Very Satisfied" with their experience. This is an increase of two percentage points from last year. Despite the increased satisfaction, the number of transfers went up for the second straight year as 27% of callers were transferred more than once. This is an increase of two percentage points from last year.

- From text comments, there are some areas for possible improvement. Respondents were asked how E-Verify could be improved. Most comments indicated that users were pleased with the E-Verify process. An analysis of text comments indicate that many users would like to see the reporting window extended since resources are often limited and an extended window would make it easier to complete data entry. Other topics mentioned involved making E-Verify mandatory for all companies, streamlining password regulations, errors on the I-9 form, and help with false identification or extended surnames.

# DETAILED REPORT

## Introduction

This report describes findings of the 2019 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.

CFI Group was contracted to assess the experience of employers with the E-Verify system using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI was founded through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and CFI Group, which offers the patented ACSI methodology. The distinguishing feature of the ACSI methodology is its patented cause-and-effect approach to customer satisfaction measurement. The technology behind the ACSI identifies key drivers of satisfaction and computes the impact that each of these drivers has on customer satisfaction and loyalty. While CFI Group uses the same methodology as the ACSI, the ACSI is a separate entity[1].

## Methodology

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

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

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[1] The comparison score for the National ACSI (Public and Private) comes from a series of independent surveys conducted throughout the year. The overall Federal Government ACSI score is the result of a separate 2019 ACSI Federal Government Report.

USCIS provided CFI Group with a random sample of employers enrolled in E-Verify. Respondents were contacted via e-mail and invited to complete the survey online between December 12, 2019 and January 27, 2020.

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 3,020 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.

## Customer Samples and Data Collection

USCIS provided CFI Group with a random sample of employers enrolled in E-Verify.

A total of 46,201 invitations were sent. Respondents were contacted via e-mail between December 9, 2019 and January 29, 2020. Each e-mail contained a URL that launched a survey when clicked. The sample sizes and response rates for each group are reported below.

**Figure 1 – Response Rates**

| | Number of Survey Invitations | Number of Valid Complete Surveys | Response Rate |
|---|---|---|---|
| **All Users** | 49,824 | 3020 | 6.1% |

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

**Figure 2 – New and Existing Users Completes**

| | Number of Valid Complete Surveys |
|---|---|
| **New Enrollees** | 627 |
| **Existing Users** | 2,393 |

## Organizational Size and Industry of Respondent Business

Organizations employing less than 100 employees account for 71% of all responses. The largest companies (10,000 or more employees) account for about 1% of responses.

**Figure 3 – Number of Employees**

| How many people do you employ | 2018 | 2019 |
|---|---|---|
| 1-4 | 10% | 7% |
| 5-29 | 36% | 34% |
| 30-99 | 26% | 30% |
| 100-299 | 15% | 18% |
| 300-999 | 8% | 8% |
| 1,000-9,999 | 4% | 3% |
| 10,000+ | 1% | 1% |
| Number of Respondents | 4,283 | 3,020 |

Just over three-quarters of respondents (78%) consider their organization a small business.

**Figure 4 – Considered Small Business**

| Do you consider yourself a small business | 2018 | 2019 |
|---|---|---|
| Small business | 77% | 78% |
| Not a small business | 19% | 18% |
| Don´t know | 4% | 4% |
| Number of Respondents | 4,282 | 3,020 |

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

**Figure 5 – Primary Industry**

| Primary industry where conduct business | 2018 | 2019 |
|---|---|---|
| Agriculture/Food Processing | 2% | 1% |
| Defense/Defense Industry | 1% | 0% |
| Communications/Media | 1% | 1% |
| Construction/General Contracting | 13% | 12% |
| Education | 4% | 3% |
| Engineering | 4% | 4% |
| Financial Services | 3% | 2% |
| Healthcare/Public Health | 9% | 11% |
| Hospitality | 5% | 6% |
| Information Technology | 7% | 6% |
| Manufacturing | 11% | 12% |
| Non-Profit/Not-for-Profit | 5% | 6% |
| Sales - Retail or Wholesale | 6% | 6% |
| Staffing/Personnel | 3% | 3% |

| Primary industry where conduct business | 2018 | 2019 |
|---|---|---|
| Transportation | 3% | 4% |
| Utilities/Energy/Natural Resources | 1% | 1% |
| Professional Services/Consulting | 6% | 5% |
| Government Services | 3% | 3% |
| Other | 14% | 14% |
| Number of Respondents | 4,280 | 3,020 |

A large majority of respondents consider themselves General Users of E-Verify (93%). Respondents tended to use E-Verify slightly more in 2019 with almost half reporting using it at least once a month (49%). This is an increase of nine percentage points from 2018.

**Figure 6 – Organization Description and Frequency of Use**

| Which best describes your organization as a user of E-Verify | 2018 | 2019 |
|---|---|---|
| General User | 93% | 93% |
| Temporary Agency or Employment Agency | 4% | 4% |
| E-Verify Employer Agent | 3% | 3% |
| Number of Respondents | 4,283 | 3,020 |

| Which best describes how frequently you use E-Verify | 2018 | 2019 |
|---|---|---|
| Once a week or more | 12% | 14% |
| Two or three times a month | 16% | 20% |
| About once a month | 12% | 15% |
| Once every few months | 30% | 29% |
| Once or twice a year | 21% | 15% |
| Less than once a year | 8% | 6% |
| Number of Respondents | 4,283 | 3,020 |

## Respondent Distribution

The table below shows respondents by state. California, Texas, Georgia, and Florida jumped up this year and comprised the largest proportion of respondents. Other states comprising 6% or more of the total responses include: Arizona (6%), and South Carolina (6%). Collectively, these six states account 43% of all responses.

**Figure 7 – State Distribution**

| State | 2018 Percent | 2018 Frequency | 2019 Percent | 2019 Frequency |
|---|---|---|---|---|
| AL | 4% | 170 | 2% | 75 |
| AK | 0% | 6 | 0% | 8 |
| AZ | 7% | 276 | 6% | 172 |
| AR | 8% | 328 | 0% | 12 |
| CA | 2% | 95 | 9% | 272 |
| CO | 1% | 22 | 2% | 64 |
| CT | 0% | 10 | 1% | 16 |
| DE | 6% | 221 | 0% | 6 |
| DC | 9% | 343 | 0% | 10 |
| FL | 0% | 7 | 7% | 203 |
| GA | 0% | 10 | 7% | 201 |
| GU | 1% | 32 | 0% | 4 |
| HI | 2% | 96 | 0% | 4 |
| ID | 2% | 96 | 1% | 16 |
| IL | 1% | 39 | 3% | 94 |
| IN | 1% | 31 | 2% | 62 |
| IA | 1% | 47 | 1% | 33 |
| KS | 2% | 71 | 1% | 34 |
| KY | 2% | 63 | 1% | 23 |
| LA | 0% | 6 | 1% | 30 |
| ME | 2% | 87 | 0% | 8 |
| MD | 4% | 144 | 1% | 42 |
| MA | 1% | 44 | 2% | 65 |
| MI | 0% | 6 | 3% | 78 |
| MN | 5% | 213 | 1% | 41 |
| MS | 0% | 7 | 1% | 33 |
| MO | 2% | 65 | 4% | 106 |
| MT | 0% | 13 | 0% | 4 |
| NE | 2% | 81 | 1% | 33 |
| NV | 0% | 18 | 1% | 20 |
| NH | 1% | 25 | 0% | 11 |
| NJ | 3% | 109 | 2% | 59 |
| NM | 2% | 63 | 0% | 14 |
| NY | 1% | 48 | 3% | 83 |
| NC | 1% | 29 | 4% | 117 |
| ND | 3% | 118 | 0% | 9 |
| OH | 0% | 5 | 2% | 60 |
| OK | 0% | 7 | 1% | 27 |
| OR | 9% | 367 | 1% | 38 |

| | 2018 Percent | 2018 Frequency | 2019 Percent | 2019 Frequency |
|---|---|---|---|---|
| State | | | | |
| PA | 0% | 7 | 3% | 88 |
| PR | 4% | 145 | 0% | 4 |
| RI | 2% | 59 | 0% | 1 |
| SC | 4% | 137 | 6% | 175 |
| SD | 0% | 0 | 0% | 8 |
| TN | 0% | 5 | 3% | 100 |
| TX | 2% | 84 | 8% | 230 |
| UT | 1% | 38 | 2% | 53 |
| VT | 0% | 4 | 0% | 2 |
| VI | 0% | 7 | 0% | 0 |
| VA | 0% | 0 | 2% | 65 |
| WA | 0% | 0 | 2% | 57 |
| WV | 0% | 0 | 0% | 2 |
| WI | 0% | 0 | 1% | 43 |
| WY | 0% | 0 | 0% | 5 |
| Number of Respondents | | 3,904 | | 3,020 |

*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. After holding steady at 85 over the last four years, **the 2019 Customer Satisfaction Index (CSI) for All USCIS E-Verify users has posted a score of 87 (on a scale from 0-100).**

This number exceeds the overall national average CSI score of 75 and exceeds the CSI average for Federal Government entities of 68 by 19 points. Below is a historical summary of E-Verify CSI scores for All users since 2014.

**Figure 8 – Trending E-Verify CSI Scores**
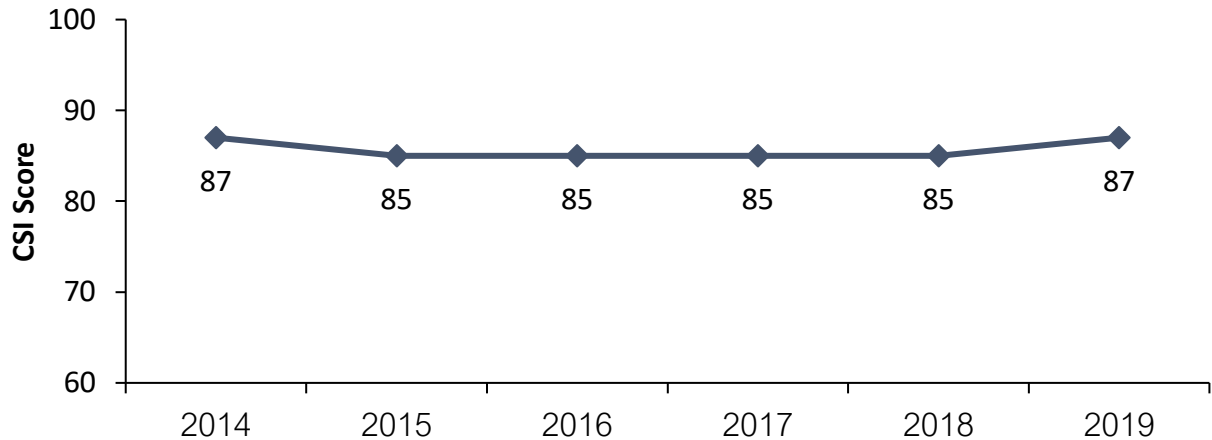


The Customer Satisfaction Index (CSI) scores for each of the three index sub-questions are provided in the chart below with *Overall Satisfaction* (89), *Satisfaction Compared to Expectations* (87) and *Satisfaction with E-Verify Compared to the Ideal Online Verification Service* (84). All three indices increased from last year.

**Figure 9 - E-Verify Customer Satisfaction Index**
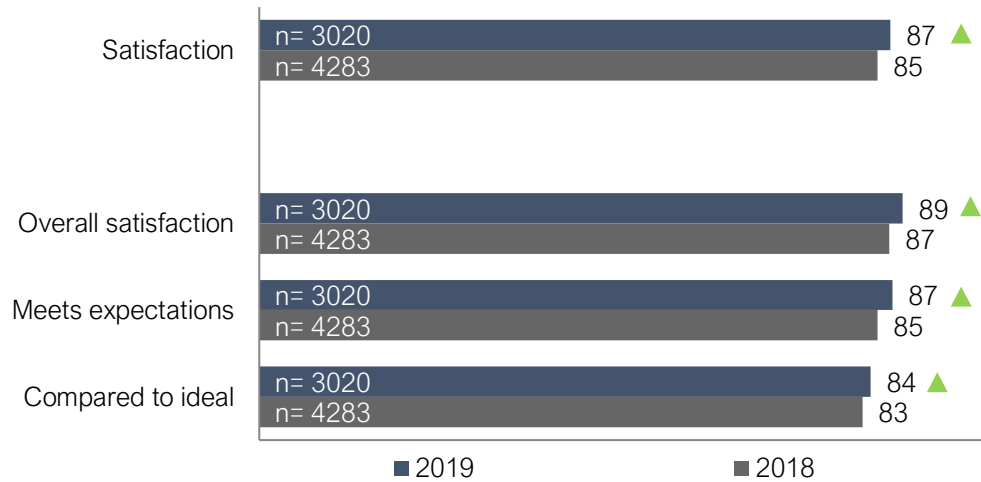


*▲ ▼ Indicates change is significant at 90% confidence*

*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 2019 ACSI Benchmark Study

The 2019 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**

| Category | Score |
|---|---|
| USCIS E-Verify Score | 87 |
| National ACSI Average | 75 |
| Federal Government ACSI Average | 68 |
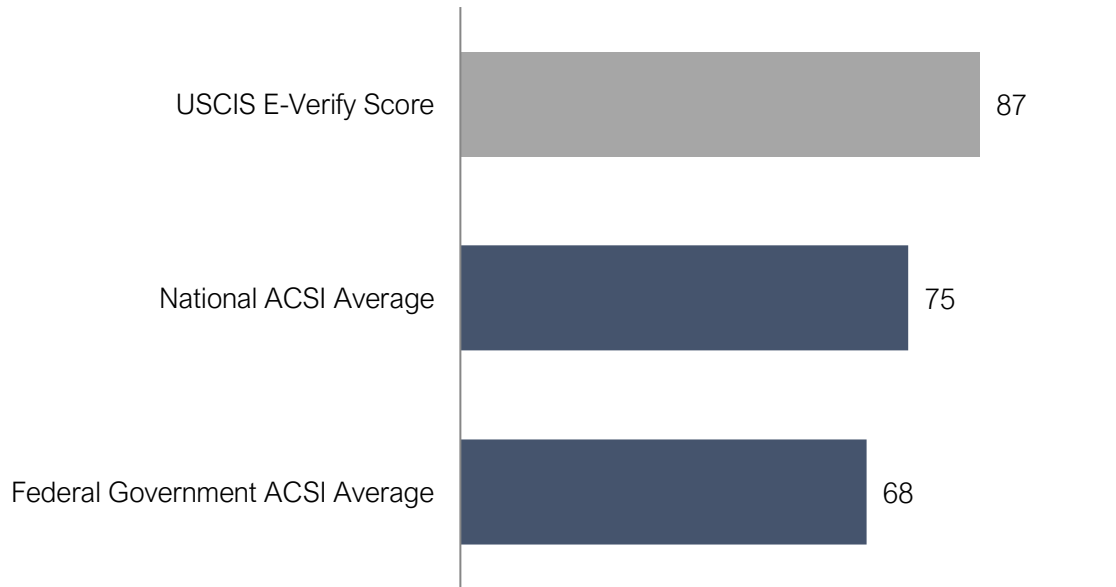
*Scores are averages on a "0" to "100" scale; they do not represent percentages.*

## 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**
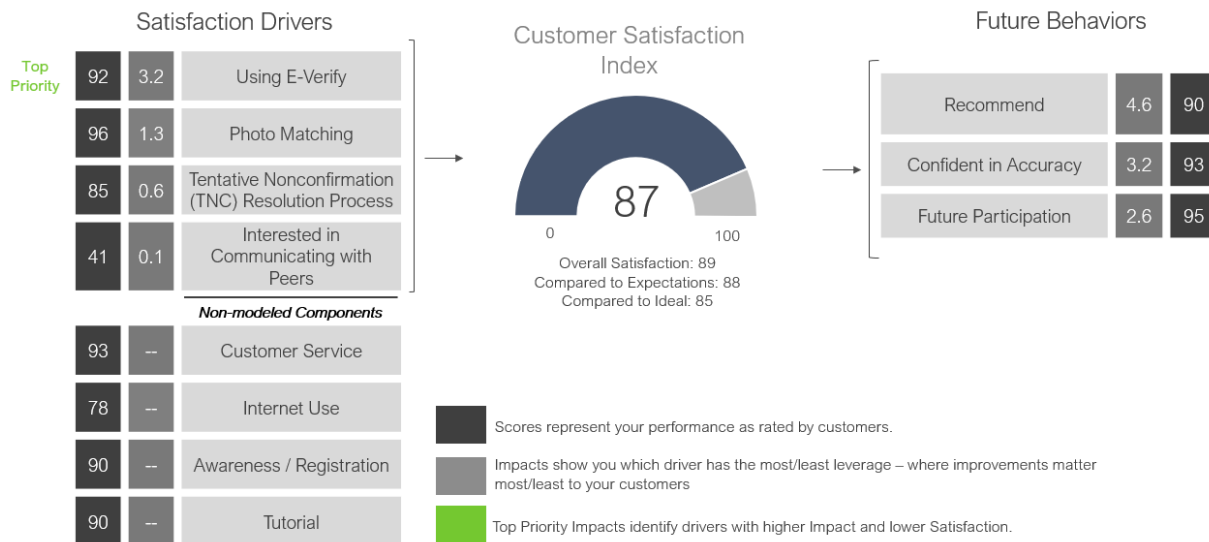


Impacts, shown in the gray rectangles, should be read as the effect on the CSI if the initial driver average were to be improved or decreased by five points. For example, if the score for *Using E-Verify* increased by five points (92 to 97), the Customer Satisfaction Index (CSI) would increase by the amount of its impact, or 3.2 points (87 to 90.2). If the driver increases by less than or more than five points, the resulting change in CSI would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by five points, the related improvement in the CSI would be the sum of the impacts. CSI, in turn, drives outcome behaviors shown on the right-hand side of the model. These outcomes include *Recommending E-Verify*, C*onfidence in Accuracy* and *Likelihood to use E-Verify in the Future*.

The impact the CSI has on each of the outcomes is shown in the gray square next to the outcome. For example, *Recommend* has an impact of 4.6 for New Enrollees. This means that a 5-point improvement in satisfaction (CSI) will drive the likelihood to recommend up by 4.6 points.

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

**USCIS E-Verify Customer Satisfaction Model – Existing Users**

**Figure 12 – Existing Users CSI Model**
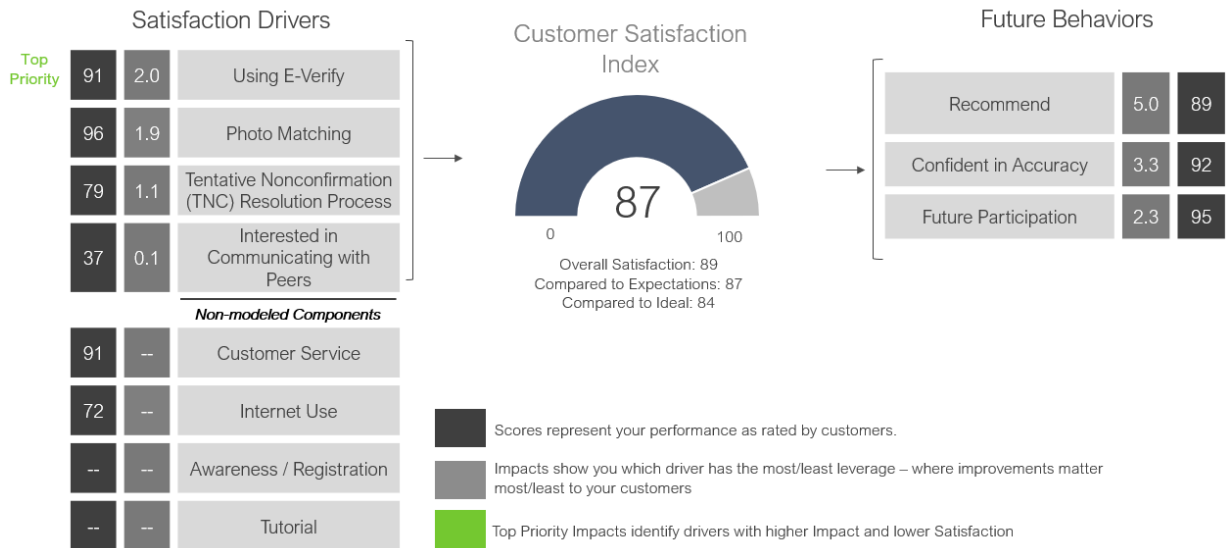


When comparing the two models, you can see that while *Using E-Verify* was the driver with the most impact for both groups with *Photo Matching* also exerting moderate impact.

## Drivers of Satisfaction Results

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

### Using E-Verify

**Figure 13 – Trending Using E-Verify Scores**
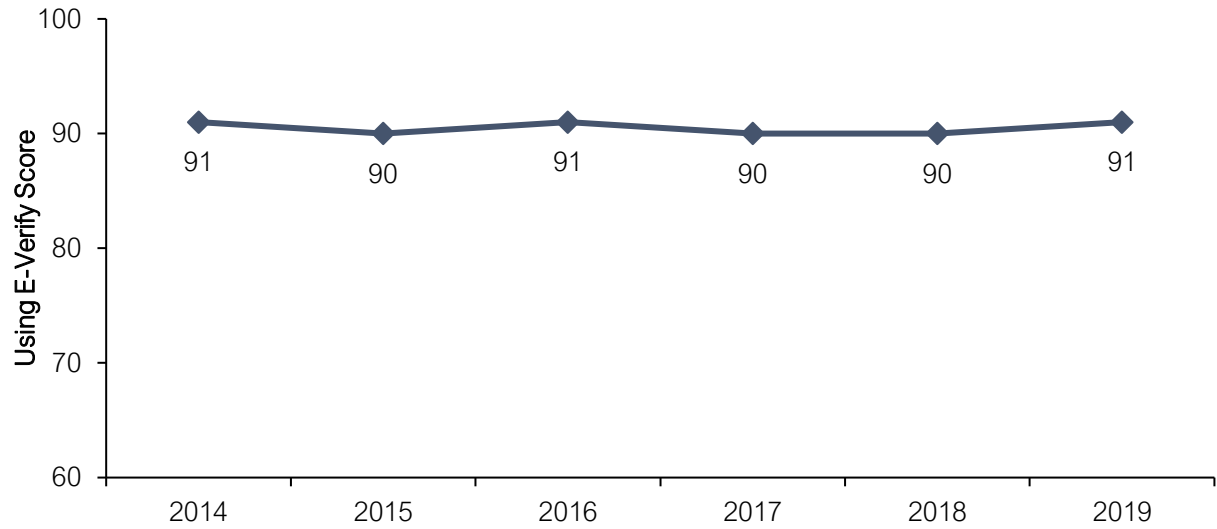
A majority (89%) of both new and existing users combined had used E-Verify in the past six months. This is a slight increase from 2018 (88%). While there is some minor variation in the *Using E-Verify* variable scores, both New Enrollees and Existing Users were relatively on-par with each other.

**Figure 14 – Using E-Verify Scores**
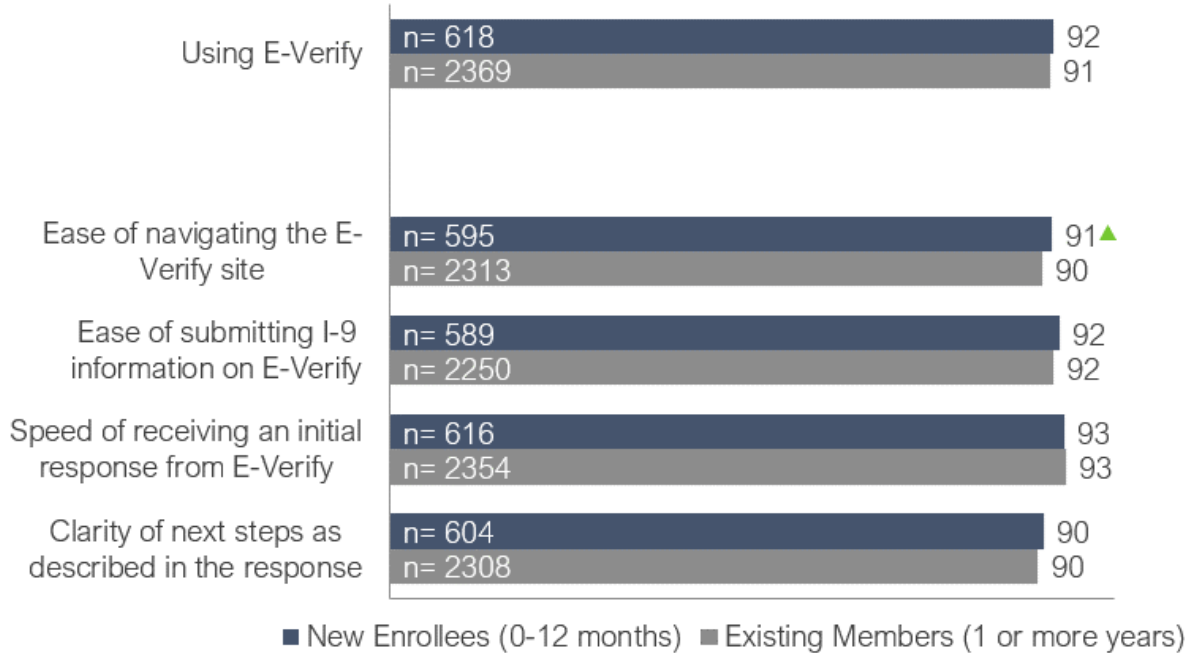


▲▼ *Indicates change is significant at 90% confidence*

## Tentative Non-confirmation Resolution

Seventeen percent of both New Enrollees and Existing Users received a *Tentative Non-confirmation (TNC)* in the past 6 months (from survey completion date). This is three percentage points higher than last year. Both New Enrollees (85) and Existing Users (79) increased two points from last year.

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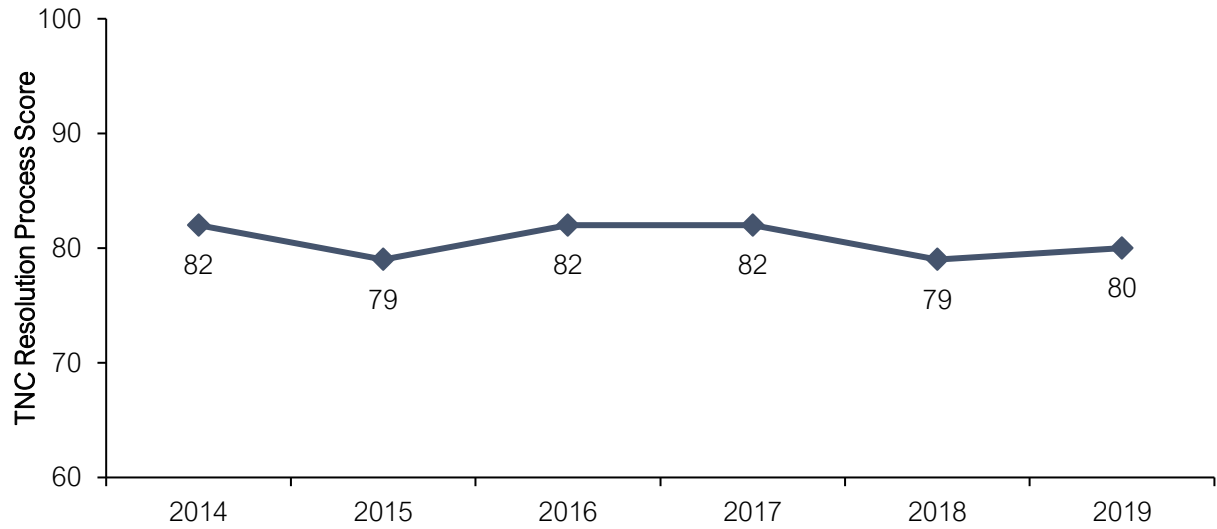
**Figure 16 – TNC Resolution Process Scores**



| | New Enrollees (0-12 months) | Existing Members (1 or more years) |
|---|---|---|
| Tentative Nonconfirmation (TNC) Resolution Process | n= 107 — 85 ▲ | n= 402 — 79 |
| Speed of resolving the case | n= 105 — 84 ▲ | n= 392 — 79 |
| Clarity of communications about the steps involved in the resolution process | n= 106 — 84 ▲ | n= 396 — 80 |
| Ease of resolving the case | n= 105 — 85 ▲ | n= 392 — 78 |
| TNC Referral Process | n= 64 — 87 ▲ | n= 275 — 81 |
| Further Action Notice Process | n= 83 — 86 ▲ | n= 332 — 80 |

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

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

## Photo Matching

The *Photo Matching* process increased slightly for both New Enrollees (96, +2) and Existing Users (96, +1) from last year. Photo Matching again remained the highest scoring satisfaction driver in 2019.

**Figure 17 – Trending Photo Matching Scores**

**Figure 18 – Photo Matching Scores**



Figure 18 – Photo Matching Scores

| | New Enrollees (0-12 months) | Existing Members (1 or more years) |
|---|---|---|
| Photo Matching | n= 323 — 96 | n= 1278 — 96 |
| Ease of photo matching process | n= 322 — 96 | n= 1276 — 96 |
| Helpfulness in preventing fraud | n= 309 — 96 | n= 1187 — 96 |

■ New Enrollees (0-12 months)  ■ Existing Members (1 or more years)
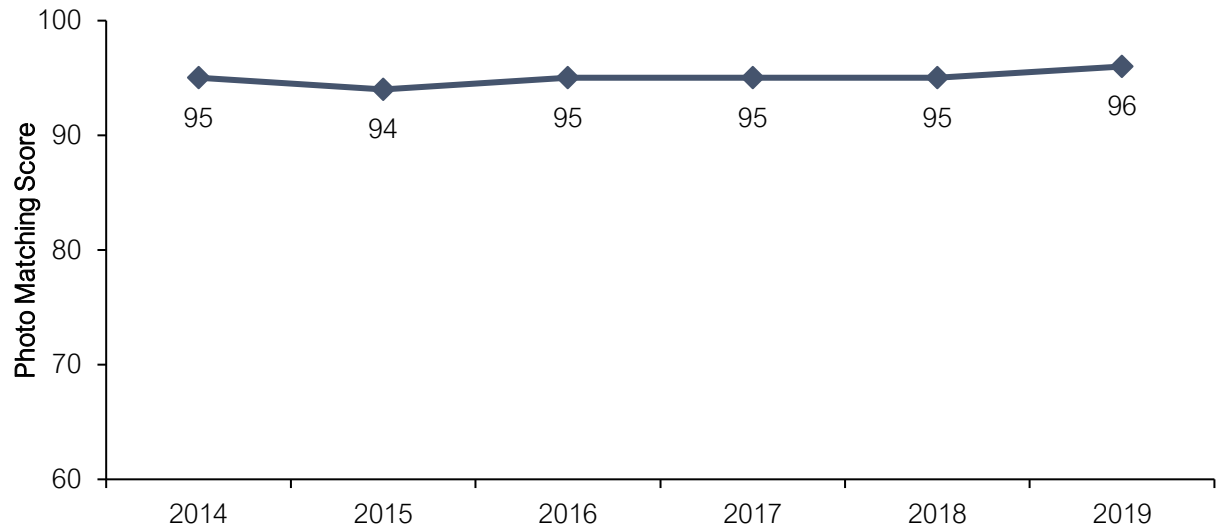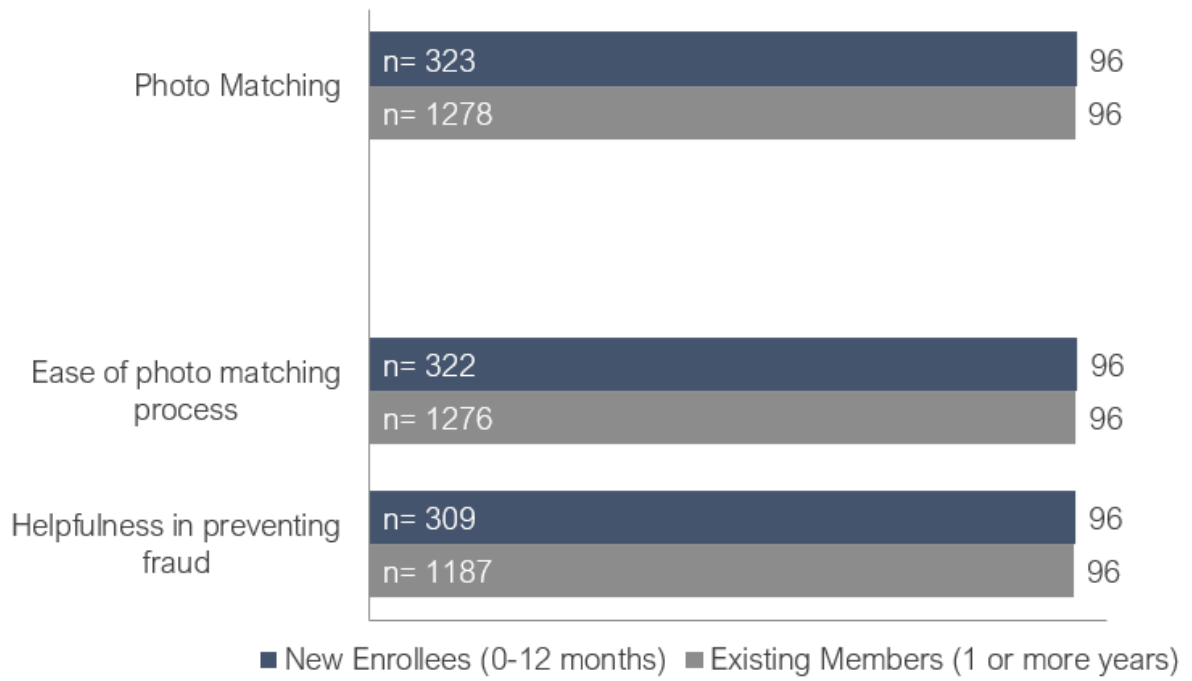
▲▼ *Indicates change is significant at 90% confidence*

## 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 within the last year, most respondents (85%) had personally registered their organization with E-Verify.

*Registration/Awareness* increased three points from last year as all attribute variables also increased across the board.

**Figure 19 – Registration Scores**



| | 2019 | 2018 |
|---|---|---|
| Awareness / Registration | n = 528 — 90 ▲ | n = 997 — 87 |
| Clarity of instructions on how to enroll | n = 523 — 90 ▲ | n = 994 — 87 |
| Memorandum of understanding makes responsibilities and next steps clear | n = 525 — 89 ▲ | n = 994 — 86 |
| Ease of submitting registration information | n = 527 — 91 ▲ | n = 994 — 88 |
| Speed of receiving User Name, Password and E-Verify Web Address | n = 520 — 92 ▲ | n = 989 — 90 |
| Ease of registration process overall | n = 528 — 90 ▲ | n = 991 — 86 |
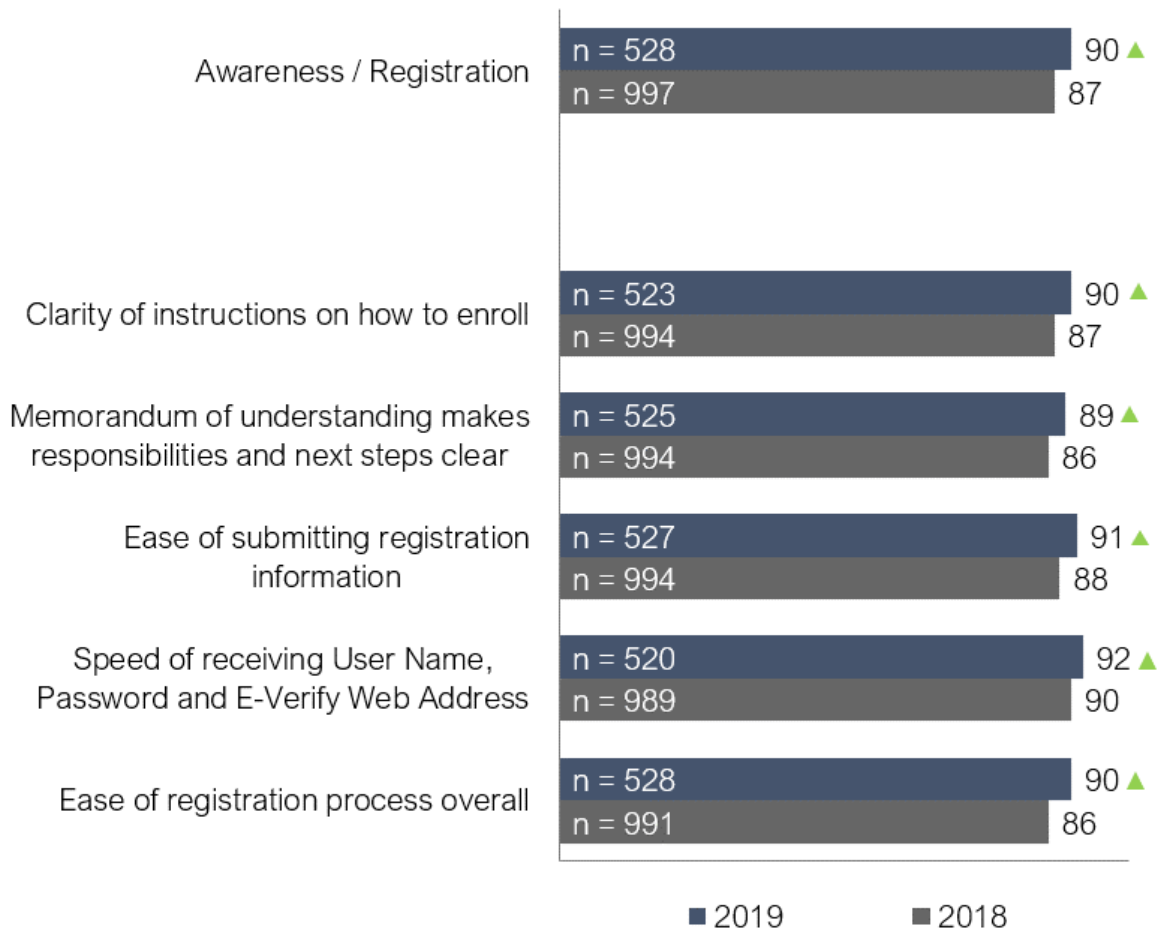
▲▼ *Indicates change is significant at 90% confidence*

## Tutorial (New Enrollees only)

The *Tutorial* score rose four points from last year.

Almost all (93%) respondents who enrolled in E-Verify in the past 12 months (from survey completion date) completed the training and online tutorial. Of these, 87% thought the training was useful in helping employers pass the mastery test.

All attribute variables also rose across the board.

**Figure 20 – Tutorial Scores**
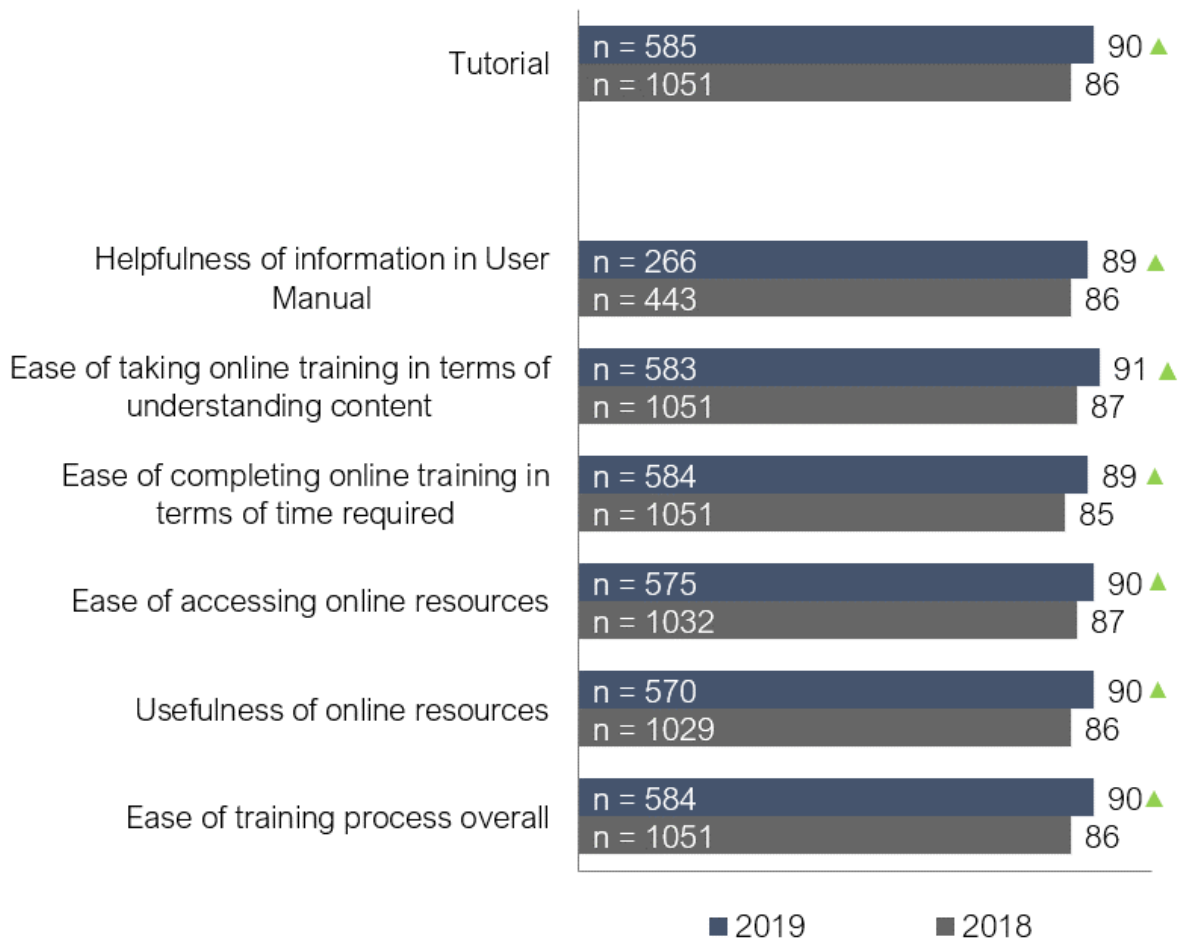


*▲▼ Indicates change is significant at 90% confidence*

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

Ten percent of all users contacted *Customer Service by Phone* in the past six months. This is on-par with last year. Overall, the score for Customer Service rose four points from last year.

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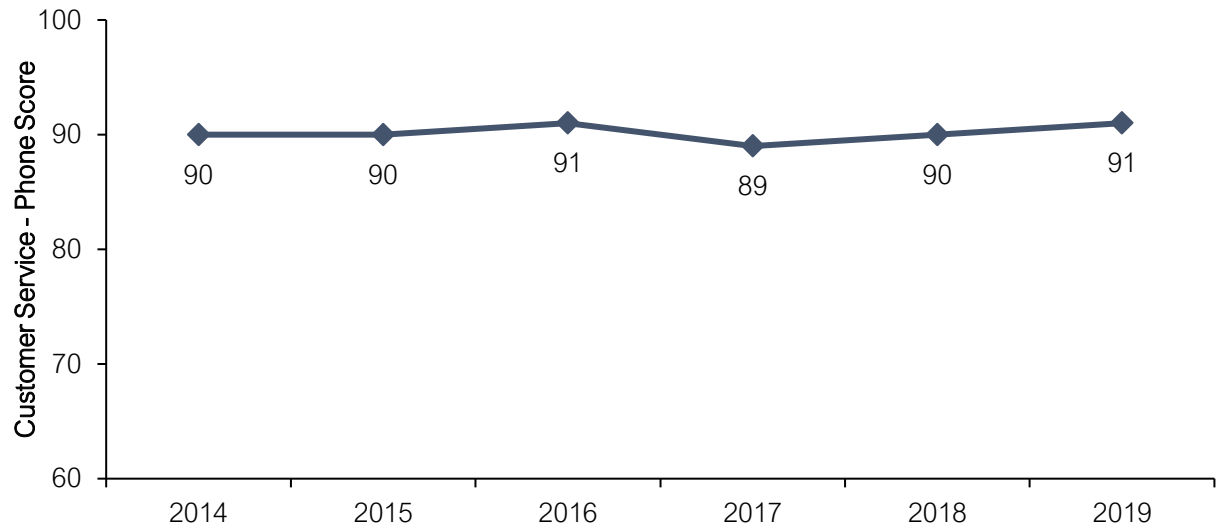
**Figure 22 – Customer Service – Phone Scores**



■ New Enrollees (0-12 months)  ■ Existing Members (1 or more years)
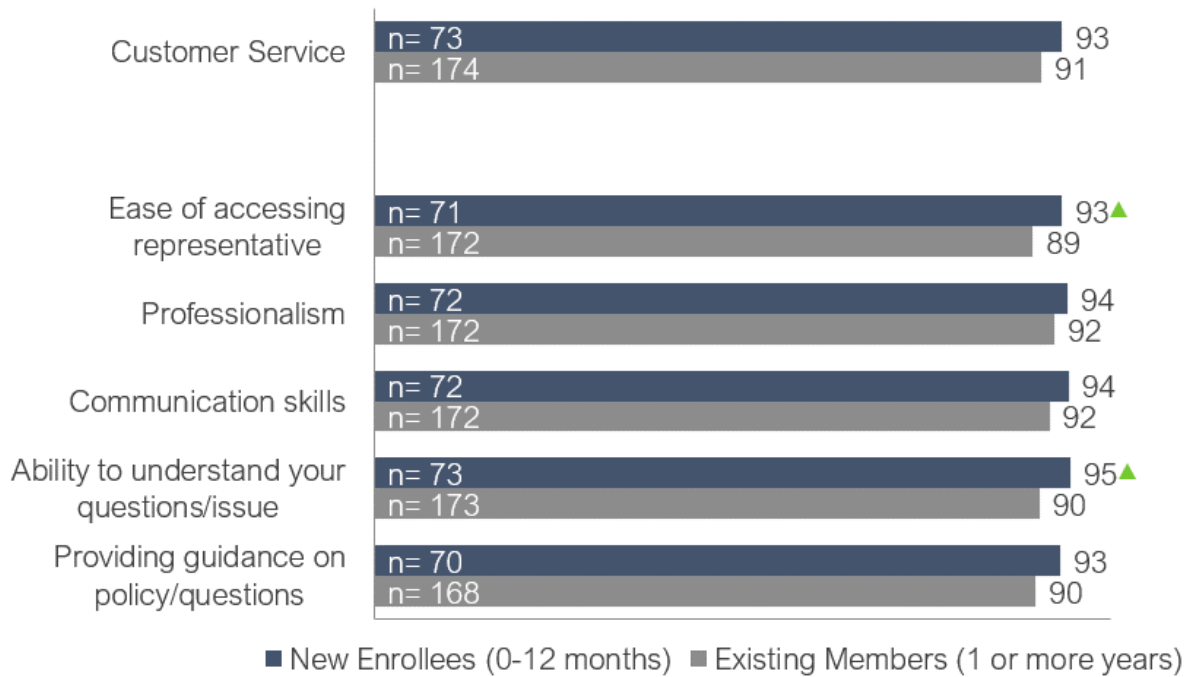
▲▼ *Indicates change is significant at 90% confidence*

The percentage of issues resolved (93%) rose two percentage points from last year. Of those, 90% had their *issue resolved on the first call* (first call resolution). Of those who contacted Customer Service via phone, 17% of all callers were *transferred during their call*. Most (87%) found the *wait time* they experienced to be acceptable. The need to transfer more than once rose for the second straight year. Of those transferred, 27% were transferred more than once. This was a three-percentage point increase from last year.

## Customer Service- E-mail

Five percent of New Enrollees and three percent of Existing Users contacted customer service through email. New Enrollees scored higher than Existing Users across the board on *Customer Service by Email*. Seventy-seven percent of those contacting E-Verify by e-mail had their issue resolved after emailing. This identical to last year.

**Figure 23 – Trending Customer Service – E-mail Scores**
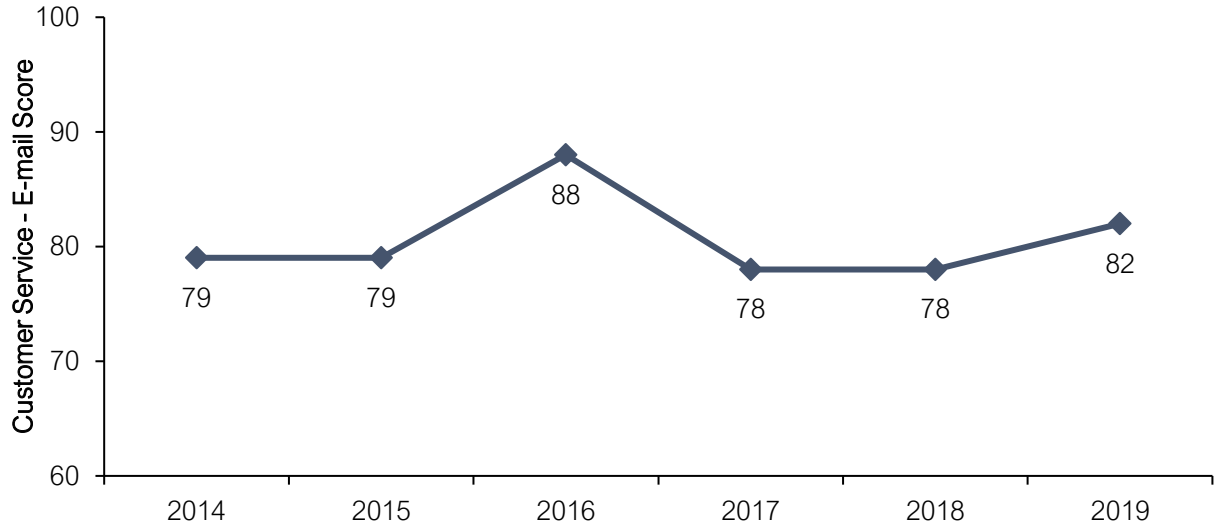
**Figure 24 – Customer Service – E-mail Scores**



Customer Service by Email
- n = 93: 82
- n = 153: 78

Ability to understand your questions/issue
- n = 92: 83
- n = 147: 79

The timeliness with which you received a response
- n = 93: 81
- n = 153: 79

Communication skills in the response you received
- n = 91: 85
- n = 150: 80

Providing guidance on policy/questions
- n = 87: 83
- n = 141: 77

■ 2019   ■ 2018
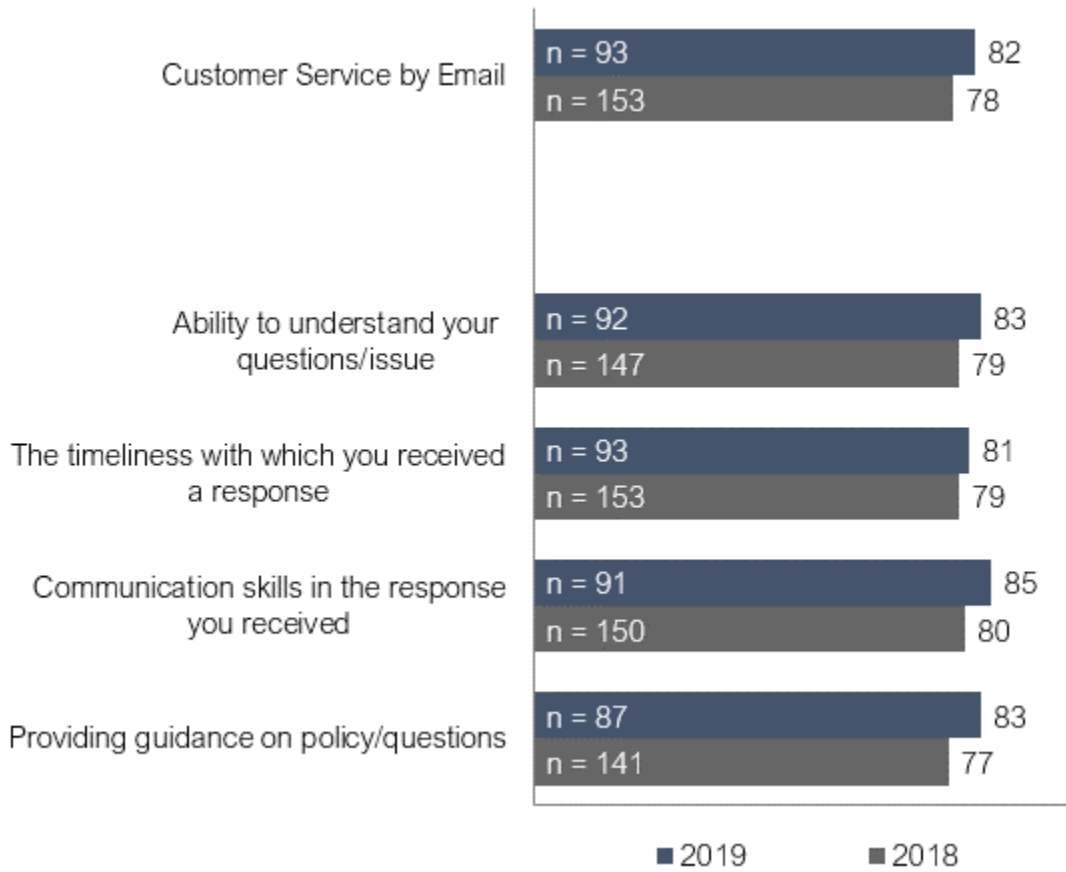
▲▼ *Indicates change is significant at 90% confidence*

## Technical Assistance

Just three percent of respondents had contacted Technical Assistance in the past six months. Technical Assistance continues to resolve most issues as 87% of Technical Assistance issues were resolved.

**Figure 25 – Technical Assistance Scores**
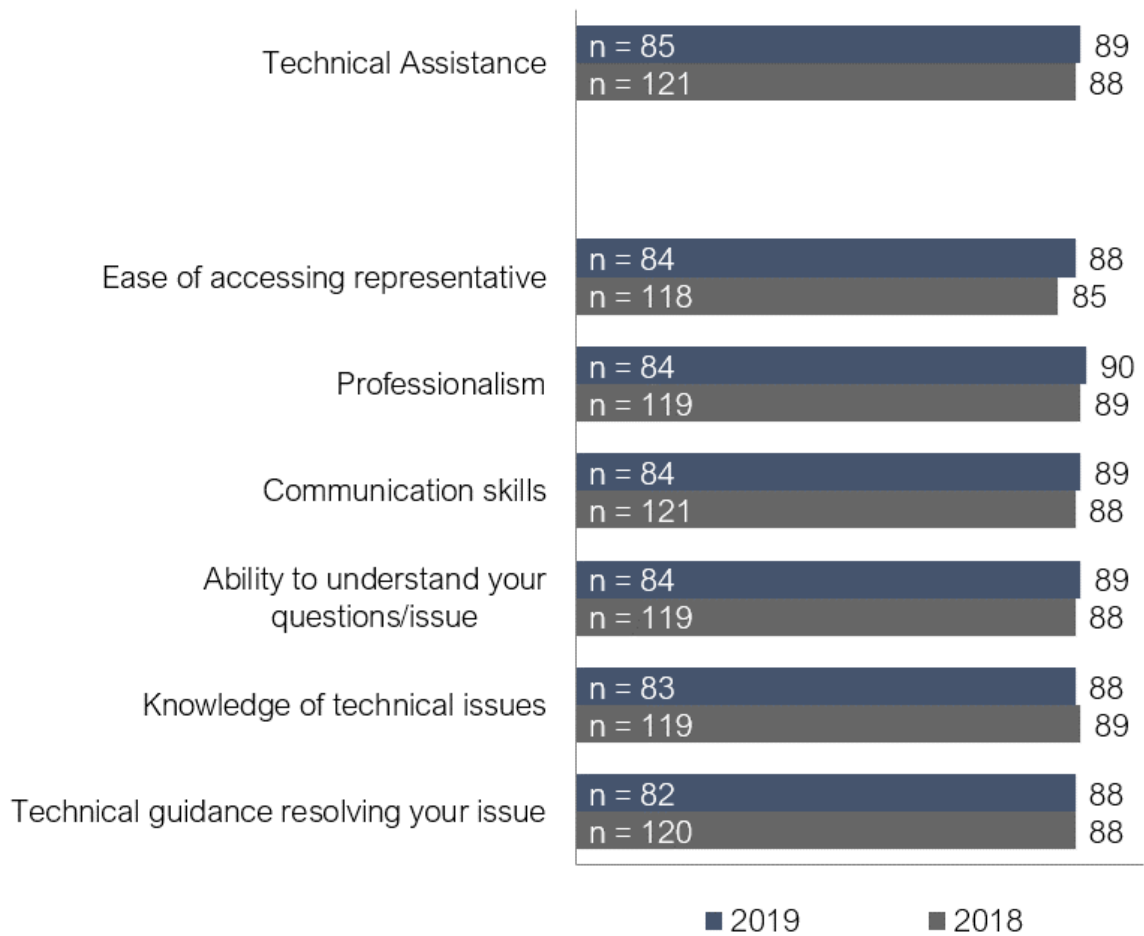


*▲▼ Indicates change is significant at 90% confidence*

## 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.

New enrollees (78) showed more interest in using the *Internet to get assistance* than Existing Users (72). While the gap narrowed slightly this year, these scores are consistent with previous studies.

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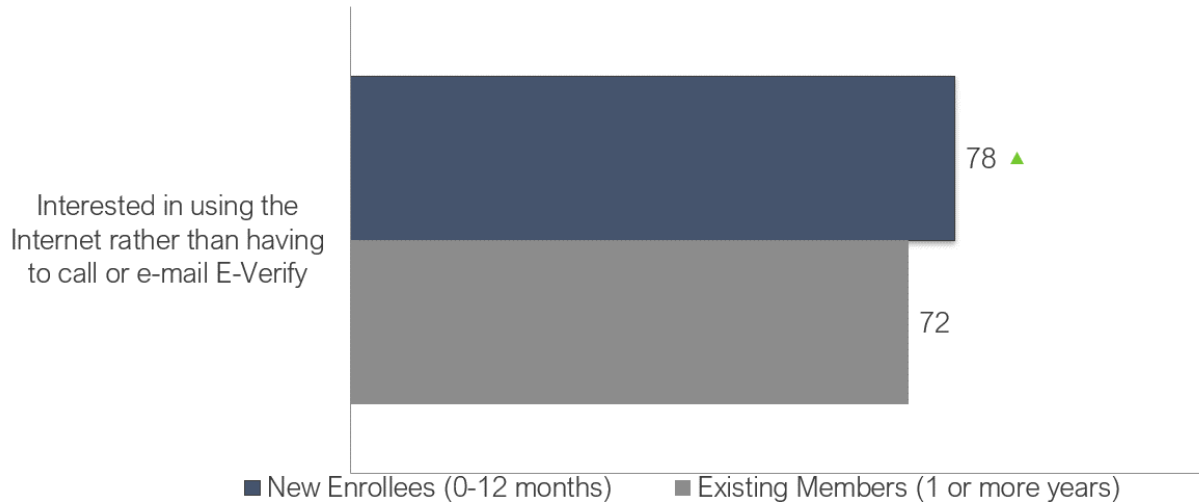


*▲ ▼ Indicates change is significant at 90% confidence*

*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

More than half of the total sample (63%) believe E-Verify is doing enough to ensure companies adhere to E-Verify policies. This is a slight increase of three percentage points from last year. 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**
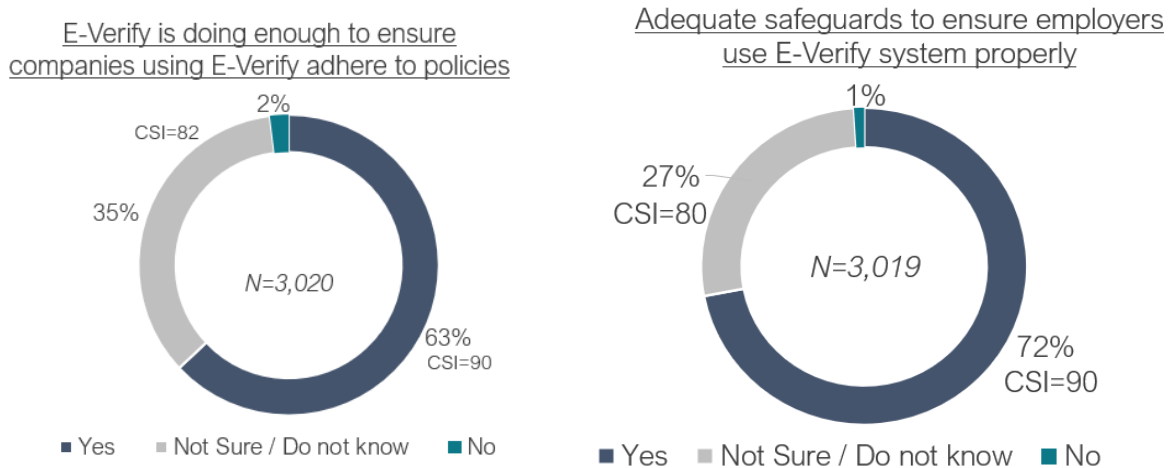


**Figure 28 – System Integrity – Policies and Safeguards Tables**

|  | 2018 % | 2018 N | 2018 CSI | 2019 % | 2019 N | 2019 CSI |
|---|---|---|---|---|---|---|
| E-Verify is doing enough to ensure companies using E-Verify adhere to policies |  |  |  |  |  |  |
| Yes | 60% | 2,580 | 89 | 63% | 1,910 | 90 |
| Not Sure / Do not know | 38% | 1,637 | 80 | 35% | 1,058 | 82 |
| No | 2% | 66 | 62 | 2% | 52 | 72 |
| Number of Respondents |  | 4,283 |  |  | 3,020 |  |
|  |  |  |  |  |  |  |
| Adequate safeguards to ensure employers use E-Verify system properly |  |  |  |  |  |  |
| Yes | 68% | 2,922 | 88 | 72% | 2,163 | 90 |
| Not Sure / Do not know | 30% | 1,299 | 79 | 27% | 824 | 80 |
| No | 1% | 62 | 60 | 1% | 32 | 69 |
| Number of Respondents |  | 4,283 |  |  | 3,019 |  |

## Outreach and Communications

All users were asked how they first learned about E-Verify. The employee's *Company/HR/Corporate Office* (21%) remained the most mentioned resource again this year. *Former employer* received the second highest percentage of responses (13%). *E-Verify materials* and the *E-Verify website* collectively account for 18% of mentions.

**Figure 29 – How Did You Learn About E-Verify**

| | 2018 Percent | 2018 Frequency | 2019 Percent | 2019 Frequency |
|---|---|---|---|---|
| How did you first learn about E-Verify | | | | |
| My Company/HR/Corporate Office | 20% | 872 | 21% | 645 |
| Former employer | 8% | 332 | 13% | 398 |
| Local, State or Federal Government | 13% | 558 | 10% | 290 |
| E-Verify website | 9% | 373 | 9% | 271 |
| USCIS or SSA materials or presentation | 6% | 242 | 7% | 201 |
| Professional associate | 9% | 381 | 7% | 225 |
| Info from a client or professional organization | 9% | 389 | 7% | 204 |
| E-Verify materials or presentation | 7% | 303 | 6% | 176 |
| Colleague/Employee | 7% | 285 | 6% | 180 |
| USCIS or SSA website | 1% | 64 | 2% | 53 |
| Advertisement (print, radio, billboard, online) | 0% | 0 | 2% | 48 |
| News story | 0% | 0 | 2% | 60 |
| Social media | 0% | 0 | 0% | 6 |
| Print advertisement | 0% | 0 | 0% | 0 |
| Online advertisement | 0% | 0 | 0% | 0 |
| Radio advertisement | 0% | 8 | 0% | 0 |
| Billboard advertisement | 3% | 112 | 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 |
| Other | 8% | 364 | 9% | 263 |
| Number of Respondents | 4,283 | 4,283 | 3,020 | 3,020 |

Of those who were required to use E-Verify, *Local, State and Federal Government* (31%) and *Company/HR/Corporate Office* (12%) were the major resources respondents used to learn about E-Verify requirements.

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

| | 2018 Percent | 2018 Frequency | 2019 Percent | 2019 Frequency |
|---|---|---|---|---|
| How did you learn about requirement to participate in E-Verify | | | | |
| Local, State or Federal Government | 28% | 99 | 31% | 62 |
| My Company/HR/Corporate Office | 15% | 53 | 12% | 25 |
| Info from client or professional organization | 9% | 32 | 8% | 16 |
| E-Verify materials or presentation | 4% | 13 | 7% | 15 |
| Professional associate | 11% | 37 | 7% | 15 |
| E-Verify website | 6% | 21 | 6% | 12 |
| Former employer | 3% | 10 | 5% | 11 |
| USCIS or SSA materials or presentation | 4% | 15 | 4% | 8 |
| Colleague/Employee | 5% | 18 | 4% | 9 |
| USCIS or SSA website | 1% | 3 | 2% | 4 |
| News story | 0% | 0 | 1% | 2 |
| Advertisement | 0% | 1 | 0% | 1 |
| Print advertisement | 0% | 0 | 0% | 0 |
| Online advertisement | 0% | 0 | 0% | 0 |
| Radio advertisement | 0% | 0 | 0% | 0 |
| Billboard advertisement | 3% | 10 | 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 |
| Other | 11% | 37 | 11% | 23 |
| Number of Respondents | 349 | 349 | 203 | 203 |

When asked about the reasons for signing up for E-Verify, the top three reasons were *Improving ability to verify work authorization* (60%), *Required participation from state or local government* (32%), and *Federal government requirement* (23%).

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

| | 2018 Percent | 2018 Frequency | 2019 Percent | 2019 Frequency |
|---|---|---|---|---|
| When did your organization enroll with E-Verify | | | | |
| Within the last six months | 8% | 355 | 7% | 211 |
| Within the last six to twelve months | 18% | 781 | 14% | 416 |
| One or two years ago | 17% | 720 | 33% | 992 |
| More than two years ago | 57% | 2,427 | 46% | 1,401 |
| Number of Respondents | | 4,283 | | 3,020 |

| | 2018 Percent | 2018 Frequency | 2019 Percent | 2019 Frequency |
|---|---|---|---|---|
| Why did your company sign up for E-Verify~ | | | | |
| To improve ability to verify work authorization | 53% | 2,263 | 60% | 1,824 |
| State or local government/state or local contractor required participation | 35% | 1,514 | 32% | 974 |
| Federal government/federal contractor required participation | 27% | 1,173 | 23% | 703 |
| Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine | 16% | 666 | 18% | 550 |
| Parent company required participation | 7% | 319 | 8% | 228 |
| To satisfy a client´s request | 10% | 416 | 8% | 249 |
| Believed it would make us more competitive with others in our industry | 6% | 244 | 6% | 193 |
| Other | 7% | 289 | 7% | 199 |
| Number of Respondents | 4,283 | 4,283 | 3,020 | 3,020 |

*~multiple answers allowed*

Roughly 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 five percent said they would not use it at all.

**Figure 32 – Likelihood To Continue Using E-Verify**

| | 2018 Percent | 2018 Frequency | 2019 Percent | 2019 Frequency |
|---|---|---|---|---|
| Likelihood to continue using E-Verify if no longer required to do so | | | | |
| Very likely | 62% | 1,457 | 66% | 974 |
| Somewhat likely | 23% | 541 | 20% | 303 |
| Not Too Likely | 8% | 191 | 8% | 123 |
| Not At All Likely | 7% | 157 | 5% | 80 |
| Number of Respondents | 2,346 | 2,346 | 1,480 | 1,480 |

The clear majority of all users (90%) prefer e-mail as the mode for *getting information about changes or updates to E-Verify. E-mail* (45%) also remains also most preferred method of *contacting E-Verify for help.* Just over one-quarter (28%) prefer to *use the phone.* This is similar to last year.

**Figure 33 – Preferred Contact Method Charts**

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

| | |
|---|---|
| E-mail | 90% |
| Through the E-Verify Website | 5% |
| Mailer | 2% |
| E-Verify system broadcast message | 1% |
| Fax | 0% |
| Phone call | 0% |
| Live presentation | 0% |
| Other | 1% |

■ 2019

N=3,020

How would prefer to contact E-Verify for help

| | |
|---|---|
| E-mail | 45% |
| Phone call | 28% |
| Text or Web chat | 14% |
| Through the E-Verify website | 12% |
| Fax | 0% |
| Mail | 0% |
| Other | 1% |

■ 2019

N=3,020
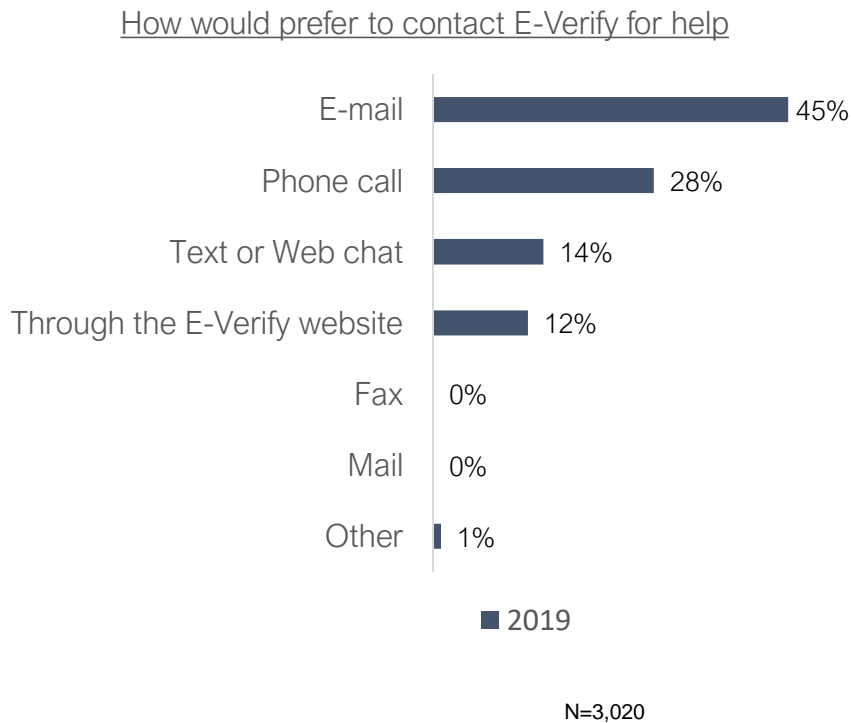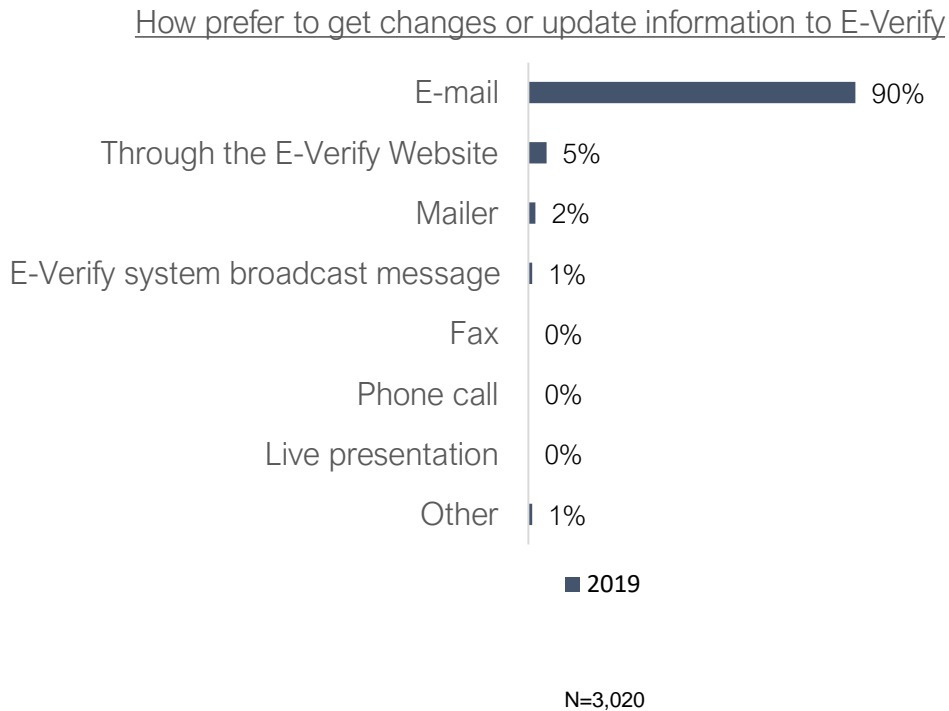
## Figure 34 – Preferred Method About Hearing Changes

| | 2018 Percent | 2018 Frequency | 2019 Percent | 2019 Frequency |
|---|---|---|---|---|
| How prefer to get changes or update information to E-Verify | | | | |
| E-mail | 88% | 3,773 | 90% | 2,728 |
| Fax | 0% | 5 | 0% | 6 |
| Mailer | 2% | 92 | 2% | 62 |
| E-Verify system broadcast message | 2% | 67 | 1% | 40 |
| Phone call | 0% | 5 | 0% | 6 |
| Through the E-Verify Website | 7% | 288 | 5% | 154 |
| Live presentation | 0% | 15 | 0% | 4 |
| Other | 1% | 38 | 1% | 20 |
| Number of Respondents | 4,283 | 4,283 | 3,020 | 3,020 |

**Figure 35 – How would you prefer to contact E-Verify for help**

| | 2018 Percent | 2018 Frequency | 2019 Percent | 2019 Frequency |
|---|---|---|---|---|
| How would prefer to contact E-Verify for help | | | | |
| E-mail | 45% | 1,917 | 45% | 1,360 |
| Fax | 0% | 4 | 0% | 0 |
| Mail | 0% | 4 | 0% | 4 |
| Text or Web chat | 13% | 557 | 14% | 435 |
| Phone call | 28% | 1,202 | 28% | 838 |
| Through the E-Verify website | 13% | 554 | 12% | 351 |
| Other | 1% | 45 | 1% | 32 |
| Number of Respondents | 4,283 | 4,283 | 3,020 | 3,020 |

**Text Comment Analysis**

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

- 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.

    › *"E-Verify has made my job much easier to verify the work status of newly hired employees. I feel confident I am following regulations pertaining to the process of documenting workers right to work in the United States."*

    › *"The most user-friendly Government website available. All the systems should be this easy!!!"*

- Specific improvement areas included making E-Verify mandatory for all companies, streamlining passwords, the amount of time allowed to enter data, I-9 issues, and the ability for the system to catch identity fraud.

    › "*It's great. Make it a requirement for every employer in the U.S."*

    › *"In the past I have had difficulty with the password expiring because I had not logged for the past six months. It takes a lot of work to set and re-set the password. The rules for the password are too specific and confusing, and it never accepts an automatically generated password."*

    › *"The 3-day rule to E-verify can be a bit unreasonable for small businesses. I am the only person available to E-verify and if I am on sick or have a sick child or on vacation, the 3-day rule is very inconvenient. A week would be more realistic."*

    › *"Just add the service of I-9 form in your system so we can send it to our new hires and they can complete it from their homes."*

    › *"The system needs to have a better system to catch fraud. The employer should be able to upload identification that they believe to be fraudulent and have it compared by the agency issuing the identification."*

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.* New Enrollees score slightly higher on Future Behaviors than Existing Users. While the scores for most Future Behaviors increased from last year, *Confident in Accuracy* rose for both New Enrollees (93, +3) and Existing Users (92, +2).

**Figure 35 – Outcome Behavior Scores**



| | | |
|---|---|---|
| **Recommend** | n= 590 | 90 |
| | n= 2260 | 89 |
| **Confident in Accuracy** | n= 603 | 93 ▲ |
| | n= 2330 | 92 |
| **Future Participation** | n= 619 | 95 |
| | n= 2365 | 95 |

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

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

## 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 36 – New Enrollees Priority Matrix**
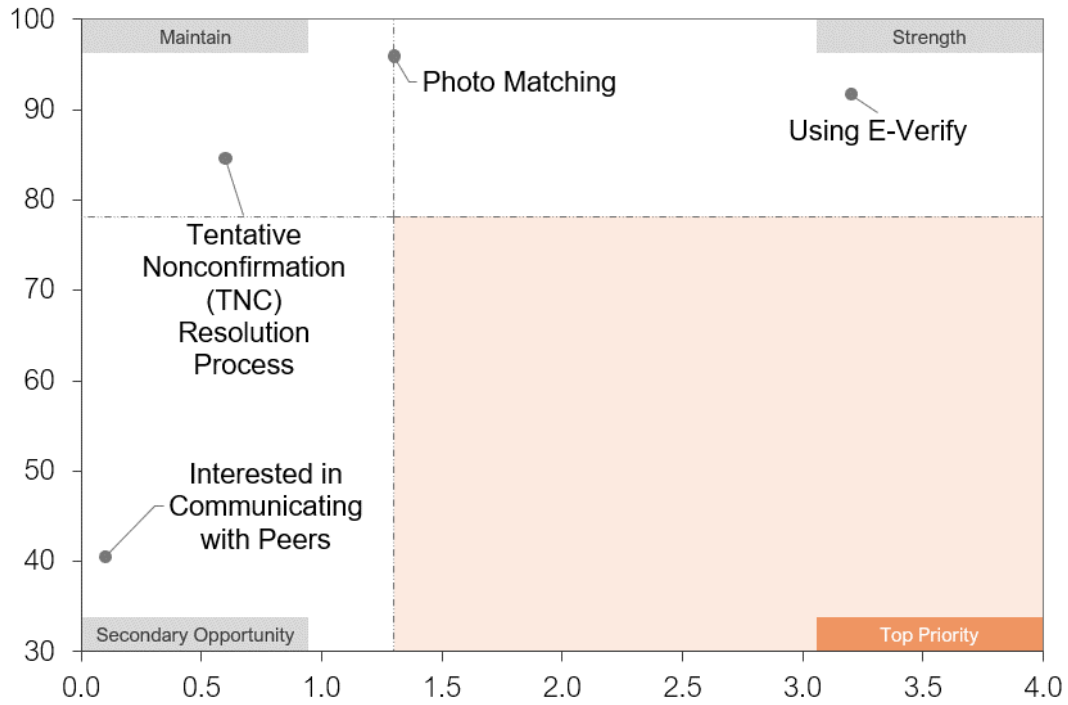


**Figure 37 – Existing Users Priority Matrix**
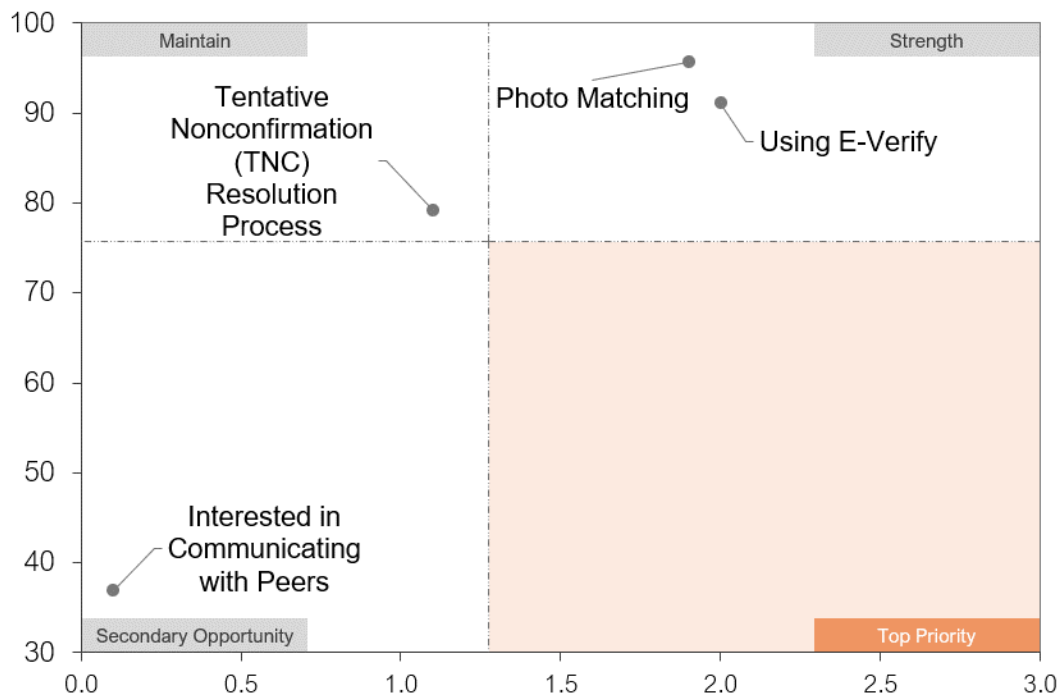
# APPENDIX A: CUSTOMER SATISFACTION MODELS

## Customer Satisfaction Models

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

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

**Figure 38 – CSI Model Explanation**



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

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

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

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

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

**Figure 39 – 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

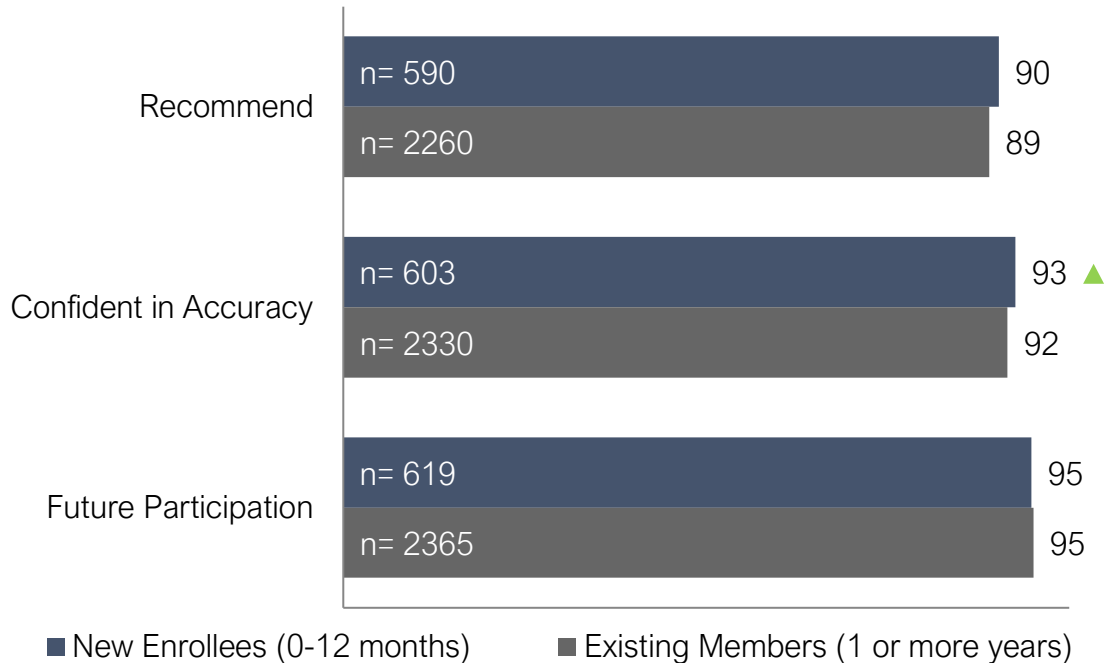**Outcomes of Satisfaction** The third component of the models are called outcomes, shown as three single-attribute outcome behaviors that were measured in the survey; *Likelihood to Recommend*, *Confidence in the Accuracy* of the Program, and *Likelihood to Participate in the Program in the Future*. 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 40 – Customer Satisfaction Outcomes**
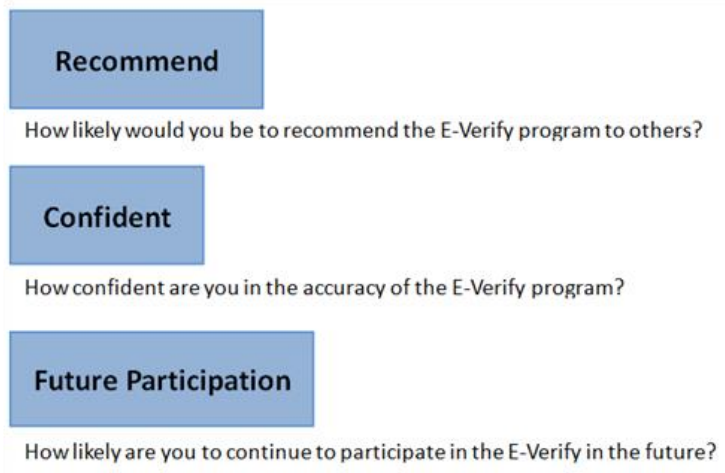


**Non-Modeled Components.** The questions below are those where the number of respondents who use a given area is too low to include their answers in the model or where the question provides additional information on user behavior but was not meant for incorporation into the ACSI methodology model.[3]

## Non- Modeled Components

**Figure 41 – 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 42 – CSI Model Illustration**
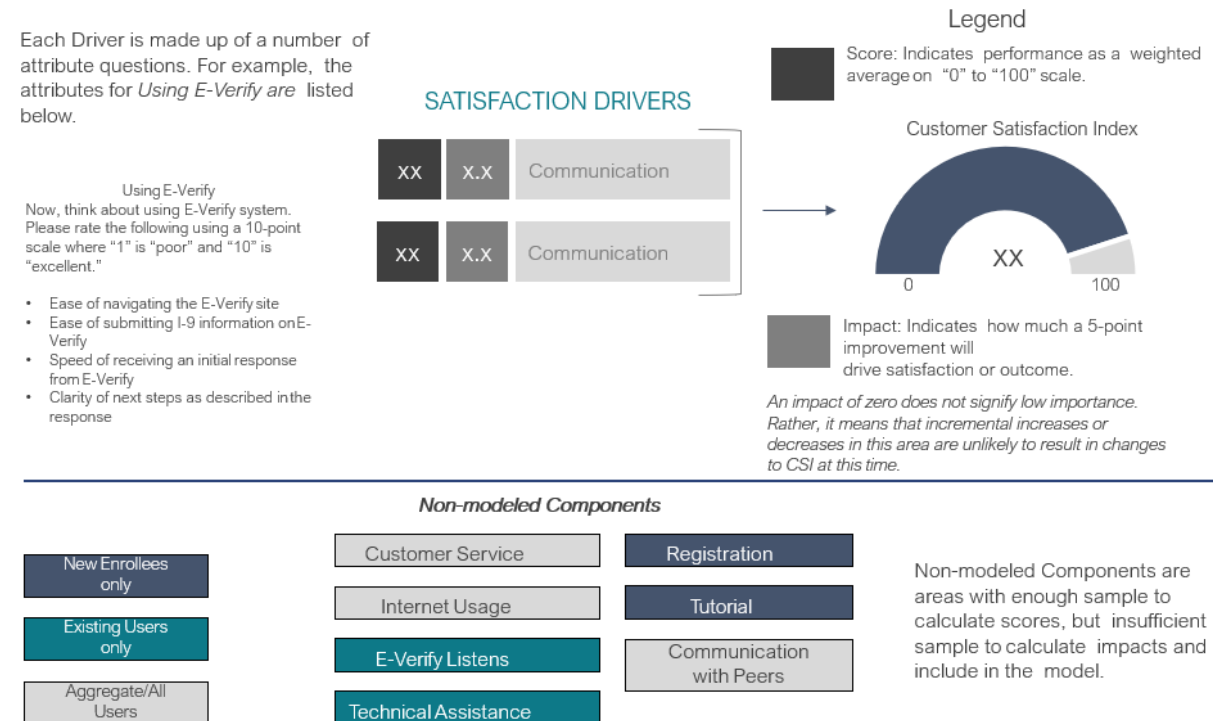


On the left-hand side of the model, each of the satisfaction drivers is shown. Driver scores, shown in the blue ovals, are the mean aggregate respondent scores for each individual question asked in the survey. Respondents were asked to rate each item on a 1-to-10 scale with 1 being "poor" and 10 being "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 91 and the impact was 2.0, a five-point increase in *Using E-Verify (96)* would result in a 2-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*.

# APPENDIX B: SURVEY QUESTIONNAIRE

**E-Verify Customer Survey of 2019 Users**

**Introduction**

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

Please take a few moments to respond to this survey.

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

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

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**Awareness / Registration**

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

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

QC. We would appreciate it if you would either:

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

    OR

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

NAME: _____

E-MAIL ADDRESS: _____

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

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

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

Q3. Why did your company enroll in E-Verify? (Select all that apply.)
1.  Parent company required participation
2.  Required to by state or local government / state or local contractor
3.  Required to by federal government / federal contractor
4.  To satisfy a client's request

5. Believed using E-Verify would help us to avoid a U.S. ICE audit or fine
6. To improve ability to verify work authorization
7. Believed it would make us more competitive with others in our industry
8. Other  (Please Specify:  _____  )

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

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

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

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

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

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

4. More than two years ago (SKIP TO USE Q32.)

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

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

Q9. Clarity of instructions on how to enroll

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

Q11. Ease of submitting registration information

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

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

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

"6"? (OPEN END)

## Tutorial

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

Now, think about the training and online tutorial that is part of the sign-up process. Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."
[ROTATE Q16 THRU Q19; Q20 MUST BE LAST.]

Q16. Ease of taking online training in terms of understanding content

Q17. Ease of completing online training in terms of time required

Q18. Ease of accessing online resources

Q19. Usefulness of online resources

Q20. Ease of training process overall

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

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

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

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

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

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


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

Q26. Did you use the table of contents to find information about a topic?
1. Yes
2. No
3. Don't remember


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

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


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

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

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**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 marketplace
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 marketplace
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.

Q37b. Are you a first-time user of E-Verify (i.e. You have used E-Verify for the first time in the last year)?
Yes
No

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

## Using E-Verify

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

Q40. Would you find the addition of an electronic I-9 useful? (ONLY ASK IF Q39=1 or 3)
1. Yes
2. No
3. Don't know

Q41. Do you use the pre-Tentative Nonconfirmation (TNC) check page to correct any typos before you submit a case?
1. Yes
2. No
3. Don't know

Now, think about using E-Verify system.
Please rate the following using a 10-point scale where "1" is "poor" and "10" is "excellent."
[ROTATE "Q42" THRU "Q45".]
Q42.  Ease of navigating the E-Verify site
Q43.  Ease of submitting I-9 information on E-Verify
Q44.  Speed of receiving an initial response from E-Verify
Q45.  Clarity of next steps as described in the response
Q46.        Do you have any suggestions to make the case creation process easier? (OPEN END)

Q47. Have you received a TNC in any of the cases you have submitted to E-Verify in the past 6 months?
1. Yes (CONTINUE)
2. No (SKIP TO PHOTO MATCHING Q55.)
3. Don't know (SKIP TO PHOTO MATCHING Q55.)

Q48. Approximately how many TNCs have you received in the past 6 months?
1. 1
2. 2 - 5
3. 6 - 9
4. 10 - 24
5. 25 or more

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

[ROTATE Q49 AND Q50; Q51 MUST BE LAST.]
Q49.  Speed of resolving the case

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

Q51. Ease of resolving the case

(IF Q51. IS RATED LOWER THAN "6" ASK Q52.)
Q52. What is your reason for rating ease of resolving case lower than "6"? (OPEN END)

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

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

Q54a. Do you find the duplicate case alert useful?

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

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

**Photo Matching**

Q55. In the past 6 months while using E-Verify have you been prompted to match a photo?
   1. Yes (CONTINUE)
   2. No (SKIP TO CUSTOMER SERVICE Q60.)
   3. Don't Know (SKIP TO CUSTOMER SERVICE Q60.)

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

Q58. Do you typically have convenient access to the required technology (e.g. fax, digital camera, copier, scanner, etc.) that is necessary to complete the photo matching process?
   1. Yes
   2. No
   3. Don't Know

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

**Customer Service**

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

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

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

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

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

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

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

1. Once
2. Twice
3. Three times
4. More than three times
[ALL IN Q66 SKIP TO Q72.]

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

Q67. Ease of accessing representative

Q68. Professionalism

Q69. Communication skills

Q70. Ability to understand your questions/issue

Q71. Providing guidance on policy/questions

[AFTER Q71 SKIP TO Q82.]

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

Q72. Ease of accessing representative

Q73. Professionalism

Q74. Communication skills

Q75. Ability to understand your questions/issue

Q76. Providing guidance on policy/questions

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

Q77. Ease of accessing representative

Q78. Professionalism

Q79. Communication skills

Q80. Ability to understand your questions/issue

Q81. Providing guidance on policy/questions

Q82. Thinking about your most recent call to E-Verify customer service, was your question answered or issue resolved?
1. Yes  (CONTINUE)
2. No (GO TO Q84.)

3.  Don't Know (GO TO Q84.)

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

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

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

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

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

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

Q92.  How interested would you be in using the Internet to get answers to questions or help with problems on your own, anytime, rather than having to call or email

E-Verify?  Please use a 10-point scale on which "1" means "not interested" and "10" means "extremely interested."

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**Technical Assistance**

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

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

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

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

Q102. How many calls were needed to resolve your issue?
1.  Resolved during first call
2.  Needed to call back one additional time to resolve issue
3.  Needed to call back two additional times to resolve issue
4.  Needed to call back three or more additional times to resolve issue

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**Policies and Regulations**

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

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

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

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

## 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)

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**Monitoring and Compliance**

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

Yes

No (skip to next section)

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

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

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

**Demographics**

D1. In which state are you located?


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


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


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

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

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# APPENDIX C: NON-MODELED RESPONSES

# Year over Year Comparison

### Figure 43 - 2018 v 2019 Demographics

| | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| How did you first learn about E-Verify | | | | |
| E-Verify materials or presentation | 7% | 303 | 6% | 176 |
| E-Verify website | 9% | 373 | 9% | 271 |
| USCIS or SSA materials or presentation | 6% | 242 | 7% | 201 |
| USCIS or SSA website | 1% | 64 | 2% | 53 |
| My Company/HR/Corporate Office | 20% | 872 | 21% | 645 |
| Colleague/Employee | 7% | 285 | 6% | 180 |
| Local, State or Federal Government | 13% | 558 | 10% | 290 |
| Print advertisement | 0% | 0 | 0% | 0 |
| Online advertisement | 0% | 0 | 0% | 0 |
| Radio advertisement | 0% | 8 | 0% | 0 |
| Billboard advertisement | 3% | 112 | 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 |
| Professional associate | 9% | 381 | 7% | 225 |
| Info from a client or professional organization | 9% | 389 | 7% | 204 |
| Former employer | 8% | 332 | 13% | 398 |
| Advertisement (print, radio, billboard, online) | 0% | 0 | 2% | 48 |
| News story | 0% | 0 | 2% | 60 |
| Social media | 0% | 0 | 0% | 6 |
| Other | 8% | 364 | 9% | 263 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| When did you learn about E-Verify | | | | |
| Within the last six months | 5% | 211 | 4% | 106 |
| Within the last six to twelve months | 12% | 511 | 8% | 249 |
| One or two years ago | 14% | 592 | 22% | 669 |
| More than two years ago | 65% | 2,766 | 61% | 1,831 |
| Don´t remember | 5% | 203 | 5% | 165 |
| Number of Respondents | 4,283 | | 3,020 | |

| | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| Why did your company sign up for E-Verify~ | | | | |
| Parent company required participation | 7% | 319 | 8% | 228 |
| State or local government/state or local contractor required participation | 35% | 1,514 | 32% | 974 |
| Federal government/federal contractor required participation | 27% | 1,173 | 23% | 703 |
| To satisfy a client´s request | 10% | 416 | 8% | 249 |
| Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine | 16% | 666 | 18% | 550 |
| To improve ability to verify work authorization | 53% | 2,263 | 60% | 1,824 |
| Believed it would make us more competitive with others in our industry | 6% | 244 | 6% | 193 |
| Other | 7% | 289 | 7% | 199 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| Likelihood to continue using E-Verify if no longer required to do so | | | | |
| Very likely | 62% | 1,457 | 66% | 974 |
| Somewhat likely | 23% | 541 | 20% | 303 |
| Not Too Likely | 8% | 191 | 8% | 123 |
| Not At All Likely | 7% | 157 | 5% | 80 |
| Number of Respondents | 2,346 | | 1,480 | |
| | | | | |
| How did you learn about requirement to participate in E-Verify | | | | |
| E-Verify materials or presentation | 4% | 13 | 7% | 15 |
| E-Verify website | 6% | 21 | 6% | 12 |
| USCIS or SSA materials or presentation | 4% | 15 | 4% | 8 |
| USCIS or SSA website | 1% | 3 | 2% | 4 |
| My Company/HR/Corporate Office | 15% | 53 | 12% | 25 |
| Colleague/Employee | 5% | 18 | 4% | 9 |
| Local, State or Federal Government | 28% | 99 | 31% | 62 |
| Print advertisement | 0% | 0 | 0% | 0 |
| Online advertisement | 0% | 0 | 0% | 0 |
| Radio advertisement | 0% | 0 | 0% | 0 |
| Billboard advertisement | 3% | 10 | 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 |
| Advertisement | 0% | 1 | 0% | 1 |
| Info from client or professional organization | 9% | 32 | 8% | 16 |
| Former employer | 3% | 10 | 5% | 11 |
| News story | 0% | 0 | 1% | 2 |
| Professional associate | 11% | 37 | 7% | 15 |
| Other | 11% | 37 | 11% | 23 |
| Number of Respondents | 349 | | 203 | |

| | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| When did your organization enroll with E-Verify | | | | |
| Within the last six months | 8% | 355 | 7% | 211 |
| Within the last six to twelve months | 18% | 781 | 14% | 416 |
| One or two years ago | 17% | 720 | 33% | 992 |
| More than two years ago | 57% | 2,427 | 46% | 1,401 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| Did you enroll your organization with E-Verify | | | | |
| I personally enrolled our organization | 88% | 999 | 85% | 533 |
| Someone else in our organization enrolled us with E-Verify | 11% | 120 | 14% | 85 |
| Don´t know | 1% | 17 | 1% | 9 |
| Number of Respondents | 1,136 | | 627 | |
| | | | | |
| Completed training and online tutorial during E-Verify sign up process | | | | |
| Completed the training | 93% | 1,056 | 94% | 587 |
| Did not complete the training | 7% | 80 | 6% | 40 |
| Number of Respondents | 1,136 | | 627 | |
| | | | | |
| Used the E-Verify User Manual | | | | |
| Have used the User Manual | 43% | 449 | 46% | 268 |
| Have not used the User Manual | 57% | 607 | 54% | 319 |
| Number of Respondents | 1,056 | | 587 | |
| | | | | |
| Used table of contents | | | | |
| Used table of contents | 46% | 208 | 50% | 134 |
| Did not use table of contents | 7% | 31 | 7% | 18 |
| Don´t remember | 47% | 212 | 43% | 116 |
| Number of Respondents | 451 | | 268 | |
| | | | | |
| Is the training provided useful in helping employers pass the required test | | | | |
| Training provided is useful | 86% | 904 | 87% | 511 |
| Training provided is not useful | 1% | 14 | 1% | 4 |
| Don´t know | 13% | 138 | 12% | 72 |
| Number of Respondents | 1,056 | | 587 | |
| | | | | |
| Tutorial and required test adequately prepare employers to use E-Verify | | | | |
| Test prepares employers | 90% | 951 | 91% | 534 |
| Test does not prepare employers | 2% | 24 | 3% | 15 |
| Don´t know | 8% | 81 | 6% | 38 |
| Number of Respondents | 1,056 | | 587 | |

| | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| **Have you used E-Verify in the past six months** | | | | |
| Used E-Verify past 6 months | 88% | 3,774 | 89% | 2,695 |
| Have not used E-Verify in past 6 months | 10% | 447 | 9% | 274 |
| Don´t know | 1% | 62 | 2% | 51 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **Have you ever used E-Verify** | | | | |
| Used E-Verify | 100% | 509 | 100% | 325 |
| Have not used E-Verify | 0% | 0 | 0% | 0 |
| Don´t know | 0% | 0 | 0% | 0 |
| Number of Respondents | 509 | | 325 | |
| | | | | |
| **About how long has it been since you last used E-Verify** | | | | |
| Seven to twelve months | 72% | 367 | 67% | 217 |
| One to two years | 25% | 129 | 28% | 90 |
| More than two years | 3% | 13 | 6% | 18 |
| Number of Respondents | 509 | | 325 | |
| | | | | |
| **Why have not used E-Verify within past six months~** | | | | |
| Have not hired any new employees in past six months | 97% | 427 | 77% | 249 |
| No longer want to participate in E-Verify | 2% | 7 | 2% | 5 |
| It was too difficult to use the E-Verify system | 2% | 7 | 3% | 10 |
| No longer see any value to using E-Verify | 1% | 6 | 2% | 5 |
| 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% | 1 | 0% | 0 |
| No one on our current staff has completed the E-Verify tutorial | 1% | 3 | 1% | 3 |
| Other | 0% | 0 | 19% | 61 |
| Number of Respondents | 439 | | 325 | |
| | | | | |
| **Why have never used E-Verify~** | | | | |
| Have not hired any new employees since enrolling in E-Verify | 0% | 0 | 0% | 0 |
| Do not want to participate in E-Verify | 0% | 0 | 0% | 0 |
| It seems too difficult to use the E-Verify system | 0% | 0 | 0% | 0 |
| Do not see any value to using E-Verify | 0% | 0 | 0% | 0 |
| Other | 0% | 0 | 0% | 0 |
| Number of Respondents | 0 | | 0 | |
| | | | | |
| **Which best describes your organization as a user of E-Verify** | | | | |
| General User | 93% | 3,973 | 93% | 2,801 |
| Temporary Agency or Employment Agency | 4% | 165 | 4% | 120 |
| E-Verify Employer Agent | 3% | 145 | 3% | 99 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **First time user** | | | | |
| First time user | 29% | 1,221 | 25% | 757 |
| Not a first time user | 71% | 3,062 | 75% | 2,263 |
| Number of Respondents | 4,283 | | 3,020 | |

| | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| **Which best describes how frequently you use E-Verify** | | | | |
| Once a week or more | 12% | 526 | 14% | 434 |
| Two or three times a month | 16% | 679 | 20% | 616 |
| About once a month | 12% | 533 | 15% | 459 |
| Once every few months | 30% | 1,303 | 29% | 882 |
| Once or twice a year | 21% | 900 | 15% | 456 |
| Less than once a year | 8% | 342 | 6% | 173 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **How usually generate E-Verify case** | | | | |
| Website | 91% | 3,896 | 82% | 2,484 |
| Web services | 6% | 255 | 12% | 365 |
| Website and Web service | 3% | 132 | 6% | 171 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **Find the addition of electronic I-9 useful** | | | | |
| Would find useful | 53% | 2,075 | 58% | 1,543 |
| Would not find useful | 14% | 550 | 13% | 334 |
| Don´t know | 33% | 1,271 | 29% | 778 |
| Number of Respondents | 3,896 | | 2,655 | |
| | | | | |
| **Use pre-TNC check page** | | | | |
| Use page | 42% | 1,798 | 46% | 1,391 |
| Do not use page | 31% | 1,311 | 29% | 862 |
| Don´t know | 27% | 1,174 | 25% | 767 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **Received a TNC in the past 6 months** | | | | |
| Received TNC | 14% | 593 | 17% | 511 |
| Did not receive TNC | 69% | 2,940 | 64% | 1,933 |
| Don´t know | 18% | 750 | 19% | 576 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **How many TNCs received in the past 6 months** | | | | |
| One | 57% | 336 | 51% | 263 |
| 2-5 | 36% | 216 | 41% | 212 |
| 6-9 | 4% | 24 | 4% | 20 |
| 10-24 | 1% | 8 | 2% | 10 |
| 25 or more | 2% | 9 | 1% | 6 |
| Number of Respondents | 593 | | 511 | |
| | | | | |
| **Find duplicate case alert useful** | | | | |
| Find duplicate case alert useful | 61% | 363 | 58% | 296 |
| Do not find it useful | 6% | 37 | 5% | 24 |
| Don´t know | 33% | 193 | 37% | 191 |
| Number of Respondents | 593 | | 511 | |

|  | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| Past 6 months while using E-Verify have you been prompted to match a photo | | | | |
| Prompted to match a photo | 41% | 1,759 | 53% | 1,603 |
| Not prompted to match a photo | 52% | 2,223 | 41% | 1,252 |
| Don´t know | 7% | 301 | 5% | 165 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| Have access to the required technology to complete the photo matching process | | | | |
| Have convenient access | 92% | 1,626 | 94% | 1,500 |
| Do not have convenient access | 4% | 73 | 3% | 54 |
| Don´t know | 3% | 60 | 3% | 49 |
| Number of Respondents | 1,759 | | 1,603 | |
| | | | | |
| How do you submit info when photo doesnt match photo provided | | | | |
| Scan and upload into E-Verify | 48% | 855 | 51% | 824 |
| Express Mail | 0% | 8 | 1% | 10 |
| Other | 51% | 904 | 48% | 769 |
| Number of Respondents | 1,767 | | 1,603 | |
| | | | | |
| Contacted E-Verify customer service by phone in the past 6 months | | | | |
| Contacted customer service | 11% | 463 | 10% | 303 |
| Did not contact customer service | 86% | 3,703 | 87% | 2,634 |
| Don´t know | 3% | 117 | 3% | 83 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| Called about a password reset | | | | |
| Called about a password reset | 30% | 139 | 30% | 91 |
| Did not call about a password reset | 68% | 314 | 68% | 207 |
| Don´t know | 2% | 10 | 2% | 5 |
| Number of Respondents | 463 | | 303 | |
| | | | | |
| Satisfaction with your experience when you contacted E-Verify customer service | | | | |
| Very satisfied | 78% | 360 | 80% | 242 |
| Somewhat satisfied | 16% | 75 | 15% | 44 |
| Somewhat dissatisfied | 3% | 12 | 3% | 9 |
| Very dissatisfied | 3% | 16 | 3% | 8 |
| Number of Respondents | 463 | | 303 | |
| | | | | |
| Transferred during most recent call to E-Verify customer service | | | | |
| Transferred during the call | 17% | 77 | 17% | 52 |
| Not transferred during the call | 64% | 295 | 66% | 199 |
| Don´t know | 20% | 91 | 17% | 52 |
| Number of Respondents | 463 | | 303 | |

| | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| **Amount of time you had to wait before the transfer was acceptable or too long** | | | | |
| Acceptable | 84% | 65 | 87% | 45 |
| Too long | 16% | 12 | 13% | 7 |
| Number of Respondents | | 77 | | 52 |
| | | | | |
| **During that call how many times were you transferred** | | | | |
| Once | 74% | 57 | 73% | 38 |
| Twice | 18% | 14 | 25% | 13 |
| Three times | 6% | 5 | 2% | 1 |
| More than three times | 1% | 1 | 0% | 0 |
| Number of Respondents | | 77 | | 52 |
| | | | | |
| **Issue resolved during most recent call to E-Verify customer service** | | | | |
| Issue resolved | 91% | 420 | 93% | 281 |
| Issue not resolved | 7% | 33 | 6% | 18 |
| Don´t know | 2% | 10 | 1% | 4 |
| Number of Respondents | | 463 | | 303 |
| | | | | |
| **How many calls were needed to resolve your issue** | | | | |
| Resolved during first call | 89% | 372 | 90% | 252 |
| Needed to call back one additional time to resolve issue | 9% | 37 | 9% | 25 |
| Needed to call back two additional times to resolve issue | 2% | 7 | 1% | 3 |
| Needed to call back three or more additional times to resolve issue | 1% | 4 | 0% | 1 |
| Number of Respondents | | 420 | | 281 |
| | | | | |
| **Contacted E-Verify customer service by e-mail in the past 6 months** | | | | |
| E-mailed customer service | 4% | 158 | 3% | 98 |
| Have not e-mailed customer service | 93% | 3,980 | 94% | 2,837 |
| Don´t know | 3% | 145 | 3% | 85 |
| Number of Respondents | | 4,283 | | 3,020 |
| | | | | |
| **Satisfaction with your experience when you e-mailed E-Verify customer service** | | | | |
| Very satisfied | 62% | 98 | 72% | 71 |
| Somewhat satisfied | 25% | 39 | 13% | 13 |
| Somewhat dissatisfied | 6% | 9 | 6% | 6 |
| Very dissatisfied | 8% | 12 | 8% | 8 |
| Number of Respondents | | 158 | | 98 |
| | | | | |
| **Question answered or issue resolved after e-mailing E-Verify customer service** | | | | |
| Issue resolved after e-mailing | 77% | 122 | 77% | 75 |
| Issue not resolved after e-mailing | 16% | 26 | 17% | 17 |
| Don´t know | 6% | 10 | 6% | 6 |
| Number of Respondents | | 158 | | 98 |

| | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| Have you contacted E-Verify technical assistance in the past 6 months | | | | |
| Contacted technical assistance | 3% | 127 | 3% | 86 |
| Have not contacted technical assistance | 93% | 3,996 | 94% | 2,836 |
| Don´t know | 4% | 160 | 3% | 98 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| Amount of time before the call was transfer was acceptable or too long - TA | | | | |
| Acceptable | 89% | 113 | 87% | 75 |
| Too long | 11% | 14 | 13% | 11 |
| Number of Respondents | 127 | | 86 | |
| | | | | |
| Was your reason or issue you called technical assistance resolved | | | | |
| Issue resolved | 87% | 111 | 87% | 75 |
| Issue not resolved | 9% | 12 | 8% | 7 |
| Don´t know | 3% | 4 | 5% | 4 |
| Number of Respondents | 127 | | 86 | |
| | | | | |
| How many calls were needed to resolve your technical issue | | | | |
| Resolved during first call | 89% | 99 | 91% | 68 |
| Needed to call back one additional time to resolve issue | 5% | 6 | 7% | 5 |
| Needed to call back two additional times to resolve issue | 5% | 5 | 1% | 1 |
| Needed to call back three or more additional times to resolve issue | 1% | 1 | 1% | 1 |
| Number of Respondents | 111 | | 75 | |
| | | | | |
| E-Verify is doing enough to ensure companies using E-Verify adhere to policies | | | | |
| Yes | 60% | 2,580 | 63% | 1,910 |
| Not Sure / Do not know | 38% | 1,637 | 35% | 1,058 |
| No | 2% | 66 | 2% | 52 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| Adequate safeguards to ensure employers use E-Verify system properly | | | | |
| Yes | 68% | 2,922 | 72% | 2,163 |
| Not Sure / Do not know | 30% | 1,299 | 27% | 824 |
| No | 1% | 62 | 1% | 32 |
| Number of Respondents | 4,283 | | 3,019 | |

| | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| **How prefer to get changes or update information to E-Verify** | | | | |
| E-mail | 88% | 3,773 | 90% | 2,728 |
| Fax | 0% | 5 | 0% | 6 |
| Mailer | 2% | 92 | 2% | 62 |
| E-Verify system broadcast message | 2% | 67 | 1% | 40 |
| Phone call | 0% | 5 | 0% | 6 |
| Through the E-Verify Website | 7% | 288 | 5% | 154 |
| Live presentation | 0% | 15 | 0% | 4 |
| Other | 1% | 38 | 1% | 20 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **How would prefer to contact E-Verify for help** | | | | |
| E-mail | 45% | 1,917 | 45% | 1,360 |
| Fax | 0% | 4 | 0% | 0 |
| Mail | 0% | 4 | 0% | 4 |
| Text or Web chat | 13% | 557 | 14% | 435 |
| Phone call | 28% | 1,202 | 28% | 838 |
| Through the E-Verify website | 13% | 554 | 12% | 351 |
| Other | 1% | 45 | 1% | 32 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **Used or aware of E-Verify Listens** | | | | |
| Used/aware of E-Verify Listens | 2% | 104 | 3% | 86 |
| Have not used/not aware of E-Verify Listens | 98% | 4,179 | 81% | 2,437 |
| Don´t know | 0% | 0 | 16% | 497 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **Contacted by E-Verify Monitoring and Compliance Group in last 6 months** | | | | |
| Yes | 3% | 116 | 4% | 118 |
| No | 97% | 4,167 | 96% | 2,902 |
| Don´t know | 0% | 0 | 0% | 0 |
| Number of Respondents | 4,283 | | 3,020 | |
| | | | | |
| **How E-Verify Monitoring and Compliance Group contacted you** | | | | |
| E-mail | 90% | 104 | 87% | 103 |
| Phone call | 7% | 8 | 6% | 7 |
| Desk review | 0% | 0 | 0% | 0 |
| Site visit | 2% | 2 | 1% | 1 |
| Other | 2% | 2 | 6% | 7 |
| Number of Respondents | 116 | | 118 | |

| State | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| AL | 4% | 170 | 2% | 75 |
| AK | 0% | 6 | 0% | 8 |
| AZ | 7% | 276 | 6% | 172 |
| AR | 8% | 328 | 0% | 12 |
| CA | 2% | 95 | 9% | 272 |
| CO | 1% | 22 | 2% | 64 |
| CT | 0% | 10 | 1% | 16 |
| DE | 6% | 221 | 0% | 6 |
| DC | 9% | 343 | 0% | 10 |
| FL | 0% | 7 | 7% | 203 |
| GA | 0% | 10 | 7% | 201 |
| GU | 1% | 32 | 0% | 4 |
| HI | 2% | 96 | 0% | 4 |
| ID | 2% | 96 | 1% | 16 |
| IL | 1% | 39 | 3% | 94 |
| IN | 1% | 31 | 2% | 62 |
| IA | 1% | 47 | 1% | 33 |
| KS | 2% | 71 | 1% | 34 |
| KY | 2% | 63 | 1% | 23 |
| LA | 0% | 6 | 1% | 30 |
| ME | 2% | 87 | 0% | 8 |
| MD | 4% | 144 | 1% | 42 |
| MA | 1% | 44 | 2% | 65 |
| MI | 0% | 6 | 3% | 78 |
| MN | 5% | 213 | 1% | 41 |
| MS | 0% | 7 | 1% | 33 |
| MO | 2% | 65 | 4% | 106 |
| MT | 0% | 13 | 0% | 4 |
| NE | 2% | 81 | 1% | 33 |
| NV | 0% | 18 | 1% | 20 |
| NH | 1% | 25 | 0% | 11 |
| NJ | 3% | 109 | 2% | 59 |
| NM | 2% | 63 | 0% | 14 |
| NY | 1% | 48 | 3% | 83 |
| NC | 1% | 29 | 4% | 117 |
| ND | 3% | 118 | 0% | 9 |
| OH | 0% | 5 | 2% | 60 |
| OK | 0% | 7 | 1% | 27 |
| OR | 9% | 367 | 1% | 38 |
| PA | 0% | 7 | 3% | 88 |
| PR | 4% | 145 | 0% | 4 |
| RI | 2% | 59 | 0% | 1 |
| SC | 4% | 137 | 6% | 175 |
| SD | 0% | 0 | 0% | 8 |
| TN | 0% | 5 | 3% | 100 |
| TX | 2% | 84 | 8% | 230 |
| UT | 1% | 38 | 2% | 53 |

| | 2018 % | 2018 N | 2019 % | 2019 N |
|---|---|---|---|---|
| VT | 0% | 4 | 0% | 2 |
| VI | 0% | 7 | 0% | 0 |
| VA | 0% | 0 | 2% | 65 |
| WA | 0% | 0 | 2% | 57 |
| WV | 0% | 0 | 0% | 2 |
| WI | 0% | 0 | 1% | 43 |
| WY | 0% | 0 | 0% | 5 |
| Number of Respondents | 3,904 | | 3,020 | |

| How many people do you employ | | | | |
|---|---|---|---|---|
| 1-4 | 10% | 439 | 7% | 215 |
| 5-29 | 36% | 1,548 | 34% | 1,026 |
| 30-99 | 26% | 1,121 | 30% | 900 |
| 100-299 | 15% | 663 | 18% | 542 |
| 300-999 | 8% | 325 | 8% | 228 |
| 1,000-9,999 | 4% | 161 | 3% | 92 |
| 10,000+ | 1% | 26 | 1% | 17 |
| Number of Respondents | 4,283 | | 3,020 | |

| Do you consider yourself a small business | | | | |
|---|---|---|---|---|
| Small business | 77% | 3,301 | 78% | 2,368 |
| Not a small business | 19% | 827 | 18% | 543 |
| Don´t know | 4% | 154 | 4% | 109 |
| Number of Respondents | 4,282 | | 3,020 | |

| Primary industry where conduct business | | | | |
|---|---|---|---|---|
| Agriculture/Food Processing | 2% | 85 | 1% | 45 |
| Defense/Defense Industry | 1% | 23 | 0% | 12 |
| Communications/Media | 1% | 45 | 1% | 31 |
| Construction/General Contracting | 13% | 574 | 12% | 367 |
| Education | 4% | 154 | 3% | 90 |
| Engineering | 4% | 192 | 4% | 121 |
| Financial Services | 3% | 110 | 2% | 65 |
| Healthcare/Public Health | 9% | 366 | 11% | 322 |
| Hospitality | 5% | 215 | 6% | 180 |
| Information Technology | 7% | 289 | 6% | 168 |
| Manufacturing | 11% | 461 | 12% | 372 |
| Non-Profit/Not-for-Profit | 5% | 229 | 6% | 177 |
| Sales - Retail or Wholesale | 6% | 259 | 6% | 183 |
| Staffing/Personnel | 3% | 122 | 3% | 85 |
| Transportation | 3% | 126 | 4% | 118 |
| Utilities/Energy/Natural Resources | 1% | 53 | 1% | 33 |
| Professional Services/Consulting | 6% | 247 | 5% | 163 |
| Government Services | 3% | 118 | 3% | 78 |
| Other | 14% | 612 | 14% | 410 |
| Number of Respondents | 4,280 | | 3,020 | |

## New Vs Existing Users Comparison

**Figure 44 - New v Existing Demographics**

| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| **How did you first learn about E-Verify** | | | | |
| E-Verify materials or presentation | 4% | 28 | 6% | 148 |
| E-Verify website | 9% | 55 | 9% | 216 |
| USCIS or SSA materials or presentation | 7% | 41 | 7% | 160 |
| USCIS or SSA website | 1% | 9 | 2% | 44 |
| My Company/HR/Corporate Office | 16% | 98 | 23% | 547 |
| Colleague/Employee | 6% | 40 | 6% | 140 |
| Local, State or Federal Government | 9% | 55 | 10% | 235 |
| Print advertisement | 0% | 0 | 0% | 0 |
| Online advertisement | 0% | 0 | 0% | 0 |
| Radio advertisement | 0% | 0 | 0% | 0 |
| Billboard 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 |
| Professional associate | 8% | 52 | 7% | 173 |
| Info from a client or professional organization | 9% | 59 | 6% | 145 |
| Former employer | 17% | 106 | 12% | 292 |
| Advertisement (print, radio, billboard, online) | 1% | 8 | 2% | 40 |
| News story | 1% | 9 | 2% | 51 |
| Social media | 0% | 0 | 0% | 6 |
| Other | 11% | 67 | 8% | 196 |
| **Number of Respondents** | 627 | | 2,393 | |
| | | | | |
| **When did you learn about E-Verify** | | | | |
| Within the last six months | 14% | 90 | 1% | 16 |
| Within the last six to twelve months | 33% | 206 | 2% | 43 |
| One or two years ago | 12% | 76 | 25% | 593 |
| More than two years ago | 36% | 228 | 67% | 1,603 |
| Don´t remember | 4% | 27 | 6% | 138 |
| **Number of Respondents** | 627 | | 2,393 | |

| | | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | | % | N | % | N |
| Why did your company sign up for E-Verify~ | | | | | |
| Parent company required participation | | 6% | 40 | 8% | 188 |
| State or local government/state or local contractor required participation | | 25% | 156 | 34% | 818 |
| Federal government/federal contractor required participation | | 16% | 99 | 25% | 604 |
| To satisfy a client´s request | | 8% | 50 | 8% | 199 |
| Believed using E-Verify would help avoid a U.S. ICE audit, raid or fine | | 19% | 116 | 18% | 434 |
| To improve ability to verify work authorization | | 66% | 414 | 59% | 1,410 |
| Believed it would make us more competitive with others in our industry | | 6% | 37 | 7% | 156 |
| Other | | 8% | 49 | 6% | 150 |
| Number of Respondents | | 627 | | 2,393 | |

| | | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | | % | N | % | N |
| Likelihood to continue using E-Verify if no longer required to do so | | | | | |
| Very likely | | 62% | 148 | 66% | 826 |
| Somewhat likely | | 24% | 57 | 20% | 246 |
| Not Too Likely | | 9% | 21 | 8% | 102 |
| Not At All Likely | | 5% | 11 | 6% | 69 |
| Number of Respondents | | 237 | | 1,243 | |

| | | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | | % | N | % | N |
| How did you learn about requirement to participate in E-Verify | | | | | |
| E-Verify materials or presentation | | 6% | 2 | 8% | 13 |
| E-Verify website | | 3% | 1 | 6% | 11 |
| USCIS or SSA materials or presentation | | 9% | 3 | 3% | 5 |
| USCIS or SSA website | | 0% | 0 | 2% | 4 |
| My Company/HR/Corporate Office | | 9% | 3 | 13% | 22 |
| Colleague/Employee | | 3% | 1 | 5% | 8 |
| Local, State or Federal Government | | 34% | 11 | 30% | 51 |
| Print advertisement | | 0% | 0 | 0% | 0 |
| Online advertisement | | 0% | 0 | 0% | 0 |
| Radio advertisement | | 0% | 0 | 0% | 0 |
| Billboard 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 |
| Advertisement | | 0% | 0 | 1% | 1 |
| Info from client or professional organization | | 6% | 2 | 8% | 14 |
| Former employer | | 3% | 1 | 6% | 10 |
| News story | | 0% | 0 | 1% | 2 |
| Professional associate | | 9% | 3 | 7% | 12 |
| Other | | 16% | 5 | 11% | 18 |
| Number of Respondents | | 32 | | 171 | |

| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| **When did your organization enroll with E-Verify** | | | | |
| Within the last six months | 34% | 211 | 0% | 0 |
| Within the last six to twelve months | 66% | 416 | 0% | 0 |
| One or two years ago | 0% | 0 | 41% | 992 |
| More than two years ago | 0% | 0 | 59% | 1,401 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| **Did you enroll your organization with E-Verify** | | | | |
| I personally enrolled our organization | 85% | 533 | 0% | 0 |
| Someone else in our organization enrolled us with E-Verify | 14% | 85 | 0% | 0 |
| Don´t know | 1% | 9 | 0% | 0 |
| Number of Respondents | | 627 | | 0 |
| | | | | |
| **Completed training and online tutorial during E-Verify sign up process** | | | | |
| Completed the training | 94% | 587 | 0% | 0 |
| Did not complete the training | 6% | 40 | 0% | 0 |
| Number of Respondents | | 627 | | 0 |
| | | | | |
| **Used the E-Verify User Manual** | | | | |
| Have used the User Manual | 46% | 268 | 0% | 0 |
| Have not used the User Manual | 54% | 319 | 0% | 0 |
| Number of Respondents | | 587 | | 0 |
| | | | | |
| **Used table of contents** | | | | |
| Used table of contents | 50% | 134 | 0% | 0 |
| Did not use table of contents | 7% | 18 | 0% | 0 |
| Don´t remember | 43% | 116 | 0% | 0 |
| Number of Respondents | | 268 | | 0 |
| | | | | |
| **Is the training provided useful in helping employers pass the required test** | | | | |
| Training provided is useful | 87% | 511 | 0% | 0 |
| Training provided is not useful | 1% | 4 | 0% | 0 |
| Don´t know | 12% | 72 | 0% | 0 |
| Number of Respondents | | 587 | | 0 |
| | | | | |
| **Tutorial and required test adequately prepare employers to use E-Verify** | | | | |
| Test prepares employers | 91% | 534 | 0% | 0 |
| Test does not prepare employers | 3% | 15 | 0% | 0 |
| Don´t know | 6% | 38 | 0% | 0 |
| Number of Respondents | | 587 | | 0 |

| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| **Have you used E-Verify in the past six months** | | | | |
| Used E-Verify past 6 months | 94% | 592 | 88% | 2,103 |
| Have not used E-Verify in past 6 months | 5% | 29 | 10% | 245 |
| Don´t know | 1% | 6 | 2% | 45 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| **Have you ever used E-Verify** | | | | |
| Used E-Verify | 100% | 35 | 100% | 290 |
| Have not used E-Verify | 0% | 0 | 0% | 0 |
| Don´t know | 0% | 0 | 0% | 0 |
| Number of Respondents | | 35 | | 290 |
| | | | | |
| **About how long has it been since you last used E-Verify** | | | | |
| Seven to twelve months | 86% | 30 | 64% | 187 |
| One to two years | 9% | 3 | 30% | 87 |
| More than two years | 6% | 2 | 6% | 16 |
| Number of Respondents | | 35 | | 290 |
| | | | | |
| **Why have not used E-Verify within past six months~** | | | | |
| Have not hired any new employees in past six months | 69% | 24 | 78% | 225 |
| No longer want to participate in E-Verify | 0% | 0 | 2% | 5 |
| It was too difficult to use the E-Verify system | 0% | 0 | 3% | 10 |
| No longer see any value to using E-Verify | 3% | 1 | 1% | 4 |
| 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 | 1% | 3 |
| Other | 29% | 10 | 18% | 51 |
| Number of Respondents | | 35 | | 290 |
| | | | | |
| **Why have never used E-Verify~** | | | | |
| Have not hired any new employees since enrolling in E-Verify | 0% | 0 | 0% | 0 |
| Do not want to participate in E-Verify | 0% | 0 | 0% | 0 |
| It seems too difficult to use the E-Verify system | 0% | 0 | 0% | 0 |
| Do not see any value to using E-Verify | 0% | 0 | 0% | 0 |
| Other | 0% | 0 | 0% | 0 |
| Number of Respondents | | 0 | | 0 |
| | | | | |
| **Which best describes your organization as a user of E-Verify** | | | | |
| General User | 93% | 584 | 93% | 2,217 |
| Temporary Agency or Employment Agency | 4% | 22 | 4% | 98 |
| E-Verify Employer Agent | 3% | 21 | 3% | 78 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| **First time user** | | | | |
| First time user | 69% | 432 | 14% | 325 |
| Not a first time user | 31% | 195 | 86% | 2,068 |
| Number of Respondents | | 627 | | 2,393 |

| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| Which best describes how frequently you use E-Verify | | | | |
| Once a week or more | 12% | 73 | 15% | 361 |
| Two or three times a month | 22% | 140 | 20% | 476 |
| About once a month | 20% | 126 | 14% | 333 |
| Once every few months | 32% | 202 | 28% | 680 |
| Once or twice a year | 12% | 76 | 16% | 380 |
| Less than once a year | 2% | 10 | 7% | 163 |
| Number of Respondents | 627 | | 2,393 | |
| | | | | |
| How usually generate E-Verify case | | | | |
| Website | 81% | 508 | 83% | 1,976 |
| Web services | 14% | 90 | 11% | 275 |
| Website and Web service | 5% | 29 | 6% | 142 |
| Number of Respondents | 627 | | 2,393 | |
| | | | | |
| Find the addition of electronic I-9 useful | | | | |
| Would find useful | 61% | 326 | 57% | 1,217 |
| Would not find useful | 13% | 71 | 12% | 263 |
| Don´t know | 26% | 140 | 30% | 638 |
| Number of Respondents | 537 | | 2,118 | |
| | | | | |
| Use pre-TNC check page | | | | |
| Use page | 46% | 290 | 46% | 1,101 |
| Do not use page | 27% | 169 | 29% | 693 |
| Don´t know | 27% | 168 | 25% | 599 |
| Number of Respondents | 627 | | 2,393 | |
| | | | | |
| Received a TNC in the past 6 months | | | | |
| Received TNC | 17% | 107 | 17% | 404 |
| Did not receive TNC | 65% | 409 | 64% | 1,524 |
| Don´t know | 18% | 111 | 19% | 465 |
| Number of Respondents | 627 | | 2,393 | |
| | | | | |
| How many TNCs received in the past 6 months | | | | |
| One | 59% | 63 | 50% | 200 |
| 2-5 | 35% | 37 | 43% | 175 |
| 6-9 | 4% | 4 | 4% | 16 |
| 10-24 | 3% | 3 | 2% | 7 |
| 25 or more | 0% | 0 | 1% | 6 |
| Number of Respondents | 107 | | 404 | |
| | | | | |
| Find duplicate case alert useful | | | | |
| Find duplicate case alert useful | 42% | 45 | 62% | 251 |
| Do not find it useful | 3% | 3 | 5% | 21 |
| Don´t know | 55% | 59 | 33% | 132 |
| Number of Respondents | 107 | | 404 | |

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| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| Past 6 months while using E-Verify have you been prompted to match a photo | | | | |
| Prompted to match a photo | 52% | 323 | 53% | 1,280 |
| Not prompted to match a photo | 43% | 269 | 41% | 983 |
| Don´t know | 6% | 35 | 5% | 130 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| Have access to the required technology to complete the photo matching process | | | | |
| Have convenient access | 93% | 301 | 94% | 1,199 |
| Do not have convenient access | 4% | 14 | 3% | 40 |
| Don´t know | 2% | 8 | 3% | 41 |
| Number of Respondents | | 323 | | 1,280 |
| | | | | |
| How do you submit info when photo doesn't match photo provided | | | | |
| Scan and upload into E-Verify | 59% | 189 | 50% | 635 |
| Express Mail | 1% | 2 | 1% | 8 |
| Other | 41% | 132 | 50% | 637 |
| Number of Respondents | | 323 | | 1,280 |
| | | | | |
| Contacted E-Verify customer service by phone in the past 6 months | | | | |
| Contacted customer service | 14% | 86 | 9% | 217 |
| Did not contact customer service | 82% | 515 | 89% | 2,119 |
| Don´t know | 4% | 26 | 2% | 57 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| Called about a password reset | | | | |
| Called about a password reset | 21% | 18 | 34% | 73 |
| Did not call about a password reset | 77% | 66 | 65% | 141 |
| Don´t know | 2% | 2 | 1% | 3 |
| Number of Respondents | | 86 | | 217 |
| | | | | |
| Satisfaction with your experience when you contacted E-Verify customer service | | | | |
| Very satisfied | 86% | 74 | 77% | 168 |
| Somewhat satisfied | 9% | 8 | 17% | 36 |
| Somewhat dissatisfied | 1% | 1 | 4% | 8 |
| Very dissatisfied | 3% | 3 | 2% | 5 |
| Number of Respondents | | 86 | | 217 |
| | | | | |
| Transferred during most recent call to E-Verify customer service | | | | |
| Transferred during the call | 14% | 12 | 18% | 40 |
| Not transferred during the call | 69% | 59 | 65% | 140 |
| Don´t know | 17% | 15 | 17% | 37 |
| Number of Respondents | | 86 | | 217 |

| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| **Amount of time you had to wait before the transfer was acceptable or too long** | | | | |
| Acceptable | 92% | 11 | 85% | 34 |
| Too long | 8% | 1 | 15% | 6 |
| Number of Respondents | | 12 | | 40 |
| | | | | |
| **During that call how many times were you transferred** | | | | |
| Once | 67% | 8 | 75% | 30 |
| Twice | 25% | 3 | 25% | 10 |
| Three times | 8% | 1 | 0% | 0 |
| More than three times | 0% | 0 | 0% | 0 |
| Number of Respondents | | 12 | | 40 |
| | | | | |
| **Issue resolved during most recent call to E-Verify customer service** | | | | |
| Issue resolved | 97% | 83 | 91% | 198 |
| Issue not resolved | 2% | 2 | 7% | 16 |
| Don´t know | 1% | 1 | 1% | 3 |
| Number of Respondents | | 86 | | 217 |
| | | | | |
| **How many calls were needed to resolve your issue** | | | | |
| Resolved during first call | 88% | 73 | 90% | 179 |
| Needed to call back one additional time to resolve issue | 12% | 10 | 8% | 15 |
| Needed to call back two additional times to resolve issue | 0% | 0 | 2% | 3 |
| Needed to call back three or more additional times to resolve issue | 0% | 0 | 1% | 1 |
| Number of Respondents | | 83 | | 198 |
| | | | | |
| **Contacted E-Verify customer service by e-mail in the past 6 months** | | | | |
| E-mailed customer service | 5% | 34 | 3% | 64 |
| Have not e-mailed customer service | 90% | 562 | 95% | 2,275 |
| Don´t know | 5% | 31 | 2% | 54 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| **Satisfaction with your experience when you e-mailed E-Verify customer service** | | | | |
| Very satisfied | 85% | 29 | 66% | 42 |
| Somewhat satisfied | 12% | 4 | 14% | 9 |
| Somewhat dissatisfied | 3% | 1 | 8% | 5 |
| Very dissatisfied | 0% | 0 | 13% | 8 |
| Number of Respondents | | 34 | | 64 |
| | | | | |
| **Question answered or issue resolved after e-mailing E-Verify customer service** | | | | |
| Issue resolved after e-mailing | 94% | 32 | 67% | 43 |
| Issue not resolved after e-mailing | 3% | 1 | 25% | 16 |
| Don´t know | 3% | 1 | 8% | 5 |
| Number of Respondents | | 34 | | 64 |

| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| **Have you contacted E-Verify technical assistance in the past 6 months** | | | | |
| Contacted technical assistance | 3% | 18 | 3% | 68 |
| Have not contacted technical assistance | 92% | 578 | 94% | 2,258 |
| Don´t know | 5% | 31 | 3% | 67 |
| Number of Respondents | 627 | | 2,393 | |
| | | | | |
| **Amount of time before the call was transfer was acceptable or too long - TA** | | | | |
| Acceptable | 89% | 16 | 87% | 59 |
| Too long | 11% | 2 | 13% | 9 |
| Number of Respondents | 18 | | 68 | |
| | | | | |
| **Was your reason or issue you called technical assistance resolved** | | | | |
| Issue resolved | 89% | 16 | 87% | 59 |
| Issue not resolved | 6% | 1 | 9% | 6 |
| Don´t know | 6% | 1 | 4% | 3 |
| Number of Respondents | 18 | | 68 | |
| | | | | |
| **How many calls were needed to resolve your technical issue** | | | | |
| Resolved during first call | 100% | 16 | 88% | 52 |
| Needed to call back one additional time to resolve issue | 0% | 0 | 8% | 5 |
| Needed to call back two additional times to resolve issue | 0% | 0 | 2% | 1 |
| Needed to call back three or more additional times to resolve issue | 0% | 0 | 2% | 1 |
| Number of Respondents | 16 | | 59 | |
| | | | | |
| **E-Verify is doing enough to ensure companies using E-Verify adhere to policies** | | | | |
| Yes | 66% | 414 | 63% | 1,496 |
| Not Sure / Do not know | 32% | 201 | 36% | 857 |
| No | 2% | 12 | 2% | 40 |
| Number of Respondents | 627 | | 2,393 | |
| | | | | |
| **Adequate safeguards to ensure employers use E-Verify system properly** | | | | |
| Yes | 72% | 453 | 71% | 1,710 |
| Not Sure / Do not know | 27% | 170 | 27% | 654 |
| No | 1% | 4 | 1% | 28 |
| Number of Respondents | 627 | | 2,392 | |

| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| How prefer to get changes or update information to E-Verify | | | | |
| E-mail | 92% | 579 | 90% | 2,149 |
| Fax | 0% | 2 | 0% | 4 |
| Mailer | 2% | 14 | 2% | 48 |
| E-Verify system broadcast message | 1% | 5 | 1% | 35 |
| Phone call | 0% | 0 | 0% | 6 |
| Through the E-Verify Website | 4% | 23 | 5% | 131 |
| Live presentation | 0% | 1 | 0% | 3 |
| Other | 0% | 3 | 1% | 17 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| How would prefer to contact E-Verify for help | | | | |
| E-mail | 50% | 315 | 44% | 1,045 |
| Fax | 0% | 0 | 0% | 0 |
| Mail | 0% | 3 | 0% | 1 |
| Text or Web chat | 14% | 87 | 15% | 348 |
| Phone call | 25% | 159 | 28% | 679 |
| Through the E-Verify website | 9% | 57 | 12% | 294 |
| Other | 1% | 6 | 1% | 26 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| Used or aware of E-Verify Listens | | | | |
| Used/aware of E-Verify Listens | 2% | 12 | 3% | 74 |
| Have not used/not aware of E-Verify Listens | 81% | 506 | 81% | 1,931 |
| Don´t know | 17% | 109 | 16% | 388 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| Contacted by E-Verify Monitoring and Compliance Group in last 6 months | | | | |
| Yes | 3% | 18 | 4% | 100 |
| No | 97% | 609 | 96% | 2,293 |
| Don´t know | 0% | 0 | 0% | 0 |
| Number of Respondents | | 627 | | 2,393 |
| | | | | |
| How E-Verify Monitoring and Compliance Group contacted you | | | | |
| E-mail | 89% | 16 | 87% | 87 |
| Phone call | 6% | 1 | 6% | 6 |
| Desk review | 0% | 0 | 0% | 0 |
| Site visit | 0% | 0 | 1% | 1 |
| Other | 6% | 1 | 6% | 6 |
| Number of Respondents | | 18 | | 100 |

| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| State | | | | |
| AL | 1% | 8 | 3% | 67 |
| AK | 0% | 2 | 0% | 6 |
| AZ | 4% | 25 | 6% | 147 |
| AR | 0% | 3 | 0% | 9 |
| CA | 11% | 69 | 8% | 203 |
| CO | 1% | 9 | 2% | 55 |
| CT | 1% | 5 | 0% | 11 |
| DE | 0% | 2 | 0% | 4 |
| DC | 0% | 1 | 0% | 9 |
| FL | 7% | 41 | 7% | 162 |
| GA | 5% | 33 | 7% | 168 |
| GU | 0% | 2 | 0% | 2 |
| HI | 0% | 1 | 0% | 3 |
| ID | 1% | 6 | 0% | 10 |
| IL | 5% | 29 | 3% | 65 |
| IN | 2% | 10 | 2% | 52 |
| IA | 2% | 10 | 1% | 23 |
| KS | 1% | 6 | 1% | 28 |
| KY | 1% | 4 | 1% | 19 |
| LA | 1% | 6 | 1% | 24 |
| ME | 0% | 0 | 0% | 8 |
| MD | 1% | 4 | 2% | 38 |
| MA | 4% | 23 | 2% | 42 |
| MI | 3% | 16 | 3% | 62 |
| MN | 1% | 9 | 1% | 32 |
| MS | 1% | 6 | 1% | 27 |
| MO | 3% | 21 | 4% | 85 |
| MT | 0% | 1 | 0% | 3 |
| NE | 1% | 4 | 1% | 29 |
| NV | 1% | 8 | 1% | 12 |
| NH | 0% | 3 | 0% | 8 |
| NJ | 2% | 11 | 2% | 48 |
| NM | 1% | 6 | 0% | 8 |
| NY | 3% | 18 | 3% | 65 |
| NC | 3% | 16 | 4% | 101 |
| ND | 0% | 1 | 0% | 8 |
| OH | 2% | 12 | 2% | 48 |
| OK | 1% | 6 | 1% | 21 |
| OR | 2% | 14 | 1% | 24 |
| PA | 4% | 22 | 3% | 66 |
| PR | 0% | 2 | 0% | 2 |
| RI | 0% | 1 | 0% | 0 |
| SC | 4% | 25 | 6% | 150 |
| SD | 0% | 1 | 0% | 7 |
| TN | 3% | 16 | 4% | 84 |
| TX | 10% | 61 | 7% | 169 |
| UT | 1% | 9 | 2% | 44 |

| | New Enrollees | | Existing Members | |
|---|---|---|---|---|
| | % | N | % | N |
| VT | 0% | 1 | 0% | 1 |
| VI | 0% | 0 | 0% | 0 |
| VA | 3% | 21 | 2% | 44 |
| WA | 1% | 8 | 2% | 49 |
| WV | 0% | 0 | 0% | 2 |
| WI | 1% | 9 | 1% | 34 |
| WY | 0% | 0 | 0% | 5 |
| Number of Respondents | 627 | | 2,393 | |

| How many people do you employ | | | | |
|---|---|---|---|---|
| 1-4 | 7% | 47 | 7% | 168 |
| 5-29 | 34% | 216 | 34% | 810 |
| 30-99 | 35% | 221 | 28% | 679 |
| 100-299 | 16% | 103 | 18% | 439 |
| 300-999 | 6% | 35 | 8% | 193 |
| 1,000-9,999 | 1% | 5 | 4% | 87 |
| 10,000+ | 0% | 0 | 1% | 17 |
| Number of Respondents | 627 | | 2,393 | |

| Do you consider yourself a small business | | | | |
|---|---|---|---|---|
| Small business | 83% | 519 | 77% | 1,849 |
| Not a small business | 14% | 88 | 19% | 455 |
| Don´t know | 3% | 20 | 4% | 89 |
| Number of Respondents | 627 | | 2,393 | |

| Primary industry where conduct business | | | | |
|---|---|---|---|---|
| Agriculture/Food Processing | 2% | 10 | 1% | 35 |
| Defense/Defense Industry | 0% | 3 | 0% | 9 |
| Communications/Media | 2% | 11 | 1% | 20 |
| Construction/General Contracting | 12% | 76 | 12% | 291 |
| Education | 2% | 14 | 3% | 76 |
| Engineering | 3% | 19 | 4% | 102 |
| Financial Services | 2% | 13 | 2% | 52 |
| Healthcare/Public Health | 11% | 72 | 10% | 250 |
| Hospitality | 4% | 27 | 6% | 153 |
| Information Technology | 5% | 29 | 6% | 139 |
| Manufacturing | 12% | 76 | 12% | 296 |
| Non-Profit/Not-for-Profit | 6% | 39 | 6% | 138 |
| Sales - Retail or Wholesale | 6% | 37 | 6% | 146 |
| Staffing/Personnel | 2% | 15 | 3% | 70 |
| Transportation | 7% | 42 | 3% | 76 |
| Utilities/Energy/Natural Resources | 1% | 6 | 1% | 27 |
| Professional Services/Consulting | 5% | 32 | 5% | 131 |
| Government Services | 2% | 13 | 3% | 65 |
| Other | 15% | 93 | 13% | 317 |
| Number of Respondents | 627 | | 2,393 | |

# 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 45 - All (Cross-Section)**

| | 2018 | | 2019 | | Significant Difference |
| --- | --- | --- | --- | --- | --- |
| | Scores | Sample Size | Scores | Sample Size | |
| Sample Size | 4,283 | 4,283 | 3,020 | 3,020 | |
| Awareness / Registration | 87 | 997 | 90 | 528 | ↑ |
| Clarity of instructions on how to enroll | 87 | 994 | 90 | 523 | ↑ |
| Memorandum of understanding makes responsibilities and next steps clear | 86 | 994 | 89 | 525 | ↑ |
| Ease of submitting registration information | 88 | 994 | 91 | 527 | ↑ |
| Speed of receiving User Name, Password and E-Verify Web Address | 90 | 989 | 92 | 520 | ↑ |
| Ease of registration process overall | 86 | 991 | 90 | 528 | ↑ |
| Tutorial | 86 | 1051 | 90 | 585 | ↑ |
| Helpfulness of information in User Manual | 86 | 443 | 89 | 266 | ↑ |
| Ease of taking online training in terms of understanding content | 87 | 1051 | 91 | 583 | ↑ |
| Ease of completing online training in terms of time required | 85 | 1051 | 89 | 584 | ↑ |
| Ease of accessing online resources | 87 | 1032 | 90 | 575 | ↑ |
| Usefulness of online resources | 86 | 1029 | 90 | 570 | ↑ |
| Ease of training process overall | 86 | 1051 | 90 | 584 | ↑ |
| Using E-Verify | 90 | 4213 | 91 | 2987 | ↑ |
| Ease of navigating the E-Verify site | 88 | 4153 | 90 | 2908 | ↑ |
| Ease of submitting I-9 information on E-Verify | 90 | 3994 | 92 | 2839 | ↑ |
| Speed of receiving an initial response from E-Verify | 92 | 4185 | 93 | 2970 | ↑ |
| Clarity of next steps as described in the response | 88 | 4095 | 90 | 2912 | ↑ |
| Tentative Nonconfirmation (TNC) Resolution Process | 79 | 589 | 80 | 509 | |
| Speed of resolving the case | 79 | 560 | 80 | 497 | |
| Clarity of communications about the steps involved in the resolution process | 78 | 581 | 81 | 502 | ↑ |
| Ease of resolving the case | 78 | 563 | 79 | 497 | |
| TNC Referral Process | 81 | 406 | 82 | 339 | |
| Further Action Notice Process | 81 | 489 | 81 | 415 | |
| Photo Matching | 95 | 1754 | 96 | 1601 | ↑ |
| Ease of photo matching process | 95 | 1751 | 96 | 1598 | ↑ |
| Helpfulness in preventing fraud | 94 | 1656 | 96 | 1496 | ↑ |
| Customer Service | 90 | 369 | 91 | 247 | |
| Ease of accessing representative | 88 | 368 | 91 | 243 | ↑ |
| Professionalism | 92 | 364 | 93 | 244 | |
| Communication skills | 92 | 364 | 92 | 244 | |
| Ability to understand your questions/issue | 92 | 364 | 92 | 246 | |
| Providing guidance on policy/questions | 90 | 349 | 91 | 238 | |
| Customer Service Before Transfer | 86 | 76 | 84 | 52 | |
| Ease of accessing representative | 85 | 76 | 81 | 52 | |
| Professionalism | 89 | 76 | 87 | 52 | |
| Communication skills | 86 | 76 | 85 | 52 | |
| Ability to understand your questions/issue | 85 | 76 | 84 | 52 | |

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| | 2018 | | 2019 | | Significant Difference |
|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | |
| Providing guidance on policy/questions | 85 | 72 | 83 | 51 | |
| Customer Service After Transfer | 85 | 76 | 88 | 52 | |
| Ease of accessing representative | 85 | 74 | 87 | 52 | |
| Professionalism | 88 | 74 | 90 | 52 | |
| Communication skills | 87 | 74 | 89 | 52 | |
| Ability to understand your questions/issue | 86 | 74 | 87 | 52 | |
| Providing guidance on policy/questions | 84 | 72 | 86 | 51 | |
| Customer Service by Email | 78 | 153 | 82 | 93 | |
| Ability to understand your questions/issue | 79 | 147 | 83 | 92 | |
| The timeliness with which you received a response | 79 | 153 | 81 | 93 | |
| Communication skills in the response you received | 80 | 150 | 85 | 91 | |
| Providing guidance on policy/questions | 77 | 141 | 83 | 87 | |
| Internet Use | 72 | 3875 | 73 | 2769 | ↑ |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 72 | 3875 | 73 | 2769 | ↑ |
| Technical Assistance | 88 | 121 | 89 | 85 | |
| Ease of accessing representative | 85 | 118 | 88 | 84 | |
| Professionalism | 89 | 119 | 90 | 84 | |
| Communication skills | 88 | 121 | 89 | 84 | |
| Ability to understand your questions/issue | 88 | 119 | 89 | 84 | |
| Knowledge of technical issues | 89 | 119 | 88 | 83 | |
| Technical guidance resolving your issue | 88 | 120 | 88 | 82 | |
| Interested in Communicating with Peers | 34 | 3968 | 38 | 2786 | ↑ |
| Interested in communicating with peers about E-Verify or using the system | 34 | 3968 | 38 | 2786 | ↑ |
| E-Verify Listens | 76 | 144 | 76 | 113 | |
| Experience with E-Verify Listens | 76 | 144 | 76 | 113 | |
| Satisfaction | 85 | 4283 | 87 | 3020 | ↑ |
| Overall satisfaction | 87 | 4283 | 89 | 3020 | ↑ |
| Meets expectations | 85 | 4283 | 87 | 3020 | ↑ |
| Compared to ideal | 83 | 4283 | 84 | 3020 | ↑ |
| Recommend | 87 | 4033 | 89 | 2850 | ↑ |
| How likely would you be to recommend the E-Verify program to others | 87 | 4033 | 89 | 2850 | ↑ |
| Confident in Accuracy | 90 | 4137 | 92 | 2933 | ↑ |
| How confident are you in the accuracy of the E-Verify program | 90 | 4137 | 92 | 2933 | ↑ |
| Future Participation | 95 | 4208 | 95 | 2984 | |
| Likelihood to continue to participate in the E-Verify program in the future | 95 | 4208 | 95 | 2984 | |
| Usefulness of Resources | -- | 0 | -- | 0 | |
| Manuals | 82 | 677 | 84 | 377 | ↑ |
| Tutorials | 86 | 917 | 88 | 520 | ↑ |
| Refresher Tutorials | 82 | 501 | 87 | 291 | ↑ |
| E-Verify public website | 85 | 884 | 89 | 475 | ↑ |
| Q and As | 84 | 704 | 87 | 413 | ↑ |
| E-Verify news articles | 78 | 491 | 82 | 316 | ↑ |

| | 2018 | | 2019 | | Significant Difference |
|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | |
| Helper Text | 82 | 525 | 84 | 278 | |
| Quick Reference Guides | 86 | 714 | 89 | 415 | ↑ |
| E-Verify call center | 83 | 407 | 86 | 253 | |
| Other E-Verify users | 83 | 314 | 85 | 186 | |
| E-Verify Monitoring and Compliance Group | 83 | 93 | 85 | 92 | |
| Assistance received from E-Verify Monitoring and Compliance Group | 83 | 93 | 85 | 92 | |
| Frequency of Adding E-Mails to E-Verify | 78 | 344 | 71 | 463 | ↓ |
| How often you enter employees e-mail into E-Verify | 78 | 344 | 71 | 463 | ↓ |

**Figure 46 - New Enrollees**

| | 2018 | | 2019 | | Significant Difference |
|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | |
| Sample Size | 1,136 | 1,136 | 627 | 627 | |
| Awareness / Registration | 87 | 997 | 90 | 528 | ↑ |
| Clarity of instructions on how to enroll | 87 | 994 | 90 | 523 | ↑ |
| Memorandum of understanding makes responsibilities and next steps clear | 86 | 994 | 89 | 525 | ↑ |
| Ease of submitting registration information | 88 | 994 | 91 | 527 | ↑ |
| Speed of receiving User Name, Password and E-Verify Web Address | 90 | 989 | 92 | 520 | ↑ |
| Ease of registration process overall | 86 | 991 | 90 | 528 | ↑ |
| Tutorial | 86 | 1051 | 90 | 585 | ↑ |
| Helpfulness of information in User Manual | 86 | 443 | 89 | 266 | ↑ |
| Ease of taking online training in terms of understanding content | 87 | 1051 | 91 | 583 | ↑ |
| Ease of completing online training in terms of time required | 85 | 1051 | 89 | 584 | ↑ |
| Ease of accessing online resources | 87 | 1032 | 90 | 575 | ↑ |
| Usefulness of online resources | 86 | 1029 | 90 | 570 | ↑ |
| Ease of training process overall | 86 | 1051 | 90 | 584 | ↑ |
| Using E-Verify | 90 | 1113 | 92 | 618 | ↑ |
| Ease of navigating the E-Verify site | 89 | 1101 | 91 | 595 | ↑ |
| Ease of submitting I-9 information on E-Verify | 90 | 1031 | 92 | 589 | ↑ |
| Speed of receiving an initial response from E-Verify | 92 | 1104 | 93 | 616 | ↑ |
| Clarity of next steps as described in the response | 89 | 1078 | 90 | 604 | ↑ |
| Tentative Nonconfirmation (TNC) Resolution Process | 83 | 117 | 85 | 107 | |
| Speed of resolving the case | 83 | 110 | 84 | 105 | |
| Clarity of communications about the steps involved in the resolution process | 82 | 114 | 84 | 106 | |
| Ease of resolving the case | 83 | 111 | 85 | 105 | |
| TNC Referral Process | 87 | 72 | 87 | 64 | |
| Further Action Notice Process | 86 | 99 | 86 | 83 | |
| Photo Matching | 94 | 396 | 96 | 323 | ↑ |
| Ease of photo matching process | 94 | 396 | 96 | 322 | ↑ |
| Helpfulness in preventing fraud | 94 | 372 | 96 | 309 | ↑ |
| Customer Service | 89 | 118 | 93 | 73 | ↑ |
| Ease of accessing representative | 87 | 118 | 93 | 71 | ↑ |
| Professionalism | 91 | 115 | 94 | 72 | |
| Communication skills | 91 | 115 | 94 | 72 | |
| Ability to understand your questions/issue | 92 | 115 | 95 | 73 | |
| Providing guidance on policy/questions | 91 | 109 | 93 | 70 | |
| Customer Service Before Transfer | 84 | 12 | 85 | 12 | |
| Ease of accessing representative | 86 | 12 | 84 | 12 | |
| Professionalism | 85 | 12 | 87 | 12 | |
| Communication skills | 82 | 12 | 86 | 12 | |
| Ability to understand your questions/issue | 82 | 12 | 85 | 12 | |
| Providing guidance on policy/questions | 84 | 11 | 87 | 11 | |

| | 2018 | | 2019 | | Significant Difference |
|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | |
| Customer Service After Transfer | 87 | 12 | 91 | 12 | |
| Ease of accessing representative | 89 | 12 | 92 | 12 | |
| Professionalism | 87 | 12 | 89 | 12 | |
| Communication skills | 87 | 12 | 92 | 12 | |
| Ability to understand your questions/issue | 87 | 12 | 93 | 12 | |
| Providing guidance on policy/questions | 87 | 12 | 93 | 11 | |
| Customer Service by Email | 78 | 53 | 89 | 32 | ↑ |
| Ability to understand your questions/issue | 82 | 51 | 88 | 32 | |
| The timeliness with which you received a response | 79 | 53 | 89 | 32 | ↑ |
| Communication skills in the response you received | 79 | 52 | 91 | 32 | ↑ |
| Providing guidance on policy/questions | 78 | 49 | 90 | 30 | ↑ |
| Internet Use | 79 | 1023 | 78 | 576 | |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 79 | 1023 | 78 | 576 | |
| Technical Assistance | 93 | 27 | 85 | 18 | |
| Ease of accessing representative | 92 | 27 | 85 | 18 | |
| Professionalism | 93 | 27 | 86 | 18 | |
| Communication skills | 93 | 27 | 85 | 18 | |
| Ability to understand your questions/issue | 94 | 27 | 85 | 18 | |
| Knowledge of technical issues | 94 | 27 | 86 | 18 | |
| Technical guidance resolving your issue | 93 | 27 | 85 | 18 | |
| Interested in Communicating with Peers | 36 | 1032 | 41 | 558 | ↑ |
| Interested in communicating with peers about E-Verify or using the system | 36 | 1032 | 41 | 558 | ↑ |
| E-Verify Listens | 82 | 41 | 72 | 25 | |
| Experience with E-Verify Listens | 82 | 41 | 72 | 25 | |
| Satisfaction | 84 | 1136 | 87 | 627 | ↑ |
| Overall satisfaction | 86 | 1136 | 89 | 627 | ↑ |
| Meets expectations | 84 | 1136 | 88 | 627 | ↑ |
| Compared to ideal | 83 | 1136 | 85 | 627 | ↑ |
| Recommend | 87 | 1056 | 90 | 590 | ↑ |
| How likely would you be to recommend the E-Verify program to others | 87 | 1056 | 90 | 590 | ↑ |
| Confident in Accuracy | 90 | 1079 | 93 | 603 | ↑ |
| How confident are you in the accuracy of the E-Verify program | 90 | 1079 | 93 | 603 | ↑ |
| Future Participation | 93 | 1107 | 95 | 619 | ↑ |
| Likelihood to continue to participate in the E-Verify program in the future | 93 | 1107 | 95 | 619 | ↑ |
| Usefulness of Resources | -- | 0 | -- | 0 | |
| Manuals | 82 | 677 | 84 | 377 | ↑ |
| Tutorials | 86 | 917 | 88 | 520 | ↑ |
| Refresher Tutorials | 82 | 501 | 87 | 291 | ↑ |
| E-Verify public website | 85 | 884 | 89 | 475 | ↑ |
| Q and As | 84 | 704 | 87 | 413 | ↑ |
| E-Verify news articles | 78 | 491 | 82 | 316 | ↑ |
| Helper Text | 82 | 525 | 84 | 278 | |

| | 2018 | | 2019 | | Significant Difference |
|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | |
| Quick Reference Guides | 86 | 714 | 89 | 415 | ↑ |
| E-Verify call center | 83 | 407 | 86 | 253 | |
| Other E-Verify users | 83 | 314 | 85 | 186 | |
| E-Verify Monitoring and Compliance Group | 84 | 26 | 79 | 16 | |
| Assistance received from E-Verify Monitoring and Compliance Group | 84 | 26 | 79 | 16 | |
| Frequency of Adding E-Mails to E-Verify | 84 | 62 | 68 | 94 | ↓ |
| How often you enter employees e-mail into E-Verify | 84 | 62 | 68 | 94 | ↓ |

**Figure 47 - Existing Users**

| | 2018 | | 2019 | | Significant Difference |
|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | |
| Sample Size | 3,147 | 3,147 | 2,393 | 2,393 | |
| Awareness / Registration | -- | 0 | -- | 0 | |
| Clarity of instructions on how to enroll | -- | 0 | -- | 0 | |
| Memorandum of understanding makes responsibilities and next steps clear | -- | 0 | -- | 0 | |
| Ease of submitting registration information | -- | 0 | -- | 0 | |
| Speed of receiving User Name, Password and E-Verify Web Address | -- | 0 | -- | 0 | |
| Ease of registration process overall | -- | 0 | -- | 0 | |
| Tutorial | -- | 0 | -- | 0 | |
| Helpfulness of information in User Manual | -- | 0 | -- | 0 | |
| Ease of taking online training in terms of understanding content | -- | 0 | -- | 0 | |
| Ease of completing online training in terms of time required | -- | 0 | -- | 0 | |
| Ease of accessing online resources | -- | 0 | -- | 0 | |
| Usefulness of online resources | -- | 0 | -- | 0 | |
| Ease of training process overall | -- | 0 | -- | 0 | |
| Using E-Verify | 90 | 3100 | 91 | 2369 | ↑ |
| Ease of navigating the E-Verify site | 88 | 3052 | 90 | 2313 | ↑ |
| Ease of submitting I-9 information on E-Verify | 90 | 2963 | 92 | 2250 | ↑ |
| Speed of receiving an initial response from E-Verify | 93 | 3081 | 93 | 2354 | ↑ |
| Clarity of next steps as described in the response | 88 | 3017 | 90 | 2308 | ↑ |
| Tentative Nonconfirmation (TNC) Resolution Process | 77 | 472 | 79 | 402 | |
| Speed of resolving the case | 78 | 450 | 79 | 392 | |
| Clarity of communications about the steps involved in the resolution process | 77 | 467 | 80 | 396 | |
| Ease of resolving the case | 77 | 452 | 78 | 392 | |
| TNC Referral Process | 80 | 334 | 81 | 275 | |
| Further Action Notice Process | 80 | 390 | 80 | 332 | |
| Photo Matching | 95 | 1358 | 96 | 1278 | ↑ |
| Ease of photo matching process | 95 | 1355 | 96 | 1276 | ↑ |
| Helpfulness in preventing fraud | 94 | 1284 | 96 | 1187 | ↑ |
| Customer Service | 90 | 251 | 91 | 174 | |
| Ease of accessing representative | 88 | 250 | 89 | 172 | |
| Professionalism | 92 | 249 | 92 | 172 | |
| Communication skills | 92 | 249 | 92 | 172 | |
| Ability to understand your questions/issue | 91 | 249 | 90 | 173 | |
| Providing guidance on policy/questions | 90 | 240 | 90 | 168 | |
| Customer Service Before Transfer | 87 | 64 | 84 | 40 | |
| Ease of accessing representative | 85 | 64 | 80 | 40 | |
| Professionalism | 89 | 64 | 87 | 40 | |
| Communication skills | 86 | 64 | 84 | 40 | |
| Ability to understand your questions/issue | 86 | 64 | 84 | 40 | |
| Providing guidance on policy/questions | 86 | 61 | 82 | 40 | |

| | 2018 | | 2019 | | Significant Difference |
|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | |
| Customer Service After Transfer | 85 | 64 | 87 | 40 | |
| Ease of accessing representative | 84 | 62 | 85 | 40 | |
| Professionalism | 88 | 62 | 90 | 40 | |
| Communication skills | 87 | 62 | 88 | 40 | |
| Ability to understand your questions/issue | 86 | 62 | 85 | 40 | |
| Providing guidance on policy/questions | 83 | 60 | 85 | 40 | |
| Customer Service by Email | 78 | 100 | 79 | 61 | |
| Ability to understand your questions/issue | 77 | 96 | 80 | 60 | |
| The timeliness with which you received a response | 79 | 100 | 76 | 61 | |
| Communication skills in the response you received | 80 | 98 | 81 | 59 | |
| Providing guidance on policy/questions | 76 | 92 | 79 | 57 | |
| Internet Use | 70 | 2852 | 72 | 2193 | ↑ |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 70 | 2852 | 72 | 2193 | ↑ |
| Technical Assistance | 86 | 94 | 90 | 67 | |
| Ease of accessing representative | 84 | 91 | 88 | 66 | |
| Professionalism | 88 | 92 | 91 | 66 | |
| Communication skills | 87 | 94 | 90 | 66 | |
| Ability to understand your questions/issue | 87 | 92 | 90 | 66 | |
| Knowledge of technical issues | 87 | 92 | 88 | 65 | |
| Technical guidance resolving your issue | 86 | 93 | 89 | 64 | |
| Interested in Communicating with Peers | 34 | 2936 | 37 | 2228 | ↑ |
| Interested in communicating with peers about E-Verify or using the system | 34 | 2936 | 37 | 2228 | ↑ |
| E-Verify Listens | 74 | 103 | 78 | 88 | |
| Experience with E-Verify Listens | 74 | 103 | 78 | 88 | |
| Satisfaction | 85 | 3147 | 87 | 2393 | ↑ |
| Overall satisfaction | 87 | 3147 | 89 | 2393 | ↑ |
| Meets expectations | 86 | 3147 | 87 | 2393 | ↑ |
| Compared to ideal | 83 | 3147 | 84 | 2393 | |
| Recommend | 88 | 2977 | 89 | 2260 | ↑ |
| How likely would you be to recommend the E-Verify program to others | 88 | 2977 | 89 | 2260 | ↑ |
| Confident in Accuracy | 90 | 3058 | 92 | 2330 | ↑ |
| How confident are you in the accuracy of the E-Verify program | 90 | 3058 | 92 | 2330 | ↑ |
| Future Participation | 95 | 3101 | 95 | 2365 | |
| Likelihood to continue to participate in the E-Verify program in the future | 95 | 3101 | 95 | 2365 | |
| Usefulness of Resources | -- | 0 | -- | 0 | |
| Manuals | -- | 0 | -- | 0 | |
| Tutorials | -- | 0 | -- | 0 | |
| Refresher Tutorials | -- | 0 | -- | 0 | |
| E-Verify public website | -- | 0 | -- | 0 | |
| Q and As | -- | 0 | -- | 0 | |
| E-Verify news articles | -- | 0 | -- | 0 | |
| Helper Text | -- | 0 | -- | 0 | |
| Quick Reference Guides | -- | 0 | -- | 0 | |

| | 2018 | | 2019 | | Significant Difference |
|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | |
| E-Verify call center | -- | 0 | -- | 0 | |
| Other E-Verify users | -- | 0 | -- | 0 | |
| E-Verify Monitoring and Compliance Group | 82 | 67 | 86 | 76 | |
| Assistance received from E-Verify Monitoring and Compliance Group | 82 | 67 | 86 | 76 | |
| Frequency of Adding E-Mails to E-Verify | 77 | 282 | 72 | 369 | |
| How often you enter employees e-mail into E-Verify | 77 | 282 | 72 | 369 | |

# Business Size Comparison

**Figure 48 - Consider Small Business Scores**

| | Small business | | Not a small business | | Don´t know | |
|---|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | Scores | Sample Size |
| Sample Size | 2,368 | 2,368 | 543 | 543 | 109 | 109 |
| Awareness / Registration | 90 | 442 | 90 | 72 | 90 | 14 |
| Clarity of instructions on how to enroll | 90 | 437 | 89 | 72 | 90 | 14 |
| Memorandum of understanding makes responsibilities and next steps clear | 89 | 439 | 90 | 72 | 89 | 14 |
| Ease of submitting registration information | 91 | 441 | 91 | 72 | 90 | 14 |
| Speed of receiving User Name, Password and E-Verify Web Address | 92 | 437 | 91 | 70 | 91 | 13 |
| Ease of registration process overall | 90 | 442 | 91 | 72 | 90 | 14 |
| Tutorial | 90 | 484 | 90 | 84 | 91 | 17 |
| Helpfulness of information in User Manual | 88 | 215 | 90 | 39 | 96 | 12 |
| Ease of taking online training in terms of understanding content | 91 | 482 | 91 | 84 | 92 | 17 |
| Ease of completing online training in terms of time required | 89 | 483 | 90 | 84 | 92 | 17 |
| Ease of accessing online resources | 90 | 475 | 90 | 83 | 90 | 17 |
| Usefulness of online resources | 90 | 470 | 90 | 83 | 90 | 17 |
| Ease of training process overall | 90 | 483 | 90 | 84 | 91 | 17 |
| Using E-Verify | 91 | 2341 | 91 | 539 | 91 | 107 |
| Ease of navigating the E-Verify site | 90 | 2292 | 90 | 513 | 90 | 103 |
| Ease of submitting I-9 information on E-Verify | 92 | 2215 | 91 | 521 | 92 | 103 |
| Speed of receiving an initial response from E-Verify | 93 | 2327 | 93 | 536 | 93 | 107 |
| Clarity of next steps as described in the response | 90 | 2279 | 89 | 527 | 88 | 106 |
| Tentative Nonconfirmation (TNC) Resolution Process | 83 | 320 | 77 | 164 | 70 | 25 |
| Speed of resolving the case | 83 | 313 | 76 | 161 | 73 | 23 |
| Clarity of communications about the steps involved in the resolution process | 83 | 318 | 77 | 161 | 75 | 23 |
| Ease of resolving the case | 83 | 314 | 74 | 159 | 70 | 24 |
| TNC Referral Process | 85 | 210 | 79 | 113 | 63 | 16 |
| Further Action Notice Process | 83 | 265 | 78 | 132 | 64 | 18 |
| Photo Matching | 96 | 1135 | 95 | 395 | 95 | 71 |
| Ease of photo matching process | 96 | 1133 | 95 | 394 | 95 | 71 |
| Helpfulness in preventing fraud | 96 | 1068 | 95 | 365 | 95 | 63 |
| Customer Service | 93 | 186 | 88 | 52 | 87 | 9 |
| Ease of accessing representative | 92 | 183 | 86 | 51 | 88 | 9 |
| Professionalism | 94 | 183 | 90 | 52 | 89 | 9 |
| Communication skills | 94 | 183 | 88 | 52 | 85 | 9 |
| Ability to understand your questions/issue | 93 | 185 | 87 | 52 | 88 | 9 |
| Providing guidance on policy/questions | 92 | 179 | 87 | 50 | 84 | 9 |
| Customer Service Before Transfer | 83 | 34 | 84 | 16 | 100 | 2 |

| | Small business | | Not a small business | | Don´t know | |
|---|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | Scores | Sample Size |
| Ease of accessing representative | 80 | 34 | 81 | 16 | 100 | 2 |
| Professionalism | 86 | 34 | 87 | 16 | 100 | 2 |
| Communication skills | 84 | 34 | 85 | 16 | 100 | 2 |
| Ability to understand your questions/issue | 83 | 34 | 85 | 16 | 100 | 2 |
| Providing guidance on policy/questions | 82 | 33 | 83 | 16 | 100 | 2 |
| Customer Service After Transfer | 86 | 34 | 90 | 16 | 100 | 2 |
| Ease of accessing representative | 86 | 34 | 87 | 16 | 100 | 2 |
| Professionalism | 88 | 34 | 92 | 16 | 100 | 2 |
| Communication skills | 88 | 34 | 90 | 16 | 100 | 2 |
| Ability to understand your questions/issue | 84 | 34 | 92 | 16 | 100 | 2 |
| Providing guidance on policy/questions | 85 | 33 | 88 | 16 | 100 | 2 |
| Customer Service by Email | 82 | 65 | 82 | 23 | 87 | 5 |
| Ability to understand your questions/issue | 82 | 65 | 87 | 22 | 80 | 5 |
| The timeliness with which you received a response | 80 | 65 | 79 | 23 | 96 | 5 |
| Communication skills in the response you received | 84 | 64 | 86 | 22 | 93 | 5 |
| Providing guidance on policy/questions | 81 | 61 | 89 | 21 | 80 | 5 |
| Internet Use | 73 | 2159 | 76 | 512 | 73 | 98 |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 73 | 2159 | 76 | 512 | 73 | 98 |
| Technical Assistance | 90 | 64 | 86 | 20 | 78 | 1 |
| Ease of accessing representative | 89 | 63 | 84 | 20 | 78 | 1 |
| Professionalism | 91 | 63 | 87 | 20 | 78 | 1 |
| Communication skills | 90 | 63 | 87 | 20 | 78 | 1 |
| Ability to understand your questions/issue | 90 | 63 | 87 | 20 | 78 | 1 |
| Knowledge of technical issues | 88 | 62 | 86 | 20 | 78 | 1 |
| Technical guidance resolving your issue | 89 | 61 | 86 | 20 | 78 | 1 |
| Interested in Communicating with Peers | 36 | 2190 | 43 | 504 | 42 | 92 |
| Interested in communicating with peers about E-Verify or using the system | 36 | 2190 | 43 | 504 | 42 | 92 |
| E-Verify Listens | 77 | 91 | 73 | 17 | 78 | 5 |
| Experience with E-Verify Listens | 77 | 91 | 73 | 17 | 78 | 5 |
| Satisfaction | 87 | 2368 | 87 | 543 | 85 | 109 |
| Overall satisfaction | 89 | 2368 | 88 | 543 | 86 | 109 |
| Meets expectations | 87 | 2368 | 87 | 543 | 85 | 109 |
| Compared to ideal | 84 | 2368 | 84 | 543 | 84 | 109 |
| Recommend | 89 | 2233 | 90 | 513 | 87 | 104 |
| How likely would you be to recommend the E-Verify program to others | 89 | 2233 | 90 | 513 | 87 | 104 |
| Confident in Accuracy | 92 | 2296 | 92 | 533 | 90 | 104 |
| How confident are you in the accuracy of the E-Verify program | 92 | 2296 | 92 | 533 | 90 | 104 |
| Future Participation | 95 | 2338 | 96 | 541 | 95 | 105 |
| Likelihood to continue to participate in the E-Verify program in the future | 95 | 2338 | 96 | 541 | 95 | 105 |

| | Small business | | Not a small business | | Don´t know | |
|---|---|---|---|---|---|---|
| | Scores | Sample Size | Scores | Sample Size | Scores | Sample Size |
| Usefulness of Resources | -- | 0 | -- | 0 | -- | 0 |
| Manuals | 84 | 312 | 83 | 50 | 92 | 15 |
| Tutorials | 88 | 431 | 88 | 72 | 92 | 17 |
| Refresher Tutorials | 87 | 241 | 87 | 43 | 89 | 7 |
| E-Verify public website | 89 | 395 | 89 | 66 | 90 | 14 |
| Q and As | 87 | 337 | 86 | 63 | 90 | 13 |
| E-Verify news articles | 82 | 252 | 82 | 53 | 78 | 11 |
| Helper Text | 84 | 231 | 82 | 40 | 87 | 7 |
| Quick Reference Guides | 88 | 341 | 89 | 62 | 92 | 12 |
| E-Verify call center | 86 | 206 | 88 | 40 | 84 | 7 |
| Other E-Verify users | 85 | 145 | 85 | 37 | 81 | 4 |
| E-Verify Monitoring and Compliance Group | 85 | 70 | 84 | 21 | 89 | 1 |
| Assistance received from E-Verify Monitoring and Compliance Group | 85 | 70 | 84 | 21 | 89 | 1 |
| Frequency of Adding E-Mails to E-Verify | 72 | 302 | 70 | 140 | 69 | 21 |
| How often you enter employees e-mail into E-Verify | 72 | 302 | 70 | 140 | 69 | 21 |

# Number of Employees Comparison

## Figure 49 - How Many Do You Employ Scores

| | 1-4 | | 5-29 | | 30-99 | | 100-299 | |
|---|---|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores | Scores | Scores |
| Sample Size | 439 | 215 | 1,548 | 1,026 | 1,121 | 900 | 663 | 542 |
| Awareness / Registration | 85 | 89 | 89 | 90 | 88 | 91 | 87 | 92 |
| Clarity of instructions on how to enroll | 85 | 89 | 88 | 89 | 86 | 90 | 85 | 92 |
| Memorandum of understanding makes responsibilities and next steps clear | 85 | 88 | 87 | 88 | 86 | 89 | 86 | 91 |
| Ease of submitting registration information | 87 | 90 | 89 | 91 | 89 | 92 | 87 | 93 |
| Speed of receiving User Name, Password and E-Verify Web Address | 87 | 91 | 91 | 92 | 92 | 92 | 91 | 93 |
| Ease of registration process overall | 83 | 89 | 88 | 90 | 86 | 90 | 86 | 92 |
| Tutorial | 84 | 90 | 88 | 89 | 85 | 91 | 87 | 91 |
| Helpfulness of information in User Manual | 85 | 91 | 87 | 89 | 83 | 88 | 86 | 90 |
| Ease of taking online training in terms of understanding content | 86 | 90 | 89 | 90 | 86 | 92 | 87 | 92 |
| Ease of completing online training in terms of time required | 82 | 89 | 86 | 88 | 85 | 90 | 87 | 91 |
| Ease of accessing online resources | 85 | 91 | 89 | 89 | 86 | 91 | 88 | 91 |
| Usefulness of online resources | 84 | 89 | 87 | 89 | 85 | 90 | 86 | 91 |
| Ease of training process overall | 84 | 90 | 88 | 89 | 85 | 91 | 87 | 92 |
| Using E-Verify | 86 | 90 | 90 | 91 | 91 | 92 | 91 | 92 |
| Ease of navigating the E-Verify site | 84 | 89 | 88 | 90 | 89 | 91 | 90 | 92 |
| Ease of submitting I-9 information on E-Verify | 86 | 89 | 90 | 91 | 92 | 93 | 92 | 93 |
| Speed of receiving an initial response from E-Verify | 89 | 94 | 93 | 93 | 94 | 94 | 93 | 94 |
| Clarity of next steps as described in the response | 85 | 89 | 89 | 90 | 90 | 91 | 90 | 90 |
| Tentative Nonconfirmation (TNC) Resolution Process | 78 | 84 | 78 | 83 | 81 | 86 | 79 | 80 |
| Speed of resolving the case | 83 | 83 | 78 | 83 | 83 | 86 | 79 | 80 |
| Clarity of communications about the steps involved in the resolution process | 78 | 72 | 77 | 82 | 80 | 87 | 78 | 81 |
| Ease of resolving the case | 81 | 85 | 79 | 84 | 80 | 85 | 80 | 77 |
| TNC Referral Process | 83 | 89 | 83 | 85 | 83 | 85 | 82 | 80 |
| Further Action Notice Process | 80 | 89 | 82 | 83 | 82 | 86 | 82 | 80 |
| Photo Matching | 93 | 96 | 94 | 96 | 95 | 96 | 96 | 96 |
| Ease of photo matching process | 93 | 96 | 94 | 96 | 96 | 97 | 97 | 97 |
| Helpfulness in preventing fraud | 94 | 96 | 93 | 96 | 95 | 96 | 96 | 96 |
| Customer Service | 93 | 96 | 90 | 94 | 89 | 92 | 92 | 91 |
| Ease of accessing representative | 90 | 96 | 88 | 93 | 86 | 92 | 90 | 91 |
| Professionalism | 95 | 97 | 93 | 95 | 91 | 94 | 93 | 93 |
| Communication skills | 96 | 97 | 92 | 95 | 90 | 94 | 92 | 92 |
| Ability to understand your questions/issue | 95 | 96 | 92 | 95 | 90 | 91 | 93 | 92 |

| | 1-4 | | 5-29 | | 30-99 | | 100-299 | |
|---|---|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores | Scores | Scores |
| Providing guidance on policy/questions | 96 | 95 | 89 | 95 | 90 | 90 | 92 | 89 |
| Customer Service Before Transfer | 98 | 85 | 86 | 89 | 88 | 85 | 87 | 80 |
| Ease of accessing representative | 98 | 78 | 86 | 87 | 86 | 84 | 85 | 79 |
| Professionalism | 98 | 89 | 87 | 91 | 90 | 87 | 90 | 81 |
| Communication skills | 98 | 86 | 85 | 88 | 89 | 84 | 86 | 80 |
| Ability to understand your questions/issue | 98 | 83 | 86 | 90 | 86 | 87 | 86 | 82 |
| Providing guidance on policy/questions | 95 | 86 | 86 | 90 | 90 | 80 | 90 | 81 |
| Customer Service After Transfer | 94 | 92 | 86 | 91 | 93 | 83 | 88 | 87 |
| Ease of accessing representative | 100 | 89 | 86 | 93 | 90 | 83 | 86 | 86 |
| Professionalism | 100 | 92 | 86 | 92 | 95 | 81 | 88 | 91 |
| Communication skills | 100 | 92 | 87 | 91 | 93 | 83 | 88 | 87 |
| Ability to understand your questions/issue | 100 | 94 | 85 | 90 | 93 | 83 | 88 | 85 |
| Providing guidance on policy/questions | 93 | 92 | 85 | 91 | 91 | 82 | 89 | 87 |
| Customer Service by Email | 75 | 92 | 77 | 78 | 76 | 90 | 82 | 84 |
| Ability to understand your questions/issue | 74 | 93 | 82 | 79 | 75 | 88 | 83 | 84 |
| The timeliness with which you received a response | 76 | 93 | 77 | 76 | 77 | 92 | 80 | 80 |
| Communication skills in the response you received | 75 | 92 | 79 | 81 | 78 | 91 | 84 | 86 |
| Providing guidance on policy/questions | 71 | 90 | 75 | 75 | 75 | 88 | 81 | 86 |
| Internet Use | 73 | 70 | 70 | 72 | 73 | 75 | 74 | 75 |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 73 | 70 | 70 | 72 | 73 | 75 | 74 | 75 |
| Technical Assistance | 91 | 94 | 88 | 90 | 90 | 87 | 89 | 92 |
| Ease of accessing representative | 86 | 94 | 84 | 90 | 88 | 87 | 86 | 89 |
| Professionalism | 91 | 93 | 88 | 92 | 92 | 88 | 90 | 94 |
| Communication skills | 90 | 94 | 88 | 89 | 91 | 87 | 89 | 92 |
| Ability to understand your questions/issue | 93 | 96 | 89 | 90 | 89 | 88 | 90 | 92 |
| Knowledge of technical issues | 94 | 94 | 89 | 90 | 90 | 88 | 90 | 89 |
| Technical guidance resolving your issue | 93 | 94 | 87 | 89 | 91 | 87 | 90 | 94 |
| Interested in Communicating with Peers | 38 | 36 | 29 | 34 | 34 | 38 | 36 | 40 |
| Interested in communicating with peers about E-Verify or using the system | 38 | 36 | 29 | 34 | 34 | 38 | 36 | 40 |
| E-Verify Listens | 84 | 73 | 77 | 81 | 74 | 76 | 75 | 75 |
| Experience with E-Verify Listens | 84 | 73 | 77 | 81 | 74 | 76 | 75 | 75 |
| Satisfaction | 80 | 86 | 85 | 87 | 86 | 88 | 87 | 88 |
| Overall satisfaction | 82 | 87 | 87 | 88 | 88 | 90 | 89 | 90 |
| Meets expectations | 81 | 86 | 85 | 87 | 86 | 88 | 88 | 89 |
| Compared to ideal | 78 | 83 | 84 | 84 | 84 | 85 | 85 | 85 |
| Recommend | 83 | 88 | 87 | 89 | 89 | 90 | 90 | 91 |

| | 1-4 | | 5-29 | | 30-99 | | 100-299 | |
|---|---|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores | Scores | Scores |
| How likely would you be to recommend the E-Verify program to others | 83 | 88 | 87 | 89 | 89 | 90 | 90 | 91 |
| Confident in Accuracy | 86 | 91 | 90 | 91 | 91 | 93 | 93 | 92 |
| How confident are you in the accuracy of the E-Verify program | 86 | 91 | 90 | 91 | 91 | 93 | 93 | 92 |
| Future Participation | 91 | 93 | 94 | 94 | 95 | 96 | 96 | 96 |
| Likelihood to continue to participate in the E-Verify program in the future | 91 | 93 | 94 | 94 | 95 | 96 | 96 | 96 |
| Usefulness of Resources | -- | -- | -- | -- | -- | -- | -- | -- |
| Manuals | 81 | 90 | 82 | 80 | 80 | 85 | 83 | 85 |
| Tutorials | 83 | 90 | 87 | 88 | 86 | 88 | 86 | 90 |
| Refresher Tutorials | 81 | 90 | 83 | 86 | 83 | 86 | 80 | 90 |
| E-Verify public website | 84 | 88 | 87 | 88 | 85 | 89 | 85 | 89 |
| Q and As | 82 | 87 | 85 | 86 | 84 | 88 | 87 | 87 |
| E-Verify news articles | 76 | 85 | 78 | 81 | 80 | 83 | 78 | 82 |
| Helper Text | 81 | 91 | 83 | 84 | 83 | 84 | 79 | 81 |
| Quick Reference Guides | 83 | 91 | 88 | 87 | 86 | 89 | 87 | 90 |
| E-Verify call center | 83 | 91 | 85 | 82 | 83 | 88 | 80 | 88 |
| Other E-Verify users | 84 | 93 | 84 | 81 | 82 | 87 | 83 | 85 |
| E-Verify Monitoring and Compliance Group | 79 | 97 | 82 | 84 | 84 | 89 | 84 | 94 |
| Assistance received from E-Verify Monitoring and Compliance Group | 79 | 97 | 82 | 84 | 84 | 89 | 84 | 94 |
| Frequency of Adding E-Mails to E-Verify | 78 | 58 | 76 | 75 | 77 | 80 | 82 | 64 |
| How often you enter employees e-mail into E-Verify | 78 | 58 | 76 | 75 | 77 | 80 | 82 | 64 |

## Figure 50 - How Many Do You Employ Scores (cont.)

| | 300-999 | | 1,000-9,999 | | 10,000+ | |
|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores |
| Sample Size | 325 | 228 | 161 | 92 | 26 | 17 |
| Awareness / Registration | 88 | 86 | 54 | 92 | -- | -- |
| Clarity of instructions on how to enroll | 86 | 84 | 56 | 85 | -- | -- |
| Memorandum of understanding makes responsibilities and next steps clear | 85 | 84 | 56 | 93 | -- | -- |
| Ease of submitting registration information | 89 | 87 | 52 | 93 | -- | -- |
| Speed of receiving User Name, Password and E-Verify Web Address | 90 | 86 | 67 | 96 | -- | -- |
| Ease of registration process overall | 89 | 88 | 41 | 93 | -- | -- |
| Tutorial | 87 | 87 | 63 | 88 | -- | -- |
| Helpfulness of information in User Manual | 86 | 87 | 67 | 83 | -- | -- |
| Ease of taking online training in terms of understanding content | 88 | 88 | 67 | 91 | -- | -- |
| Ease of completing online training in terms of time required | 87 | 86 | 61 | 89 | -- | -- |
| Ease of accessing online resources | 88 | 90 | 64 | 82 | -- | -- |
| Usefulness of online resources | 84 | 88 | 64 | 89 | -- | -- |
| Ease of training process overall | 88 | 86 | 61 | 89 | -- | -- |
| Using E-Verify | 89 | 89 | 86 | 88 | 82 | 80 |
| Ease of navigating the E-Verify site | 88 | 88 | 84 | 88 | 83 | 79 |
| Ease of submitting I-9 information on E-Verify | 90 | 92 | 87 | 89 | 85 | 81 |
| Speed of receiving an initial response from E-Verify | 91 | 91 | 87 | 88 | 82 | 86 |
| Clarity of next steps as described in the response | 88 | 86 | 84 | 85 | 83 | 73 |
| Tentative Nonconfirmation (TNC) Resolution Process | 80 | 78 | 74 | 74 | 75 | 64 |
| Speed of resolving the case | 79 | 77 | 74 | 72 | 71 | 68 |
| Clarity of communications about the steps involved in the resolution process | 81 | 77 | 73 | 73 | 75 | 63 |
| Ease of resolving the case | 78 | 76 | 72 | 72 | 74 | 58 |
| TNC Referral Process | 83 | 83 | 74 | 78 | 85 | 64 |
| Further Action Notice Process | 84 | 78 | 74 | 77 | 76 | 67 |
| Photo Matching | 95 | 95 | 91 | 92 | 84 | 81 |
| Ease of photo matching process | 94 | 95 | 92 | 92 | 88 | 80 |
| Helpfulness in preventing fraud | 95 | 96 | 90 | 93 | 81 | 77 |
| Customer Service | 87 | 92 | 86 | 83 | 92 | 59 |
| Ease of accessing representative | 83 | 88 | 87 | 81 | 90 | 56 |
| Professionalism | 90 | 93 | 87 | 84 | 95 | 59 |
| Communication skills | 91 | 92 | 87 | 83 | 90 | 59 |
| Ability to understand your questions/issue | 90 | 92 | 86 | 84 | 92 | 59 |
| Providing guidance on policy/questions | 89 | 92 | 82 | 84 | 89 | 44 |
| Customer Service Before Transfer | 91 | 82 | 78 | 86 | 70 | 84 |
| Ease of accessing representative | 89 | 74 | 77 | 78 | 71 | 94 |
| Professionalism | 93 | 88 | 84 | 89 | 73 | 89 |
| Communication skills | 91 | 86 | 76 | 85 | 69 | 89 |
| Ability to understand your questions/issue | 91 | 80 | 76 | 85 | 69 | 78 |

| | 300-999 | | 1,000-9,999 | | 10,000+ | |
| --- | --- | --- | --- | --- | --- | --- |
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores |
| Providing guidance on policy/questions | 90 | 79 | 69 | 93 | 58 | 72 |
| Customer Service After Transfer | 82 | 87 | 77 | 88 | 68 | 92 |
| Ease of accessing representative | 76 | 81 | 77 | 85 | 69 | 94 |
| Professionalism | 89 | 93 | 81 | 89 | 73 | 94 |
| Communication skills | 89 | 93 | 78 | 89 | 67 | 94 |
| Ability to understand your questions/issue | 89 | 84 | 74 | 89 | 67 | 94 |
| Providing guidance on policy/questions | 84 | 83 | 72 | 89 | 56 | 83 |
| Customer Service by Email | 76 | 73 | 79 | 87 | 88 | 70 |
| Ability to understand your questions/issue | 81 | 78 | 77 | 86 | 89 | 73 |
| The timeliness with which you received a response | 78 | 68 | 84 | 83 | 85 | 67 |
| Communication skills in the response you received | 83 | 83 | 78 | 92 | 89 | 64 |
| Providing guidance on policy/questions | 78 | 84 | 78 | 86 | 89 | 76 |
| Internet Use | 75 | 70 | 74 | 76 | 76 | 78 |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 75 | 70 | 74 | 76 | 76 | 78 |
| Technical Assistance | 83 | 90 | 87 | 82 | 79 | 39 |
| Ease of accessing representative | 84 | 88 | 89 | 82 | 76 | 39 |
| Professionalism | 89 | 92 | 89 | 87 | 76 | 39 |
| Communication skills | 84 | 93 | 89 | 87 | 80 | 39 |
| Ability to understand your questions/issue | 87 | 90 | 85 | 82 | 76 | 39 |
| Knowledge of technical issues | 88 | 91 | 86 | 76 | 76 | 39 |
| Technical guidance resolving your issue | 86 | 89 | 83 | 76 | 78 | 39 |
| Interested in Communicating with Peers | 43 | 42 | 45 | 54 | 67 | 62 |
| Interested in communicating with peers about E-Verify or using the system | 43 | 42 | 45 | 54 | 67 | 62 |
| E-Verify Listens | 61 | 65 | 62 | 59 | 89 | 100 |
| Experience with E-Verify Listens | 61 | 65 | 62 | 59 | 89 | 100 |
| Satisfaction | 85 | 85 | 80 | 84 | 75 | 73 |
| Overall satisfaction | 86 | 87 | 82 | 85 | 78 | 75 |
| Meets expectations | 85 | 85 | 81 | 84 | 74 | 74 |
| Compared to ideal | 83 | 83 | 77 | 81 | 74 | 69 |
| Recommend | 88 | 89 | 85 | 88 | 80 | 78 |
| How likely would you be to recommend the E-Verify program to others | 88 | 89 | 85 | 88 | 80 | 78 |
| Confident in Accuracy | 90 | 91 | 86 | 90 | 81 | 77 |
| How confident are you in the accuracy of the E-Verify program | 90 | 91 | 86 | 90 | 81 | 77 |
| Future Participation | 96 | 95 | 95 | 95 | 91 | 97 |
| Likelihood to continue to participate in the E-Verify program in the future | 96 | 95 | 95 | 95 | 91 | 97 |
| Usefulness of Resources | -- | -- | -- | -- | -- | -- |
| Manuals | 83 | 86 | 61 | 100 | -- | -- |
| Tutorials | 87 | 88 | 61 | 80 | -- | -- |
| Refresher Tutorials | 85 | 81 | 67 | 83 | -- | -- |
| E-Verify public website | 83 | 89 | 64 | 89 | -- | -- |
| Q and As | 83 | 86 | 61 | 80 | -- | -- |
| E-Verify news articles | 81 | 83 | 56 | 89 | -- | -- |

| | 300-999 | | 1,000-9,999 | | 10,000+ | |
| --- | --- | --- | --- | --- | --- | --- |
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores |
| Helper Text | 82 | 81 | 67 | 89 | -- | -- |
| Quick Reference Guides | 85 | 87 | 74 | 89 | -- | -- |
| E-Verify call center | 78 | 85 | 72 | 100 | -- | -- |
| Other E-Verify users | 82 | 82 | 67 | 100 | -- | -- |
| E-Verify Monitoring and Compliance Group | 89 | 67 | 78 | 87 | 86 | 56 |
| Assistance received from E-Verify Monitoring and Compliance Group | 89 | 67 | 78 | 87 | 86 | 56 |
| Frequency of Adding E-Mails to E-Verify | 77 | 65 | 75 | 74 | 86 | 68 |
| How often you enter employees e-mail into E-Verify | 77 | 65 | 75 | 74 | 86 | 68 |

# Enrollment Date Comparison

**Figure 51 - 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 | |
|---|---|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Score | Score | Score | Score | Score | Score | Score | Score |
| Sample Size | 355 | 211 | 781 | 416 | 720 | 992 | 2,427 | 1,401 |
| Awareness / Registration | 88 | 91 | 87 | 90 | -- | -- | -- | -- |
| Clarity of instructions on how to enroll | 87 | 90 | 86 | 89 | -- | -- | -- | -- |
| Memorandum of understanding makes responsibilities and next steps clear | 87 | 90 | 86 | 88 | -- | -- | -- | -- |
| Ease of submitting registration information | 89 | 92 | 88 | 91 | -- | -- | -- | -- |
| Speed of receiving User Name, Password and E-Verify Web Address | 91 | 93 | 90 | 92 | -- | -- | -- | -- |
| Ease of registration process overall | 87 | 91 | 86 | 90 | -- | -- | -- | -- |
| Tutorial | 88 | 90 | 86 | 90 | -- | -- | -- | -- |
| Helpfulness of information in User Manual | 89 | 89 | 85 | 89 | -- | -- | -- | -- |
| Ease of taking online training in terms of understanding content | 88 | 91 | 87 | 91 | -- | -- | -- | -- |
| Ease of completing online training in terms of time required | 87 | 90 | 84 | 89 | -- | -- | -- | -- |
| Ease of accessing online resources | 89 | 90 | 87 | 90 | -- | -- | -- | -- |
| Usefulness of online resources | 87 | 90 | 85 | 90 | -- | -- | -- | -- |
| Ease of training process overall | 88 | 90 | 86 | 90 | -- | -- | -- | -- |
| Using E-Verify | 90 | 92 | 89 | 92 | 89 | 91 | 90 | 91 |
| Ease of navigating the E-Verify site | 89 | 92 | 88 | 91 | 87 | 90 | 88 | 90 |
| Ease of submitting I-9 information on E-Verify | 91 | 93 | 90 | 92 | 89 | 92 | 90 | 92 |
| Speed of receiving an initial response from E-Verify | 92 | 93 | 92 | 93 | 92 | 94 | 93 | 93 |
| Clarity of next steps as described in the response | 90 | 91 | 88 | 90 | 87 | 90 | 89 | 89 |
| Tentative Nonconfirmation (TNC) Resolution Process | 85 | 84 | 82 | 85 | 82 | 79 | 76 | 80 |
| Speed of resolving the case | 83 | 84 | 82 | 85 | 83 | 78 | 76 | 79 |
| Clarity of communications about the steps involved in the resolution process | 84 | 84 | 81 | 84 | 81 | 78 | 76 | 81 |
| Ease of resolving the case | 86 | 83 | 82 | 86 | 83 | 76 | 75 | 79 |
| TNC Referral Process | 85 | 83 | 88 | 89 | 86 | 80 | 79 | 81 |
| Further Action Notice Process | 85 | 85 | 86 | 87 | 85 | 81 | 78 | 79 |
| Photo Matching | 95 | 96 | 94 | 96 | 94 | 96 | 95 | 95 |
| Ease of photo matching process | 95 | 96 | 94 | 96 | 94 | 96 | 95 | 96 |
| Helpfulness in preventing fraud | 95 | 96 | 94 | 96 | 93 | 96 | 95 | 95 |
| Customer Service | 90 | 93 | 88 | 94 | 92 | 91 | 90 | 91 |
| Ease of accessing representative | 90 | 93 | 86 | 93 | 90 | 90 | 87 | 89 |
| Professionalism | 92 | 92 | 91 | 96 | 93 | 94 | 92 | 92 |
| Communication skills | 93 | 94 | 91 | 94 | 94 | 92 | 91 | 91 |
| Ability to understand your questions/issue | 93 | 94 | 91 | 95 | 93 | 91 | 91 | 90 |
| Providing guidance on policy/questions | 94 | 93 | 89 | 94 | 92 | 90 | 89 | 90 |

| | Within the last six months | | Within the last six to twelve months | | One or two years ago | | More than two years ago | |
|---|---|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Score | Score | Score | Score | Score | Score | Score | Score |
| Customer Service Before Transfer | 83 | 97 | 85 | 81 | 97 | 89 | 85 | 81 |
| Ease of accessing representative | 82 | 96 | 89 | 80 | 97 | 84 | 83 | 78 |
| Professionalism | 87 | 96 | 84 | 84 | 98 | 93 | 88 | 83 |
| Communication skills | 82 | 100 | 83 | 81 | 98 | 91 | 84 | 81 |
| Ability to understand your questions/issue | 80 | 96 | 84 | 81 | 97 | 89 | 84 | 82 |
| Providing guidance on policy/questions | 83 | 96 | 84 | 83 | 97 | 86 | 83 | 80 |
| Customer Service After Transfer | 89 | 97 | 86 | 89 | 91 | 87 | 84 | 87 |
| Ease of accessing representative | 89 | 96 | 89 | 90 | 83 | 84 | 84 | 86 |
| Professionalism | 89 | 96 | 86 | 86 | 92 | 90 | 88 | 90 |
| Communication skills | 89 | 96 | 86 | 90 | 93 | 90 | 86 | 87 |
| Ability to understand your questions/issue | 89 | 100 | 86 | 90 | 92 | 86 | 85 | 85 |
| Providing guidance on policy/questions | 89 | 96 | 86 | 92 | 92 | 84 | 82 | 85 |
| Customer Service by Email | 81 | 86 | 77 | 90 | 80 | 79 | 77 | 78 |
| Ability to understand your questions/issue | 82 | 87 | 82 | 88 | 78 | 81 | 77 | 80 |
| The timeliness with which you received a response | 82 | 84 | 76 | 90 | 81 | 76 | 78 | 77 |
| Communication skills in the response you received | 80 | 88 | 79 | 93 | 81 | 82 | 80 | 81 |
| Providing guidance on policy/questions | 79 | 86 | 78 | 91 | 77 | 76 | 75 | 80 |
| Internet Use | 81 | 79 | 77 | 78 | 71 | 74 | 69 | 71 |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 81 | 79 | 77 | 78 | 71 | 74 | 69 | 71 |
| Technical Assistance | 93 | 81 | 94 | 93 | 90 | 92 | 85 | 88 |
| Ease of accessing representative | 90 | 81 | 93 | 93 | 87 | 91 | 83 | 87 |
| Professionalism | 93 | 81 | 94 | 94 | 88 | 93 | 87 | 90 |
| Communication skills | 93 | 81 | 94 | 93 | 90 | 93 | 86 | 88 |
| Ability to understand your questions/issue | 94 | 81 | 94 | 93 | 91 | 93 | 86 | 88 |
| Knowledge of technical issues | 94 | 82 | 94 | 93 | 92 | 90 | 86 | 87 |
| Technical guidance resolving your issue | 93 | 81 | 94 | 93 | 92 | 93 | 85 | 87 |
| Interested in Communicating with Peers | 38 | 39 | 35 | 41 | 36 | 37 | 33 | 37 |
| Interested in communicating with peers about E-Verify or using the system | 38 | 39 | 35 | 41 | 36 | 37 | 33 | 37 |
| E-Verify Listens | 85 | 63 | 80 | 79 | 71 | 79 | 75 | 77 |
| Experience with E-Verify Listens | 85 | 63 | 80 | 79 | 71 | 79 | 75 | 77 |
| Satisfaction | 84 | 87 | 84 | 88 | 85 | 87 | 86 | 87 |
| Overall satisfaction | 85 | 87 | 86 | 89 | 86 | 89 | 87 | 89 |
| Meets expectations | 85 | 87 | 84 | 88 | 85 | 87 | 86 | 87 |
| Compared to ideal | 83 | 85 | 83 | 85 | 82 | 84 | 83 | 84 |
| Recommend | 87 | 89 | 86 | 91 | 87 | 89 | 88 | 89 |
| How likely would you be to recommend the E-Verify program to others | 87 | 89 | 86 | 91 | 87 | 89 | 88 | 89 |
| Confident in Accuracy | 91 | 92 | 89 | 93 | 89 | 92 | 90 | 91 |

| | Within the last six months | | Within the last six to twelve months | | One or two years ago | | More than two years ago | |
|---|---|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Score | Score | Score | Score | Score | Score | Score | Score |
| How confident are you in the accuracy of the E-Verify program | 91 | 92 | 89 | 93 | 89 | 92 | 90 | 91 |
| Future Participation | 92 | 94 | 93 | 95 | 94 | 95 | 96 | 95 |
| Likelihood to continue to participate in the E-Verify program in the future | 92 | 94 | 93 | 95 | 94 | 95 | 96 | 95 |
| Usefulness of Resources | -- | -- | -- | -- | -- | -- | -- | -- |
| Manuals | 82 | 85 | 81 | 83 | -- | -- | -- | -- |
| Tutorials | 87 | 89 | 85 | 88 | -- | -- | -- | -- |
| Refresher Tutorials | 84 | 86 | 81 | 87 | -- | -- | -- | -- |
| E-Verify public website | 86 | 88 | 85 | 89 | -- | -- | -- | -- |
| Q and As | 84 | 86 | 84 | 87 | -- | -- | -- | -- |
| E-Verify news articles | 78 | 81 | 78 | 83 | -- | -- | -- | -- |
| Helper Text | 82 | 83 | 82 | 84 | -- | -- | -- | -- |
| Quick Reference Guides | 87 | 88 | 86 | 89 | -- | -- | -- | -- |
| E-Verify call center | 84 | 84 | 83 | 87 | -- | -- | -- | -- |
| Other E-Verify users | 83 | 84 | 83 | 85 | -- | -- | -- | -- |
| E-Verify Monitoring and Compliance Group | 81 | 60 | 85 | 94 | 75 | 88 | 84 | 86 |
| Assistance received from E-Verify Monitoring and Compliance Group | 81 | 60 | 85 | 94 | 75 | 88 | 84 | 86 |
| Frequency of Adding E-Mails to E-Verify | 78 | 63 | 86 | 71 | 82 | 75 | 76 | 70 |
| How often you enter employees e-mail into E-Verify | 78 | 63 | 86 | 71 | 82 | 75 | 76 | 70 |

# Frequency of Use Comparison

## Figure 52 - Frequency Of Use Scores

| | Once a week or more | | Two or three times a month | | About once a month | |
|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores |
| Sample Size | 526 | 434 | 679 | 616 | 533 | 459 |
| Awareness / Registration | 86 | 89 | 89 | 91 | 88 | 91 |
| Clarity of instructions on how to enroll | 86 | 89 | 88 | 91 | 87 | 90 |
| Memorandum of understanding makes responsibilities and next steps clear | 84 | 88 | 87 | 90 | 87 | 88 |
| Ease of submitting registration information | 84 | 89 | 89 | 92 | 90 | 92 |
| Speed of receiving User Name, Password and E-Verify Web Address | 92 | 90 | 93 | 92 | 90 | 93 |
| Ease of registration process overall | 84 | 90 | 88 | 91 | 88 | 90 |
| Tutorial | 87 | 90 | 88 | 90 | 87 | 90 |
| Helpfulness of information in User Manual | 87 | 87 | 86 | 91 | 86 | 87 |
| Ease of taking online training in terms of understanding content | 87 | 91 | 88 | 91 | 88 | 91 |
| Ease of completing online training in terms of time required | 85 | 90 | 88 | 90 | 87 | 89 |
| Ease of accessing online resources | 87 | 90 | 89 | 90 | 88 | 91 |
| Usefulness of online resources | 86 | 90 | 87 | 90 | 86 | 90 |
| Ease of training process overall | 87 | 90 | 87 | 91 | 88 | 90 |
| Using E-Verify | 88 | 90 | 91 | 92 | 92 | 92 |
| Ease of navigating the E-Verify site | 87 | 89 | 90 | 92 | 90 | 91 |
| Ease of submitting I-9 information on E-Verify | 89 | 92 | 92 | 93 | 92 | 93 |
| Speed of receiving an initial response from E-Verify | 89 | 91 | 93 | 93 | 94 | 95 |
| Clarity of next steps as described in the response | 87 | 87 | 89 | 90 | 91 | 91 |
| Tentative Nonconfirmation (TNC) Resolution Process | 78 | 76 | 79 | 80 | 83 | 85 |
| Speed of resolving the case | 77 | 76 | 82 | 80 | 86 | 85 |
| Clarity of communications about the steps involved in the resolution process | 78 | 77 | 78 | 80 | 81 | 87 |
| Ease of resolving the case | 77 | 74 | 81 | 79 | 84 | 86 |
| TNC Referral Process | 80 | 80 | 82 | 81 | 86 | 83 |
| Further Action Notice Process | 80 | 78 | 82 | 80 | 84 | 85 |
| Photo Matching | 93 | 94 | 96 | 97 | 96 | 96 |
| Ease of photo matching process | 94 | 94 | 96 | 97 | 96 | 96 |
| Helpfulness in preventing fraud | 93 | 94 | 95 | 96 | 95 | 96 |
| Customer Service | 88 | 90 | 95 | 90 | 88 | 92 |
| Ease of accessing representative | 86 | 88 | 93 | 89 | 83 | 91 |
| Professionalism | 89 | 91 | 95 | 91 | 93 | 94 |
| Communication skills | 89 | 90 | 95 | 92 | 94 | 92 |
| Ability to understand your questions/issue | 89 | 90 | 95 | 91 | 94 | 91 |
| Providing guidance on policy/questions | 87 | 90 | 95 | 88 | 95 | 91 |
| Customer Service Before Transfer | 85 | 84 | 92 | 83 | 95 | 79 |
| Ease of accessing representative | 84 | 78 | 91 | 78 | 91 | 87 |
| Professionalism | 88 | 88 | 94 | 86 | 98 | 76 |
| Communication skills | 84 | 86 | 90 | 81 | 96 | 80 |

| | Once a week or more | | Two or three times a month | | About once a month | |
|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores |
| Ability to understand your questions/issue | 84 | 83 | 92 | 85 | 94 | 80 |
| Providing guidance on policy/questions | 81 | 85 | 95 | 83 | 95 | 76 |
| Customer Service After Transfer | 81 | 91 | 94 | 82 | 94 | 84 |
| Ease of accessing representative | 79 | 87 | 93 | 80 | 94 | 89 |
| Professionalism | 86 | 94 | 95 | 84 | 94 | 87 |
| Communication skills | 83 | 94 | 93 | 82 | 95 | 83 |
| Ability to understand your questions/issue | 82 | 90 | 93 | 81 | 94 | 81 |
| Providing guidance on policy/questions | 78 | 88 | 95 | 84 | 93 | 81 |
| Customer Service by Email | 78 | 80 | 79 | 72 | 81 | 88 |
| Ability to understand your questions/issue | 78 | 85 | 80 | 69 | 84 | 85 |
| The timeliness with which you received a response | 81 | 77 | 76 | 73 | 79 | 90 |
| Communication skills in the response you received | 82 | 84 | 81 | 75 | 80 | 91 |
| Providing guidance on policy/questions | 78 | 87 | 79 | 70 | 81 | 89 |
| Internet Use | 75 | 72 | 74 | 75 | 75 | 77 |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 75 | 72 | 74 | 75 | 75 | 77 |
| Technical Assistance | 85 | 83 | 92 | 91 | 88 | 95 |
| Ease of accessing representative | 82 | 81 | 91 | 90 | 89 | 95 |
| Professionalism | 88 | 86 | 93 | 92 | 85 | 95 |
| Communication skills | 85 | 84 | 91 | 91 | 89 | 95 |
| Ability to understand your questions/issue | 87 | 83 | 93 | 91 | 88 | 95 |
| Knowledge of technical issues | 87 | 81 | 91 | 91 | 89 | 93 |
| Technical guidance resolving your issue | 87 | 81 | 91 | 92 | 88 | 96 |
| Interested in Communicating with Peers | 45 | 47 | 37 | 41 | 37 | 40 |
| Interested in communicating with peers about E-Verify or using the system | 45 | 47 | 37 | 41 | 37 | 40 |
| E-Verify Listens | 73 | 69 | 74 | 83 | 77 | 80 |
| Experience with E-Verify Listens | 73 | 69 | 74 | 83 | 77 | 80 |
| Satisfaction | 83 | 86 | 87 | 88 | 88 | 88 |
| Overall satisfaction | 85 | 88 | 89 | 90 | 89 | 90 |
| Meets expectations | 84 | 86 | 87 | 88 | 87 | 88 |
| Compared to ideal | 81 | 82 | 85 | 86 | 86 | 86 |
| Recommend | 87 | 89 | 90 | 91 | 90 | 90 |
| How likely would you be to recommend the E-Verify program to others | 87 | 89 | 90 | 91 | 90 | 90 |
| Confident in Accuracy | 89 | 91 | 92 | 93 | 92 | 92 |
| How confident are you in the accuracy of the E-Verify program | 89 | 91 | 92 | 93 | 92 | 92 |
| Future Participation | 96 | 96 | 96 | 96 | 96 | 96 |
| Likelihood to continue to participate in the E-Verify program in the future | 96 | 96 | 96 | 96 | 96 | 96 |
| Usefulness of Resources | -- | -- | -- | -- | -- | -- |
| Manuals | 86 | 85 | 81 | 85 | 79 | 84 |
| Tutorials | 85 | 89 | 87 | 89 | 86 | 88 |
| Refresher Tutorials | 84 | 87 | 83 | 88 | 81 | 85 |
| E-Verify public website | 84 | 90 | 87 | 91 | 83 | 88 |
| Q and As | 84 | 86 | 86 | 89 | 81 | 86 |

| | Once a week or more | | Two or three times a month | | About once a month | |
|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores |
| E-Verify news articles | 85 | 82 | 84 | 83 | 75 | 82 |
| Helper Text | 83 | 82 | 85 | 85 | 80 | 84 |
| Quick Reference Guides | 85 | 88 | 89 | 89 | 85 | 89 |
| E-Verify call center | 86 | 88 | 83 | 86 | 82 | 83 |
| Other E-Verify users | 85 | 86 | 86 | 86 | 79 | 84 |
| E-Verify Monitoring and Compliance Group | 81 | 74 | 85 | 90 | 75 | 81 |
| Assistance received from E-Verify Monitoring and Compliance Group | 81 | 74 | 85 | 90 | 75 | 81 |
| Frequency of Adding E-Mails to E-Verify | 80 | 68 | 83 | 71 | 77 | 79 |
| How often you enter employees e-mail into E-Verify | 80 | 68 | 83 | 71 | 77 | 79 |

**Figure 53 - Frequency Of Use Scores (cont.)**

| | Once every few months | | Once or twice a year | | Less than once a year | |
|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores |
| Sample Size | 1,303 | 882 | 900 | 456 | 342 | 173 |
| Awareness / Registration | 88 | 91 | 87 | 90 | 84 | 73 |
| Clarity of instructions on how to enroll | 87 | 90 | 86 | 89 | 83 | 70 |
| Memorandum of understanding makes responsibilities and next steps clear | 87 | 89 | 85 | 89 | 85 | 73 |
| Ease of submitting registration information | 89 | 92 | 88 | 91 | 85 | 77 |
| Speed of receiving User Name, Password and E-Verify Web Address | 91 | 93 | 89 | 91 | 88 | 78 |
| Ease of registration process overall | 87 | 91 | 86 | 89 | 82 | 69 |
| Tutorial | 88 | 90 | 85 | 89 | 81 | 75 |
| Helpfulness of information in User Manual | 88 | 90 | 84 | 89 | 78 | 64 |
| Ease of taking online training in terms of understanding content | 89 | 91 | 86 | 90 | 83 | 77 |
| Ease of completing online training in terms of time required | 87 | 90 | 83 | 88 | 78 | 75 |
| Ease of accessing online resources | 89 | 90 | 86 | 89 | 83 | 78 |
| Usefulness of online resources | 88 | 90 | 85 | 90 | 80 | 71 |
| Ease of training process overall | 88 | 91 | 85 | 89 | 81 | 74 |
| Using E-Verify | 91 | 93 | 88 | 91 | 85 | 84 |
| Ease of navigating the E-Verify site | 89 | 92 | 86 | 89 | 82 | 83 |
| Ease of submitting I-9 information on E-Verify | 91 | 93 | 88 | 91 | 85 | 83 |
| Speed of receiving an initial response from E-Verify | 94 | 95 | 91 | 93 | 89 | 88 |
| Clarity of next steps as described in the response | 90 | 91 | 87 | 90 | 84 | 84 |
| Tentative Nonconfirmation (TNC) Resolution Process | 76 | 85 | 77 | 85 | 96 | 85 |
| Speed of resolving the case | 76 | 86 | 76 | 87 | 97 | 86 |
| Clarity of communications about the steps involved in the resolution process | 76 | 86 | 77 | 81 | 97 | 86 |
| Ease of resolving the case | 75 | 86 | 75 | 87 | 97 | 86 |
| TNC Referral Process | 79 | 87 | 82 | 90 | 94 | 89 |
| Further Action Notice Process | 80 | 85 | 82 | 90 | 94 | 89 |
| Photo Matching | 94 | 96 | 95 | 96 | 91 | 88 |
| Ease of photo matching process | 95 | 96 | 94 | 96 | 91 | 88 |
| Helpfulness in preventing fraud | 94 | 96 | 95 | 96 | 92 | 87 |
| Customer Service | 90 | 93 | 92 | 96 | 71 | 92 |
| Ease of accessing representative | 89 | 93 | 90 | 97 | 57 | 96 |
| Professionalism | 91 | 95 | 92 | 97 | 90 | 89 |
| Communication skills | 90 | 95 | 93 | 97 | 84 | 89 |
| Ability to understand your questions/issue | 91 | 93 | 93 | 97 | 83 | 89 |
| Providing guidance on policy/questions | 88 | 93 | 91 | 96 | 81 | 94 |
| Customer Service Before Transfer | 72 | 87 | 94 | 100 | 33 | 74 |
| Ease of accessing representative | 72 | 87 | 94 | 100 | 33 | 61 |
| Professionalism | 74 | 89 | 95 | 100 | 33 | 83 |
| Communication skills | 74 | 89 | 94 | 100 | 33 | 72 |
| Ability to understand your questions/issue | 69 | 88 | 95 | 100 | 33 | 72 |
| Providing guidance on policy/questions | 73 | 82 | 92 | 100 | 33 | 78 |

| | Once every few months | | Once or twice a year | | Less than once a year | |
|---|---|---|---|---|---|---|
| | 2018 Scores | 2019 Scores | 2018 Scores | 2019 Scores | 2018 Scores | 2019 Scores |
| Customer Service After Transfer | 76 | 88 | 93 | 100 | 33 | 93 |
| Ease of accessing representative | 74 | 90 | 97 | 100 | 33 | 89 |
| Professionalism | 78 | 88 | 97 | 100 | 33 | 94 |
| Communication skills | 77 | 89 | 97 | 100 | 33 | 94 |
| Ability to understand your questions/issue | 77 | 89 | 96 | 100 | 33 | 94 |
| Providing guidance on policy/questions | 74 | 86 | 91 | 100 | 33 | 94 |
| Customer Service by Email | 80 | 89 | 72 | 79 | 64 | 78 |
| Ability to understand your questions/issue | 79 | 92 | 78 | 79 | 67 | 78 |
| The timeliness with which you received a response | 82 | 86 | 72 | 77 | 62 | 78 |
| Communication skills in the response you received | 81 | 92 | 75 | 79 | 64 | 78 |
| Providing guidance on policy/questions | 76 | 88 | 71 | 79 | 53 | 78 |
| Internet Use | 72 | 74 | 68 | 69 | 67 | 67 |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 72 | 74 | 68 | 69 | 67 | 67 |
| Technical Assistance | 90 | 90 | 88 | 97 | 73 | 69 |
| Ease of accessing representative | 88 | 90 | 85 | 97 | 71 | 63 |
| Professionalism | 91 | 91 | 88 | 97 | 73 | 70 |
| Communication skills | 92 | 91 | 88 | 97 | 71 | 67 |
| Ability to understand your questions/issue | 89 | 90 | 89 | 97 | 73 | 74 |
| Knowledge of technical issues | 91 | 89 | 89 | 97 | 76 | 70 |
| Technical guidance resolving your issue | 89 | 89 | 89 | 97 | 73 | 67 |
| Interested in Communicating with Peers | 34 | 35 | 28 | 31 | 24 | 26 |
| Interested in communicating with peers about E-Verify or using the system | 34 | 35 | 28 | 31 | 24 | 26 |
| E-Verify Listens | 74 | 73 | 82 | 82 | 75 | 60 |
| Experience with E-Verify Listens | 74 | 73 | 82 | 82 | 75 | 60 |
| Satisfaction | 86 | 88 | 84 | 86 | 79 | 79 |
| Overall satisfaction | 88 | 90 | 86 | 87 | 80 | 80 |
| Meets expectations | 86 | 88 | 84 | 86 | 79 | 80 |
| Compared to ideal | 84 | 85 | 82 | 83 | 78 | 76 |
| Recommend | 88 | 91 | 86 | 87 | 79 | 81 |
| How likely would you be to recommend the E-Verify program to others | 88 | 91 | 86 | 87 | 79 | 81 |
| Confident in Accuracy | 91 | 93 | 89 | 91 | 84 | 86 |
| How confident are you in the accuracy of the E-Verify program | 91 | 93 | 89 | 91 | 84 | 86 |
| Future Participation | 95 | 96 | 94 | 94 | 88 | 84 |
| Likelihood to continue to participate in the E-Verify program in the future | 95 | 96 | 94 | 94 | 88 | 84 |
| Usefulness of Resources | -- | -- | -- | -- | -- | -- |
| Manuals | 84 | 82 | 81 | 87 | 71 | 70 |
| Tutorials | 88 | 89 | 85 | 89 | 76 | 69 |
| Refresher Tutorials | 86 | 86 | 81 | 88 | 68 | 67 |
| E-Verify public website | 87 | 89 | 85 | 89 | 79 | 65 |
| Q and As | 87 | 86 | 82 | 87 | 79 | 64 |
| E-Verify news articles | 81 | 82 | 75 | 84 | 63 | 48 |
| Helper Text | 85 | 84 | 81 | 89 | 76 | 69 |

| | Once every few months | | Once or twice a year | | Less than once a year | |
|---|---|---|---|---|---|---|
| | 2018 Scores | 2019 Scores | 2018 Scores | 2019 Scores | 2018 Scores | 2019 Scores |
| Quick Reference Guides | 88 | 88 | 85 | 90 | 79 | 70 |
| E-Verify call center | 87 | 86 | 82 | 90 | 70 | 70 |
| Other E-Verify users | 87 | 82 | 82 | 85 | 72 | 100 |
| E-Verify Monitoring and Compliance Group | 86 | 92 | 85 | 87 | 64 | 90 |
| Assistance received from E-Verify Monitoring and Compliance Group | 86 | 92 | 85 | 87 | 64 | 90 |
| Frequency of Adding E-Mails to E-Verify | 77 | 74 | 57 | 80 | 50 | 7 |
| How often you enter employees e-mail into E-Verify | 77 | 74 | 57 | 80 | 50 | 7 |

# Organization Type Comparison

**Figure 54 - Which Best Describes Organization Scores**

| | General User | | Temporary Agency or Employment Agency | | E-Verify Employer Agent | |
|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores |
| Sample Size | 3,973 | 2,801 | 165 | 120 | 145 | 99 |
| Awareness / Registration | 87 | 90 | 91 | 91 | 89 | 86 |
| Clarity of instructions on how to enroll | 86 | 90 | 92 | 90 | 89 | 86 |
| Memorandum of understanding makes responsibilities and next steps clear | 86 | 89 | 91 | 90 | 86 | 84 |
| Ease of submitting registration information | 88 | 91 | 93 | 91 | 89 | 85 |
| Speed of receiving User Name, Password and E-Verify Web Address | 90 | 92 | 89 | 93 | 90 | 87 |
| Ease of registration process overall | 86 | 90 | 88 | 92 | 90 | 89 |
| Tutorial | 86 | 90 | 92 | 90 | 89 | 88 |
| Helpfulness of information in User Manual | 86 | 89 | 91 | 90 | 88 | 87 |
| Ease of taking online training in terms of understanding content | 87 | 91 | 92 | 92 | 90 | 90 |
| Ease of completing online training in terms of time required | 85 | 89 | 94 | 92 | 90 | 88 |
| Ease of accessing online resources | 87 | 90 | 91 | 90 | 89 | 88 |
| Usefulness of online resources | 86 | 90 | 90 | 89 | 89 | 89 |
| Ease of training process overall | 86 | 90 | 93 | 91 | 91 | 87 |
| Using E-Verify | 90 | 91 | 90 | 92 | 87 | 90 |
| Ease of navigating the E-Verify site | 88 | 90 | 89 | 91 | 85 | 90 |
| Ease of submitting I-9 information on E-Verify | 90 | 92 | 91 | 95 | 88 | 91 |
| Speed of receiving an initial response from E-Verify | 93 | 93 | 91 | 93 | 89 | 91 |
| Clarity of next steps as described in the response | 89 | 90 | 88 | 89 | 86 | 89 |
| Tentative Nonconfirmation (TNC) Resolution Process | 80 | 81 | 73 | 78 | 70 | 77 |
| Speed of resolving the case | 80 | 81 | 72 | 78 | 72 | 75 |
| Clarity of communications about the steps involved in the resolution process | 79 | 81 | 75 | 79 | 71 | 80 |
| Ease of resolving the case | 79 | 80 | 73 | 77 | 69 | 75 |
| TNC Referral Process | 83 | 83 | 78 | 76 | 70 | 82 |
| Further Action Notice Process | 82 | 81 | 77 | 79 | 70 | 82 |
| Photo Matching | 95 | 96 | 94 | 96 | 94 | 93 |
| Ease of photo matching process | 95 | 96 | 94 | 96 | 94 | 92 |
| Helpfulness in preventing fraud | 94 | 96 | 93 | 96 | 93 | 93 |
| Customer Service | 90 | 92 | 83 | 90 | 95 | 94 |
| Ease of accessing representative | 88 | 91 | 83 | 89 | 94 | 92 |
| Professionalism | 92 | 93 | 82 | 88 | 96 | 93 |
| Communication skills | 92 | 92 | 84 | 91 | 95 | 94 |
| Ability to understand your questions/issue | 92 | 91 | 86 | 92 | 95 | 94 |
| Providing guidance on policy/questions | 91 | 91 | 82 | 88 | 95 | 96 |
| Customer Service Before Transfer | 87 | 84 | 76 | 83 | 89 | 79 |
| Ease of accessing representative | 85 | 82 | 75 | 83 | 90 | 69 |
| Professionalism | 89 | 87 | 86 | 83 | 90 | 86 |
| Communication skills | 87 | 86 | 71 | 83 | 85 | 78 |

|  | General User | | Temporary Agency or Employment Agency | | E-Verify Employer Agent | |
|  | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
|  | Scores | Scores | Scores | Scores | Scores | Scores |
| Ability to understand your questions/issue | 86 | 85 | 73 | 83 | 90 | 83 |
| Providing guidance on policy/questions | 86 | 84 | 73 | 83 | 89 | 75 |
| Customer Service After Transfer | 87 | 89 | 72 | 83 | 85 | 80 |
| Ease of accessing representative | 86 | 88 | 74 | 83 | 85 | 78 |
| Professionalism | 89 | 90 | 85 | 83 | 85 | 89 |
| Communication skills | 88 | 89 | 76 | 83 | 85 | 86 |
| Ability to understand your questions/issue | 88 | 88 | 72 | 83 | 85 | 75 |
| Providing guidance on policy/questions | 86 | 88 | 70 | 83 | 83 | 69 |
| Customer Service by Email | 81 | 81 | 70 | 82 | 60 | 97 |
| Ability to understand your questions/issue | 82 | 83 | 67 | 75 | 57 | 97 |
| The timeliness with which you received a response | 80 | 80 | 76 | 83 | 64 | 94 |
| Communication skills in the response you received | 82 | 84 | 72 | 94 | 64 | 100 |
| Providing guidance on policy/questions | 80 | 82 | 63 | 67 | 55 | 100 |
| Internet Use | 72 | 73 | 81 | 74 | 71 | 73 |
| Interested in using the Internet rather than having to call or e-mail E-Verify | 72 | 73 | 81 | 74 | 71 | 73 |
| Technical Assistance | 89 | 88 | 79 | 92 | 83 | 91 |
| Ease of accessing representative | 87 | 87 | 82 | 89 | 72 | 89 |
| Professionalism | 90 | 89 | 83 | 94 | 85 | 98 |
| Communication skills | 89 | 89 | 78 | 90 | 83 | 91 |
| Ability to understand your questions/issue | 89 | 89 | 85 | 92 | 85 | 89 |
| Knowledge of technical issues | 89 | 87 | 85 | 92 | 85 | 91 |
| Technical guidance resolving your issue | 88 | 87 | 83 | 93 | 85 | 89 |
| Interested in Communicating with Peers | 34 | 37 | 49 | 49 | 36 | 40 |
| Interested in communicating with peers about E-Verify or using the system | 34 | 37 | 49 | 49 | 36 | 40 |
| E-Verify Listens | 76 | 75 | 77 | 85 | 81 | 85 |
| Experience with E-Verify Listens | 76 | 75 | 77 | 85 | 81 | 85 |
| Satisfaction | 85 | 87 | 87 | 86 | 82 | 85 |
| Overall satisfaction | 87 | 89 | 89 | 88 | 83 | 86 |
| Meets expectations | 85 | 87 | 88 | 87 | 83 | 86 |
| Compared to ideal | 83 | 84 | 86 | 82 | 80 | 84 |
| Recommend | 87 | 89 | 91 | 89 | 85 | 89 |
| How likely would you be to recommend the E-Verify program to others | 87 | 89 | 91 | 89 | 85 | 89 |
| Confident in Accuracy | 90 | 92 | 90 | 92 | 88 | 90 |
| How confident are you in the accuracy of the E-Verify program | 90 | 92 | 90 | 92 | 88 | 90 |
| Future Participation | 94 | 95 | 96 | 93 | 94 | 95 |
| Likelihood to continue to participate in the E-Verify program in the future | 94 | 95 | 96 | 93 | 94 | 95 |
| Usefulness of Resources | -- | -- | -- | -- | -- | -- |
| Manuals | 81 | 84 | 89 | 84 | 80 | 88 |
| Tutorials | 86 | 88 | 92 | 88 | 90 | 90 |
| Refresher Tutorials | 82 | 86 | 92 | 89 | 83 | 92 |
| E-Verify public website | 85 | 89 | 91 | 87 | 86 | 88 |

| | General User | | Temporary Agency or Employment Agency | | E-Verify Employer Agent | |
|---|---|---|---|---|---|---|
| | 2018 | 2019 | 2018 | 2019 | 2018 | 2019 |
| | Scores | Scores | Scores | Scores | Scores | Scores |
| Q and As | 84 | 87 | 88 | 79 | 80 | 87 |
| E-Verify news articles | 78 | 82 | 80 | 80 | 64 | 89 |
| Helper Text | 82 | 84 | 93 | 81 | 69 | 93 |
| Quick Reference Guides | 86 | 89 | 92 | 85 | 78 | 91 |
| E-Verify call center | 83 | 86 | 88 | 84 | 78 | 93 |
| Other E-Verify users | 83 | 84 | 87 | 85 | 73 | 93 |
| E-Verify Monitoring and Compliance Group | 83 | 85 | 94 | 97 | 50 | 79 |
| Assistance received from E-Verify Monitoring and Compliance Group | 83 | 85 | 94 | 97 | 50 | 79 |
| Frequency of Adding E-Mails to E-Verify | 77 | 71 | 91 | 83 | 76 | 63 |
| How often you enter employees e-mail into E-Verify | 77 | 71 | 91 | 83 | 76 | 63 |

# APPENDIX E: TEXT COMMENT ANALYTICS

## How can E-Verify improve

| Score | Comment - Suggestions to improve E-Verify |
|-------|-------------------------------------------|
| 100 | good as is |
| 16 | Unless you simplify the process, I don't know of anyone that would voluntarily use E-Verify. |
| 83 | This was way to long for someone who only uses E-verify for less then 10 applicants per year and I prefer to be told how long a survey will take or a posting of % completed during it so I can best use my limited time. |
| 38 | No response because our use is based, at this point, on a singular federal project. Again, we are a small design firm. |
| 100 | Help non-E-Verify business find E-Verify participants so we can help them to prevent the hiring of Illegal individuals in EVERY job! |
| 89 | no improvement to recommend at this time. |
| 0 | Easy log in.  Quick response.  Don't drop from system if you don't use frequently. |
| 82 | It would be nice to not have to complete the I-9 paper form and the E-verify. Only doing the E-verify would be optimal. |
| 89 | every thing is good |
| 96 | It's a very good system I think. |
| 100 | Thanks for services. |
| 96 | Its good so far |
| 97 | everything is good. |
| 48 | Don't want surveys.  Time is valuable.  Stop sending |
| 91 | I like it the way it is, the only thing that bothers me is renewing my password, but I understand is for security purposes. |
| 78 | You guys are doing great work! |
| 100 | I think the program works great.  The only glitch I have is when a new employee has trouble coming up with forms of ID because they have moved or cannot find documents  I would like to be able to put that information in somewhere stating that I am waiting for documentation and then finish when the information is provided. |
| 100 | very satisfied at this time |
| 100 | While E-Verify is a great employment verification system, it would be nice that the system could red flag when someone has a criminal records. It would be also more helpful to use it prior hiring. |
| 88 | I have already answered this question. E-Verify serves its purpose. |
| 53 | I have no issue with the program as a whole it is easy to use provided there are no issues with the candidate.  My biggest complaint was the lack of service provided by the E-Verfiy |

| | |
|---|---|
| | employee we spoke with and how confusing instructions are for TNC's. Information needs to be in layman terms. |
| 100 | E-Verify has made my job much easier to verify the work status of newly hired employees. I feel confident I am following regulations pertaining to the process of documenting workers right to work in the United States. |
| 67 | when E-Verify needs further time to authorize the employee once the employee has been approved an e-mail would be a great addition |
| 100 | We are very happy with this system. It is very helpful for small companies like us. |
| 85 | To Combined E-Verify and New Hire Reporting |
| 89 | I love the system and will continue to use it |
| 100 | I like using Everify for work authorization requirements, and do not find it difficult to use. Of course, I have not had any issues with any enrollments so far either, so I don't know how reactive the system is when there is a problem. |
| 100 | I enjoy using E-Verify. It is a wonderful tool to use when hiring new employees. |
| 91 | I don't like changing my password every 90 days.<br>Have the information like date match the I-9 format or visa versa<br>Have visual aids for F-1 and H1B visa documents |
| 100 | This survey is way too long and extremely slow |
| 100 | I trust E-Verify will always be here for new hire citizenship conformation |
| 20 | More often than not your system is down and cases cannot be entered and verified quickly. Users have to remember to log back in and keep trying to get their cases to go through until finally the authorization page populates. This has caused several delays in being able to e-verify within the specified time of new hires starting, making it appear as if employers aren't in compliance when it is actually your website that causes these issues. When call to ask when able to use, answer was always "I don't know, just keep trying until it goes through". |
| 91 | I am happy with the program. |
| 96 | The training and set up are the most complicated part of the process. This could be improved. |
| 86 | Provide notification if the system is going to be down and / or a reminder notice. It seems that when I try and submit cases in the late afternoon or early evening is when I have the most problems with cases not going through and the system freezing. Then I miss submitting or forget to go back the next day to try and resubmit. |
| 82 | In our case, the payroll service would probably be better equipped to answer some of the questions regarding E-Verify since we use them to exeute this service. |
| 100 | Somewhat shorter surveys and less redundant questions perhaps. |
| 100 | The most user friendly Government website available. All the systems should be this easy!!! |
| 96 | It would be preferable to be photo matching on every applicant. |

| 97 | We used E-Verify for many years, but recently we acquired a new Employee database and Payroll system (Paylocity). Through that system, we now utilize an On-boarding module for new hires that includes Employment Verification and electronic I-9's. Prior to that, E-Verify was extremely useful and easy. |
|---|---|
| 44 | As I stated previously, our payroll processing vendor (TAG) is the one who actually submits/handles the nitty-gritty details of E-Verify on our behalf. The best person to contact for their feedback is Colette Johnson (TAG in Ariz = 623.792.9309). I made my "best guess" on most answers, so this survey may be invalid for your purposes. |
| 100 | This program is very helpful to our business verifying employees who come from other countries to work here to make sure they are legal and they are not stealing someone's identity |
| 96 | happy |
| 96 | The website itself is fine and I have had no issues with the process. It has been easy and efficient. I have, though, received several emails from E-Verify about putting their logo on our website and after emailing the application form twice, I have yet to get a response from anyone. Thank you! |
| 96 | I am very satisfied with the website. |
| 92 | More employer training on how to deal with employee situations such as green card expiration, Work authorization expiration reminders, etc |
| 48 | Excellent Service |
| 67 | As mentioned in previous feedback, i think E-Verify needs to become and ALL or NONE requirement, it puts those of us who do comply at a competitive disadvantage. Companies should be supported and rewarded for chosing to do the right things and those who don't should be the ones at a competitive disadvantage, unfortunately Owners and Construction Managers do not place value on the E-Verify process and there is nothing that requires or rewards them for doing so, unless your working on a government contract which represents only a small sliver of the construction industry as a whole. |
| 96 | EVerify is an excellent system, and it is helping us to hire confidently. |
| 89 | Small business owner, very low turn-over, rarely have new hires.<br>Most often a screening/background company does my e- verify |
| 92 | Survey is too damn long. |
| 100 | Make these surveys shorter. |
| 89 | The only issue or comment I would like to make is, when calling in the automated person, it can be difficult to get through. The reason being, is that it will ask you your user name, and it will not always get it correct when it reads it back to you. Maybe they could look at that closer. Other than that it is fine. |
| 100 | My company does background screening before fill out I-9, so I already confirmed SSN trace. Therefore there never surprise when we have employment day. But when enter the data, the exact picture of passport pop up is good to confirm. Simple, easy is the most I like. No additional feature would not needed for my side.<br>Thank you~ |
| 96 | Great Value to employers |

| | |
|---|---|
| 96 | all good |
| 100 | Please stop making me change my password every time I log in. |
| 89 | State somewhere on the website where this Everify employee info goes and what agencies, etc. have access to our Everify records/account.   Also, benefits to employer for using Everify could be advertised more. |
| 96 | It would be nice to have more than a three day window to use e-verify after a getting a new employee. I am the only person in our organization to use e-verify and there have been times when it has been inconvenient to come to work if I am away from the office during that time. |
| 100 | I am not aware of any way to improve; we are basic users and meets our needs.<br><br>Thank you! |
| 89 | I like it and use it. |
| 100 | This service is very helpful and is the easiest check that is conducted when hiring a new employee. |
| 100 | Thank you. You are an excellent platform. |
| 81 | I don't have any suggestions. |
| 100 | No comments.  Totally satisfied.  Works well for me! |
| 89 | The questions should be gauged on the frequency of use since I do not have to use it that often I am not familiar with some of the terms.  E verify is pretty easy to use.  I can only speak for positive verifications however, I never had one that was rejected or needed further info. |
| 89 | I received a notice that our company had a high number of I-9s without an email address. Most of our team members self select to not include the email address. We hire a significant of people under 21 and they are less likely to even have an email address. |
| 93 | Everything is great! |
| 59 | The 2-3 day window is problematic for us. Anything that could be done to extend that period to at least a week would be most helpful. |
| 4 | the system being down is very frustrating and creates delays which always makes me nervous.  We want to be compliant, but we are tasked with proving that we tried to input and were unable.  We do it because we have to do it per state requirements but if it wasn't required and I was just a customer seeking a service, I would not pay for access.  It's a shame honestly because I believe in the purpose and when it works, it works well - just isn't reliable. |
| 93 | I would like to see a photo ID match for every E-Verify case. |
| 77 | could you please combine the OFAC list with eVerify.<br>Could you please allow employees to use it on initial background check and not after the employee has an offer/starts |
| 74 | Sometimes there are error after submitting a case which then makes it difficult to ensure the case was submitted and employee was verified. The only way to confirm is to check back the next day to see that employee was verified and the case was closed. |

| 100 | I really enjoy the ease of the E-Verify website. I find it faster to verify new employees. Thank you! |
|---|---|
| 100 | Its easy, I like it. There was a change in the system during the time I've been using it & it was a good change. The hardest thing since the initial training (term challenged) was this survey. |
| 67 | user id/logging-in problems - getting locked out etc |
| 100 | I am very happy with the website. I cannot think of anything at this point that would help unless they could always show a photo ID of the person |
| 96 | We are good with EV |
| 89 | We have been using E-Verify for the past couple of years ... love it! ...<br><br>I love being able to verify an employees work eligibility almost instantly. |
| 100 | I think E- Verify program meet all requirement expectation to verify any worker. |
| 100 | Good Program. |
| 56 | For individuals who note they are American citizens on the forms E-Verify checks to see that the name, date of birth and SS# all match up but if someone has stolen someone's identity and has all the information to obtain illegal documents and information is entered into E-Verify, it will not show that more than one person is using that identity (SS#). |
| 0 | The E-Verify system is security theater instituted to appease right-wing xenophobic cranks and serves no useful purpose.  It should be eliminated. |
| 78 | E-Verify has a hard time verifying employees who may have multiple names.  It needs to allow for variations on how the names are entered when verifying the info.  E-verify also needs to stay up and running.  It's too hard to go back and follow up on cases when the system is down and not processing cases. |
| 93 | Make it more clear with the added paperwork that may be required of some employees. Have only had to request this a couple of times but was lost on what was needed and how to get it. |
| 89 | This survey is too long. |
| 100 | Require all employers to comply nation wide. |
| 72 | Management of users and access to e-verify is not very user friendly. Better access to history would also help. |
| 71 | I only review cases for confirmation occasionally so do not have any issues.  I would like video tutorials that I could see online to help me understand what I can do, but you might have those, I haven't looked yet.  It seems to do the job it is meant to do? |
| 57 | The system needs to have a better system to catch fraud.  The employer should be able to upload identifcation that they belive to be fraudulent and have it compared by the agency issuing the identification. |
| 89 | I love it |
| 61 | I don't know what Ideal is and there was not a spot to put not applicable. |

| | |
|---|---|
| 100 | Thank you. |
| 100 | E Verify is now available through our payroll provider which is wonderful. |
| 78 | thnks |
| 100 | E-Verify is fast and easy to use and I trust the process to insure that we are hiring only people authorized to work in the Untied States. |
| 97 | My employee does the hiring for me. So my answers are from what I hear from him on the E-Verify. I have been in on the beginning of using the system, and based my answers on that. |
| 69 | You need a way to fix the problem of the system saying a SSN is not valid when indeed it is. We need a way to problem solve this.  Paper Verify is the only resolution right now. |
| 89 | I think the E-Verify site is well designed and user friendly.<br>I also appreciate having access to an E-Verify Customer Service representative in the US to ask questions and seek guidance.<br>I think the Federal Government should require all employers to utilize this tool to assist with the current state of affairs. I am confused why Form I-9 is a Federal requirement for all people who work in the US and E-Verify, it's companion, is not. |
| 94 | Login is a bit slow, but necessary for verification. A small complaint for sure. The program is great for our business along with recognition that we follow a specific hiring standard, which gives us an advantage over the competition. |
| 100 | SFSG |
| 89 | I have no suggestions/comments |
| 92 | I love E-Verify. |
| 100 | It would be helpful for E Verify to check in with me every few weeks to give me updates and an annual update for the previous year.  It would also be helpful to have a company update sent to me. I always feel like I might be missing something.  I want to abide by the regulations and do not want to be ignorant of them. |
| 100 | I have not had any issues using this system. When there was an issue with a DL # not available for a new hire, the system prompted me correctly, gave me the information needed to correct & when the employee brought his new DL in for verification he was approved immediately. I find the system very easy to understand & use. Very fast on response. Will definitely use in the future & recommend to others. |
| 91 | May be a little more conciderate of company owners tha didn't  get a college degree. |
| 75 | Again, I would like to suggest that you consider changing the window of reporting a new employee to take into consideration industries (such as mine, construction) where the HR department may not know whether or not an employee has actually started working until they are issued their first paycheck.  A minimum of a 7 day window would be much more realistic. |
| 29 | If I was able to re-set my password online I would continue to use the tool. |
| 92 | Less classes and quizzes.. |

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| 100 | The only problem I had with E- verify last year was during the government shut down. I was unable to verify employment for a newly hired employee during the 3 days we have to submit a verification, it was stressful not being able to access the website since it was down. Please provide online guidance if something like that happens again. Thank you. |
| 81 | no other comments; I like how E-Verify is set-up |
| 100 | The one thing I do not like with E-Verify is how I receive an email stating that the account is going to be deactivated because I have not used it in a while.  We are a small employer and usually do not hire often.  When I received the first email, I had logged on and did what the email stated; which was to change my password.  Then the very next day, we received another email advising us again that the account would be deactivated because of failure to continue using the system.  At this point I'm not even sure we still have an active account. |
| 86 | thanks |
| 94 | I use e-verify through our PEO , ADP. Its been very easy and has really given us confidence in hiring staff properly authorized to work in the US. |
| 100 | Just the password change frequency as stated previously. |
| 67 | Emailing when a case is closed so I know it is closed. Now I have to search in archived cases to see if it is closed. |
| 87 | Some things are just a bit confusing and if you don't know how to put a number in correctly, it stops the process. |
| 78 | We are not required to use E-verify but continue to do it as it shows we support this process. |
| 44 | I think we use this system because it is what we have.  I am not sure how well it works or even if it works.  My understanding is that this system verifies is someone is eligible to work in the US.  To that extent, it seems to do what it says.  Our payroll service provider uses this service to verify the I9's that we submit and so far there have not been any issues. |
| 92 | overall very satisfied. |
| 86 | E verify should create its own applicant tracking system so as to centralize all employee/candidate information. |
| 89 | I am impressed with the speed of approvals.  The overall site, though complex, has good instruction and works relatively intuitively. |
| 37 | Again, please reduce the frequency of having to reset passwords. If other government agencies, banks and other major institutions don't feel it necessary then why does E-Verify require such frequent password resets? I find this really irritating and it accounts for my low satisfaction with the website overall. Seriously, I dread doing verifications because 90% of the time I have to reset my password before I can complete the verification and the password criteria are so stringent that it often takes 2 or 3 tries before my new password is accepted. It is an absolute waste of time. If anything, please consider implementing 2-step verification instead. Thank you for your consideration. |
| 100 | Great. Thank you! |
| 3 | Our experience is, E-Verify simply does not work for employers with extended Hispanic surname variations/combinations. Additionally with the increasing number of people using |

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| | hyphenated names. If your name is anything other than, "John Q Smith", E-Verify is an unreliable joke |
| 86 | Explain why a case was not approved immediately. Show what was questionable about the case if it was not approved after a few minutes after submission. |
| 100 | We like this service and think website access would be very helpful. |
| 78 | the 48 hour limit to use it on a new employee is too short.<br>The inability to use it before hiring is very negative. |
| 100 | Again, at this time your system is excellent and I am sure as we use it more and more we will be able to recommend changes. Thank you. |
| 100 | we may go through an entire year before we hire again.  so i am not sure i was a good candidate for this survey. |
| 100 | Very helpful! |
| 100 | Thank you for making the E-Verify system easier to use!   It has been very helpful. |
| 89 | As I mentioned before, just please make it easier password to login |
| 100 | It works very well at the moment. |
| 37 | resetting passwords is a headache-too complicated and too often |
| 97 | Keep using it and requiring it please. |
| 93 | Useful program. |
| 89 | Your password management is too difficult. Can you make it more simple and easy? |
| 32 | Better clarification on what contractors are required to do. We have very few jobs that require E-verify and it is hard to tell if we are supposed to maintain E-verify after the contract is up or not. If we don't do we start again when we get a new contract? |
| 15 | SIMPLIFY... PERIOD |
| 69 | I don't have time to take surveys. If I have a problem with anything I prefer to contact the company instead of taking time consuming surveys. |
| 93 | Thank you for seeking my feedback! |
| 84 | E-Verify should have a back up plan for a government shutdown. The last one was brutal because the bulk of new hires at another company were done in that time frame and it was very time consuming to correct and up load all the details for them. |
| 41 | Make it easier to use.  Look at other well-designed web sites like Amazon.com. |
| 78 | Flexibility with employees who have two surname (i.e. Gonzalez Hernandez vs. Hernandez Gonzalez and they are in a different order on their SSN and their Employment Authorization Card). |
| 89 | It would be nice if we could use E-Verify for existing employees. |
| 100 | It's great. Make it a requirement for every employer in the U.S. |

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| 68 | It would b valuable if everify could provide a picture or last known license or state ID photo. |
| 100 | The E-Verify system is very easy to use. |
| 30 | To me it's just one more thing that we have to do and it doesn't seem necessary. Why do we have passports? |
| 86 | Before we used PAYCOM, we worked with E-Verify directly since its inception. There were some snags at first. Adding the photo idea was great. No changes as of now. |
| 85 | I am satisfied with E-verify, it's a very big help to our company |
| 48 | E-Verify is integrated with our payroll provider so I'm not using it independent of them. I simply enter my new hires and it automatically verifies them. |
| 100 | Do not the 3 day window to short time |
| 96 | I would like to go paperless where I could email the candidate and not have to complete the I9 and instead have them use the service online by email and then for me to confirm the identity. I know this service was done before, but I have yet to see it here. |
| 100 | Make these surveys shorter! |
| 100 | When a employee does not clear the paper work is over whelming to get the employee to fix the problem. They just leave and find another place that does not E-Verify to work. We loos a good worker. |
| 86 | New information via email but live presentations/webinars are very helpful |
| 32 | I thought everify was a requirement. |
| 100 | Please keep the option to speak to someone on the phone. Often times, situations are too difficult to correspond via email. It takes too long to get the issue and obtain an appropriate response. |
| 100 | It would be nice to be able to match a citizens picture with their drivers license or I D Card |
| 100 | MORE DAYS TO SUBMIT NEW HIRE |
| 44 | I have a suggestion for this survey, This company uses E-Verify, however, our bookkeeper is the one who actually uses it. Therefore I cannot answer any of the questions in regards to most of the survey. Maybe a question in the beginning that lets us state our company uses but we physically do not use the website.<br>I entered several 5's as I have not worked with e-verify and it did not let me opt out of those questions. Also, I answered survey as this is the 2nd or 3rd reminder that we NEEDED to do this!<br>Maybe have an initial questions that lets us opt with the answer that our company uses it, but someone off site is the one in charge of physically using it. |
| 96 | Again, the date box. Other than that, E-Verify is extremely convenient and easy, and is completely trustworthy. I've never had a single issue while using. |
| 82 | Again my only comment is that we need more time to enter the information. Give a 2 week window versus a 2 day time frame. (from when an employee starts) I am the only person in human resources/accounting/office manager/payroll and at times it is very hard to stop what I am in the middle of to input new employees. It would be easier to do every 2 weeks when I do payroll. More time to input would be the only thing that I would like to see changed. Otherwise the system has been great to deal with. |

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| 100 | None, all very easy to understand and to use. Maybe the only issue would be that using e-verify within two days of start of employment is unreasonable. We are a company with under 100 employees and only one person handles e-verify. Could cause potential problems. |
| 100 | Thanks for the opportunity to participate in this survey and provide feedback. |
| 89 | Honestly, I feel like this system is very easy to use, and I have never questioned the results. The only time issues have arisen is when there have been typos either due to entry error or illegible info on I-9s. It was also very tiresome when the government was shut down and the system was down for weeks. But overall, I have been very happy with it and like the peace of mind that comes with the online verification instead of just trusting documents that are produced for an I-9. |
| 97 | I believe that it should be a requirement for all employers to complete the E-Verify process for all new employees. I have been aware of this program for many years and was surprised to find out that it is an option and not a requirement. I found the process of signing up for the service and submitting new hires to be an easy process. |
| 100 | I have no suggestions for improvements at this time. I find it very easy to use. I also trust it thoroughly compared to a private provider since it goes through the government entities. Our company is very satisfied with E-Verify. |
| 100 | Great customer service experience. |
| 100 | Thank you. |
| 100 | Password control is bit excessive. Setting or changing a new password needs many tries and most often frustrating. |
| 100 | I love it |
| 90 | We are a very small company; employees are mostly family. Haven't had much cause to back-ground anyone in awhile. I always tell potential employee I have to e-verify. We do government work on occasion. |
| 93 | E-Verify is easy and user friendly. |
| 100 | The website works great and is easy to use. |
| 78 | As I mentioned previously, I've been using E-Verify for more than 10 years. Up until two months ago, with one exception I have gotten immediate results. We've hired three people in the last two months, and each time I got a screen that said more time was needed and to check back. Since the redesign of E-Verify, it has been very difficult to figure out how to find pending cases. I checked back several times per day, and in each case it took at least two days to get the Employment Authorized result. I don't know what's going on, but I assumed it was due to the large number of people who are crossing our borders illegally. |
| 76 | I used to work for a company that provided approved software in lieu of using EVerify. The interface was more user friendly and the process was very easy. E-verify could update their interface, as well as the actual software to make it more seamless of a process. |
| 77 | The only change I would really like is when the error comes up that we haven't completed e-verify within 3 days of hire. I would like an option to indicate "Employee failed to provide documentation proving identity and employment authorization" or "Employee failed to provide supporting documentation." If an e-verify is late, this is nearly always why. Only on a rare occasion do our audits reveal it was missed or we come across an error in the website that prevents us from completing on time. |

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| 97 | love this service! |
| 75 | Thank you for the assistance! |
| 100 | It is a great service. It gives the confidence for employers that they are employing people eligible to work in USA. |
| 78 | The optional Employee ID on last data entry screen used to be a filter to create reports from, with a web-site upgrade a few years ago it disappeared as a filter and now if one of our locations is audited we have to create a report with thousands of unnecessary records and locate employees individually by SSN, please bring back the ability to create reports by using that employee id as a filter (we use a restaurant number in this field which should allow us to pull employees for one particular restaurant_. |
| 53 | Communicate with employer what the TNC issue is so we can help the employee understand the issue and what needs done. Helps us be more informed and better able to help the employee through the process. Once given the TNC related forms, our employees often are very worried and we are not able to help ease their mind much since we don't know what the issue is. We also have to rely on the employee about what the agency said the issue is, what is needed, and any deadlines. Employer is very much in the dark and not able to assist the employee other than distributing the related forms. |
| 78 | This survey is too long.... |
| 67 | I think that E-Verify is a great program, and should be strictly adhered to so that illegal immigrants are either identified, or prevented from working in the US until they meet legal residency requirements. |
| 97 | I love the speed and ease in which I'm able to verify identity. |
| 67 | Help identify candidates who use false identification.<br><br>Ask SSA to go back to using social security cards that identify geographic point of origin. |
| 90 | We like E-Verify and what it does. |
| 100 | I wish we enrolled in E Verify a long time ago. It is more efficient and time saving when hiring many employees during an orientation time. |
| 100 | Enjoy E-verify and its peace of mind. |
| 100 | Excelent |
| 100 | I really enjoy the Chat feature and I think that this is the easiest and best way of communication. |
| 27 | The idea is great but in some cases is not accurate. HINT....need to check into validation of SS# |
| 92 | Thank you for making it so much easier for employers to verify. I love the system. |
| 8 | I'm required to use the program bc of the states we operate in. If I had the choice, I would NOT use the program. |
| 89 | Web site and E Verify system is VERY user friendly, more so than most government web sites |

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| 97 | The 3 day rule to Everify can be a bit unreasonable for small businesses. I am the only person available to Everify and if I am on sick or have a sick child or on vacation, the 3 day rule is very inconvenient. A week would be more realistic. |
| 100 | I use E-verify across several companies with different EIN's. It would be great if I could have one user for all and simply toggle from company to company. |
| 70 | More direction and help in advertising the logo of E-Verify on our company's web page. |
| 90 | The question about how confident I am that the info E-Verify is providing is correct was kind of unnerving. I haven't questioned the validity of the info as I am coming to you, our government, to provide our company with the proper information on hiring employees. If your info isn't correct......we're kinda screwed aren't we? Just a thought. |
| 89 | I got several emails from E-verify that I needed to log into my account so that my account wouldn't be de-activated because it had been a certain period of time since my last log-in. I did log in and maneuvered around the site, but I still got an email later saying that because I hadn't logged in (which I had), then my account was de-activated. I will figure out how to proceed when I need to get into the system again, but I just found that a little odd because the rest of the system seems top notch. |
| 100 | You sending us information of updates and changes coming, by email, E-verify system broadcast message and thru the E-Verify website would be helpful. Also, if you could archive these messages and changes where they are easily found would be very helpful, too. Thank you. |
| 89 | The only issue we have had is like I stated previously- when we signed up. We signed up and didn't understand the time limits nor do I believe did we receive any notice warning us we were out of compliance. Once we realized, we immediately took the classes and began using it. I wouldn't sign up to go to university to be a doctor and be expected to operate the next day. I still think companies should have to finish training before they are required to use E-Verify and be sent warnings. |
| 89 | I'd like the I-9, e-verify, and SSN non-match (name verification) to all be one system... That would be nice. |
| 100 | The only enhancement I can think of is have an option for any individual who is seeking a job to enter the USCIS I-9 data on page 1 directly into E-Verify, then viewing the physical identification would make it much quicker. |
| 84 | The system errs on the side of extreme caution which in turn scares the employees coming in as new hires. Believe there has to be a better way to verify someone's documents without making them go to a governmental office to prove they are eligible to work in the US. |
| 71 | until there is a fool proof system, i will continue to use, but this isn't perfect |
| 59 | 1) As I understand it, once I used E-Verify once, I am now deemed in the program and must use it every time that I hire a new employee, but in answering this survey, it suggests that my understanding is not correct because there was a question regarding how likely I would be to use the program again.<br>2) I feel that the E-Verify program is a good program for our country but do not understand the hypocrisy of the government's implementation of this program and then allowing illegal immigration. |
| 38 | Make it simple and fast. As an employer you want to hire the best people within the bounds of regulations. I as the employer has a potential employee, is he/she eligible to be hired in our system, yes or no. |

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| 93 | Integrating with other Federal and State Systems |
| 100 | I appreciate all the emails informing me about upcoming webinars and discussions. They don't, however, necessarily pertain to our company. I would like to be able to opt out of receiving ALL emails from E-Verify and perhaps chose which ones to receive. Also, I love webinars but cannot always participate on scheduled days. Perhaps offering multiple days and times would be beneficial. Thank you for taking the time to read this! Have a great day. |
| 100 | It's working fine as is. |
| 56 | We have not used E-Verify very much. It is done via our onboarding program with ADP. I apologize for not being to answer many of the questions accurately. I haven't had a lot of interaction with the program. |
| 84 | Make a suspicious documents verification system. |
| 78 | You should expand the time frame to check employees information for a week - when you are a 7 day a week business and a new employee comes in on a Saturday with their paperwork and starts their shift, sometimes it unreasonable to expect you can get on e-verify to double check (after you have had someone manually collect the information) within two days of that shift. |
| 89 | Don't have enough use to make comments for improvements |
| 88 | When I have a question about using the E-Verify website, I first try to find the answer on the website itself, then would call the help line if the answer was not found.  Please keep a live help option available. |
| 78 | Being more responsive to questions. Especially regarding audits |
| 89 | Survey is too long. |
| 100 | In my opinion, this is a perfect program and I will continue to use.  Except for the fact that we are a small company and don't use it as much, I would like to keep my password active longer.  When we do hire someone, I always have to update my password.  Happy holidays, keep up the good work! |
| 86 | There have been cases that cannot be processed timely because the E-Verify system is down.  We use E-Verify and complete cases within our payroll vendor, Paycom.  Very convenient, but when the system is not working it is on the E-Verify side.  I usually wait a day or two and it is back up and working again. |
| 97 | Give an additional day after employment to use e verify, it is difficult to get people you are hiring to bring in proper ID in a timely manner |
| 93 | it is fast and easy<br>no issues |
| 93 | Will E-Verify be using new ID's (Driver's License with STAR after October, 2020) or will it not be required with E-Verify for employment purposes. |
| 96 | None. Seems about as efficient as it can be. |
| 96 | If there is a TNC please give more specific details as to what is not matching in your database so we may help the employee get their employment status confirmed. |

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| 89 | If a company has existing employees, and then obtains a contract that requires every employee go through E-Verify, the company is not allowed to run those existing employees. As a result, it makes us non-compliant with the state. Your rules make it impossible to become compliant with those existing employees. |
| 44 | I don't see the benefit E-Verify gives to tiny/small companies. |
| 93 | It would be helpful to receive emails about any alerts in E-Verify, like when an employment authorization document is expiring.<br>When a case does not close automatically and E-Verify "needs time to think," it would be extremely helpful to get an email when the case does close other than having to check (and login over and over again) to see if the case auto-closed or if further action is needed. |
| 94 | date range to submit new hire information could be entered differently, or not be forced to have a reason for not submitting by a certain date. |
| 100 | I think it works well. |
| 90 | Less frequent password changing protocol |
| 78 | I would appreciate only receiving emails that apply to me, I tend to ignore them because they are lengthy and many times don't apply to our company. |
| 71 | Again, it would be helpful if there was some leniency with new hires in the process of having their names changed. |
| 66 | Do not suspend or eliminate a company's e-Verify number because of not being used for a period of time. Numbers need to be permanent. |
| 71 | Don't make me change my password so often |
| 89 | I couldn't go back to a page. Regarding the ability to communicate - a chat box would be very helpful. |
| 38 | This program is a good thought, but adds to the employment process instead of handling several parts of the process. Therefore, it should be working to address and simplify the process. I don't see any progress for this. |
| 93 | There is a wealth of information but it is a bit overwhelming. |
| 93 | No issues with the system. Thank you. |
| 89 | Shorter survey. |
| 97 | I didn't understand the question regarding having the necessary technology for the photo identification match. A photo is shown during the EVerify process. It has to match the actual identification provided by the employee. What other technology comes into play here? |
| 93 | No other improvements are needed at the moment. Sometimes the systems times out too fast. |
| 96 | Enforce the requirement better. |
| 64 | I accidentally clicked on a low score a few questions back. I meant to click on a 10. Thank you for everything you do! |
| 100 | It's a perfect tool and I will try to use always |

| 78 | There's no way to use the E-Verify system if an employee doesn't have a social security number. We sometimes employ people that have work visas and it would be nice if the E-Verify had a work-around for this issue. |
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| 70 | inapplicable |
| 100 | Service is efficient and easy to navigate. |
| 100 | I was under the impression all employers were required to use E-Verify but I guess it's just for those employers who want to use it to cover their bases.  That was a little confusing to me at first.  As far as site improvements, I don't have any suggestions right now. |
| 78 | I philosophically object to E-Verify but use it because my company asked me to use it. |
| 89 | The sign up portion of E-Verify was quite lengthy and confusing. Once that was accepted, everything seems to flow nicely. It would be nice if I were contacted when an issue comes up that holds a verification up. |
| 100 | No comments. System works great! |
| 89 | My only frustration with E-verify was when the government shut down and we had a backlog to run when they reopened. |
| 56 | Allow more time (greater than 3 days) to process new employees. |
| 100 | Quit asking the same questions over and over again! |
| 92 | Allow for more than 2-3 days after employee starts as a pull down option.  Say up to a week? |
| 82 | Would prefer it be a longer time before i have to recertify.  We do not hire often. |
| 100 | I believe e-verify is excellent, and does not need any improvements. |
| 71 | Use employee fingerprints |
| 100 | E-Verify does what we need.  It tells us very quickly, as long as we put in all of the information if an applicant is eligible to hire or not.  Thanks |
| 89 | Survey is a a bit to long. |
| 100 | I think it's a very straightforward system.  We have had very few new hires over the last 2 years and so each time I go in it's sort of new to me, however it is very easy to navigate. |
| 92 | Nice to know that you're trying to improve the system |
| 33 | fix the apple incompatibility problem and then let me know since I've emailed and called regarding this issue. |
| 78 | Live chat with questions that employers need help with |
| 78 | searching e-Verify on intranet is not easy and does not take you to the employer website.<br><br>I would like the ability to email required postings to applicants instead of have wall posting in our offices. |
| 100 | Include how to fill out I9s, examples of each  possibility and then how to correct incorrect I9s from past admins. |

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| 78 | E-Verify is very easy to use, I believe it should be easier to sign into the program. Options to verify employment are easy. |
| 100 | The questions are asked in a way that we actually have a choice whether to use this verification or not...which we as employers don't have that option. If E-Verify could provide an all inclusive new hire process where everything for state and federal could be submitted would be ideal.... |
| 90 | Change the requirement from 3 to 5 days on the required timing to register. Some employees can't get you all the information you need in 3 days. They show up with nothing on day 1 then bring the wrong thing in on day 2. |
| 94 | E-verify should send reminders of employees with expired work authorizations. |
| 89 | I only use it because it is mandated by law. Not sure I would use it otherwise. |
| 94 | I love this option...it makes my HR job very easy. |
| 100 | I am happy with the E-Verify system provided through Paylocity. We will continue to use. |
| 67 | I thought it was mandatory |
| 97 | Extremely satisfied especially with the use of the logo in our advertisement. |
| 82 | You require change of password far more often than I think is justified, versus the number of times per year I login to the site |
| 78 | The "Search Cases" area is hard to navigate. When I return to E-Verify to check the status of a case that was not automatically authorized, it is hard to find! hard to determine which boxes to check |
| 92 | Make it a legal requirement for all businesses to run new employees through E-Verify |
| 44 | Tell me specifically what's wrong, when something is wrong. |
| 83 | EVerify works. There is no need to change anything at this time. |
| 67 | I use this service for several clients. Often I type a name of our client and EVerify will not recognize the company until the complete name is almost typed. For example, we have only one client with COMMUNITY in their name, but when I'm selecting the client for the EVerify I have to type COMMUNITY FIRST BA before it will recognize the submission is for COMMUNITY FIRST BANK. |
| 89 | Our company has heard that there may be changes to the F-1 OPT program, including the possibility of eliminating the STEM extension. One of the main drivers of our use of the E-Verify program is the fact that it allows us to employ qualified foreign talent, but if that program were no longer available we'd be considerably less interested in continuing our participation. That said, overall we've found the E-Verify process extremely simple, user-friendly, and straight-forward and the customer service line to be very helpful. |
| 100 | Overall, I feel it is a great system and would like to see more states require e-verify. |
| 89 | all is well |
| 100 | require all employers to use it |
| 89 | To help with e verify |

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| 100 | About 9 months ago I had to call E-Verify in reference to adding Career Plug as a User on my account.   Due to the fact that I did not add Career Plug as a user when I first enrolled in the E-Verify program, I was told I needed to re-enroll in the E-Verify program again.  That was time consuming and was really the only time I had any issues with E-Verify. |
| 89 | Thank you for your service!<br><br>Happy holidays. |
| 89 | Please fix the system where it says needs more time. This just started happening in the last couple of months. |
| 100 | on a couple of question i meant to hit the highly agreed not the N/A |
| 100 | Works great! |
| 67 | keep the site up and running - trouble accessing and being logged in and out on a regular basis |
| 72 | It seems to be easy for illegals to get Drivers License and lie that they are citizens using an alias.  No way we can catch this unless SS sees double use of number later.  Also there is no consequence to someone who in not illegible to work other than withdrawing offer of job. |
| 63 | You can write me......<br>Why am I still even using this system?    Is it because YOU need to know we are hiring legal workers, or because WE need to know?<br>Sorry if that sounds rude, but honestly I'm not sure.<br>japanmarketplace2020@gmail.com |
| 86 | You guys do a great job |
| 85 | My previous comments were the ones I feel would better serve me. |
| 74 | In the past I have had difficulty with the password expiring because I had not logged for the past six months. It takes a lot of work to set and re-set the password. The rules for the password are too specific and confusing, and it never accepts an automaticly generated password. |
| 12 | Currently this program has not helped us catch identity theft.  A warning when residencies versus employer location as an example.  We would like the system to help us prevent identity theft - this does not help us with whether a person is legal to work here or not.  This is worthless in preventing illegals from stealing information to be able to work here in the US |
| 93 | I think it's a great system, easy to use website, and the customer service have always been speedy, professional and helpful.  Keep it up! |
| 97 | Overall a great way to verify the identity of an employee. E-Verify is very easy to use and there is a lot of help available if you need assistance. |
| 93 | It works well; clean, straightforward; I like it. |
| 80 | Make it easier and quicker to upload data and get fast results instead of having to manually input data on website. |
| 93 | I hear about people not using the program correctly and hiring people without proper identification.  We are a small company and I simply haven't found any problem at all.  Caught everyone with an incorrect SSN, although the problem has come from a parent giving the wrong card to a teen |

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| 78 | Thank you for the valuable service you provide. It makes it easier for employers to stay in compliance with immigration and employment laws. |
| 72 | The system is down quite frequently and in some instances the down time exceeds the processing time of the Form I-9. |
| 83 | Continue site improvements and ease when entering information. |
| 96 | E-Verify has made it simple and quick to verify new hires. Have not had many issues with using the program. Gives us a sense of security that we are employing only those who are eligible to work in the U.S. |
| 85 | Make your surveys shorter!!!! |
| 100 | Great JOB! |
| 100 | It's a very easy to use system for what can be a very complication task (i.e. those on visas and work authorizations) |
| 78 | I would prefer if my password did not expire every couple of months. |
| 100 | I love E-Verify. I enjoy the simplicity, yet accuracy. When I did have a problem by when I pushed a incorrect response, the E-Verify customer service was extremely helpful in resolving my issue in a timely manner. |
| 89 | Standardized letter when employment documents are getting ready to expire.  Need a way to close OLD outstanding cases. |
| 100 | Don't make it change your password every time you log back in! |
| 100 | At this time, I feel that E-Verify is working fine and needs no changes. |
| 100 | I FIND IT TO BE EASY AND FAST AND  I FEEL VERY CONFIDENT IN THE INFORMATION RECEIVED FROM E VERIFY. |
| 63 | follow thru with individual non-conform cases thru a local office to solve potential illegals |
| 60 | You guys are doing a good job |
| 81 | It would be nice if Employment Authorized cases could automatically be closed so our hiring leaders don't click on something else by mistake to duplicate cases. |
| 86 | I think E-Verify is a very good system.  I wonder about two issues, however.  1) There's a statement in the case application that says the date of the application must be within two days of the date hire or something like that -- and I think that may stop some employers from continuing with the application if they are a week after hire, etc.  That statement should be eliminated of toned down. 2) If the hire has no passport, a birth certificate is required and most people cannot fine it.  THis could slow down the hiring by weeks or longer.  A better way is needed. |
| 82 | 3 days to verify is too short. Often times it takes longer for employee to get information together. |
| 100 | Excellent Service! |
| 12 | Maybe having E-Verify merge with Payroll Programs or DSHS programs to make it so the employer doesn't have to report the same info to multiple agencies. |

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| 89 | We have a payroll service Paylocity, that also does E-Verify when we onboard new employees. It gets confusing when it doesn't work in the payroll program and then I have to go onto the E-Verify website and enter the new hire through there to get approval or denial. It would be nice if the two were synced up. If E-Verify was synced up with Paylocity. Don't know if that is possible. And it would be nice to have longer than 3 days to get someone verified. We have 3 sites and sometimes the timing doesn't work out so well. Between the technology of the payroll program and all that can go wrong there and trying to get the new hire and all of their information together, sometimes 3 days just isn't feasible. It all works out but you were just asking what could be done better. Thank you for your help. |
| 86 | No other recommendations |
| 78 | Keep being reliable |
| 100 | E-Verify is very user-friendly. I have only had to call once because I had an older permanent resident card that did not show on the examples. I did not know how to find the document number. This was about 3 years ago. The customer service rep was very nice and since my call, I have seen the card as an example on the website. I am not sure if there are training videos but for future generations, they might be more helpful. People are now used to watching instead of reading. |
| 96 | E-verify has "gone down" several times in the last year and it takes too long to come back up and does not update me prior to submission. |
| 73 | I think E-Verify is fine the way it is. |
| 100 | Peer assistance is a slippery slope with regards to rights of privacy. Please do not add this feature. Chat with tech support would be great as needed. |
| 84 | We are happy to be part of this program. We do everything to the best of our ability to comply with any standards that must be met. We also enjoy utilizing this system since is very user friendly. |
| 89 | Instituting a chat would be helpful in cutting down on the time to receive an answer to questions and concerns. |
| 100 | We do not have any suggestions. We like the program and its responsiveness. |
| 100 | E-Verify is the one government service that works extremely well. It should be a model for all other agencies. |
| 93 | thank you |
| 100 | Nothing to add. As far as I can tell the process works and is easy to use |
| 59 | figure out why Missouri Drivers license take more time to verify. |
| 100 | E-Verify is extremely user friendly. The results are immediate. |
| 86 | Have to change password too often. |
| 44 | We no longer use the program at this facility. The company that processes our payroll does the E-Verification for us. |
| 19 | please fix the website |

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| 89 | Please do not make it mandatory for employers to enter individuals with federal security clearances.  If those individuals are not US citizens, this country has bigger problems.  We should only enter those individuals who are not cleared by the federal government. |
| 100 | Great system - love it! |
| 78 | I understand the "why" behind EVerify, I just don't see the value. |
| 93 | Just add the service of I-9 form in your system so we can send it to our new hires and they can complete it from their homes. |
| 100 | You are doing and excellent job.  No improvements are required at the moment.  Thanks. |
| 100 | When a new business registers for a state withholding or IRS FEIN it would be nice if the mention of E-Verify or a link would be included in the process. |
| 91 | Survey too long for.no compensation |

# POINTS OF CONTACT

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