

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

2020 Annual Customer Satisfaction Survey Briefing

February 2021

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# Agenda

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

# Introduction

- This report describes 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 has assessed the experience of employers with the E-Verify system to understand what aspects drive that satisfaction level using the methodology of the American Customer Satisfaction Index (ACSI).
- ACSI has measured more than 100 programs of federal government agencies since 1999. The use of this methodology allows for comparisons between the public and private sector participants and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers.
- While CFI Group uses the same methodology as the ACSI, the ACSI is a separate entity\*.

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

# What

- In 2009 a standard E-Verify questionnaire was developed through a collaboration between USCIS and CFI Group.
- The E-Verify questionnaire follows a format common to all other CFI group surveys of other Federal agencies that utilize the methodology of the ACSI.
- The questionnaire used in this survey was designed to address issues specific to USCIS. However, the three core questions comprising the Customer Satisfaction Index (CSI) score follow a format common to all the ACSI questionnaires. This allows for benchmarking across public and private agencies via the three core ACSI questions.

# Who

- USCIS provided CFI Group with random samples of employers enrolled in E-Verify.
- A total of 50,000 invitations were sent. Respondents were contacted via e-mail between November 11, 2020 and December 17, 2020.
- Responses were considered complete if 67% or more of the questions were answered.
- The sample sizes and response rates are reported below.

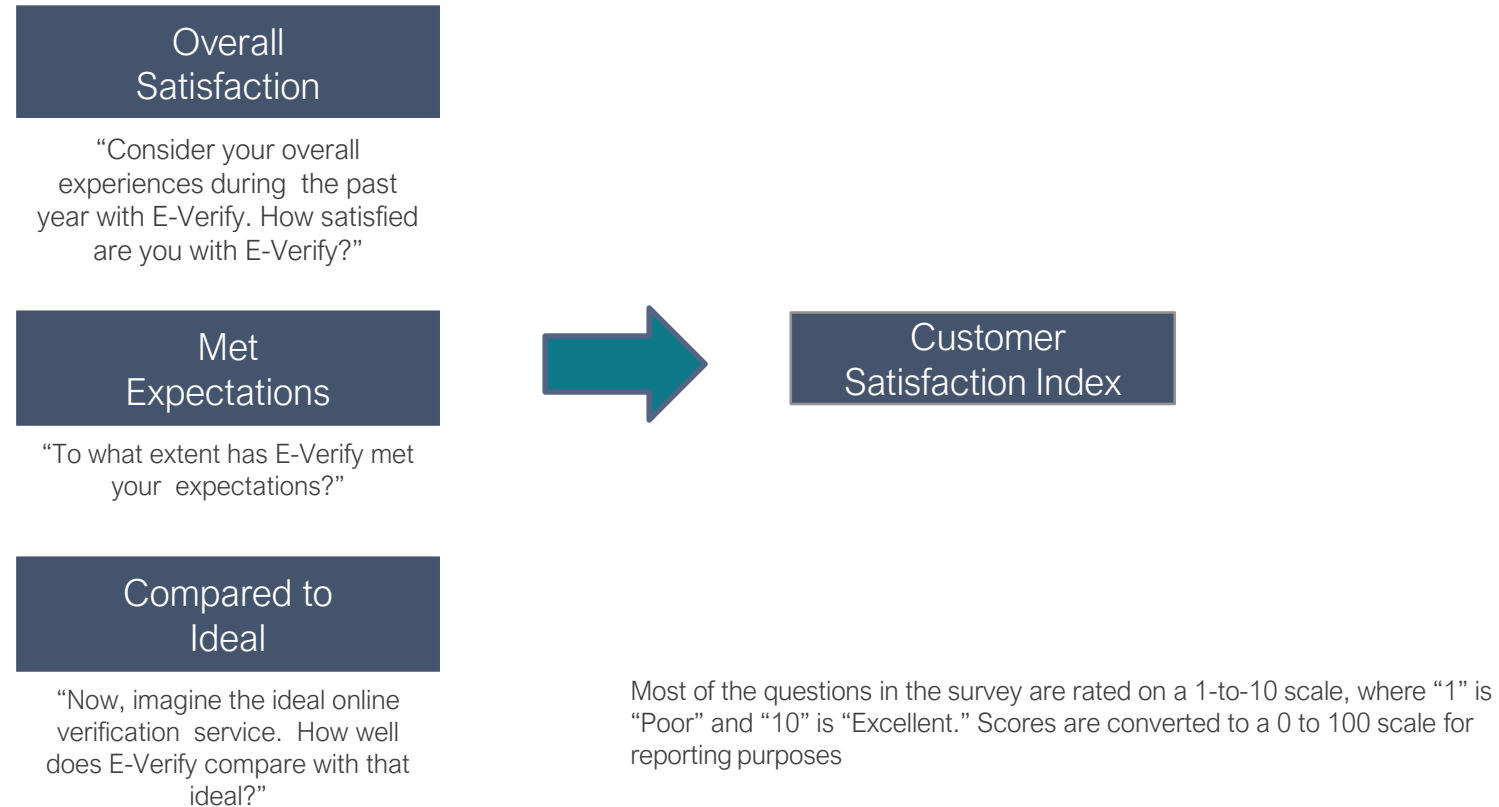
	Number of Survey Invitations	Number of Valid Complete Surveys	Response Rate
All Users	50,000	2,095	4.2%
New Enrollees		482	(Not sampled separately)
Existing Users		1,613	(Not sampled separately)

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

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

# How – Understanding the CSI

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



# How - Understanding Satisfaction Drivers

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

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

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

## SATISFACTION DRIVERS



## Legend

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

### Customer Satisfaction Index



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

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

## Non-modeled Components

New Enrollees only

Existing Users only

Aggregate/All Users

Customer Service

Internet Usage

E-Verify Lists

Technical Assistance

Registration

Tutorial

Communication with Peers

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

# E-Verify Survey Customer Results

Customer Satisfaction Index  
Satisfaction Driver Models



# Customer Satisfaction Index

- After rising two points in 2019, the 2020 Customer Satisfaction Index (CSI) for all USCIS E-Verify users held steady at 87 for the second straight year.



**Question Definitions**

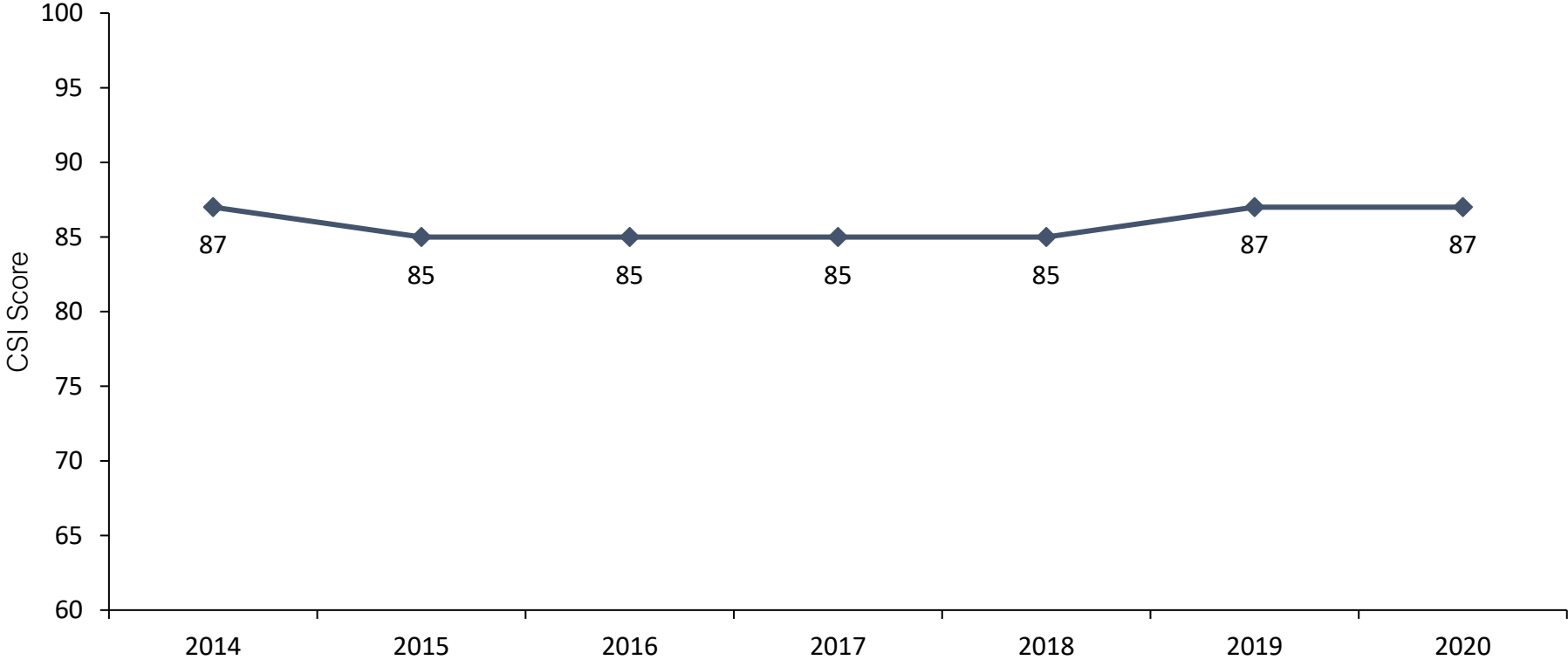
**Overall Satisfaction-** Please consider your overall experiences during the past year with E-Verify, how satisfied are you with E-Verify?  
**Meets Expectations-** To what extent has E-Verify met your expectations from "has not met your expectations" to "exceeds your expectations?"  
**Compared to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

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

▲ ▼ Indicates change is significant at 90% confidence

# Customer Satisfaction Index- Trend

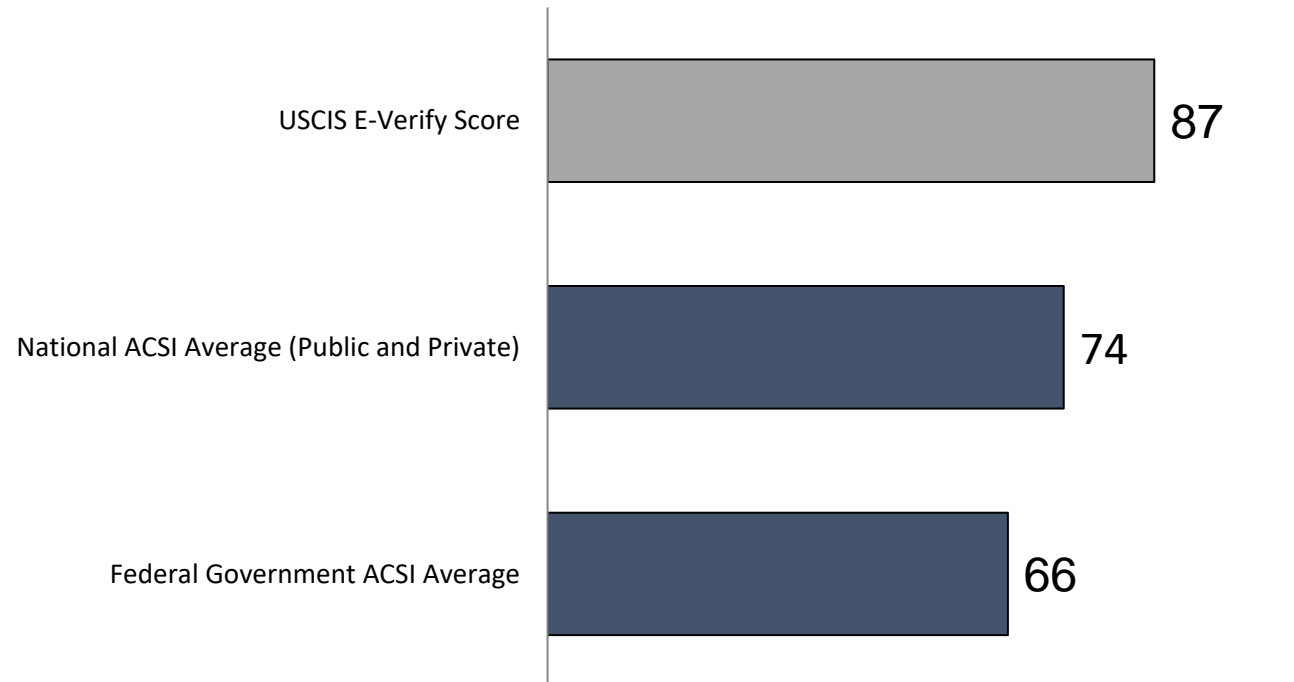
- CSI has remained relatively consistent over the last seven years.



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

# Comparison with the ACSI Benchmark Study

- The 2020 ACSI Federal Government Report provided a national satisfaction index.
- E-Verify satisfaction significantly outscores National and Federal averages.
- Agency scores from other FCG/CFI measurements in 2020 ranged from 60 – 90.



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

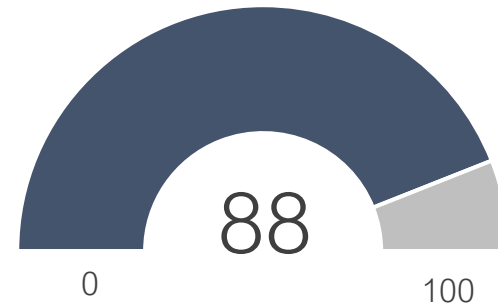
## Satisfaction Drivers

92	2.7	Using E-Verify
97	1.9	Photo Matching
85	0.7	Tentative Nonconfirmation (TNC) Resolution Process
38	0.1	Interested in Communicating with Peers

### *Non-modeled Components*

92	N/A	Customer Service
78	N/A	Internet Use
90	N/A	Awareness / Registration
89	N/A	Tutorial

## Customer Satisfaction Index



Overall Satisfaction: 89  
 Compared to Expectations: 88  
 Compared to Ideal: 87

## Future Behaviors

Recommend	4.7	90
Confident in Accuracy	3.3	93
Future Participation	2.5	95



Scores represent your performance as rated by customers.



Impacts show you which driver has the most/least leverage – where improvements matter most/least to your customers



Top Priority Impacts identify drivers with scores below the average across all drivers, but impacts higher than the average across all drivers.

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

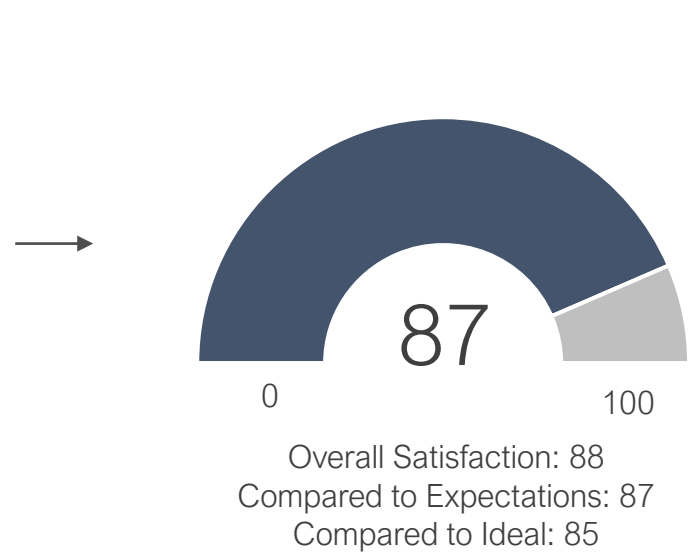
n = 1,613

## Satisfaction Drivers

91	2.7	Using E-Verify
96	1.9	Photo Matching
77	0.7	Tentative Nonconfirmation (TNC) Resolution Process
36	0.1	Interested in Communicating with Peers

### Non-modeled Components

93	N/A	Customer Service
72	N/A	Internet Use
N/A	N/A	Awareness / Registration
N/A	N/A	Tutorial



## Future Behaviors

Recommend	4.7	90
Confident in Accuracy	3.3	92
Future Participation	2.5	95



Scores represent your performance as rated by customers.



Impacts show you which driver has the most/least leverage – where improvements matter most/least to your customers



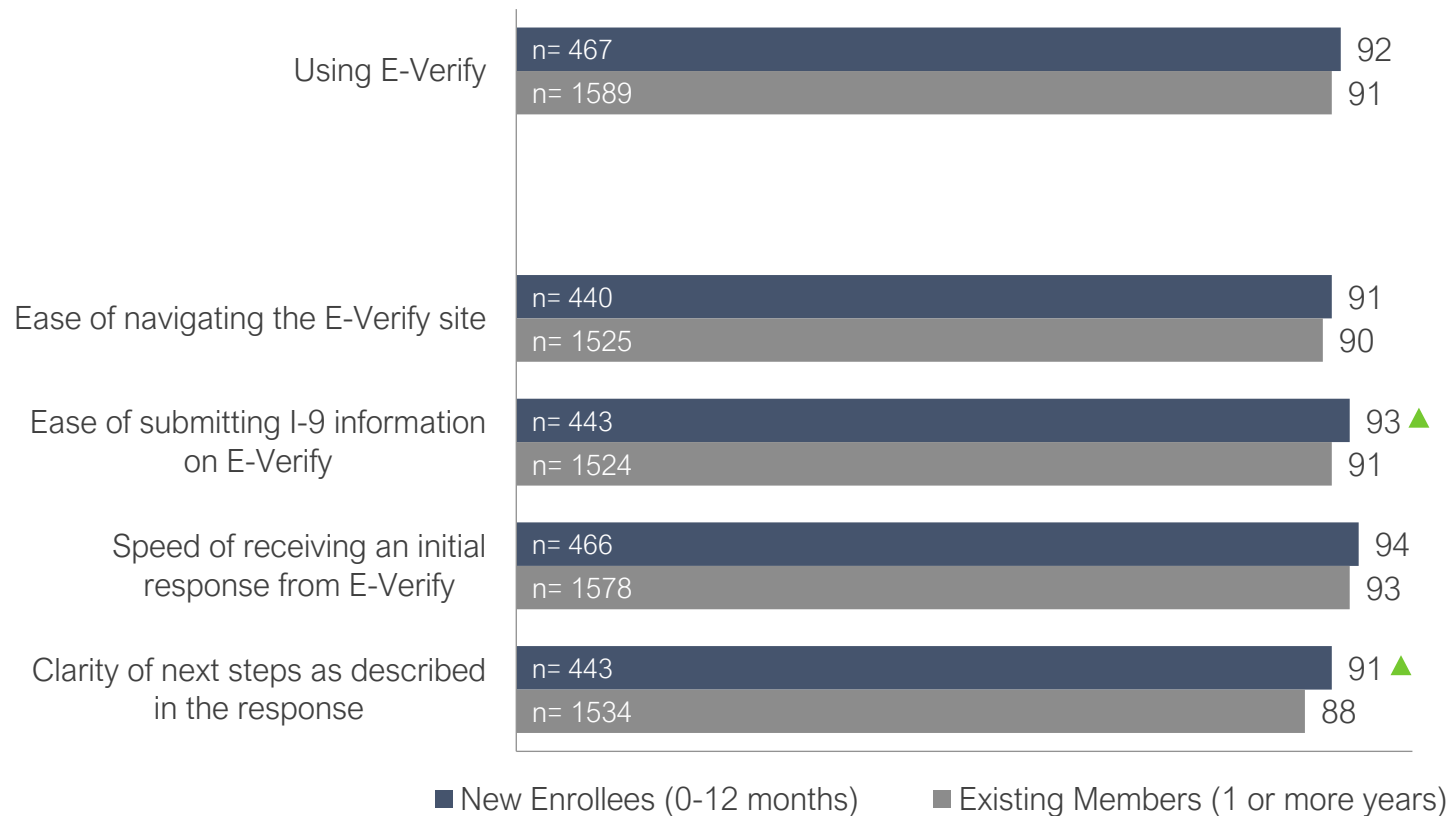
Top Priority Impacts identify drivers with scores below the average across all drivers, but impacts higher than the average across all drivers.

# Driver Detail

E-Verify satisfaction driver results

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

- A majority of both New Enrollees (94%) and Existing Users (86%) had used E-Verify in the past six months. This percentage is in line with previous years.
- Although both groups posted high scores, New Enrollees tended to score slightly higher than Existing Users.

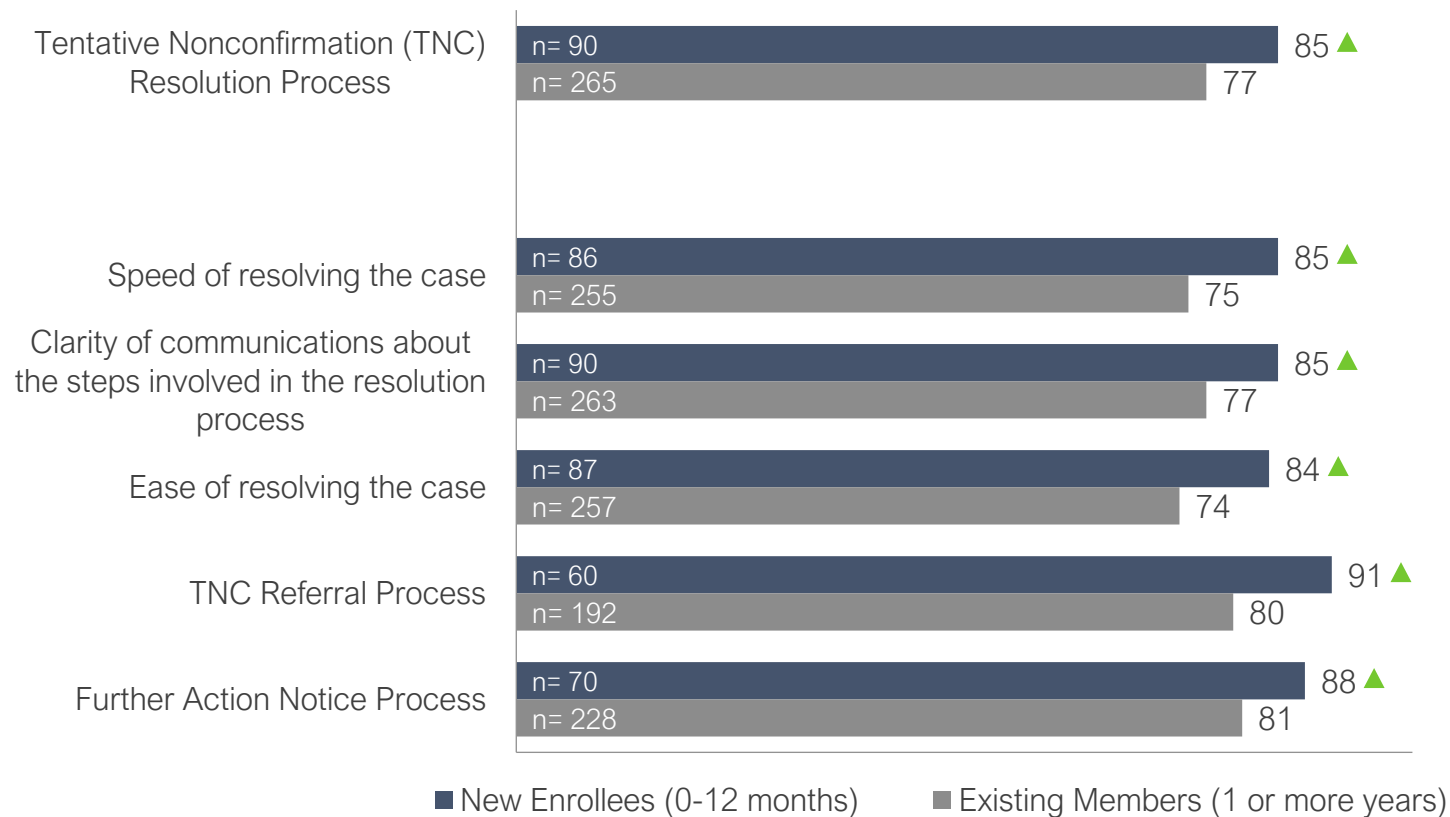


Scores are averages on a "0" to "100" scale; they do not represent percentages.

▲ ▼ Indicates change is significant at 90% confidence

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

- 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 equal to last year.
- New Enrollees have traditionally scored higher on TNC Resolution than Existing Users.



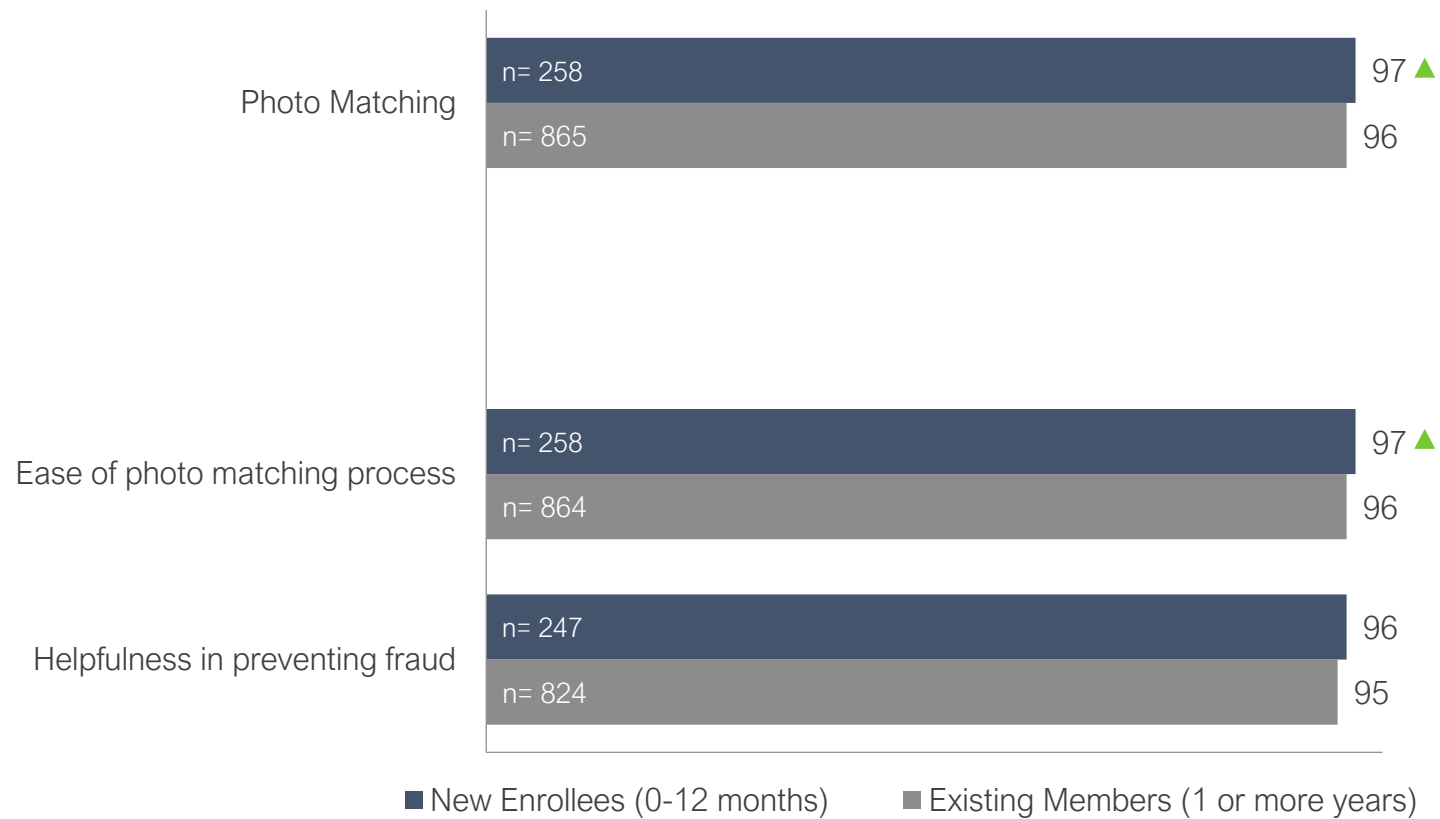
Scores are averages on a "0" to "100" scale; they do not represent percentages.

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# Photo Matching (New Enrollees vs. Existing Users)

- Photo Matching continued to be the highest scoring satisfaction driver again in 2020 and remains a strength for USCIS E-Verify for both New Enrollees and Existing Users.



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

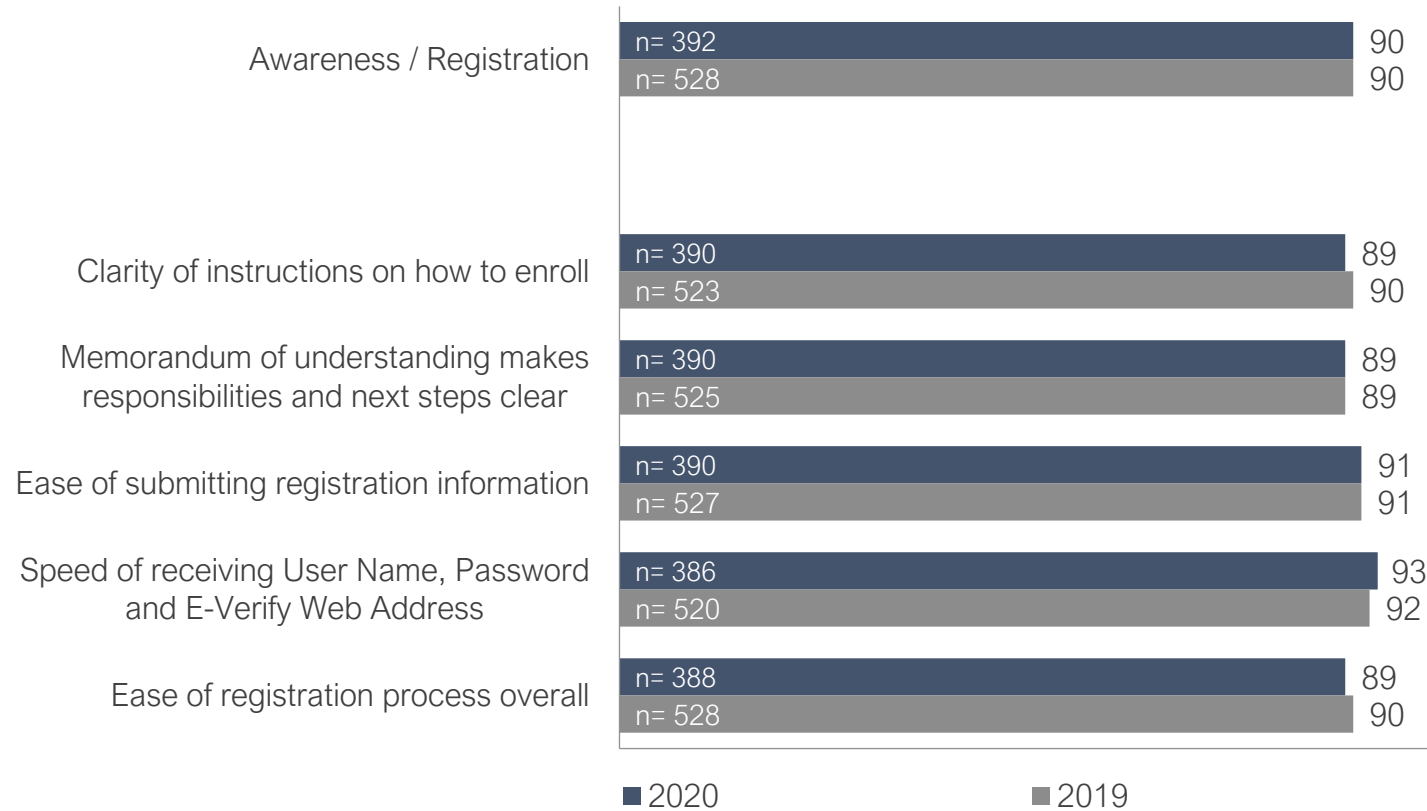
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# Non-Modeled Component Results

CSI non-modeled component results

# Awareness / Registration (New Enrollees only)

- From organizations that had enrolled within the last year, most respondents (82%) had personally registered their organization with E-Verify. This is on par with last year (85%).
- Registration/Awareness held steady at 90 for the second straight year.

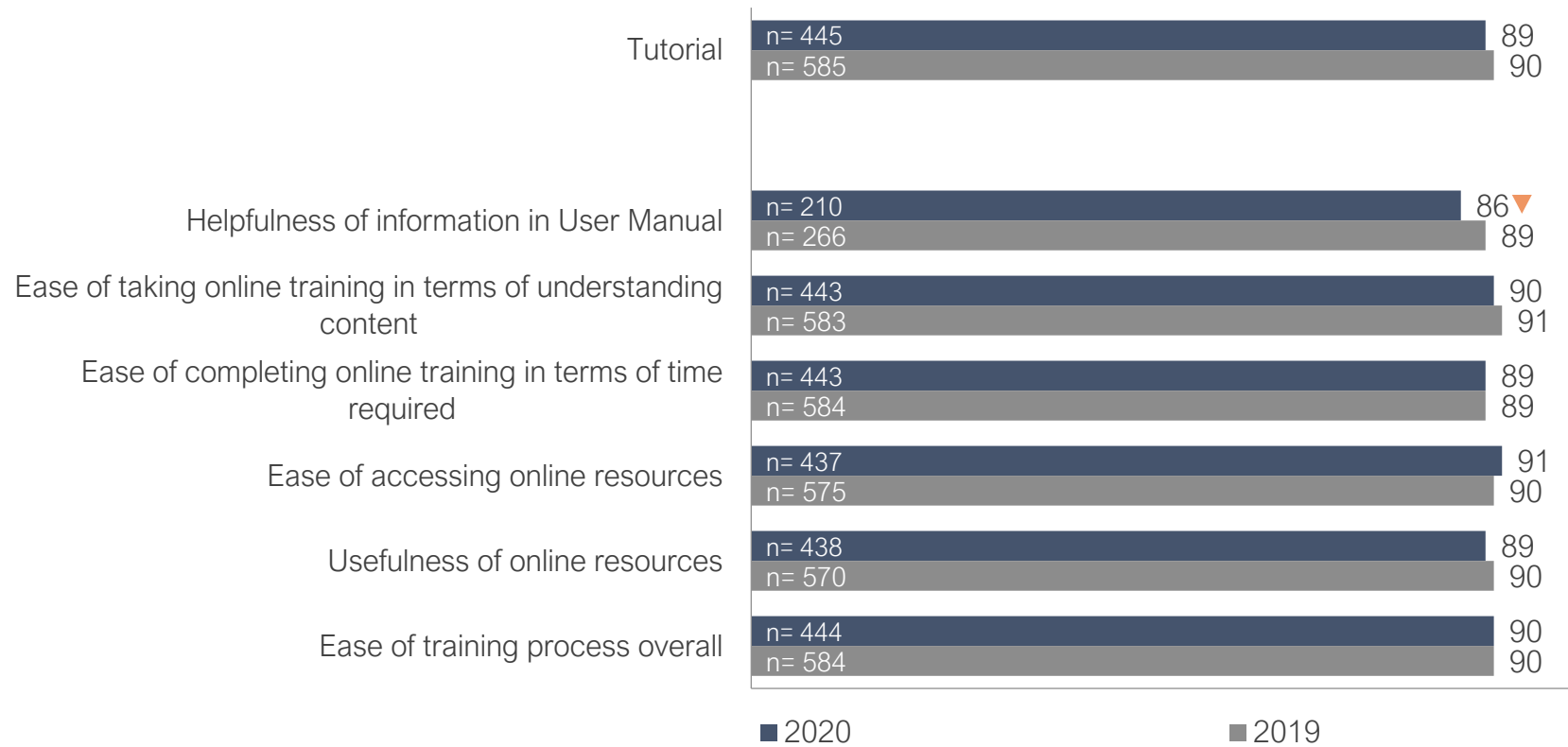


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# Tutorial (New Enrollees only)

- Almost all (94%) respondents who enrolled in E-Verify in the past 12 months (from survey completion date) completed the training and online tutorial. This is similar to past years.
- Of those who completed the online training, 81% thought the training was useful in helping employers pass the mastery test. This is a six-percentage point drop from last year.

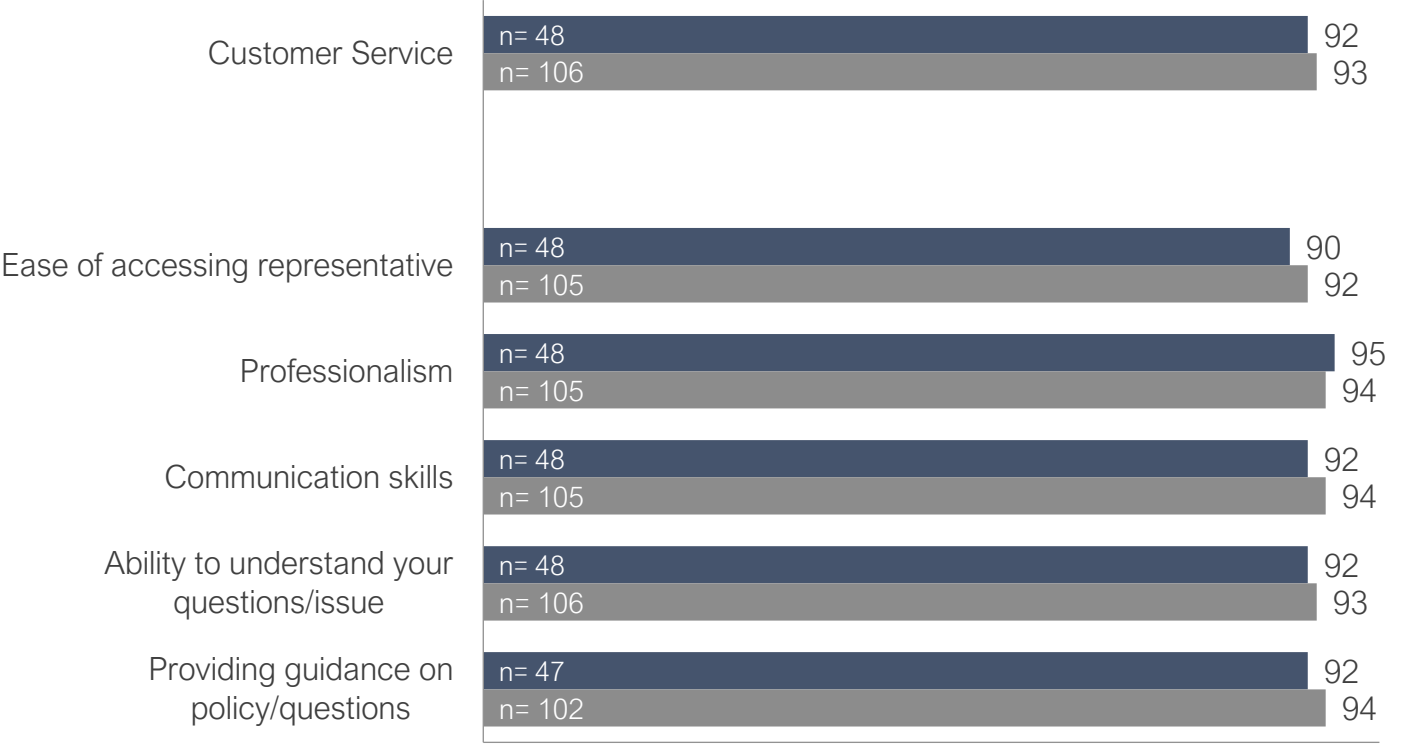


Scores are averages on a "0" to "100" scale; they do not represent percentages.

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

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



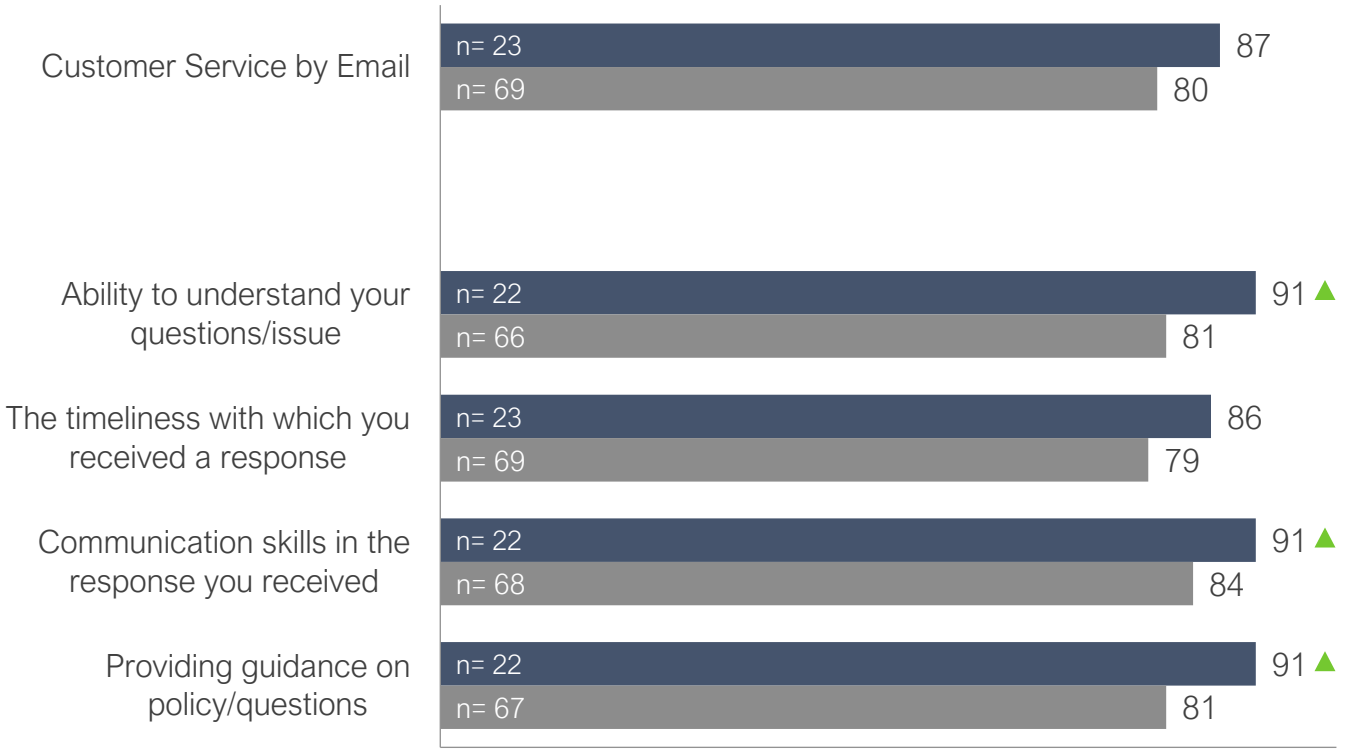
■ New Enrollees (0-12 months)    ■ Existing Members (1 or more years)

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

▲ ▼ Indicates change is significant at 90% confidence

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

- Five percent of New Enrollees and four percent of Existing Users contacted customer service through email.
- New Enrollees scored higher than Existing Users across the board on Customer Service by Email.



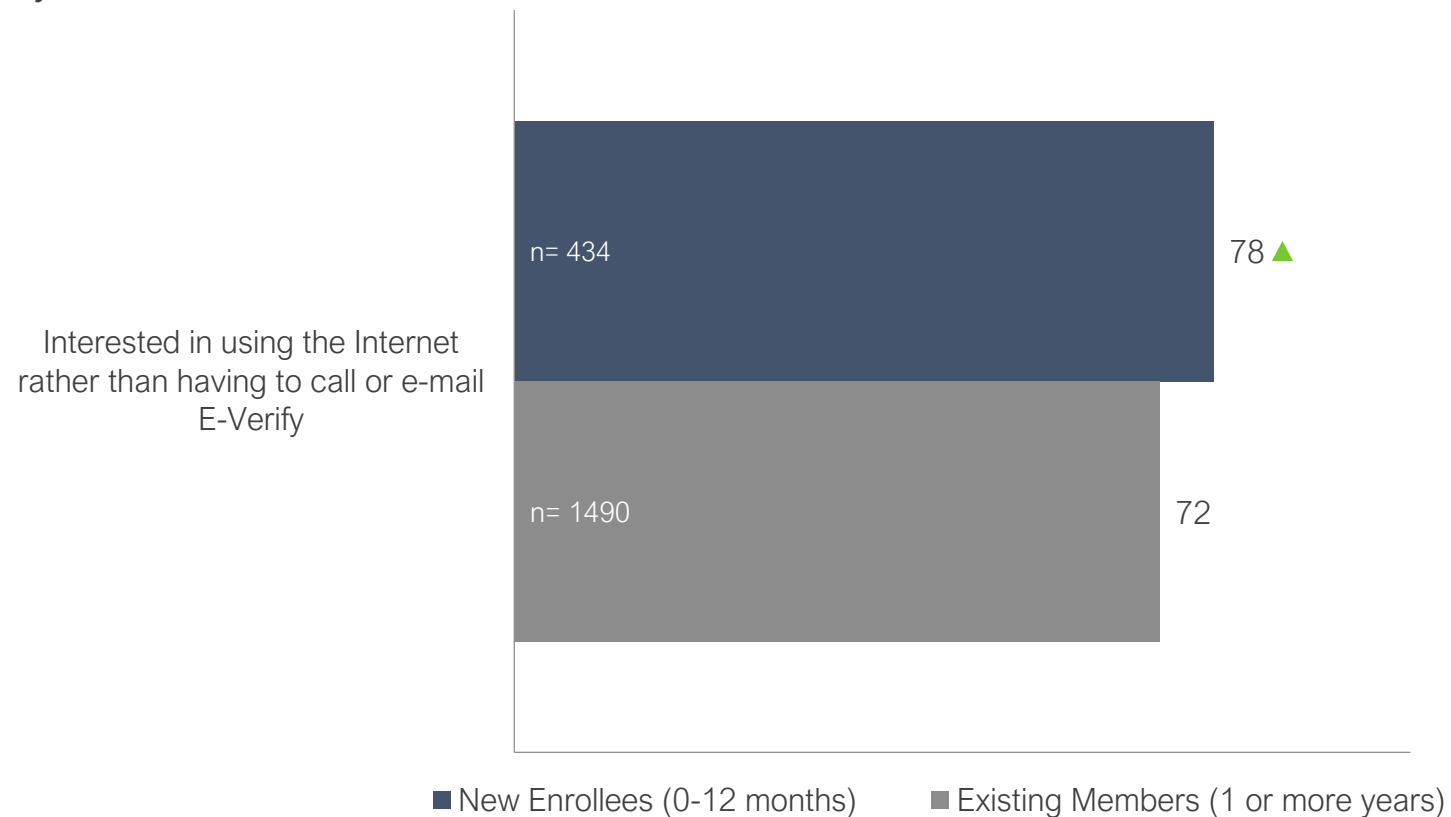
■ New Enrollees (0-12 months)    ■ Existing Members (1 or more years)

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

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

# Internet Use (New Enrollees vs. Existing Users)

- Respondents were asked to rate their interest in using the Internet to get answers to questions or help with problems instead of contacting E-Verify.
- New enrollees (78) showed more interest in using the Internet to get assistance than Existing Users (72). These scores are consistent with last year.

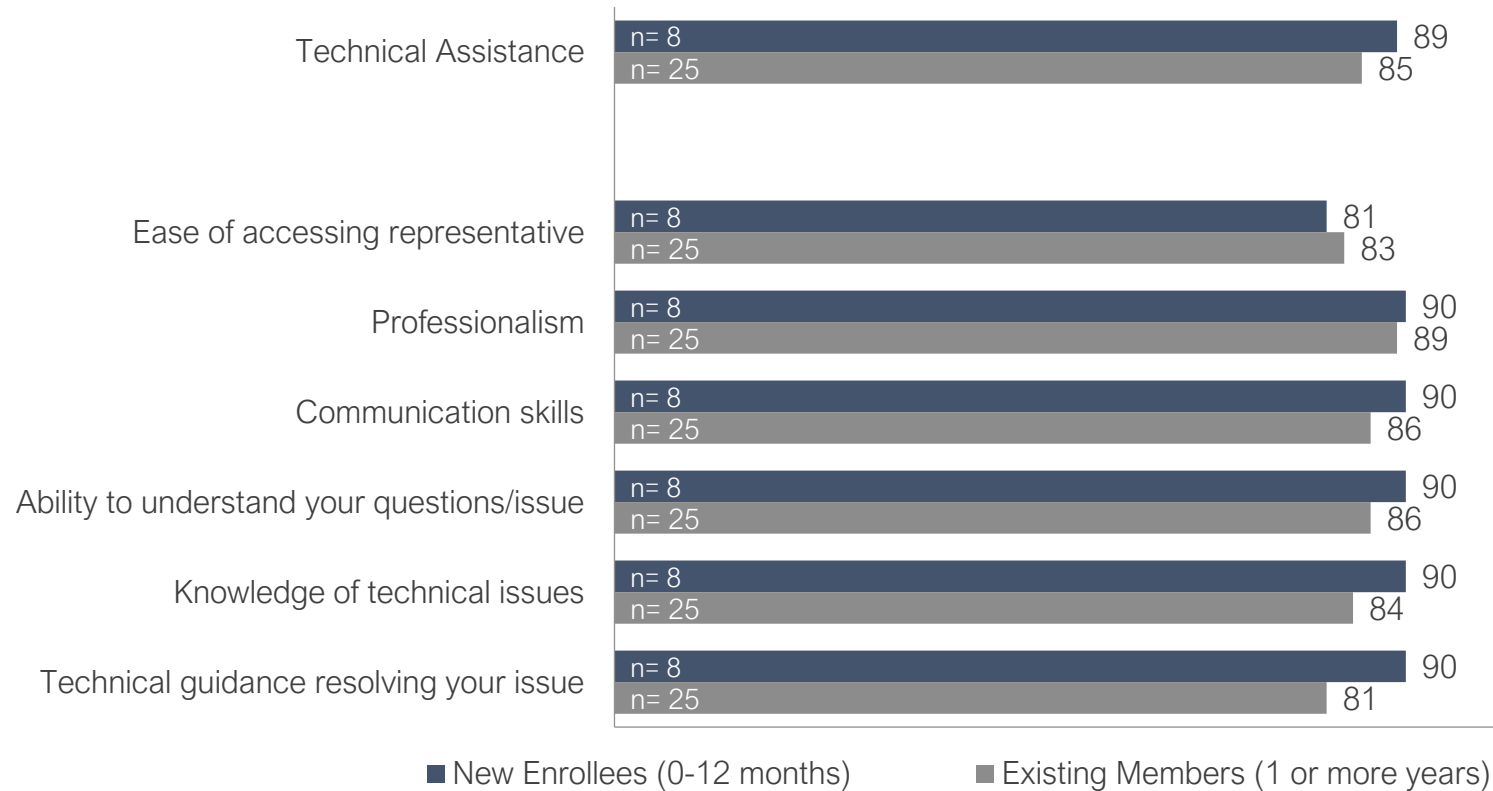


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# Technical Assistance (New Enrollees vs. Existing Users)

- Just two percent of New Enrollees and 1.5% percent of Existing Users had contacted Technical Assistance in the past six months.
- Technical Assistance continues to resolve most issues as 85% of Technical Assistance issues were resolved.
- Although New Enrollees scored higher than Existing Users in most areas, results should be interpreted with caution due to small sample sizes.



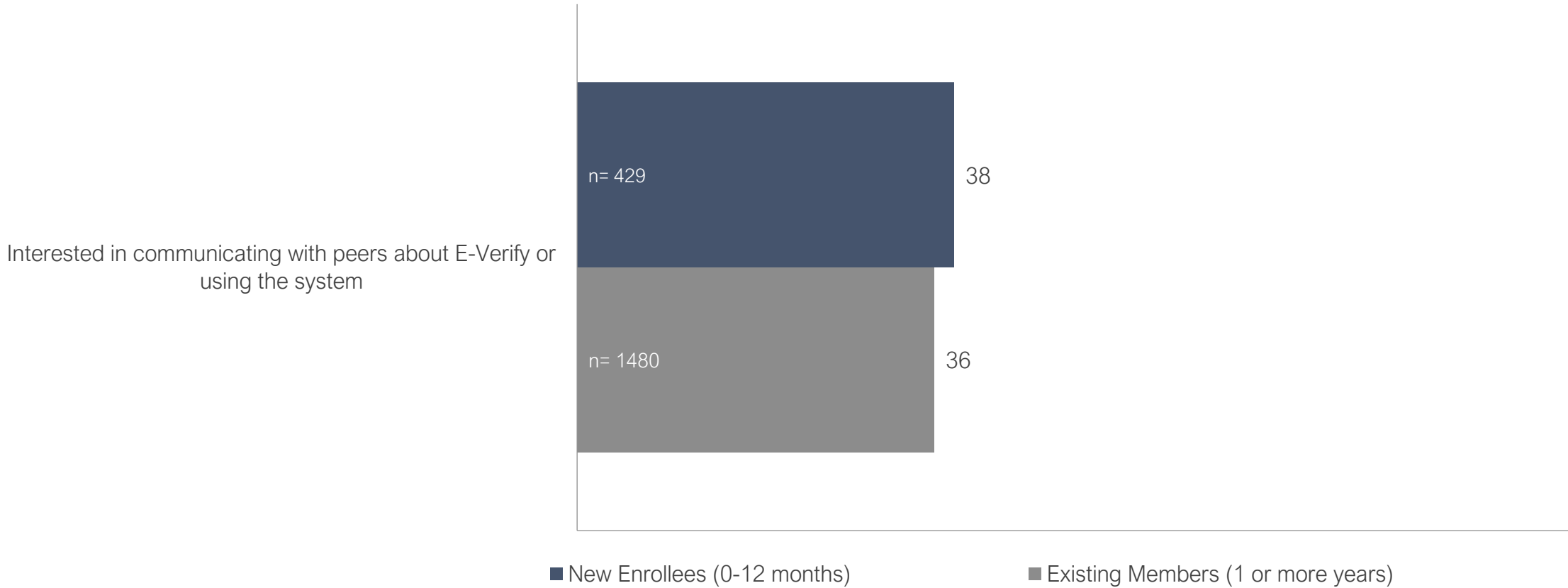
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# Interested in Communicating with Peers (New Enrollees vs. Existing Users)

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



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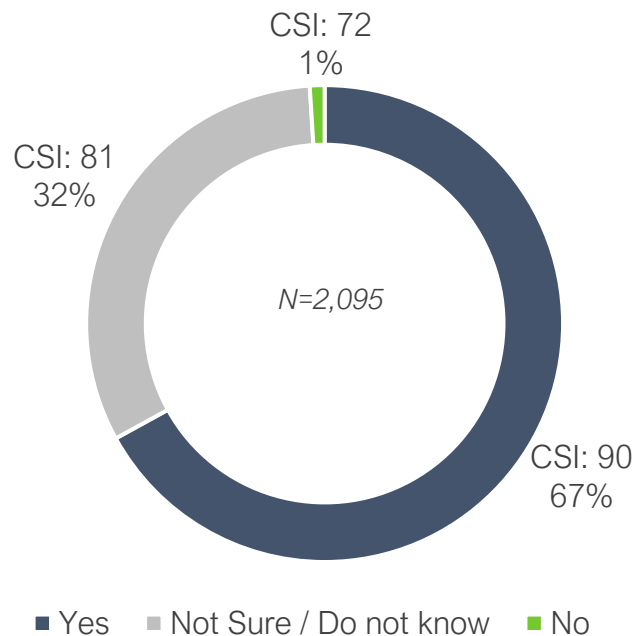
## Other Data

Additional customer opinions

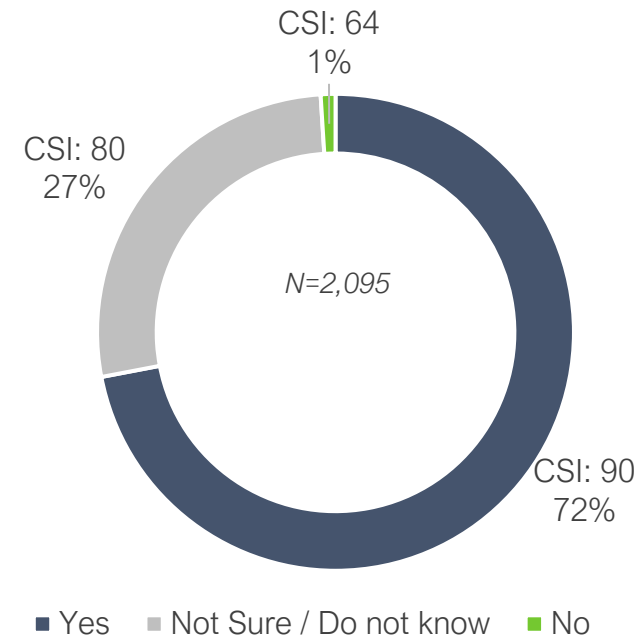
# System Integrity- Aggregate

- Two-thirds of respondents (67%) believe E-Verify is doing enough to ensure companies adhere to E-Verify policies. This is four percentage points higher than 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.

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



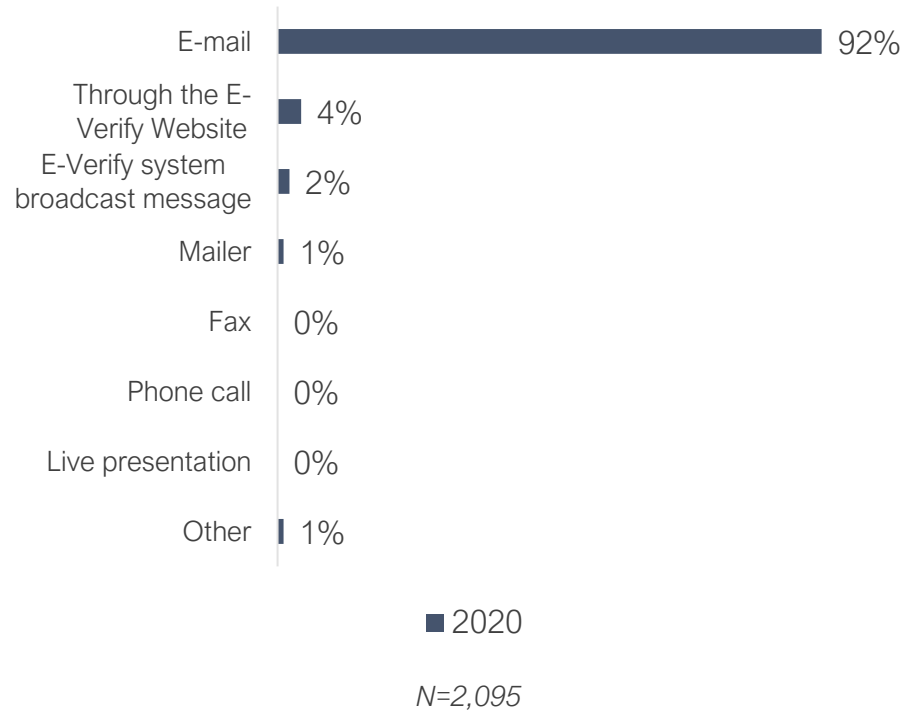
Adequate safeguards to ensure employers use E-Verify system properly



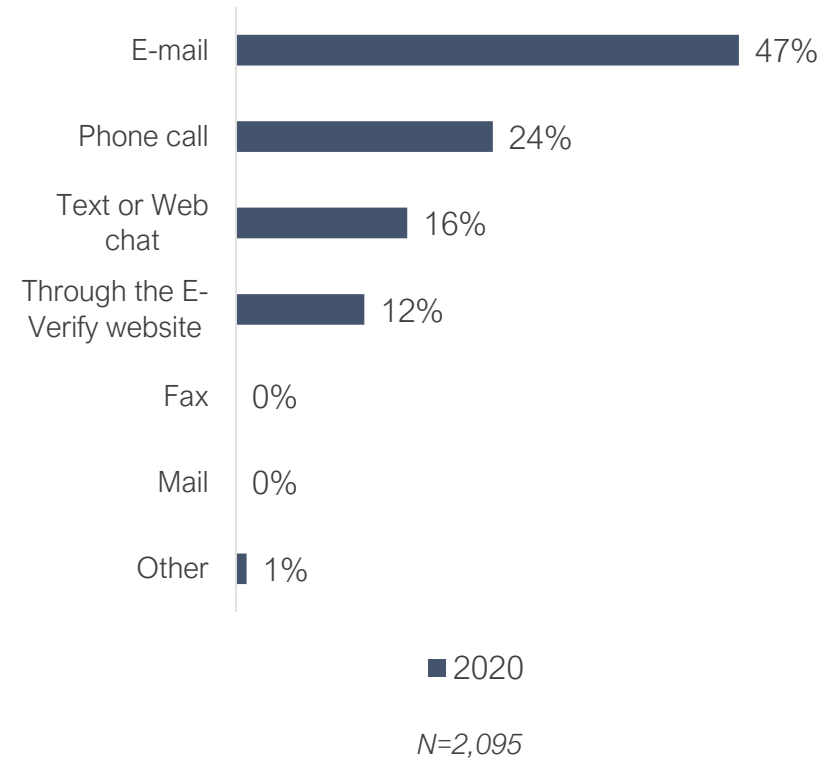
# Methods of contact - Aggregate

- The overwhelming majority of all users (92%) prefer e-mail as the mode for getting information about changes or updates to E-Verify.
- E-mail (47%) also remains the most preferred method of contacting E-Verify for help.

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



How would prefer to contact E-Verify for help

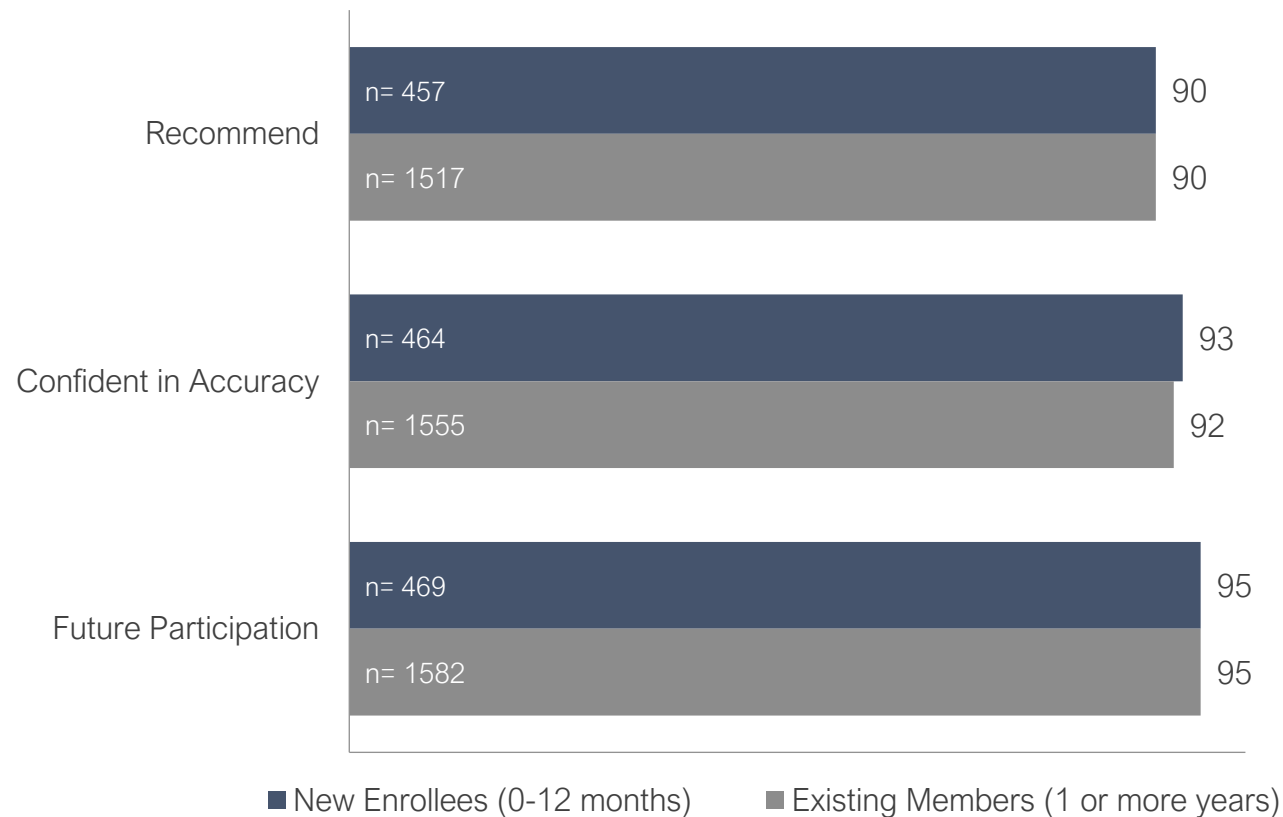


# Outcomes/Recommendations

Outcome results and recommendations

# Future Behaviors (New Enrollees vs. Existing Users)

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



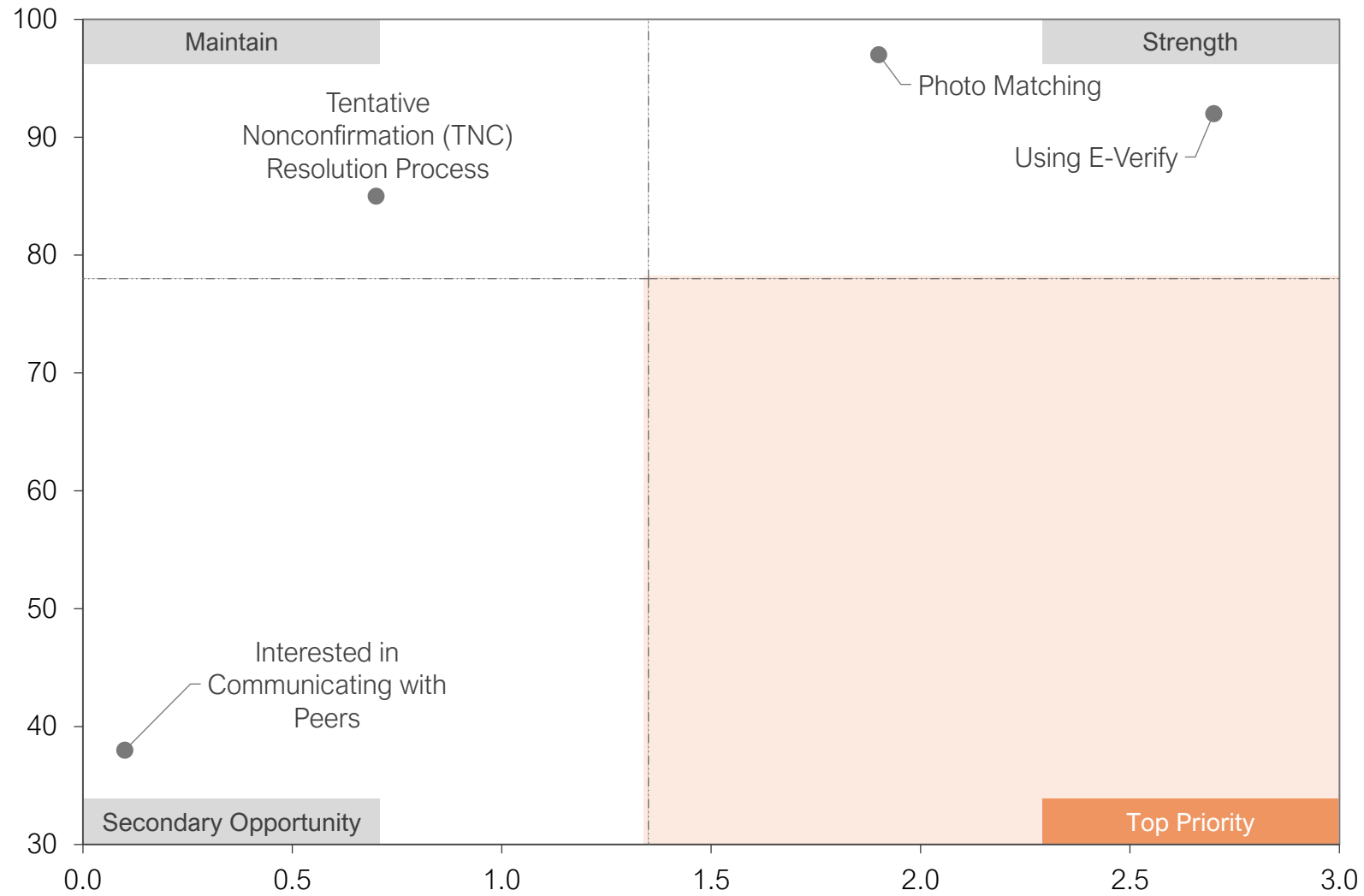
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# Priority Matrix

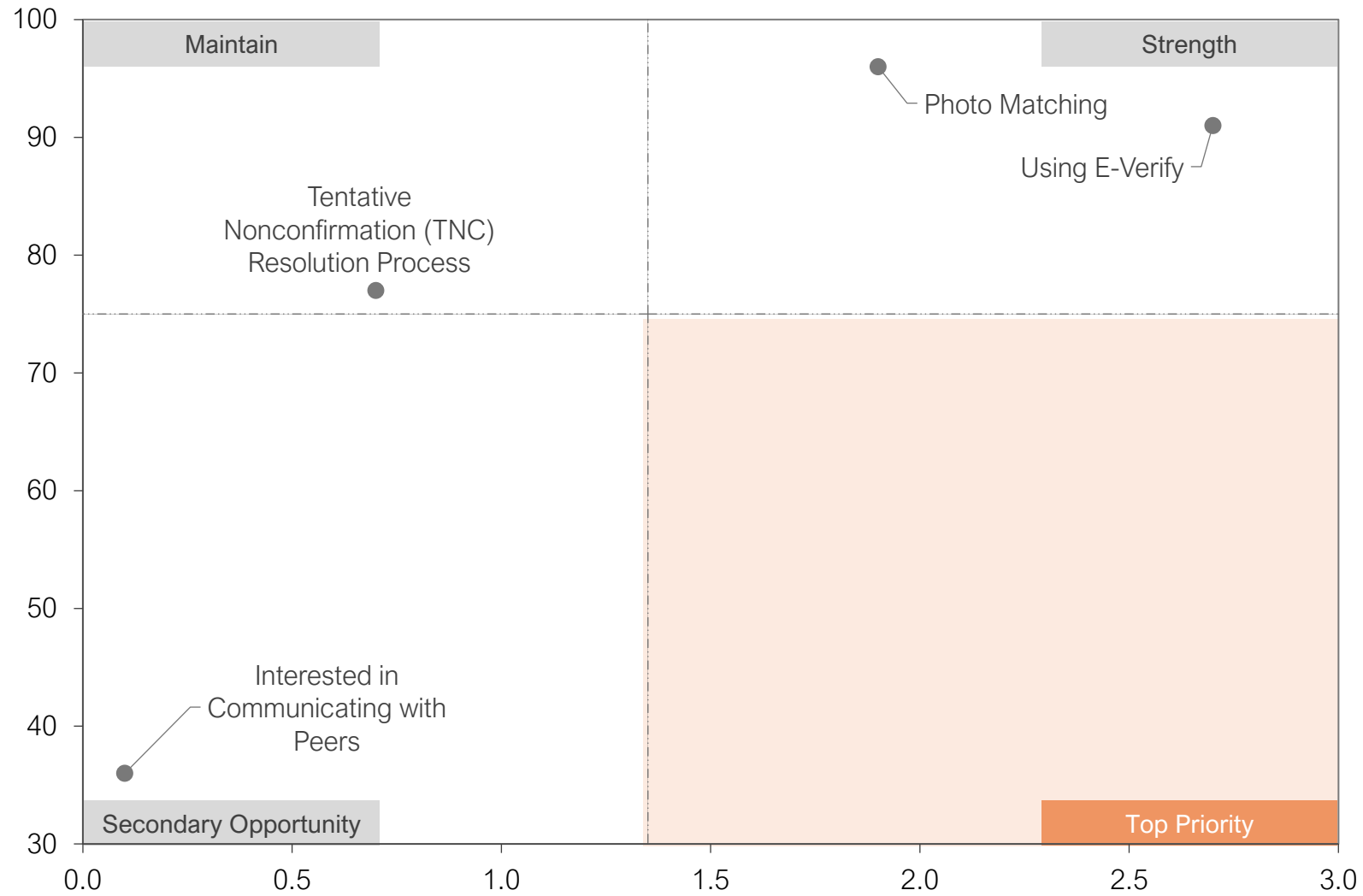
- By plotting performance scores (along the vertical axis) against impact on satisfaction (along the horizontal axis), it is possible to identify those drivers that require the most attention.
- The Priority Matrices on the next two slides illustrates the performance of each satisfaction driver compared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

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





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



# Summary and Recommendations

- After rising two points last year to post the highest score since 2014 (87), USCIS E-Verify held steady on those gains as the 2020 score of 87 matched the 2019 score.
  - › While New Enrollees tended to score slightly higher than Existing Users on many satisfaction drivers, the CSI scores for each group were only one point apart as expectations were somewhat higher for Existing Users.
  - › When compared to American Customer Satisfaction Index benchmarks, E-Verify user satisfaction outscored both the National ACSI average (74) as well as the Federal Government ACSI average (66).
  
- Much like CSI, Future Behaviors were steady from last year.
  - › Both New Enrollees and Existing Users were confident in the accuracy of data, plan to use E-Verify again in the future and would be willing to recommend E-Verify to others.
  
- There were no priority areas among the satisfaction drivers.
  - › Using E-Verify continued to post strong scores for both New Enrollees (92) and Existing Users (91).
  - › Photo Matching again had the highest overall score for both groups and had a moderate impact on satisfaction.
  - › Since Using E-Verify and Photo Matching have the highest impact on satisfaction, maintaining or slightly improving these high scores is vital to maintaining a superior customer experience.

# Summary and Recommendations

- While E-Verify training continues to add value to the user experience, the percentage of users who thought the training was helpful in passing the mastery test dropped six points from last year to 81% in 2020.
  - › Review training materials to ensure they are up to date and continue to be relevant for the current hiring environment.
- Two-thirds of respondents (67%) believed E-Verify was doing enough to ensure companies adhere to E-Verify policies.
  - › This group had a CSI that was roughly ten points higher than the 1% who believed E-Verify was not doing enough and the 32% who didn't know. This indicates that knowledge of policy compliance is something that contributes to higher user satisfaction.
  - › Any efforts to publicize E-Verify's policy compliance efforts should help overall CSI.
- Respondents were given the opportunity to provide text comments on areas of possible improvements. From text comments, there are some areas for possible improvement.
  - › Most comments indicated that users were pleased with the E-Verify process as it currently existing.
  - › I-9s were a common topic. Many respondents would like to see the I-9 process simplified.
  - › The use of third parties (such as ADP) for compliance seems have become more common recently. Any efforts to integrate third party vendors would be welcome by respondents.
  - › Finally, there were a growing number of comments regarding survey length. Next cycle should include a comprehensive review of the questions to minimize the time respondents need to take the survey.

# Appendix

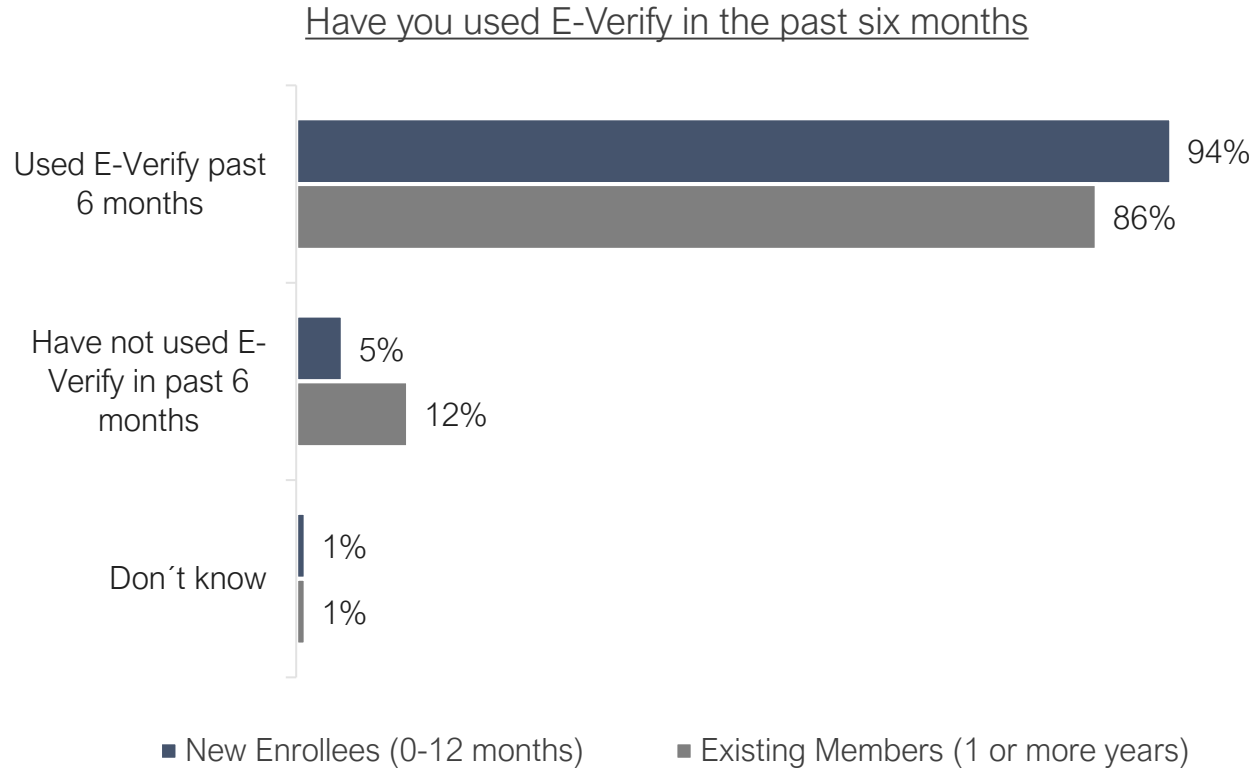
User segment comparison

# Text Comment Analysis Summary

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

- The most common comment was that the E-Verify program was “good as is” and did not require any changes as this sampling of the comments provided can attest.
  - › *“I feel like E-Verify has come a long way since I started using it 13 years ago. Much easier now to follow and get things done.”*
  - › *“It's just a very user-friendly application that simplifies a necessary task - a model for all software!”*
  
- Specific improvement areas included I-9 and TNC issues, as well as the use of third-party vendors.
  - › *“I think the reports in the reports section should be more customized as to what the employer needs. If the employer wants to pull up a report on TNC Non-Confirmation cases one should be able to do that.”*
  - › *“e-Verify is working great as it is. We use it as it is incorporated into ADP software. the two times we had a problem with verification was with ADP, and was promptly corrected/resolved. So much easier, faster, more accurate than paperwork.”*
  - › *“In the past we have done I-9 verifications by paper and in-person. But our customers are asking e-verify confirmation. we can't give back dated dates and if so, then it is triggering us stating that we didn't followed e-verify compliance.”*
  - › *“It would be nice if E-Verify would replace the I-9 form. It seems like we are duplicating efforts by having to do both the I-9 and E-Verify.”*
  - › *“Need flexibility or more interpretive features for name variability or hyphenated names, including initials (which have resulted in my only TNC).”*

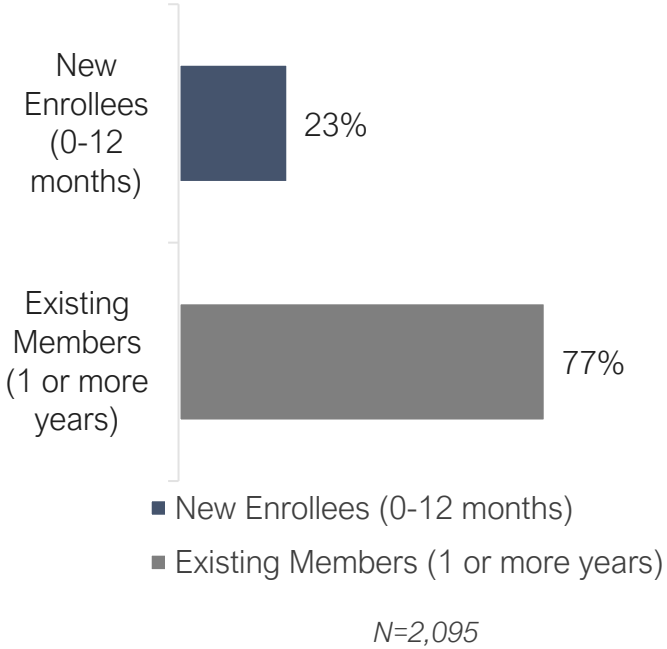
# Appendix – Recent E-Verify Usage



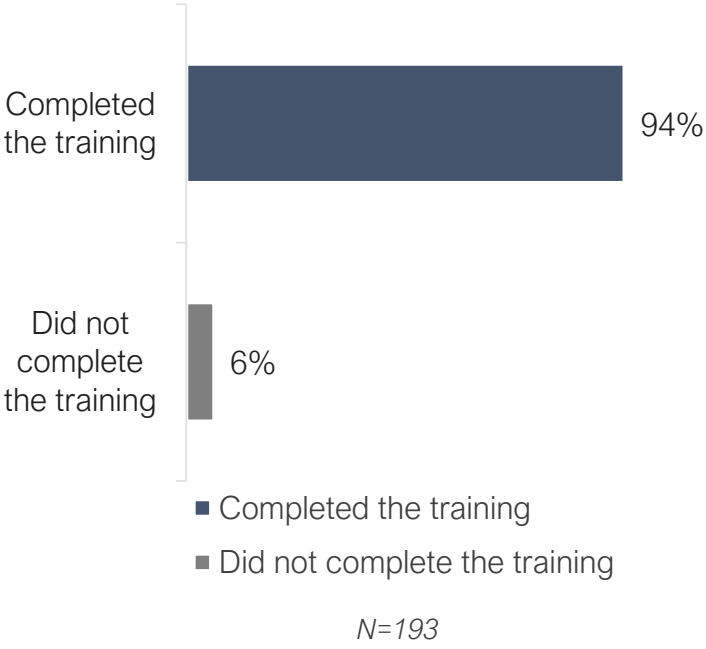
N=2,095

# Appendix – Recent E-Verify Enrollees

Enrolled in E-Verify within the last year

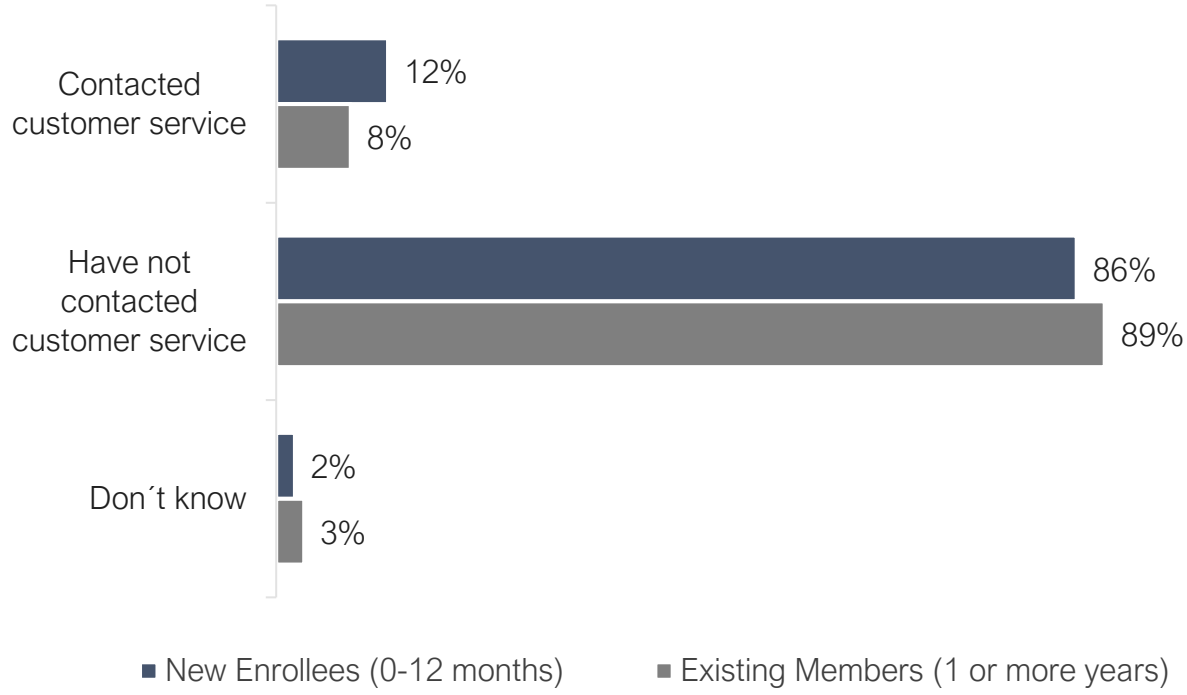


Completed training and online tutorial during E-Verify sign up process



# Appendix – Customer Service Contact

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

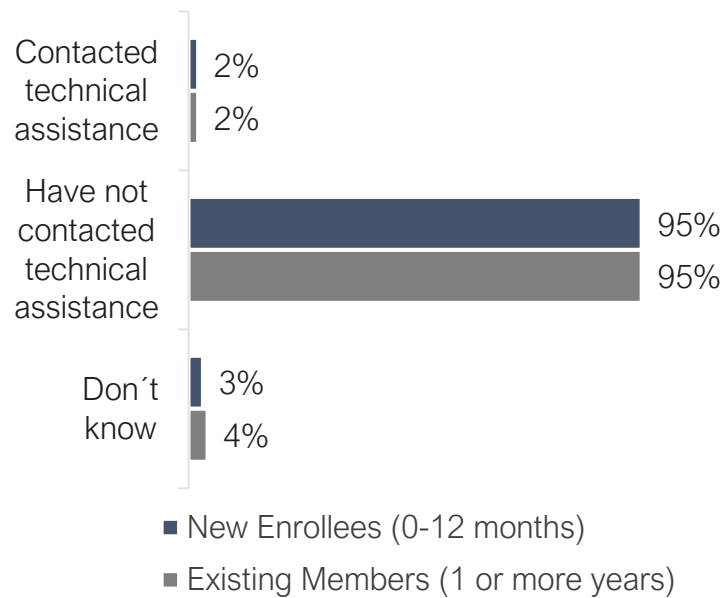


N=2,095



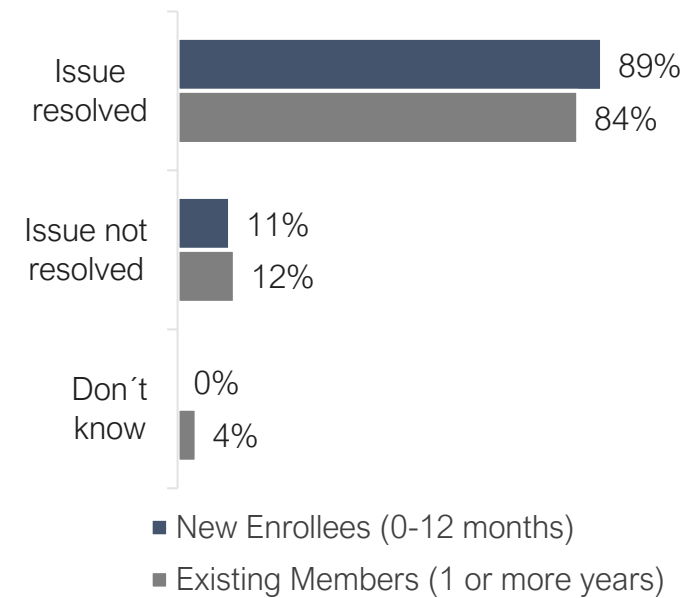
# Appendix – Technical Assistance Contact

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



N=2,095

Was your reason or issue you called technical assistance resolved



N=34

# Aggregate\* Trending Score Summary

	2014	2015	2016	2017	2018	2019	2020
Sample Size	3,377	1,859	1,919	801	4,283	3,020	2,095
Awareness / Registration	87	89	92	88	87	90	90
Tutorial	87	89	90	88	86	90	89
Using E-Verify	91	90	91	90	90	91	91
Tentative Nonconfirmation (TNC) Resolution Process	82	79	82	82	79	80	79
Photo Matching	95	94	95	95	95	96	96
Customer Service	90	90	91	89	90	91	93
Customer Service Before Transfer	91	83	91	89	86	84	82
Customer Service After Transfer	91	84	91	92	85	88	82
Customer Service by Email	79	79	88	78	78	82	82
Internet Use	70	68	70	71	72	73	73
Technical Assistance	86	87	90	95	88	89	86
Interested in Communicating with Peers	35	31	33	35	34	38	36
E-Verify Listens	79	78	79	83	76	76	79
Satisfaction	87	85	85	85	85	87	87
Overall satisfaction	88	87	87	87	87	89	89
Meets expectations	88	85	85	85	85	87	87
Compared to ideal	85	83	83	83	83	84	86
Recommend	86	86	88	88	87	89	90
Confident in Accuracy	89	89	90	91	90	92	92
Future Participation	95	95	96	95	95	95	95

\*Tables on this slide represent response from all respondents

# User Comparison

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

	Aggregate		New Enrollees (0-12 months)		Existing Members (1 or more years)		Aggregate Impacts
	Scores	Sample Size	Scores	Sample Size	Scores	Sample Size	
Sample Size		2,095		482		1,613	
Awareness / Registration	90	392	90	392	--	0	N/A
Tutorial	89	445	89	445	--	0	N/A
Using E-Verify	91	2056	92	467	91	1589	2.7
Tentative Nonconfirmation (TNC) Resolution Process	79	355	85	90	77	265	0.7
Photo Matching	96	1123	97	258	96	865	1.9
Customer Service	93	154	92	48	93	106	N/A
Customer Service Before Transfer	82	36	87	9	80	27	N/A
Customer Service After Transfer	82	36	85	9	81	27	N/A
Customer Service by Email	82	92	87	23	80	69	N/A
Internet Use	73	1924	78	434	72	1490	N/A
Technical Assistance	86	33	89	8	85	25	N/A
Interested in Communicating with Peers	36	1909	38	429	36	1480	0.1
E-Verify Listens	79	77	81	21	78	56	N/A
Satisfaction	87	2095	88	482	87	1613	N/A
Overall satisfaction	89	2095	89	482	88	1613	--
Meets expectations	87	2095	88	482	87	1613	--
Compared to ideal	86	2095	87	482	85	1613	--
Recommend	90	1974	90	457	90	1517	4.7
Confident in Accuracy	92	2019	93	464	92	1555	3.3
Future Participation	95	2051	95	469	95	1582	2.5

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

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

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

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

-- Not able to calculate score

# Aggregate\* Score Summary

	2019	2020	Significant Difference
Sample Size	3,020	2,095	
Awareness / Registration	90	90	
Clarity of instructions on how to enroll	90	89	
Memorandum of understanding makes responsibilities and next steps clear	89	89	
Ease of submitting registration information	91	91	
Speed of receiving User Name, Password and E-Verify Web Address	92	93	
Ease of registration process overall	90	89	
Tutorial	90	89	
Helpfulness of information in User Manual	89	86	▼
Ease of taking online training in terms of understanding content	91	90	
Ease of completing online training in terms of time required	89	89	
Ease of accessing online resources	90	91	
Usefulness of online resources	90	89	
Ease of training process overall	90	90	
Using E-Verify	91	91	
Ease of navigating the E-Verify site	90	90	
Ease of submitting I-9 information on E-Verify	92	92	
Speed of receiving an initial response from E-Verify	93	93	
Clarity of next steps as described in the response	90	89	▼
Tentative Nonconfirmation (TNC) Resolution Process	80	79	
Speed of resolving the case	80	78	
Clarity of communications about the steps involved in the resolution process	81	79	
Ease of resolving the case	79	76	
TNC Referral Process	82	83	
Further Action Notice Process	81	83	
Photo Matching	96	96	
Ease of photo matching process	96	96	
Helpfulness in preventing fraud	96	95	▼
Customer Service	91	93	
Ease of accessing representative	91	91	
Professionalism	93	95	
Communication skills	92	93	
Ability to understand your questions/issue	92	93	
Providing guidance on policy/questions	91	93	

	2019	2020	Significant Difference
Sample Size	3,020	2,095	
Customer Service Before Transfer	84	82	
Ease of accessing representative	81	77	
Professionalism	87	90	
Communication skills	85	86	
Ability to understand your questions/issue	84	81	
Providing guidance on policy/questions	83	80	
Customer Service After Transfer	88	82	
Ease of accessing representative	87	81	
Professionalism	90	89	
Communication skills	89	84	
Ability to understand your questions/issue	87	83	
Providing guidance on policy/questions	86	83	
Customer Service by Email	82	82	
Ability to understand your questions/issue	83	84	
The timeliness with which you received a response	81	81	
Communication skills in the response you received	85	86	
Providing guidance on policy/questions	83	83	
Internet Use	73	73	
Interested in using the Internet rather than having to call or e-mail E-Verify	73	73	
Technical Assistance	89	86	
Ease of accessing representative	88	82	
Professionalism	90	89	
Communication skills	89	87	
Ability to understand your questions/issue	89	87	
Knowledge of technical issues	88	86	
Technical guidance resolving your issue	88	83	
Interested in Communicating with Peers	38	36	▼
Interested in communicating with peers about E-Verify or using the system	38	36	▼
E-Verify Listens	76	79	
Experience with E-Verify Listens	76	79	

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# Aggregate\* Score Summary

	2019	2020	Significant Difference
Sample Size	3,020	2,095	
Satisfaction	87	87	
Overall satisfaction	89	89	
Meets expectations	87	87	
Compared to ideal	84	86	▼
Recommend	89	90	▼
How likely would you be to recommend the E-Verify program to others	89	90	▼
Confident in Accuracy	92	92	
How confident are you in the accuracy of the E-Verify program	92	92	
Future Participation	95	95	
Likelihood to continue to participate in the E-Verify program in the future	95	95	
Usefulness of Resources	--	87	
Manuals	84	85	
Tutorials	88	88	
Refresher Tutorials	87	86	
E-Verify public website	89	90	
Q and As	87	88	
E-Verify news articles	82	85	
Helper Text	84	85	
Quick Reference Guides	89	88	
E-Verify call center	86	89	
Other E-Verify users	85	85	
E-Verify Monitoring and Compliance Group	85	83	
Assistance received from E-Verify Monitoring and Compliance Group	85	83	
Frequency of Adding E-Mails to E-Verify	71	76	▼
How often you enter employees e-mail into E-Verify	71	76	▼

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# New Enrollee User Segment Score Summary

	2019	2020	Significant Difference
Sample Size	627	482	
Awareness / Registration	90	90	
Clarity of instructions on how to enroll	90	89	
Memorandum of understanding makes responsibilities and next steps clear	89	89	
Ease of submitting registration information	91	91	
Speed of receiving User Name, Password and E-Verify Web Address	92	93	
Ease of registration process overall	90	89	
Tutorial	90	89	
Helpfulness of information in User Manual	89	86	▼
Ease of taking online training in terms of understanding content	91	90	
Ease of completing online training in terms of time required	89	89	
Ease of accessing online resources	90	91	
Usefulness of online resources	90	89	
Ease of training process overall	90	90	
Using E-Verify	92	92	
Ease of navigating the E-Verify site	91	91	
Ease of submitting I-9 information on E-Verify	92	93	
Speed of receiving an initial response from E-Verify	93	94	
Clarity of next steps as described in the response	90	91	
Tentative Nonconfirmation (TNC) Resolution Process	85	85	
Speed of resolving the case	84	85	
Clarity of communications about the steps involved in the resolution process	84	85	
Ease of resolving the case	85	84	
TNC Referral Process	87	91	
Further Action Notice Process	86	88	
Photo Matching	96	97	
Ease of photo matching process	96	97	
Helpfulness in preventing fraud	96	96	
Customer Service	93	92	
Ease of accessing representative	93	90	
Professionalism	94	95	
Communication skills	94	92	
Ability to understand your questions/issue	95	92	
Providing guidance on policy/questions	93	92	

	2019	2020	Significant Difference
Sample Size	627	482	
Customer Service Before Transfer	85	87	
Ease of accessing representative	84	85	
Professionalism	87	90	
Communication skills	86	86	
Ability to understand your questions/issue	85	85	
Providing guidance on policy/questions	87	84	
Customer Service After Transfer	91	85	
Ease of accessing representative	92	85	
Professionalism	89	88	
Communication skills	92	85	
Ability to understand your questions/issue	93	83	
Providing guidance on policy/questions	93	85	
Customer Service by Email	89	87	
Ability to understand your questions/issue	87	91	
The timeliness with which you received a response	89	86	
Communication skills in the response you received	91	91	
Providing guidance on policy/questions	90	91	
Internet Use	78	78	
Interested in using the Internet rather than having to call or e-mail E-Verify	78	78	
Technical Assistance	85	89	
Ease of accessing representative	85	81	
Professionalism	86	90	
Communication skills	85	90	
Ability to understand your questions/issue	85	90	
Knowledge of technical issues	86	90	
Technical guidance resolving your issue	85	90	
Interested in Communicating with Peers	41	38	
Interested in communicating with peers about E-Verify or using the system	41	38	
E-Verify Listens	72	81	
Experience with E-Verify Listens	72	81	

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# New Enrollee User Segment Score Summary

	2019	2020	Significant Difference
Sample Size	627	482	
Satisfaction	87	88	
Overall satisfaction	89	89	
Meets expectations	88	88	
Compared to ideal	85	87	▼
Recommend	90	90	
How likely would you be to recommend the E-Verify program to others	90	90	
Confident in Accuracy	93	93	
How confident are you in the accuracy of the E-Verify program	93	93	
Future Participation	95	95	
Likelihood to continue to participate in the E-Verify program in the future	95	95	
Usefulness of Resources	--	87	
Manuals	84	85	
Tutorials	88	88	
Refresher Tutorials	87	86	
E-Verify public website	89	90	
Q and As	87	88	
E-Verify news articles	82	85	
Helper Text	84	85	
Quick Reference Guides	89	88	
E-Verify call center	86	89	
Other E-Verify users	85	85	
E-Verify Monitoring and Compliance Group	79	87	
Assistance received from E-Verify Monitoring and Compliance Group	79	87	
Frequency of Adding E-Mails to E-Verify	68	82	▼
How often you enter employees e-mail into E-Verify	68	82	▼

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# Existing Member User Segment Score Summary

	2019	2020	Significant Difference
Sample Size	627	482	
Awareness / Registration	90	90	
Clarity of instructions on how to enroll	90	89	
Memorandum of understanding makes responsibilities and next steps clear	89	89	
Ease of submitting registration information	91	91	
Speed of receiving User Name, Password and E-Verify Web Address	92	93	
Ease of registration process overall	90	89	
Tutorial	90	89	
Helpfulness of information in User Manual	89	86	▼
Ease of taking online training in terms of understanding content	91	90	
Ease of completing online training in terms of time required	89	89	
Ease of accessing online resources	90	91	
Usefulness of online resources	90	89	
Ease of training process overall	90	90	
Using E-Verify	92	92	
Ease of navigating the E-Verify site	91	91	
Ease of submitting I-9 information on E-Verify	92	93	
Speed of receiving an initial response from E-Verify	93	94	
Clarity of next steps as described in the response	90	91	
Tentative Nonconfirmation (TNC) Resolution Process	85	85	
Speed of resolving the case	84	85	
Clarity of communications about the steps involved in the resolution process	84	85	
Ease of resolving the case	85	84	
TNC Referral Process	87	91	
Further Action Notice Process	86	88	
Photo Matching	96	97	
Ease of photo matching process	96	97	
Helpfulness in preventing fraud	96	96	
Customer Service	93	92	
Ease of accessing representative	93	90	
Professionalism	94	95	
Communication skills	94	92	
Ability to understand your questions/issue	95	92	
Providing guidance on policy/questions	93	92	

	2019	2020	Significant Difference
Sample Size	627	482	
Customer Service Before Transfer	85	87	
Ease of accessing representative	84	85	
Professionalism	87	90	
Communication skills	86	86	
Ability to understand your questions/issue	85	85	
Providing guidance on policy/questions	87	84	
Customer Service After Transfer	91	85	
Ease of accessing representative	92	85	
Professionalism	89	88	
Communication skills	92	85	
Ability to understand your questions/issue	93	83	
Providing guidance on policy/questions	93	85	
Customer Service by Email	89	87	
Ability to understand your questions/issue	87	91	
The timeliness with which you received a response	89	86	
Communication skills in the response you received	91	91	
Providing guidance on policy/questions	90	91	
Internet Use	78	78	
Interested in using the Internet rather than having to call or e-mail E-Verify	78	78	
Technical Assistance	85	89	
Ease of accessing representative	85	81	
Professionalism	86	90	
Communication skills	85	90	
Ability to understand your questions/issue	85	90	
Knowledge of technical issues	86	90	
Technical guidance resolving your issue	85	90	
Interested in Communicating with Peers	41	38	
Interested in communicating with peers about E-Verify or using the system	41	38	
E-Verify Listens	72	81	
Experience with E-Verify Listens	72	81	

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence



# Existing Member User Segment Score Summary

	2019	2020	Significant Difference
Sample Size	627	482	
Satisfaction	87	88	
Overall satisfaction	89	89	
Meets expectations	88	88	
Compared to ideal	85	87	▼
Recommend	90	90	
How likely would you be to recommend the E-Verify program to others	90	90	
Confident in Accuracy	93	93	
How confident are you in the accuracy of the E-Verify program	93	93	
Future Participation	95	95	
Likelihood to continue to participate in the E-Verify program in the future	95	95	
Usefulness of Resources	--	87	
Manuals	84	85	
Tutorials	88	88	
Refresher Tutorials	87	86	
E-Verify public website	89	90	
Q and As	87	88	
E-Verify news articles	82	85	
Helper Text	84	85	
Quick Reference Guides	89	88	
E-Verify call center	86	89	
Other E-Verify users	85	85	
E-Verify Monitoring and Compliance Group	79	87	
Assistance received from E-Verify Monitoring and Compliance Group	79	87	
Frequency of Adding E-Mails to E-Verify	68	82	▼
How often you enter employees e-mail into E-Verify	68	82	▼

\*Tables on this slide represent response from all respondents

▲ ▼ Indicates change is significant at 90% confidence

# Aggregate\* Demographics

	Percent	2020 Frequency	Satisfaction
<b>E-Verify is doing enough to ensure companies using E-Verify adhere to policies</b>			
Yes	67%	1,395	90
Not Sure / Do not know	32%	677	81
No	1%	23	72
Number of Respondents		2,095	
<b>Adequate safeguards to ensure employers use E-Verify system properly</b>			
Yes	72%	1,514	90
Not Sure / Do not know	27%	561	80
No	1%	20	64
Number of Respondents		2,095	
<b>How prefer to get changes or update information to E-Verify</b>			
E-mail	92%	1,925	88
Fax	0%	0	--
Mailer	1%	21	78
E-Verify system broadcast message	2%	34	93
Phone call	0%	4	87
Through the E-Verify Website	4%	86	83
Live presentation	0%	8	85
Other	1%	17	56
Number of Respondents		2,095	
<b>How would prefer to contact E-Verify for help</b>			
E-mail	47%	983	88
Fax	0%	1	70
Mail	0%	2	56
Text or Web chat	16%	334	87
Phone call	24%	508	87
Through the E-Verify website	12%	242	88
Other	1%	25	70
Number of Respondents		2,095	

\*Tables on this slide represent response from all respondents

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# Thank you

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