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EXECUTIVE SUMMARY

Introduction

This report describes findings of the 2014 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) that allows participating employers to electronically verify the employment eligibility of their newly hired employees.

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

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

Methodology

Between October 22, 2014 and November 14, 2014, USCIS provided CFI Group with a random sample of employers who enrolled in E-Verify and who have used the system since Jan. 1, 2012. Respondents were contacted via email and invited to complete the survey online.

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 3,377 responses were returned. The responses were segmented for analysis and reporting into New Enrollees, Existing Users and All Users (both new and existing users combined). New Enrollees are E-Verify employers who registered in the last year and personally completed the registration and/or tutorial programs. Existing Users are all others not considered New Enrollees and who did not complete the survey questions related to registration.

1 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 2014 ACSI Federal Government Report, based on 1,772 random users unrelated to this survey.
Customer Satisfaction Model

The same customer satisfaction model, developed for the 2009 baseline study, was used to evaluate five areas (drivers) which are hypothesized to affect satisfaction with E-Verify.

The Customer Satisfaction Model is comprised of: 1) the Customer Satisfaction Index, 2) Key Drivers of Satisfaction, and 3) Outcomes of Satisfaction.

**The Customer Satisfaction Index (CSI).** The CSI is the average score of three core survey questions (shown below). The scores are converted into a 1-100 scale and averaged.

- **Overall Satisfaction-** How satisfied are you with E-Verify?
- **Met Expectations-** To what extent has E-Verify met your expectations?
- **Comparison to Ideal-** How well does E-Verify compare to the ideal online verification service?

CSI scores are reported for all (both new and existing users) unless otherwise noted.

2) **Key Drivers of Satisfaction** are indices comprised of the average of responses to 22 questions grouped into five topic areas (five drivers) with the 3 areas below asked of all respondents.

- **Using E-Verify**
- **TNC Resolution**
- **Photo Matching**

In addition, there were two areas that are asked of only new E-Verify enrollees.

- **Registration**
- **Tutorial**

Also computed for each driver is an “impact number.” The impact number indicates how much a 5-point improvement in that driver will change the total Customer Satisfaction Index. 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.

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2 These questions are asked of all participating Agencies and other entities involved in the CFI and/or ACSI Group benchmarking measures.

3 Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-to-10 scale with 1 being “poor” and 10 being “excellent.” Mean responses to these items are converted to a 0-to-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”
3) Outcomes of Satisfaction are 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.

**Non-Modeled Components** are those where the percentage of respondents who use a given area is too low to include it in the model or where the question provides additional information on user behavior but was not meant for incorporation into the ACSI methodology model.\(^4\)

**Findings**

**Customer Satisfaction Index for E-Verify**

Satisfaction with E-Verify remains high this year with the 2014 Customer Satisfaction Index of USCIS E-Verify rising one point from last year for a score 87 (on a scale from 1-100) for all and existing users, and 86 for new enrollees. Since 2010, users have been highly satisfied with E-Verify and the E-Verify CSI number has never scored below the low 80s.

Below is a historical summary of E-Verify CSI scores for the past 5 years.

**E-Verify CSI Scores**

<table>
<thead>
<tr>
<th>Year</th>
<th>CSI Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>82</td>
</tr>
<tr>
<td>2011</td>
<td>85</td>
</tr>
<tr>
<td>2012</td>
<td>86</td>
</tr>
<tr>
<td>2013</td>
<td>86</td>
</tr>
<tr>
<td>2014</td>
<td>87</td>
</tr>
</tbody>
</table>

*Source: ASCI, 2014*

\(^4\) Scores are still provided; however, impacts cannot be calculated.
This number exceeds the overall national average CSI number of 76, and exceeds the CSI average for Federal Government entities of 64 by 23 points.

**Customer Satisfaction Driver Model Results**

Results for the five drivers - *Using E-Verify, Registration, Tutorial, TNC Resolution,* and *Photo Matching* are as follows.5

For new enrollees, both the Registration driver (score of 87, impact of 1.7) and Tutorial driver (score of 87, impact of 1.3) were highly rated and have sizeable impacts on new enrollee satisfaction. For every five point increase in scores with these two drivers for new enrollees, CSI is expected to increase by 1.7 for Registration and 1.3 for Tutorial respectively.

With respect to the Registration driver, respondents reported that enrollment instructions are clear, as is the memorandum of understanding, while user name, password and E-Verify web addresses are all quickly received by users. Contributing to the high score for the Tutorial driver are the high ratings given for the online training being easy to access as well as being easy to understand. The amount of time to take the tutorial is not generally seen as burdensome. Both the User Manual and online training provide useful information. Ninety-one percent of new enrollees think training is useful in helping employers pass the mastery test and 92% think the tutorial and mastery test adequately prepares employers to use E-Verify.

For existing users, the driver Using E-Verify (which includes questions on ease use and speed of system response) is rated very highly at 91, and has the most impact of all drivers on CSI with the E-Verify program. Submitting I-9 information and navigating the E-Verify site are reported as being easy for users, and, after the initial contact is made, the response of the E-Verify representative is received in a timely manner and the next steps are clearly described.

The Photo Matching Process remains the highest rated driver for both new enrollees (94) and existing users (95). The process is easy and users report Photo Matching is very helpful in preventing fraud.

**Customer Satisfaction Non-modeled Components Results**

Only 12% of all respondents (400 out of 3,377) contacted Customer Service by phone in the past six months (a drop of 3% from last year). Only 3% (100 out of 3,377) contacted Customer Service by e-mail. E-Verify representatives remain proficient in resolving calls quickly. Ninety-six percent of callers had their issue resolved and of those, 92% of those had their issue resolved during the first call. Most (91%) found the wait time that they experienced to be acceptable.

The vast majority (82%) of all respondents prefer e-mail as the mode for getting information about changes or updates to E-Verify. E-mail (41%) also remains the most

---

5 The sub-questions that comprise the drivers for Registration and Tutorial were only asked of new enrollees so are in the model for new enrollees only.
preferred method of contacting E-Verify for help, while one-third (34%) preferred making a phone call. Use of the E-Verify website rose 2 percentage points from 2013 as the preferred mode for getting information (11%) and rose 3 percentage points from 2013 as the preferred method to get help (16%).
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 Matrix below 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 of E-Verify’s drivers, no area falls into this region of the matrix.

**New Enrollees Priority Matrix**

Figure 2 – New Enrollees Priority Matrix

**Existing Users Priority Matrix**
Figure 3 – Existing Users Priority Matrix

Additional Data

System Integrity (All Users)

Nearly two-thirds of all users (65%) believe E-Verify is doing enough to ensure companies adhere to policies and 72% believe adequate safeguards exist to ensure employers use the E-Verify system properly. Those who believe E-Verify is Doing Enough to Ensure Compliance and Employ Adequate Safeguards have a higher Customer Satisfaction Index (CSI) scores than those who do not or who don’t know.

Conclusions/Recommendations

Major program improvements should be based on areas that demonstrate both high impact on CSI and low performance levels (as shown on the Priority Matrix). This year no items fall into this category, suggesting that the E-Verify program should focus on maintaining the current high level of performance. The following are recommendations based on the findings from the survey:

- Sharing these results of this survey to the front line employees who interact with customers will provide positive feedback on the work they have been doing.

- Telephone Customer Service Representatives are well-regarded (90). The percentage of people reporting the Wait Before the Transfer was acceptable (91%) improved 4 percentage points from last year. Respondents are equally satisfied with Customer Service’s handling of the call both prior to and after being transferred. Continue to build on those practices that enable better understanding of the caller’s questions and providing guidance to the caller.
• *Using E-Verify* has the highest impact on the CSI for existing users and performance is very strong. Given the high score and impact of this area, the focus should predominantly be on maintaining the current level of support.

• *Registration* has a high impact on the CSI for new enrollees and performance is very strong. Ensuring that instructions remain clear to users and continuing to streamline/simplify the registration process should continue provide a benefit to users. Any improvements that can clearly delineate the users’ responsibilities and next steps would continue to provide a favorable first impression to new users.

• *TNC Resolution* has a modest impact on the CSI and respondents seem relatively satisfied, however, *TNC Resolution* was the lowest rated driver. Any improvements to clarify steps involved in the resolution process may have a positive effect on the speed and ease of resolving the case, and improve driver scores.

• The *Photo Matching Tool* remains easy to use and is regarded as useful in preventing fraud. There is no need to address the *Photo Matching Tool* at this time.
Introduction

This report describes findings of the 2014 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) that allows participating employers to electronically verify the employment eligibility of their newly hired employees.

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

CFI Group was contracted to assess the experience of employers with the E-Verify system using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI was founded through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and CFI Group, which offers the patented ACSI methodology. The distinguishing feature of the ACSI methodology is its patented cause-and-effect approach to customer satisfaction measurement. The technology behind the ACSI identifies key drivers of satisfaction and computes the impact that each of these drivers has on customer satisfaction and loyalty. While CFI Group uses the same methodology as the ACSI, the ACSI is a separate entity.6

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 in 2009. 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 that

6 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 2014 ACSI Federal Government Report based on 1,772 random users unrelated to this survey.
comprise the Customer Satisfaction Index (CSI) number follow a format common to all
the ACSI federal agency questionnaires so as to allow for a comparable benchmark.
See Appendix A for the full questionnaire.

Between October 22, 2014 and November 14, 2014, USCIS provided CFI Group with
a random sample of employers who enrolled in E-Verify and who have used the
system since Jan. 1, 2012. Respondents were contacted via email and invited to
complete the survey online.

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 3,377 responses were submitted. A response was considered
submitted if 67% or more of the modeled questions (questions that have some effect
on satisfaction model) were completed. The responses were segmented for analysis
and reporting into the following groups: New Enrollees, Existing Users and All User
(both new and existing users combined). New Enrollees are E-Verify employers who
registered in the last year and personally completed the registration and/or tutorial
programs. Existing Users are all others not considered New Enrollees and who did
not complete the survey questions related to registration.
Customer Satisfaction Models

The same customer satisfaction model, developed for the 2009 baseline study, was used to evaluate five 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. Each of these is discussed below.

The Customer Satisfaction Index (CSI). The CSI is the 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.

![CSI Model Explanation](image)

Drivers of Satisfaction are indices comprised of the response averages to 22 questions grouped into five topic areas, called drivers. Questions on Using E-Verify, TNC Resolution, and Photo Matching are asked of all respondents. In addition, new E-Verify enrollees answered questions on the Registration and Tutorial processes. Attribute scores are the mean (average) respondent scores of each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-to-10 scale with 1 being “poor” and 10 being “excellent.”

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

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7 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.
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 5 – 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) 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

iii. Driver 3) 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
   5. Usefulness of online resources
   6. Ease of completing online training in terms of time required

iv. Driver 4) 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

v. Driver 5) **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 6 – Customer Satisfaction Outcomes](image)

**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.⁸

⁸ Scores are still provided; however, impacts cannot be calculated.
Non Modeled Components

Figure 7 – 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

6. Professionalism
7. Communication Skills
8. Knowledge of technical issues
9. Ease of accessing representative
10. Technical guidance resolving your issue

III. Experience with E-Verify Listens

IV. Internet Usage
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 8 – CSI Model Illustration**

Each Driver is made up of a number of attribute questions. For example, the attribute for Using E-Verify is 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.”
  - 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. Speed of resolving the case
  - Q50. Clarity of communications about the steps involved in the resolution process
  - Q51. Ease of resolving the case

On the left-hand side of the each model, each of the satisfaction drivers is shown. Driver scores, shown in the blue ovals, are the mean (average) aggregate respondent scores for each individual question that was 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.” CFI Group converts the responses to these items to a 0-to-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”

Impacts, shown in the gray rectangles, should be read 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 Registration increased by five points (87 to 92), CSI would increase by the amount of its impact, or 1.7 points (86 to 87.7). If the driver increases by less than or more than five points, the resulting change in the CSI would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by five points, the related improvement in the CSI would be the sum of the impacts.

CSI, in turn, drives outcome behaviors shown on the right-hand side of the model. These outcomes include recommending E-Verify, confidence in accuracy and likelihood to use E-Verify in the future.
The impact that CSI has on each of the outcomes is shown in the rectangle in the lower right hand side of the box. For example, Recommend has an impact of 4.9 for New Enrollees. This means that a 5-point improvement in Satisfaction will drive the likelihood to recommend by 4.9 points. Scores for Outcomes, Recommend, Confidence in Agency and Future Participation, are averages reported on a 0 to 100 scale and not percentages. Thus, the score of 85 for Recommend means that the average respondent is very likely to recommend E-Verify and not that 85% of respondents would recommend E-Verify.

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

There were additional question topics that were included on the survey but not enough respondents reported having any experience with these areas (e.g., Customer Service) to allow for statistical analysis. As a result, the percentage of respondents was too low to include in the model since impacts could not be calculated. Scores for these areas are still provided for reference and are reviewed later in the report.

Appendix B contains tables of responses to non-modeled questions which are categorical and “Yes/No” type questions where a response is not on a 1-to-10 scale. Non-modeled questions are questions that are included in the survey but are not included as key drivers and thus not included in the actual satisfaction model.

Outcomes of Satisfaction are represented by the three single-attribute outcome behaviors below that were measured in the survey. They are scored and converted on the same 1-100 scale as the satisfaction drivers.

Appendix C contains score tables for questions that were rated on a 1-to-10 scale at an aggregate level and segmented by groups.

**Customer Samples and Data Collection**

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

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

Respondents were contacted via email between October 22, 2014 and November 14, 2014. Each email contained a URL that launched a survey when clicked. A response was considered submitted if 67% or more of the modeled questions (question that have some effect on satisfaction model) were completed. The sample sizes and response rates for each group are reported below.
### Figure 9 – All, Recent, Far Response Rates

<table>
<thead>
<tr>
<th></th>
<th>Number of Survey Invitations</th>
<th>Number of Valid Complete Surveys</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Users</td>
<td>42,071</td>
<td>3,377</td>
<td>8.0%</td>
</tr>
<tr>
<td>Recent Users</td>
<td>30,785</td>
<td>2,337</td>
<td>7.6%</td>
</tr>
<tr>
<td>FAR Users</td>
<td>4,685</td>
<td>441</td>
<td>9.5%</td>
</tr>
</tbody>
</table>

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

### Figure 10 – New and Existing Users Completes

<table>
<thead>
<tr>
<th></th>
<th>Number of Survey Invitations</th>
<th>Number of Valid Complete Surveys</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollees</td>
<td>42,071</td>
<td>403</td>
</tr>
<tr>
<td>Existing Users</td>
<td>42,071</td>
<td>2,974</td>
</tr>
</tbody>
</table>
Respondent Distribution

The table below shows respondents by state. For the most part, frequencies by state were similar to last year. Georgia (9%), North Carolina (7%) and South Carolina (7%) comprise the largest proportion of respondents. Other states that comprise 5% or more of the total responses include: Alabama (6%), Arizona (6%), California (6%) and Florida (5%). Collectively, these seven states account for 46% of all responses and five of them (AL, AZ, NC, SC and GA) have a requirement for all or most employers to use E-Verify.

Figure 11 – State Distribution

<table>
<thead>
<tr>
<th>State</th>
<th>2013 Percent</th>
<th>2013 Frequency</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL</td>
<td>3%</td>
<td>14</td>
<td>7%</td>
<td>124</td>
</tr>
<tr>
<td>AK</td>
<td>1%</td>
<td>3</td>
<td>0%</td>
<td>3</td>
</tr>
<tr>
<td>AR</td>
<td>0%</td>
<td>2</td>
<td>0%</td>
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<tr>
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<td>2013 Frequency</td>
<td>2014 Percent</td>
<td>2014 Frequency</td>
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<td>--------------</td>
<td>----------------</td>
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<td>3</td>
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<tr>
<td>OK</td>
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<td>8</td>
<td>2%</td>
<td>34</td>
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<tr>
<td>OR</td>
<td>2%</td>
<td>8</td>
<td>1%</td>
<td>12</td>
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<tr>
<td>PA</td>
<td>3%</td>
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<td>42</td>
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<tr>
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<td>3</td>
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<tr>
<td>RI</td>
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<td>6</td>
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<tr>
<td>SC</td>
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<td>5</td>
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<td>163</td>
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<tr>
<td>SD</td>
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<td>3</td>
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<tr>
<td>TN</td>
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<td>5</td>
<td>3%</td>
<td>48</td>
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<tr>
<td>TX</td>
<td>4%</td>
<td>15</td>
<td>3%</td>
<td>64</td>
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<tr>
<td>UT</td>
<td>1%</td>
<td>6</td>
<td>3%</td>
<td>48</td>
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<tr>
<td>VA</td>
<td>7%</td>
<td>29</td>
<td>2%</td>
<td>30</td>
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<tr>
<td>VT</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
<td>0</td>
</tr>
<tr>
<td>WA</td>
<td>4%</td>
<td>18</td>
<td>2%</td>
<td>30</td>
</tr>
<tr>
<td>WI</td>
<td>2%</td>
<td>7</td>
<td>1%</td>
<td>16</td>
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<tr>
<td>WV</td>
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<td>0</td>
<td>0%</td>
<td>2</td>
</tr>
<tr>
<td>WY</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
<td>2</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td><strong>427</strong></td>
<td><strong>427</strong></td>
<td><strong>1,896</strong></td>
<td><strong>1,896</strong></td>
</tr>
</tbody>
</table>

*Note: Percentages are rounded to the nearest whole number.*

**Organizational Size and Industry of Respondent Business**

Organizations that employ between 30 and 99 people account for the largest segment (29%) of response. The largest companies (1,000 or more employees) account for 7% of responses.
The percentage of respondents considers their organization a small business (67%) remains unchanged from 2013.

The composition of respondents’ industries remains similar to that from last year. Manufacturing (13%) and Construction/General Contracting (12%) are most mentioned and account for one-quarter of respondents.
<table>
<thead>
<tr>
<th>Primary industry in which your company or organization conducts business</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction/General Contracting</td>
<td>12%</td>
<td>422</td>
</tr>
<tr>
<td>Education</td>
<td>4%</td>
<td>145</td>
</tr>
<tr>
<td>Engineering</td>
<td>3%</td>
<td>106</td>
</tr>
<tr>
<td>Financial Services</td>
<td>2%</td>
<td>72</td>
</tr>
<tr>
<td>Healthcare/Public Health</td>
<td>8%</td>
<td>281</td>
</tr>
<tr>
<td>Hospitality</td>
<td>6%</td>
<td>209</td>
</tr>
<tr>
<td>Information Technology</td>
<td>4%</td>
<td>147</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>13%</td>
<td>448</td>
</tr>
<tr>
<td>Non-Profit/Not-for-Profit</td>
<td>5%</td>
<td>183</td>
</tr>
<tr>
<td>Sales - Retail or Wholesale</td>
<td>7%</td>
<td>246</td>
</tr>
<tr>
<td>Staffing/Personnel</td>
<td>3%</td>
<td>93</td>
</tr>
<tr>
<td>Transportation</td>
<td>4%</td>
<td>123</td>
</tr>
<tr>
<td>Utilities/Energy/Natural Resources</td>
<td>1%</td>
<td>26</td>
</tr>
<tr>
<td>Professional Services/Consulting</td>
<td>5%</td>
<td>172</td>
</tr>
<tr>
<td>Government Services</td>
<td>5%</td>
<td>157</td>
</tr>
<tr>
<td>Other</td>
<td>13%</td>
<td>424</td>
</tr>
</tbody>
</table>

**Number of Respondents** 3,377 3,377

Most respondents consider themselves as General Users of E-Verify (90%). Respondents are split in their reported frequency of use of E-Verify, with a slight majority using it at least once a month (53%).
### Figure 15 – Organization Description and Frequency of Use

#### Which best describes your organization as a user of E-Verify

<table>
<thead>
<tr>
<th>Type of User</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>General User</td>
<td>90%</td>
<td>3,053</td>
</tr>
<tr>
<td>Temporary Agency or Employment Agency</td>
<td>4%</td>
<td>124</td>
</tr>
<tr>
<td>E-Verify Employer Agent</td>
<td>6%</td>
<td>200</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td><strong>3,377</strong></td>
<td><strong>3,377</strong></td>
</tr>
</tbody>
</table>

#### Which best describes how frequently you use E-Verify

<table>
<thead>
<tr>
<th>Frequency</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once a week or more</td>
<td>19%</td>
<td>632</td>
</tr>
<tr>
<td>Two or three times a month</td>
<td>20%</td>
<td>668</td>
</tr>
<tr>
<td>About once a month</td>
<td>14%</td>
<td>484</td>
</tr>
<tr>
<td>Once every few months</td>
<td>28%</td>
<td>938</td>
</tr>
<tr>
<td>Once or twice a year</td>
<td>15%</td>
<td>512</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td><strong>3,377</strong></td>
<td><strong>3,377</strong></td>
</tr>
</tbody>
</table>
DETAILED FINDINGS

Customer Satisfaction Index

The Customer Satisfaction Index (CSI), the average of the three core questions (see question definitions below) is the central measure of this report. The 2014 Customer Satisfaction Index (CSI) for All USCIS E-Verify users gained one point from last year to climb to 87 on a scale of 0 to 100. The CSI for New Enrollees was 86. For Existing users, FAR and Recent users, the CSI score was 87.

Below is a historical summary of E-Verify CSI scores for All users in the past 5 years:

Since 2010, users have been highly satisfied with E-Verify and the E-Verify CSI number has never scored below the low 80s. This number exceeds the overall national average CSI number of 76, and exceeds the CSI average for Federal Government entities of 64 by 23 points.

The Customer Satisfaction Index (CSI) scores for each of the three index sub-questions are provided in the chart below with Overall Satisfaction (88), Satisfaction Compared to Expectations (88) and Satisfaction with E-Verify Compared to the Ideal Online Verification Service (85) shown. Both Satisfaction Compared to Expectations and Compared to Ideal experienced a statistically significant rise of 1 point from last year.

---

9 Increase was statistically significant at 90% confidence interval.
E-Verify Customer Satisfaction Index - 2014

Figure 17 – E-Verify Customer Satisfaction Index

2014 E-Verify CSI

Overall satisfaction

Meets expectations

Compared to ideal

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?

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%).

Comparison with the 2014 ACSI Benchmark Study

The ACSI Federal Government Report 2014 (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. Agency scores from other FCG/CFI measurements ranged from 45 – 90.
**Drivers of Satisfaction Results**

Drivers of Satisfaction are indices comprised of the average responses to 22 questions grouped into five topic areas. Questions on Using E-Verify, TNC Resolution, and Photo Matching are asked of all respondents, while only new E-Verify enrollees answer additional questions on satisfaction with Registration and the Tutorial processes.¹⁰ These drivers are then used in a proprietary regression type model to determine the impact each of the drivers has on the CSI. The “impact number” for each driver indicates how much a 5-point improvement in that driver will change the CSI number. The results for each are shown below.

¹⁰ Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-to-10 scale with 1 being “poor” and 10 being “excellent.” CFI Group converts the mean responses to these items to a 0-to-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”
Registration (New enrollees only)

The questions comprising this driver address the:

> Speed of receiving user name, password and E-Verify web address
> Ease of submitting registration information
> Clarity of instruction on how to enroll
> Memorandum of understanding makes responsibilities and next steps clear
> Ease of registration process overall

From organizations that had enrolled in 2014, most respondents (79%) had personally registered their organization with E-Verify. The rating for overall ease of the registration process (85) rose two-points from last year.

As shown in the chart below, users receive their User Name, Password and Web Address in an acceptably timely manner, and submitting registration information remains easy.

Registration Scores

![Registration Scores Chart]

*New Enrollees N=317*
Tutorial (New enrollees only)

The questions comprising this driver address the:

- **Ease of taking online training in terms of understanding content**
- **Ease of accessing online resources**
- **Helpfulness of information in User Manual**
- **Ease of training process overall**
- **Usefulness of online resources**
- **Ease of completing online training in terms of time required**

Online Resources, User Manual and Training provide useful information and are easily accessible. Almost all (95%) respondents who enrolled in E-Verify in the past 12 months (from survey completion date) **completed the training and online tutorial**. Of these, 91% thought the **training was useful in helping employers pass the mastery test** and 92% thought the **tutorial and mastery test adequately prepare employers to use E-Verify**.

The content in the tutorial is **easy to understand** (89) and overall the **training process** (87) is easy for users. **Online resources** are rated as being very **useful** (86) and **accessible** (88). The **time required to complete online training** is not thought to be too burdensome with a rating of 84.

### Tutorial Scores

![Figure 20 – Tutorial Scores](image)

*New Enrollees N=381*
Those who rated the ease of the training process overall lower than “6” (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. These comments can be accessed [here: Appendix D](#).

**Using E-Verify**

The questions comprising this driver address the:

*Speed of receiving an initial response from E-Verify*

> *Ease of submitting I-9 information on E-Verify*

> *Clarity of next steps as described in the response*

> *Ease of Navigating the E-Verify Site*

Nearly all (95%) of both new and existing users combined had used E-Verify in the past six months. Maintaining current levels of performance is critical as declines in the score would have a negative impact on the CSI.

As shown in the chart below, Existing users rate the *speed of initial response* from E-Verify more favorably as there is a statistically significant difference between New (93) and Existing Users (95). *Submitting I-9 information* is easy for both groups as is *navigating the E-Verify site*.

**Using E-Verify Scores**

*Figure 21 – Using E-Verify Scores*

<table>
<thead>
<tr>
<th>Metric</th>
<th>New Enrollees</th>
<th>Existing Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of receiving initial response</td>
<td>93</td>
<td>95*</td>
</tr>
<tr>
<td>Ease of submitting I-9 information</td>
<td>91</td>
<td>90</td>
</tr>
<tr>
<td>Clarity of next steps</td>
<td>90</td>
<td>89</td>
</tr>
<tr>
<td>Ease of navigating the site</td>
<td>88</td>
<td>88</td>
</tr>
</tbody>
</table>

*New Enrollees N=400*  
*Existing Members N=2,964*
Tentative Non-confirmation Resolution

The questions comprising this driver address the:

> TNC Referral Process
> Speed of resolving the case
> Ease of resolving the case
> Further action notice process
> Clarity of communications about the steps involved in the resolution process

Twenty percent of new enrollees and 17% of existing users received a Tentative Non-confirmation in the past 6 months (from survey completion date). While scores in the lower 80s indicate this area is likely meeting most users' needs, TNC Resolution is the lowest scoring driver for all groups.

TNC Resolution Process Scores

Those who rated the ease of resolving the case lower than “6” (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. These
comments can be accessed here: Appendix D - Question 52. The complete list of verbatim comments is included in the Appendix D of this report.

**Photo Matching**

The questions comprising this driver address the:

> **Ease of photo matching process**

> **Helpfulness in preventing fraud**

The Photo Matching process is considered to be very easy and helpful in fraud prevention. 43% of new enrollees and 47% of existing users were prompted to match a photo in the past six months (from survey completion date). Most respondents (91%) have convenient access to the technology to complete the process. Photo Matching remains the highest rated of all driver areas.

**Photo Matching Scores**

![Photo Matching Scores Chart]

*New Enrollees N=174*

*Existing Members N=1,386*
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 24 – New Enrollees CSI Model](image)

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 Registration increased by five points (87 to 92), the Customer Satisfaction Index (CSI) would increase by the amount of its impact, or 1.7 points (86 to 87.7). If the driver increases by less than or more than five points, the resulting change in CSI would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by five points, the related improvement in the CSI would be the sum of the impacts. CSI, in turn, drives outcome behaviors shown on the right-hand side of the model. These outcomes include Recommending E-Verify, Confidence in Accuracy and Likelihood to use E-Verify in the Future.

The impact that the CSI has on each of the outcomes is shown in the rectangle in the lower right hand side of the box. For example, Recommend has an impact of 4.9. This means that a 5-point improvement in satisfaction (CSI) will drive the likelihood to recommend up by 4.9 points. Scores for Outcomes (Recommend, Confidence in agency and Future Participation), are averages reported on a 0 to 100 scale and not percentages. Thus, the score of 85 for Recommend means that the average
respondent is very likely to recommend E-Verify and not that 85% of respondents would recommend E-Verify.

The second model is based on Existing Users, those that are not considered New Enrollees. Since the drivers 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 25 – Existing Users CSI Model**

When comparing the two models, you can see that for new enrollees, Registration had the most impact (1.7) while Using E-Verify had the most impact for existing users (3.6). For new enrollees, both Registration (87) and Tutorial (87) remain highly rated and have a sizeable impact on satisfaction (CSI).

Satisfaction with all of the drivers is also particularly high among existing users, and the highest impact on the CSI is also Using E-Verify. To better illustrate these effects, the impact scores are shown on the priority matrices below.
By plotting performance scores (along the vertical axis) against impact on satisfaction (along the horizontal axis), it is possible to identify those drivers 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 drivers, no area falls into this region of the matrix.

**New Enrollees Priority Matrix**

![New Enrollees Priority Matrix](image1)

**Existing Users Priority Matrix**

![Existing Users Priority Matrix](image2)
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.

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

- *Professionalism*
- *Communication Skills*
- *Ability to understand your question/issue*
- *Ease of accessing representative*
- *Providing guidance on policy/questions*

Fourteen percent of new enrollees and 12% of existing users contacted *Customer Service by phone* in the past six months. With scores in the high 80s and low 90s, Phone Customer Service professionals demonstrate strong communication skills and provide excellent guidance on policy and questions.

**Customer Service – Phone Scores**

*Figure 28 – Customer Service – Phone Scores*

New Enrollees N=55
Nearly all who contacted customer service reported having their issue resolved (96%). Of those, 92% had their issue resolved on the first call (first call resolution).

Of those who contacted Customer Service via phone, 25% of all callers were transferred during their call. Most (91%) found the wait time they experienced to be acceptable. Of those transferred, 87% were transferred only once and 12% were transferred twice. Scores for Customer Service prior to transfer and after transfer are on par with one another with only minor differences between the two.

**Figure 29 – Customer Service – New vs. Existing Members**

<table>
<thead>
<tr>
<th></th>
<th>New Enrollees Scores</th>
<th>New Enrollees Sample</th>
<th>Existing Members Scores</th>
<th>Existing Members Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Service Before Transfer</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of accessing representative</td>
<td>91</td>
<td>49</td>
<td>90</td>
<td>309</td>
</tr>
<tr>
<td>Professionalism</td>
<td>90</td>
<td>49</td>
<td>92</td>
<td>309</td>
</tr>
<tr>
<td>Communication skills</td>
<td>89</td>
<td>49</td>
<td>91</td>
<td>309</td>
</tr>
<tr>
<td>Ability to understand your questions/issue</td>
<td>88</td>
<td>49</td>
<td>90</td>
<td>308</td>
</tr>
<tr>
<td>Providing guidance on policy/questions</td>
<td>88</td>
<td>48</td>
<td>90</td>
<td>302</td>
</tr>
<tr>
<td><strong>Customer Service After Transfer</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of accessing representative</td>
<td>92</td>
<td>47</td>
<td>90</td>
<td>293</td>
</tr>
<tr>
<td>Professionalism</td>
<td>93</td>
<td>47</td>
<td>92</td>
<td>295</td>
</tr>
<tr>
<td>Communication skills</td>
<td>91</td>
<td>47</td>
<td>91</td>
<td>295</td>
</tr>
<tr>
<td>Ability to understand your questions/issue</td>
<td>91</td>
<td>47</td>
<td>91</td>
<td>295</td>
</tr>
<tr>
<td>Providing guidance on policy/questions</td>
<td>90</td>
<td>47</td>
<td>90</td>
<td>291</td>
</tr>
<tr>
<td><strong>Sample Size</strong></td>
<td>49</td>
<td>49</td>
<td>309</td>
<td>309</td>
</tr>
</tbody>
</table>
Customer Service - E-mail

Three percent of respondents contacted customer service by e-mail. Satisfaction scores for e-mail customer service tend to be lower than those for phone. Just over four-fifths (81%) of those contacting E-Verify by e-mail have their issue resolved.

Customer Service – E-mail Scores

Figure 30 – Customer Service – E-mail Scores

Existing Members N=77

Insufficient responses to calculate scores for New Enrollees
Technical Assistance

- Professionalism
- Communication Skills
- Ability to understand your question/issue
- Knowledge of technical issues
- Ease of accessing representative
- Technical guidance resolving your issue

Just 3% of all respondents had contacted Technical Assistance in the past six months. Customers find Technical Assistance to be knowledgeable of technical issues, are able to understand questions asked, possess strong communication skills and are highly professional. Technical Assistance staff still remains highly-rated with scores in the high 80s for all attributes. Technical Assistance continues to resolve issues, as 93% of respondents who contacted Technical Assistance had their issue resolved.

Technical Assistance Scores

Figure 31 – Technical Assistance Scores

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Assistance</td>
<td>88</td>
</tr>
<tr>
<td>Knowledge of technical issues</td>
<td>88</td>
</tr>
<tr>
<td>Ease of accessing representative</td>
<td>86</td>
</tr>
<tr>
<td>Ability to understand your question/issue</td>
<td>89</td>
</tr>
<tr>
<td>Technical guidance resolving your issue</td>
<td>87</td>
</tr>
<tr>
<td>Professionalism</td>
<td>90</td>
</tr>
<tr>
<td>Communication skills</td>
<td>89</td>
</tr>
</tbody>
</table>

Existing Members N=87

Insufficient responses to calculate scores for New Enrollees
Internet Use

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

New enrollees (76) were more interested in using the Internet to get assistance than Existing users (70). This difference is statistically significant.

Internet Use – Interest in using Internet Help Scores

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

Nearly two-thirds of the total sample (65%) believe E-Verify is doing enough to ensure companies adhere to E-Verify policies. Likewise, 72% believe adequate safeguards exist to ensure employers use the E-Verify system properly. These numbers are a slight increase from 2013. Those who believe E-Verify is Doing Enough to Ensure Compliance and Employ Adequate Safeguards have higher Customer Satisfaction Index (CSI) scores than those who do not or who don’t know.

System Integrity – Policies and Safeguards

Figure 33 – System Integrity – Policies and Safeguards Charts

Figure 34 – System Integrity – Policies and Safeguards Tables

<table>
<thead>
<tr>
<th>E-Verify is doing enough to ensure companies using E-Verify adhere to policies</th>
<th>2013 Percent</th>
<th>2013 Frequency</th>
<th>2013 Satisfaction</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
<th>2014 Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>64%</td>
<td>1,007</td>
<td>88</td>
<td>65%</td>
<td>2,183</td>
<td>90</td>
</tr>
<tr>
<td>No / Do not know</td>
<td>36%</td>
<td>570</td>
<td>82</td>
<td>35%</td>
<td>1,194</td>
<td>82</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>1,577</td>
<td>1,577</td>
<td>1,577</td>
<td>3,377</td>
<td>3,377</td>
<td>3,377</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adequate safeguards to ensure employers use E-Verify system properly</th>
<th>2013 Percent</th>
<th>2013 Frequency</th>
<th>2013 Satisfaction</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
<th>2014 Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>69%</td>
<td>1,088</td>
<td>88</td>
<td>72%</td>
<td>2,427</td>
<td>89</td>
</tr>
<tr>
<td>No / Do Not Know</td>
<td>31%</td>
<td>489</td>
<td>82</td>
<td>28%</td>
<td>950</td>
<td>81</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>1,577</td>
<td>1,577</td>
<td>1,577</td>
<td>3,377</td>
<td>3,377</td>
<td>3,377</td>
</tr>
</tbody>
</table>
Outreach and Communications

When all users were asked how they first learned about E-Verify, the employee’s Company/HR/Corporate Office (28%) remains the most mentioned resource in 2014. Local, State or Federal Government receives the second highest percentage of responses (15%) and E-Verify materials and the E-Verify website collectively account for 15% of mentions. This year’s findings are similar to last year’s, with little variation.

Figure 35 – How Did You Learn About E-Verify

<table>
<thead>
<tr>
<th>How did you first learn about E-Verify</th>
<th>2013 Percent</th>
<th>2013 Frequency</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Verify materials or presentation</td>
<td>7%</td>
<td>117</td>
<td>8%</td>
<td>274</td>
</tr>
<tr>
<td>E-Verify website</td>
<td>7%</td>
<td>110</td>
<td>7%</td>
<td>239</td>
</tr>
<tr>
<td>USCIS or SSA materials or presentation</td>
<td>5%</td>
<td>85</td>
<td>5%</td>
<td>172</td>
</tr>
<tr>
<td>USCIS or SSA website</td>
<td>2%</td>
<td>32</td>
<td>1%</td>
<td>47</td>
</tr>
<tr>
<td>My Company/HR/Corporate Office</td>
<td>28%</td>
<td>435</td>
<td>28%</td>
<td>938</td>
</tr>
<tr>
<td>Colleague/Employee</td>
<td>4%</td>
<td>64</td>
<td>5%</td>
<td>168</td>
</tr>
<tr>
<td>Local, State or Federal Government</td>
<td>15%</td>
<td>238</td>
<td>15%</td>
<td>516</td>
</tr>
<tr>
<td>Print advertisement</td>
<td>1%</td>
<td>13</td>
<td>1%</td>
<td>39</td>
</tr>
<tr>
<td>Online advertisement</td>
<td>0%</td>
<td>6</td>
<td>0%</td>
<td>16</td>
</tr>
<tr>
<td>Radio advertisement</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
<td>5</td>
</tr>
<tr>
<td>Billboard advertisement</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
<td>2</td>
</tr>
<tr>
<td>Media coverage</td>
<td>5%</td>
<td>78</td>
<td>4%</td>
<td>140</td>
</tr>
<tr>
<td>Information from a client</td>
<td>6%</td>
<td>87</td>
<td>4%</td>
<td>147</td>
</tr>
<tr>
<td>Information from a professional organization</td>
<td>9%</td>
<td>141</td>
<td>10%</td>
<td>334</td>
</tr>
<tr>
<td>U.S. Immigration and Customs Enforcement audit or visit</td>
<td>1%</td>
<td>12</td>
<td>1%</td>
<td>27</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
<td>157</td>
<td>9%</td>
<td>313</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td><strong>1,577</strong></td>
<td><strong>1,577</strong></td>
<td><strong>3,377</strong></td>
<td><strong>3,377</strong></td>
</tr>
</tbody>
</table>

In 2014, of those who were required to use E-Verify (N=2,195), Local, State and Federal Government (28%) and Company/HR/Corporate Office (26%) remain the most mentioned when users were asked how they learned about the requirement. E-Verify materials and the E-Verify website still collectively account for 14% of mentions for this question.
**Figure 36 – How Did You Learn About E-Verify Requirements**

<table>
<thead>
<tr>
<th>How did you learn about requirement to participate in E-Verify</th>
<th>2013 Percent</th>
<th>2013 Frequency</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Verify materials or presentation</td>
<td>7%</td>
<td>74</td>
<td>8%</td>
<td>173</td>
</tr>
<tr>
<td>E-Verify website</td>
<td>7%</td>
<td>82</td>
<td>6%</td>
<td>141</td>
</tr>
<tr>
<td>USCIS or SSA materials or presentation</td>
<td>5%</td>
<td>52</td>
<td>2%</td>
<td>43</td>
</tr>
<tr>
<td>USCIS or SSA website</td>
<td>1%</td>
<td>8</td>
<td>1%</td>
<td>25</td>
</tr>
<tr>
<td>My Company/HR/Corporate Office</td>
<td>23%</td>
<td>249</td>
<td>26%</td>
<td>579</td>
</tr>
<tr>
<td>Colleague/Employee</td>
<td>1%</td>
<td>14</td>
<td>3%</td>
<td>72</td>
</tr>
<tr>
<td>Local, State or Federal Government</td>
<td>28%</td>
<td>304</td>
<td>28%</td>
<td>624</td>
</tr>
<tr>
<td>Print advertisement</td>
<td>0%</td>
<td>4</td>
<td>1%</td>
<td>16</td>
</tr>
<tr>
<td>Online advertisement</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
<td>5</td>
</tr>
<tr>
<td>Radio advertisement</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
<td>2</td>
</tr>
<tr>
<td>Media coverage</td>
<td>5%</td>
<td>56</td>
<td>3%</td>
<td>70</td>
</tr>
<tr>
<td>Information from a client</td>
<td>7%</td>
<td>73</td>
<td>5%</td>
<td>103</td>
</tr>
<tr>
<td>Information from a professional organization</td>
<td>9%</td>
<td>97</td>
<td>9%</td>
<td>193</td>
</tr>
<tr>
<td>U.S. Immigration and Customs Enforcement audit or visit</td>
<td>0%</td>
<td>4</td>
<td>0%</td>
<td>6</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
<td>77</td>
<td>7%</td>
<td>143</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td><strong>1,094</strong></td>
<td><strong>1,094</strong></td>
<td><strong>2,195</strong></td>
<td><strong>2,195</strong></td>
</tr>
</tbody>
</table>

*Improving Ability to Verify Work Authorization (39%) and Required Participation either from State, Local (35%) or Federal Government (31%) remain the most mentioned reasons for signing up. These findings have not changed extensively compared to a year ago.*
Figure 37 – When Did Your Company Sign Up For E-Verify

<table>
<thead>
<tr>
<th>Why did your company sign up for E-Verify</th>
<th>2013 Percent</th>
<th>2013 Frequency</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent company required participation</td>
<td>10%</td>
<td>160</td>
<td>9%</td>
<td>311</td>
</tr>
<tr>
<td>State or local government required participation</td>
<td>37%</td>
<td>586</td>
<td>35%</td>
<td>1,176</td>
</tr>
<tr>
<td>Federal government required participation</td>
<td>35%</td>
<td>554</td>
<td>31%</td>
<td>1,061</td>
</tr>
<tr>
<td>To satisfy a client request</td>
<td>9%</td>
<td>147</td>
<td>8%</td>
<td>255</td>
</tr>
<tr>
<td>Believed using E-Verify would help avoid an ICE audit</td>
<td>12%</td>
<td>192</td>
<td>9%</td>
<td>300</td>
</tr>
<tr>
<td>To improve ability to verify work authorization</td>
<td>38%</td>
<td>595</td>
<td>39%</td>
<td>1,307</td>
</tr>
<tr>
<td>Believed it would make us more competitive with others in our industry</td>
<td>6%</td>
<td>92</td>
<td>4%</td>
<td>137</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
<td>63</td>
<td>5%</td>
<td>158</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td><strong>1,577</strong></td>
<td><strong>1,577</strong></td>
<td><strong>3,377</strong></td>
<td><strong>3,377</strong></td>
</tr>
</tbody>
</table>

~multiple answers allowed

Three-fifths (60%) 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 quarter (25%) would be **somewhat likely to continue to use it without a requirement**.

Figure 38 – Likelihood To Continue Using E-Verify

<table>
<thead>
<tr>
<th>Likelihood to continue using E-Verify if no longer required to do so</th>
<th>2013 Percent</th>
<th>2013 Frequency</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very likely</td>
<td>62%</td>
<td>676</td>
<td>60%</td>
<td>1,317</td>
</tr>
<tr>
<td>Somewhat likely</td>
<td>24%</td>
<td>268</td>
<td>25%</td>
<td>540</td>
</tr>
<tr>
<td>Not Too Likely</td>
<td>7%</td>
<td>81</td>
<td>9%</td>
<td>193</td>
</tr>
<tr>
<td>Not At All Likely</td>
<td>6%</td>
<td>69</td>
<td>7%</td>
<td>145</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td><strong>1,094</strong></td>
<td><strong>1,094</strong></td>
<td><strong>2,195</strong></td>
<td><strong>2,195</strong></td>
</tr>
</tbody>
</table>

The vast majority of all users (82%) prefer e-mail as the mode for **getting information about changes or updates to E-Verify**. E-mail (41%) remains also most preferred method of **contacting E-Verify for help** while one-third (34%) prefer a **phone call**. Use of the E-Verify website made minor gains as both the **preferred mode for getting information and help**.
Figure 39 – Preferred Contact Method Charts

How would you prefer to contact E-Verify for help

<table>
<thead>
<tr>
<th>Method</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail</td>
<td>41%</td>
</tr>
<tr>
<td>Phone call</td>
<td>34%</td>
</tr>
<tr>
<td>Through the E-Verify website</td>
<td>16%</td>
</tr>
<tr>
<td>Text or web chat</td>
<td>9%</td>
</tr>
<tr>
<td>Mail</td>
<td>0%</td>
</tr>
<tr>
<td>Fax</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

N=3377

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

<table>
<thead>
<tr>
<th>Method</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail</td>
<td>82%</td>
</tr>
<tr>
<td>Through the E-Verify website</td>
<td>11%</td>
</tr>
<tr>
<td>Mailer</td>
<td>3%</td>
</tr>
<tr>
<td>E-Verify system broadcast message</td>
<td>2%</td>
</tr>
<tr>
<td>Fax</td>
<td>0%</td>
</tr>
<tr>
<td>Phone call</td>
<td>0%</td>
</tr>
<tr>
<td>Live presentation</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
</tr>
</tbody>
</table>

N=3377
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. Scores shown in the graphic below reflect average scores for each outcome on a 0 to 100 scale and not percentages. In other words, it is not 95% of respondents that would be likely to use/participate in E-Verify in the future but rather the average respondent rates their likelihood to participate in E-Verify in the future at a score of 95. Existing users tend to score slightly higher than new enrollees on future participation and likelihood to recommend using E-verify. Both groups remain highly likely to use E-Verify again in the future, with scores in the 90s.
Figure 42 – Outcome Behavior Scores

Future Participation
- New Enrollees N=400: 92
- Existing Members N =2,947: 95*

Confident in Accuracy
- New Enrollees N=398: 89
- Existing Members N =2,908: 89

Recommend
- New Enrollees N=396: 85
- Existing Members N =2,910: 87

*Statistically Significant at 90% confidence level
## Overall Findings and Recommendations

### Key Findings

This report describes findings from the 2014 survey on customer satisfaction of companies currently enrolled in the E-Verify program.

Historically, users have been highly satisfied with E-Verify. Since 2010, satisfaction with E-Verify has ranged from the low to high 80s. Satisfaction with E-Verify remains high this year with the CSI rising slightly to 87 (on a scale from 1-100) for all and existing users and scoring 86 for new enrollees.

The same customer satisfaction model that was developed in the 2009 baseline study was used to identify five areas (drivers) which potentially drive satisfaction (CSI) with E-Verify and serve as the basis for the satisfaction model. Those five drivers are: Using E-Verify, Registration, Tutorial, TNC Resolution, and Photo Matching. Registration and Tutorial were only included for new enrollees. For new enrollees, Registration had the most impact (1.7) while Using E-Verify had the most impact for existing users (3.6).

For new enrollees, both Registration (87) and Tutorial (87) remain highly-rated and have a sizeable impact on the CSI. With respect to Registration, enrollment instructions are clear as is the memorandum of understanding. User name, password and E-Verify web address are all quickly received by users. Tutorial receives high ratings for the online training being easy to access as well as being easy to understand and the amount of time to take the tutorial is not burdensome. Both the User Manual and online training provide useful information. Ninety-one percent of new enrollees think training is useful in helping employers pass the mastery test and 92% think the tutorial and mastery test adequately prepares employers to use E-Verify.

For existing users, the driver, Using E-Verify (which includes ease use and speed of response) is rated at 91 and has the most impact on satisfaction (CSI) with the E-Verify program. Submitting I-9 information and navigating the E-Verify site are easy for users. After the initial contact is made, the response of the E-Verify representative is received in a very timely manner and the next steps are clearly described in the response.

The Photo Matching Process remains the highest rated driver for both new enrollees (94) and existing users (95). The process is easy and users report Photo Matching is very helpful in preventing fraud.

Only 12% of all respondents (400 out of 3,377 total new and existing users) contacted Customer Service by phone in the past six months (a drop of 3 percentage points from last year.) Only 3% (100 out of 3,377) contacted Customer Service by e-mail. Customer Service continues to be highly rated by users for its professionalism, communication, question handling and guidance. The 2013 scores for Customer Service Prior to Transfer (the rating of the Customer Service representative who initially answered the call before transferring the caller to another person/department)
held steady in 2014 and scores for Customer Service Prior to Transfer and After Transfer remain on par with each other.

E-Verify representatives remain proficient in resolving calls quickly. Ninety-six percent of callers had their issue resolved and 92% of those had their issue resolved during the first call. Most (91%) found the wait time they experienced to be acceptable.

The vast majority (82%) of all respondents prefer e-mail as the mode for getting information about changes or updates to E-Verify. E-mail (41%) remains also most preferred method of contacting E-Verify for help while one-third (34%) prefer a phone call. Use of the E-Verify website made minor gains as both the preferred mode for getting information and help.

Conclusions/Recommendations

Major program improvements should be based on areas that demonstrate both high impact on overall satisfaction and low performance levels. 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.

• Sharing the results of this survey to the front line employees who interact with customers will provide positive feedback on the work they have been doing.

• Using E-Verify has the highest impact on satisfaction (CSI) for existing users and performance is very strong. Given the very high score and impact of this area, the focus should predominantly be on maintaining the current level of support.

• Registration has a high impact on satisfaction (CSI) for new enrollees and while performance is very strong, ensuring that instructions remain clear and continuing to streamline/simplify the registration process should provide a benefit to users. Any improvements that can clearly delineate the users’ responsibilities and make their next steps clearer would continue to provide a favorable first impression to new users.

• Although it has a modest impact the CSI and respondents seem relatively satisfied, TNC Resolution may also be an opportunity for improvement since it is the lowest rated driver compared to the others, so there is a little more room for increases. Any improvements that could assist users with clarifying the steps involved in the resolution process may not only improve this particular attribute but it might also have a positive effect on the speed and ease of resolving the case.

• The Photo Matching Tool remains easy to use and is regarded as useful in preventing fraud. There is no need to address the Photo Matching Tool at this time.

• Telephone Customer Service Representatives are well regarded (90). The percentage of people reporting the wait was acceptable (91%) improved 4
percentage points from last year. Respondents are equally satisfied with Customer Service's handling of the call both prior to and after being transferred. Continue to build on those practices that enable better understanding of the caller's questions and providing guidance to the caller.

- Lastly, while Customer Service by e-mail is very infrequently used, based on respondent comments, there may be an opportunity to provide better guidance in this area on policies and questions. A review of the comments may provide
APPENDIX A: SURVEY QUESTIONNAIRE

E-Verify Customer Survey 2014

Final Version

Introduction

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

Please take a few moments to respond to our survey.

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

This survey has been approved by the Office of Management and Budget Control and is authorized under number 1090-0007, which expires March 31, 2015.

Awareness / Registration

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

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

QC. We would appreciate it if you would either:

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

   OR

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

E-MAIL ADDRESS: ________________________________________

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

Q1. How did you first learn about E-Verify? (Select only one.)
   1. E-Verify materials or presentation
   2. E-Verify Web site
   3. US Citizenship and Immigration Services (USCIS) or Social Security Administration (SSA) materials or presentation
   4. USCIS or SSA Website
   5. My Company / Human Resources (HR) / Corporate Office
   6. Colleague / Employee
   7. Local, State or Federal Government
   8. Print advertisement
   9. Online advertisement
   10. Radio advertisement
   11. Billboard advertisement
   12. Media coverage (other than advertisements)
   13. Information from a client
   14. Information from a professional organization
   15. U.S. Immigration and Customs Enforcement (ICE) audit or visit
   16. Other (Please Specify: ________________ )

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

Q3. Why did your company sign up for E-Verify? (Select all that apply.)
   1. Parent company required participation
   2. Required to by state or local government / state or local contractor [ASK Q3a.]
   3. Required to by federal government / federal contractor [ASK Q3a.]
   4. To satisfy a client’s request
   5. Believed using E-Verify would help us to avoid a U.S. ICE audit, raid, or fine
   6. To improve ability to verify work authorization
   7. Believed it would make us more competitive with others in our industry
   8. Other (Please Specify: ________________ )
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}

Q6. If your company participates in E-Verify because it is required to do so, how did you learn about that requirement? (Select only one.)
   1. E-Verify materials or presentation
   2. E-Verify Web site
   3. USCIS or SSA materials or presentation
   4. USCIS or SSA Website
   5. My Company / Human Resources (HR) / Corporate Office
   6. Colleague / Employee
   7. Local, State or Federal Government
   8. Print advertisement
   9. Online advertisement
   10. Radio advertisement
   11. Billboard advertisement
   12. Media coverage (other than advertisements)
   13. Information from a client
   14. Information from a professional organization
   15. U.S. Immigration and Customs Enforcement (ICE) audit or visit
   16. Other (Please Specify: _______________ )

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

Q8. Did you enroll your organization with E-Verify?
   1. Yes, I personally enrolled our organization (CONTINUE)
   2. No, someone else in our organization enrolled us with E-Verify (SKIP TO TUTORIAL Q15.)
   3. Don’t Know (SKIP TO TUTORIAL Q15.)
Next, think about the process when you enrolled your organization for 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 processes 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.”


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

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

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

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

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

Use

Q32. Have you used E-Verify in the past six (6) months?
1. Yes (SKIP TO Q37.)
2. No (CONTINUE)
3. Don’t Know (CONTINUE)

Q33. Have you ever used E-Verify?
   1. Yes (CONTINUE)
   2. No (SKIP TO Q36.)
   3. DK (SKIP TO Q36.)

Q34. About how long has it been since you last used E-Verify?
   1. Seven to 12 months
   2. One to two years
   3. More than two years

Q35. Why haven’t you used E-Verify within the past six months?

[CHECK ALL THAT APPLY]
   a. Have not hired any new employees in past six months
   b. No longer want to participate in E-Verify
   c. It was too hard / difficult to use the E-Verify system
   d. No longer see any value to using E-Verify
   e. Using E-Verify required us to let go of some existing employees
   f. Using E-Verify made us less competitive in the market-place
   g. No one on our current staff has completed the E-Verify tutorial
   h. Other (Please Specify: ________________ )
[ALL IN Q35. SKIP TO Q37.]

Q36. Why have you never used E-Verify?

[CHECK ALL THAT APPLY]
   1. Have not hired any new employees since enrolling in E-Verify
   2. Do not want to participate in E-Verify
   3. It seems too hard / difficult to use the E-Verify system
   4. Do not see any value to using E-Verify
   5. Using E-Verify may require us to let go of some existing employees
   6. Using E-Verify will make us less competitive in the market-place
   7. No one ever completed the E-Verify tutorial
   8. Other (Please Specify: ________________ )
[ALL IN Q36. SKIP TO D1]

Q37. Which best describes your organization as a user of E-Verify?
1. General User -- users of E-Verify that are NOT employment services providers, E-Verify Employer Agents (formerly Designated Agents), or the user of an E-Verify Employer Agent.

2. Temporary Agency or Employment Agency -- users of E-Verify that provide employment services to other employers, that is, provide them with permanent or temporary workers.

3. E-Verify Employer Agent (formerly Designated Agent) -- users of E-Verify that enrolled for E-Verify as an E-Verify Employer (or Designated) Agent, that is, as a company that provides E-Verify services to other employers for a fee.

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

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

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

Now, think about using E-Verify system.
Please rate the following using a 10-point scale where “1” is “poor” and “10” is “excellent.”
[ROTATE “Q42” THRU “Q45”]

Q42. Ease of navigating the E-Verify site
Q43. Ease of submitting I-9 information on E-Verify

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

Q45. Clarity of next steps as described in the response

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

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

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

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

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

Q49. Speed of resolving the case

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

Q51. Ease of resolving the case
   (IF Q51. IS RATED LOWER THAN “6” ASK Q52.)

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

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

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

Q54a. Do you find the duplicate case alert useful?
   1. Yes
   2. No
   3. I don’t know/Not sure
Q54b. How often do you enter an employee’s email address into E-Verify, if it is provided on Form I-9? Answer 1-10 with 1 equaling “never” and 10 equaling “always”.

**Photo Matching**

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

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

Q56. Ease of photo matching process

Q57. Helpfulness in preventing fraud

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

Q59. How do you submit information for cases where the photo presented by E-Verify doesn’t match the phone 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 Q72.)
   3. Don’t Know (SKIP TO Q72.)

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

Q66. During that call how many times were you transferred?
   1. Once
   2. Twice
   3. Three times
   4. More than three times
   [ALL IN Q66 SKIP TO Q72.]

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

Q67. Ease of accessing representative

Q68. Professionalism

Q69. Communication skills

Q70. Ability to understand your questions/issue

Q71. Providing guidance on policy/questions
   [AFTER Q71 SKIP TO Q82.]

Think about the customer service that you received regarding E-Verify BEFORE your call was transferred. Please rate the customer service representative(s) who assisted you on the following using a 10-point scale where “1” is “poor” and “10” is “excellent.” [ROTATE Q72 THRU Q76.]
Q72. Ease of accessing representative
Q73. Professionalism
Q74. Communication skills
Q75. Ability to understand your questions/issue
Q76. Providing guidance on policy/questions

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

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

Q82. Thinking about your most recent call to E-Verify customer service, was your question answered or issue resolved?
   1. Yes (CONTINUE)
   2. No (GO TO Q84.)
   3. Don’t Know (GO TO Q84.)

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

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

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

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

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

Q87. Ability to understand your questions/issue
Q88. The timeliness with which you received a response
Q89. Communication skills in the response you received
Q90. Providing guidance on policy/questions

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

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

Technical Assistance

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

Q94. Was the amount of time you had to wait before the transferred call was answered acceptable to you or did you feel it was too long?
   1. Acceptable
   2. Too long
Think about the technical assistance that you received when you contacted E-Verify. Please rate the representative(s) who assisted you on the following using a 10-point scale where “1” is “poor” and “10” is “excellent.” [ROTATE Q95 THRU Q100.]

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

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

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

Policies and Regs

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.)

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

Q107. How would prefer to contact E-Verify for help? (Select only one.)
1. E-mail
2. Fax
3. Mail
4. Text or Web chat
5. Phone call
6. Through the E-Verify Website
7. Other (Please specify: ________________)

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

E-Verify Listens

Q109. Have you used or are you aware of E-Verify Listens?
1. Yes
2. No (skip to ACSI Benchmark Questions)
3. I don’t know/Not sure

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

ACSI Benchmark Questions

ACSI-1. First, please consider your overall experiences during the past year with E-Verify.
Using a 10-point scale on which “1” means “very dissatisfied” and “10” means “very satisfied,” how satisfied are you with E-Verify?
ACSI-2. To what extent has E-Verify met your expectations? Please use a 10-point scale on which "1" means "not met your expectations" and "10" means, "exceeds your expectations."

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

Outcomes

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

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

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

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

Monitoring and Compliance

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

No (skip to next section)

MC2. Please indicate how you were contacted by the E-Verify Monitoring and Compliance Group.
   a. Email
   b. Phone call
   c. Desk review
   d. Site visit
   e. Other
MC3. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the assistance you received from the E-Verify Monitoring and Compliance Group.

Demographics

D1. In which state are you located?

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

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

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

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

Figure 43 – 13v14 Demo 1

<table>
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<th>How did you first learn about E-Verify</th>
<th>2013 Percent</th>
<th>2013 Frequency</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
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<td>USCIS or SSA materials or presentation</td>
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<td>144</td>
<td>28</td>
<td>526</td>
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<td>Colleague/Employee</td>
<td>2</td>
<td>8</td>
<td>5</td>
<td>98</td>
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<td>Local, State or Federal Government</td>
<td>14</td>
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<td>278</td>
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<td>Print advertisement</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>21</td>
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<tr>
<td>Online advertisement</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Radio advertisement</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Billboard advertisement</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Media coverage</td>
<td>4</td>
<td>17</td>
<td>4</td>
<td>85</td>
</tr>
<tr>
<td>Information from a client</td>
<td>9</td>
<td>38</td>
<td>4</td>
<td>78</td>
</tr>
<tr>
<td>Information from a professional organization</td>
<td>8</td>
<td>33</td>
<td>10</td>
<td>185</td>
</tr>
<tr>
<td>U.S. Immigration and Customs Enforcement audit or visit</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>Other</td>
<td>10</td>
<td>41</td>
<td>9</td>
<td>173</td>
</tr>
</tbody>
</table>

| Number of Respondents                                         | 427          | 1,896          |

<table>
<thead>
<tr>
<th>How did you learn about requirement to participate in E-Verify</th>
<th>2013 Percent</th>
<th>2013 Frequency</th>
<th>2014 Percent</th>
<th>2014 Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Verify materials or presentation</td>
<td>5</td>
<td>17</td>
<td>8</td>
<td>87</td>
</tr>
<tr>
<td>E-Verify website</td>
<td>7</td>
<td>26</td>
<td>6</td>
<td>73</td>
</tr>
<tr>
<td>USCIS or SSA materials or presentation</td>
<td>3</td>
<td>12</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>USCIS or SSA website</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>My Company/HR/Corporate Office</td>
<td>29</td>
<td>104</td>
<td>27</td>
<td>303</td>
</tr>
<tr>
<td>Colleague/Employee</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>38</td>
</tr>
<tr>
<td>Local, State or Federal Government</td>
<td>27</td>
<td>97</td>
<td>29</td>
<td>331</td>
</tr>
<tr>
<td>Print advertisement</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>Online advertisement</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Radio advertisement</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Media coverage</td>
<td>3</td>
<td>11</td>
<td>4</td>
<td>44</td>
</tr>
<tr>
<td>Information from a client</td>
<td>9</td>
<td>33</td>
<td>3</td>
<td>35</td>
</tr>
<tr>
<td>Information from a professional organization</td>
<td>7</td>
<td>24</td>
<td>9</td>
<td>102</td>
</tr>
<tr>
<td>U.S. Immigration and Customs Enforcement audit or visit</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
<td>29</td>
<td>7</td>
<td>80</td>
</tr>
<tr>
<td>Why did your company sign up for E-Verify</td>
<td>2013</td>
<td>2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------------------</td>
<td>------</td>
<td>------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parent company required participation</td>
<td>12%</td>
<td>9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State or local government required participation</td>
<td>26%</td>
<td>36%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal government required participation</td>
<td>63%</td>
<td>24%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>To satisfy a client request</td>
<td>11%</td>
<td>7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Believed using E-Verify would help avoid an ICE audit</td>
<td>10%</td>
<td>9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>To improve ability to verify work authorization</td>
<td>28%</td>
<td>40%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Believed it would make us more competitive with others in our industry</td>
<td>6%</td>
<td>4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
<td>6%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Number of Respondents**

<table>
<thead>
<tr>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>359</td>
<td>1,140</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Likelihood to continue using E-Verify if no longer required to do so</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very likely</td>
<td>67%</td>
<td>60%</td>
</tr>
<tr>
<td>Somewhat likely</td>
<td>22%</td>
<td>24%</td>
</tr>
<tr>
<td>Not Too Likely</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>Not At All Likely</td>
<td>6%</td>
<td>7%</td>
</tr>
</tbody>
</table>

**Number of Respondents**

<table>
<thead>
<tr>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>359</td>
<td>1,140</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>When did your organization enroll with E-Verify</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within the last six months</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Within the last six to twelve months</td>
<td>7%</td>
<td>10%</td>
</tr>
<tr>
<td>One or two years ago</td>
<td>23%</td>
<td>28%</td>
</tr>
<tr>
<td>More than two years ago</td>
<td>68%</td>
<td>59%</td>
</tr>
</tbody>
</table>

**Number of Respondents**

<table>
<thead>
<tr>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>427</td>
<td>1,896</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Did you enroll your organization with E-Verify</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>I personally enrolled our organization</td>
<td>85%</td>
<td>80%</td>
</tr>
<tr>
<td>Someone else in our organization enrolled us with E-Verify</td>
<td>15%</td>
<td>17%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0%</td>
<td>3%</td>
</tr>
</tbody>
</table>

**Number of Respondents**

<table>
<thead>
<tr>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>239</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Completed training and online tutorial during E-Verify sign up process</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed the training</td>
<td>98%</td>
<td>95%</td>
</tr>
<tr>
<td>Did not complete the training</td>
<td>3%</td>
<td>5%</td>
</tr>
</tbody>
</table>

**Number of Respondents**

<table>
<thead>
<tr>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>239</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Is the training provided useful in helping employers pass the required test</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Number of Respondents**

<table>
<thead>
<tr>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>239</td>
</tr>
<tr>
<td>Training provided is useful</td>
<td>2013</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td>92%</td>
<td>36</td>
</tr>
<tr>
<td>3%</td>
<td>1</td>
</tr>
<tr>
<td>5%</td>
<td>2</td>
</tr>
</tbody>
</table>

**Number of Respondents**

| 39 | 226 |

<table>
<thead>
<tr>
<th>Tutorial and required test adequately prepare employers to use E-Verify</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test prepares employers</td>
<td>92%</td>
<td>94%</td>
</tr>
<tr>
<td>Test does not prepare employers</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>5%</td>
<td>4%</td>
</tr>
</tbody>
</table>

**Number of Respondents**

| 39 | 226 |

<table>
<thead>
<tr>
<th>Have you used E-Verify in the past six months</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used E-Verify past 6 months</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>Have not used E-Verify in past 6 months</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Number of Respondents**

| 427 | 1,896 |

<table>
<thead>
<tr>
<th>Have you ever used E-Verify</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used E-Verify</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Have not used E-Verify</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Number of Respondents**

| 16 | 73 |

<table>
<thead>
<tr>
<th>About how long has it been since you last used E-Verify</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seven to twelve months</td>
<td>88%</td>
<td>84%</td>
</tr>
<tr>
<td>One to two years</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>More than two years</td>
<td>0%</td>
<td>4%</td>
</tr>
</tbody>
</table>

**Number of Respondents**

| 16 | 73 |

<table>
<thead>
<tr>
<th>Which best describes your organization as a user of E-Verify</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>General User</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Temporary Agency or Employment Agency</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>E-Verify Employer Agent</td>
<td>5%</td>
<td>6%</td>
</tr>
</tbody>
</table>

**Number of Respondents**

| 427 | 1,896 |

<table>
<thead>
<tr>
<th>Which best describes how frequently you use E-Verify</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once a week or more</td>
<td>19%</td>
<td>18%</td>
</tr>
<tr>
<td>Two or three times a month</td>
<td>26%</td>
<td>21%</td>
</tr>
<tr>
<td>About once a month</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Once every few months</td>
<td>25%</td>
<td>28%</td>
</tr>
<tr>
<td>Once or twice a year</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Less than once a year</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>2013</td>
<td>2014</td>
</tr>
<tr>
<td>----------------------</td>
<td>------</td>
<td>------</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>427</td>
<td>1,896</td>
</tr>
</tbody>
</table>

**Received a TNC in the past 6 months**

<table>
<thead>
<tr>
<th>Received TNC</th>
<th>Percent</th>
<th>Frequency</th>
<th>Percent</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received TNC</td>
<td>22%</td>
<td>92</td>
<td>19%</td>
<td>369</td>
</tr>
<tr>
<td>Did not receive TNC</td>
<td>74%</td>
<td>314</td>
<td>71%</td>
<td>1,344</td>
</tr>
<tr>
<td>Don’t know</td>
<td>5%</td>
<td>21</td>
<td>10%</td>
<td>183</td>
</tr>
</tbody>
</table>

**How many TNCs received in the past 6 months**

<table>
<thead>
<tr>
<th>How many TNCs received</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>52%</td>
<td>48</td>
</tr>
<tr>
<td>2-5</td>
<td>39%</td>
<td>36</td>
</tr>
<tr>
<td>6-9</td>
<td>3%</td>
<td>3</td>
</tr>
<tr>
<td>10-24</td>
<td>4%</td>
<td>4</td>
</tr>
<tr>
<td>25 or more</td>
<td>1%</td>
<td>1</td>
</tr>
</tbody>
</table>

**Past 6 months while using E-Verify have you been prompted to match a photo**

<table>
<thead>
<tr>
<th>Prompted to match a photo</th>
<th>Percent</th>
<th>Frequency</th>
<th>Percent</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prompted to match a photo</td>
<td>54%</td>
<td>229</td>
<td>46%</td>
<td>868</td>
</tr>
<tr>
<td>Not prompted to match a photo</td>
<td>40%</td>
<td>172</td>
<td>50%</td>
<td>944</td>
</tr>
<tr>
<td>Don’t know</td>
<td>6%</td>
<td>26</td>
<td>4%</td>
<td>84</td>
</tr>
</tbody>
</table>

**Have access to the required technology to complete the photo matching process**

<table>
<thead>
<tr>
<th>Have convenient access</th>
<th>Percent</th>
<th>Frequency</th>
<th>Percent</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have convenient access</td>
<td>92%</td>
<td>210</td>
<td>91%</td>
<td>792</td>
</tr>
<tr>
<td>Do not have convenient access</td>
<td>5%</td>
<td>11</td>
<td>3%</td>
<td>25</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3%</td>
<td>8</td>
<td>6%</td>
<td>51</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Contacted customer service</th>
<th>Percent</th>
<th>Frequency</th>
<th>Percent</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacted customer service</td>
<td>16%</td>
<td>67</td>
<td>12%</td>
<td>236</td>
</tr>
<tr>
<td>Did not contact customer service</td>
<td>81%</td>
<td>346</td>
<td>85%</td>
<td>1,618</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3%</td>
<td>14</td>
<td>2%</td>
<td>42</td>
</tr>
</tbody>
</table>

**Number of Respondents**

| 427 | 1,896 |
### Satisfaction with your experience when you contacted E-Verify customer service

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th></th>
<th>2014</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Frequency</td>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>81%</td>
<td>54</td>
<td>76%</td>
<td>180</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>12%</td>
<td>8</td>
<td>18%</td>
<td>42</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3%</td>
<td>2</td>
<td>4%</td>
<td>9</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4%</td>
<td>3</td>
<td>2%</td>
<td>5</td>
</tr>
</tbody>
</table>

### Number of Respondents

67

### Transferred during most recent call to E-Verify customer service

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th></th>
<th>2014</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Frequency</td>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td>Transferred during the call</td>
<td>15%</td>
<td>10</td>
<td>24%</td>
<td>53</td>
</tr>
<tr>
<td>Not transferred during the call</td>
<td>70%</td>
<td>47</td>
<td>60%</td>
<td>134</td>
</tr>
<tr>
<td>Don’t know</td>
<td>15%</td>
<td>10</td>
<td>16%</td>
<td>35</td>
</tr>
</tbody>
</table>

### Number of Respondents

67

### Amount of time you had to wait before the transfer was acceptable or too long

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th></th>
<th>2014</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Frequency</td>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td>Acceptable</td>
<td>90%</td>
<td>9</td>
<td>92%</td>
<td>49</td>
</tr>
<tr>
<td>Too long</td>
<td>10%</td>
<td>1</td>
<td>8%</td>
<td>4</td>
</tr>
</tbody>
</table>

### Number of Respondents

10

### During that call how many times were you transferred

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th></th>
<th>2014</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Frequency</td>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td>Once</td>
<td>90%</td>
<td>9</td>
<td>85%</td>
<td>45</td>
</tr>
<tr>
<td>Twice</td>
<td>10%</td>
<td>1</td>
<td>13%</td>
<td>7</td>
</tr>
<tr>
<td>Three times</td>
<td>0%</td>
<td>0</td>
<td>2%</td>
<td>1</td>
</tr>
<tr>
<td>More than three times</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
<td>0</td>
</tr>
</tbody>
</table>

### Number of Respondents

10

### Issue resolved during most recent call to E-Verify customer service

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th></th>
<th>2014</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Frequency</td>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td>Issue resolved</td>
<td>96%</td>
<td>64</td>
<td>96%</td>
<td>226</td>
</tr>
<tr>
<td>Issue not resolved</td>
<td>1%</td>
<td>1</td>
<td>2%</td>
<td>5</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3%</td>
<td>2</td>
<td>2%</td>
<td>5</td>
</tr>
</tbody>
</table>

### Number of Respondents

67

### How many calls were needed to resolve your issue

<table>
<thead>
<tr>
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<th>2013</th>
<th></th>
<th>2014</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Frequency</td>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td>Resolved during first call</td>
<td>92%</td>
<td>59</td>
<td>92%</td>
<td>209</td>
</tr>
<tr>
<td>Needed to call back one additional time to resolve issue</td>
<td>5%</td>
<td>3</td>
<td>7%</td>
<td>15</td>
</tr>
<tr>
<td>Needed to call back two additional times to resolve issue</td>
<td>3%</td>
<td>2</td>
<td>1%</td>
<td>2</td>
</tr>
<tr>
<td>Needed to call back three or more additional times to resolve issue</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
<td>0</td>
</tr>
</tbody>
</table>

### Number of Respondents

64

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

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th></th>
<th>2014</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Frequency</td>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td>Emailed customer service</td>
<td>3%</td>
<td>14</td>
<td>3%</td>
<td>54</td>
</tr>
<tr>
<td>Have not emailed customer service</td>
<td>94%</td>
<td>402</td>
<td>95%</td>
<td>1,800</td>
</tr>
</tbody>
</table>
### Question answered or issue resolved after emailing E-Verify customer service

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue resolved after emailing</td>
<td>86%</td>
<td>76%</td>
</tr>
<tr>
<td>Issue not resolved after emailing</td>
<td>7%</td>
<td>19%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>7%</td>
<td>6%</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>14</td>
<td>54</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacted technical assistance</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>Have not contacted technical assistance</td>
<td>92%</td>
<td>94%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>427</td>
<td>1,896</td>
</tr>
</tbody>
</table>

### Amount of time before the call was transfer was acceptable or too long - TA

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acceptable</td>
<td>95%</td>
<td>90%</td>
</tr>
<tr>
<td>Too long</td>
<td>5%</td>
<td>10%</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>22</td>
<td>58</td>
</tr>
</tbody>
</table>

### Was your reason or issue you called technical assistance resolved

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue resolved</td>
<td>91%</td>
<td>93%</td>
</tr>
<tr>
<td>Issue not resolved</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>22</td>
<td>58</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>67%</td>
<td>64%</td>
</tr>
<tr>
<td>Not Sure / Do not know</td>
<td>32%</td>
<td>35%</td>
</tr>
<tr>
<td>No</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>427</td>
<td>1,896</td>
</tr>
<tr>
<td>Adequate safeguards to ensure employers use E-Verify system properly</td>
<td>2013</td>
<td>2014</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>------</td>
<td>------</td>
</tr>
<tr>
<td>Yes</td>
<td>72%</td>
<td>70%</td>
</tr>
<tr>
<td>Not Sure / Do not know</td>
<td>26%</td>
<td>29%</td>
</tr>
<tr>
<td>No</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td>427</td>
<td>1,896</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How would you prefer to get information about changes or updates to E-Verify</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail</td>
<td>86%</td>
<td>82%</td>
</tr>
<tr>
<td>Fax</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Mailer</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>E-Verify system broadcast message</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>Phone call</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Through the E-Verify website</td>
<td>7%</td>
<td>12%</td>
</tr>
<tr>
<td>Live presentation</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td>427</td>
<td>1,896</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How would prefer to contact E-Verify for help</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail</td>
<td>45%</td>
<td>40%</td>
</tr>
<tr>
<td>Fax</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Mail</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Text or web chat</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>Phone call</td>
<td>33%</td>
<td>35%</td>
</tr>
<tr>
<td>Through the E-Verify website</td>
<td>12%</td>
<td>16%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td>427</td>
<td>1,896</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How many people do you employ</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>5-29</td>
<td>21%</td>
<td>27%</td>
</tr>
<tr>
<td>30-99</td>
<td>27%</td>
<td>31%</td>
</tr>
<tr>
<td>100-299</td>
<td>24%</td>
<td>23%</td>
</tr>
<tr>
<td>300-999</td>
<td>15%</td>
<td>11%</td>
</tr>
<tr>
<td>1,000-9,999</td>
<td>9%</td>
<td>5%</td>
</tr>
<tr>
<td>10,000+</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Number of Respondents</strong></td>
<td>427</td>
<td>1,896</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you consider yourself a small business</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small business</td>
<td>56%</td>
<td>67%</td>
</tr>
<tr>
<td></td>
<td>2013</td>
<td>2014</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td></td>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not a small business</td>
<td>40%</td>
<td>170</td>
</tr>
<tr>
<td>Don’t know</td>
<td>4%</td>
<td>16</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>427</td>
<td>1,896</td>
</tr>
<tr>
<td>Primary industry in which your company or organization conducts business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agriculture/Food</td>
<td>1%</td>
<td>3</td>
</tr>
<tr>
<td>Defense/Defense Industry</td>
<td>5%</td>
<td>20</td>
</tr>
<tr>
<td>Communications/Media</td>
<td>0%</td>
<td>2</td>
</tr>
<tr>
<td>Construction/General Contracting</td>
<td>19%</td>
<td>82</td>
</tr>
<tr>
<td>Education</td>
<td>1%</td>
<td>4</td>
</tr>
<tr>
<td>Engineering</td>
<td>11%</td>
<td>46</td>
</tr>
<tr>
<td>Financial Services</td>
<td>2%</td>
<td>8</td>
</tr>
<tr>
<td>Healthcare/Public Health</td>
<td>8%</td>
<td>33</td>
</tr>
<tr>
<td>Hospitality</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>Information Technology</td>
<td>5%</td>
<td>20</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>15%</td>
<td>63</td>
</tr>
<tr>
<td>Non-Profit/Not-for-Profit</td>
<td>4%</td>
<td>15</td>
</tr>
<tr>
<td>Sales - Retail or Wholesale</td>
<td>1%</td>
<td>6</td>
</tr>
<tr>
<td>Staffing/Personnel</td>
<td>4%</td>
<td>17</td>
</tr>
<tr>
<td>Transportation</td>
<td>4%</td>
<td>19</td>
</tr>
<tr>
<td>Utilities/Energy/Natural Resources</td>
<td>2%</td>
<td>7</td>
</tr>
<tr>
<td>Professional Services/Consulting</td>
<td>5%</td>
<td>22</td>
</tr>
<tr>
<td>Government Services</td>
<td>4%</td>
<td>18</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
<td>41</td>
</tr>
<tr>
<td>Number of Respondents</td>
<td>427</td>
<td>1,896</td>
</tr>
</tbody>
</table>

![Figure 49 - 13v14 Demo 7](image-url)

<table>
<thead>
<tr>
<th>State</th>
<th>2013</th>
<th>2014</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Frequency</td>
</tr>
<tr>
<td>AL</td>
<td>3%</td>
<td>14</td>
</tr>
<tr>
<td>AK</td>
<td>1%</td>
<td>3</td>
</tr>
<tr>
<td>AR</td>
<td>0%</td>
<td>2</td>
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<tr>
<td>AZ</td>
<td>4%</td>
<td>16</td>
</tr>
<tr>
<td>CA</td>
<td>7%</td>
<td>32</td>
</tr>
<tr>
<td>CO</td>
<td>3%</td>
<td>14</td>
</tr>
<tr>
<td>CT</td>
<td>1%</td>
<td>5</td>
</tr>
<tr>
<td>DC</td>
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<td>5</td>
</tr>
<tr>
<td>DE</td>
<td>0%</td>
<td>0</td>
</tr>
<tr>
<td>FL</td>
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<tr>
<td>GA</td>
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<tr>
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<tr>
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<td>2013 Percent</td>
<td>2013 Frequency</td>
</tr>
<tr>
<td>-------</td>
<td>--------------</td>
<td>----------------</td>
</tr>
<tr>
<td>HI</td>
<td>1%</td>
<td>6</td>
</tr>
<tr>
<td>ID</td>
<td>1%</td>
<td>8</td>
</tr>
<tr>
<td>IA</td>
<td>1%</td>
<td>3</td>
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<tr>
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<td>12</td>
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<tr>
<td>IN</td>
<td>2%</td>
<td>7</td>
</tr>
<tr>
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<td>9</td>
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<tr>
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<td>3</td>
</tr>
<tr>
<td>LA</td>
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<td>6</td>
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<tr>
<td>MA</td>
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<td>8</td>
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<tr>
<td>MD</td>
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<tr>
<td>ME</td>
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<tr>
<td>MI</td>
<td>3%</td>
<td>13</td>
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<tr>
<td>MN</td>
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<tr>
<td>MO</td>
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<td>17</td>
</tr>
<tr>
<td>MS</td>
<td>1%</td>
<td>4</td>
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<tr>
<td>MT</td>
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<td>4</td>
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<td>NE</td>
<td>1%</td>
<td>3</td>
</tr>
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<td>0%</td>
<td>2</td>
</tr>
<tr>
<td>NJ</td>
<td>2%</td>
<td>7</td>
</tr>
<tr>
<td>NM</td>
<td>1%</td>
<td>3</td>
</tr>
<tr>
<td>NV</td>
<td>1%</td>
<td>5</td>
</tr>
<tr>
<td>NY</td>
<td>1%</td>
<td>5</td>
</tr>
<tr>
<td>OH</td>
<td>2%</td>
<td>8</td>
</tr>
<tr>
<td>OK</td>
<td>2%</td>
<td>8</td>
</tr>
<tr>
<td>OR</td>
<td>2%</td>
<td>8</td>
</tr>
<tr>
<td>PA</td>
<td>3%</td>
<td>14</td>
</tr>
<tr>
<td>PR</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>RI</td>
<td>0%</td>
<td>0</td>
</tr>
<tr>
<td>SC</td>
<td>1%</td>
<td>5</td>
</tr>
<tr>
<td>SD</td>
<td>1%</td>
<td>5</td>
</tr>
<tr>
<td>TN</td>
<td>1%</td>
<td>5</td>
</tr>
<tr>
<td>TX</td>
<td>4%</td>
<td>15</td>
</tr>
<tr>
<td>UT</td>
<td>1%</td>
<td>6</td>
</tr>
<tr>
<td>VA</td>
<td>7%</td>
<td>29</td>
</tr>
<tr>
<td>VT</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>WA</td>
<td>4%</td>
<td>18</td>
</tr>
<tr>
<td>WI</td>
<td>2%</td>
<td>7</td>
</tr>
<tr>
<td>WV</td>
<td>0%</td>
<td>0</td>
</tr>
<tr>
<td>WY</td>
<td>0%</td>
<td>1</td>
</tr>
</tbody>
</table>

Number of Respondents: 427 (2013) and 1,896 (2014)
APPENDIX C: 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.

All (Cross-Section)

Figure 50 - All Score Table

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Score</td>
<td>Sample Size</td>
<td>Score</td>
<td>Sample Size</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1,577</td>
<td>3,377</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Awareness / Registration</td>
<td>86</td>
<td>202</td>
<td>87</td>
<td>317</td>
<td></td>
</tr>
<tr>
<td>Clarity of instructions on how to enroll</td>
<td>86</td>
<td>201</td>
<td>87</td>
<td>316</td>
<td></td>
</tr>
<tr>
<td>Memorandum of understanding makes responsibilities and next steps clear</td>
<td>86</td>
<td>200</td>
<td>86</td>
<td>314</td>
<td></td>
</tr>
<tr>
<td>Ease of submitting registration information</td>
<td>87</td>
<td>200</td>
<td>86</td>
<td>316</td>
<td></td>
</tr>
<tr>
<td>Speed of receiving User Name, Password and E-Verify Web Address</td>
<td>89</td>
<td>201</td>
<td>89</td>
<td>312</td>
<td></td>
</tr>
<tr>
<td>Ease of registration process overall</td>
<td>83</td>
<td>201</td>
<td>85</td>
<td>316</td>
<td></td>
</tr>
<tr>
<td>Tutorial</td>
<td>86</td>
<td>236</td>
<td>87</td>
<td>381</td>
<td></td>
</tr>
<tr>
<td>Helpfulness of information in User Manual</td>
<td>86</td>
<td>94</td>
<td>87</td>
<td>163</td>
<td></td>
</tr>
<tr>
<td>Ease of taking online training in terms of understanding content</td>
<td>88</td>
<td>236</td>
<td>89</td>
<td>381</td>
<td></td>
</tr>
<tr>
<td>Ease of completing online training in terms of time required</td>
<td>85</td>
<td>236</td>
<td>84</td>
<td>381</td>
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</tr>
<tr>
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### Significant Difference Scores

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<td>Helpfulness in preventing fraud</td>
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### Customer Service

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### All (Cross-section) (cont.)

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<td>Ability to understand your questions/issue</td>
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## Final Report

### Significant Difference

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<td>Scores</td>
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<td>91 358</td>
<td>83 61</td>
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<td>The timeliness with which you received a response</td>
<td>83 59</td>
<td>83 91</td>
<td>81 55</td>
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<tr>
<td>Providing guidance on policy/questions</td>
<td>87 66</td>
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<td>88 65</td>
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<td><strong>Internet Use</strong></td>
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<td>86 97</td>
<td>88 65</td>
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<td>Interested in using the Internet rather than having to call or e-mail E-Verify</td>
<td>36 1489</td>
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<td><strong>Technical Assistance</strong></td>
<td>86 1571</td>
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<td>Interest in communicating with peers about E-Verify or using the system</td>
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<td><strong>Satisfaction</strong></td>
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<td>Overall satisfaction</td>
<td>87 1548</td>
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<td>Meets expectations</td>
<td>84 1508</td>
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<td>Compared to ideal</td>
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<td>86 3306</td>
<td>87 1563</td>
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<td><strong>Recommend</strong></td>
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<td>95 3347</td>
<td>95 1568</td>
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<tr>
<td><strong>Confident in Accuracy</strong></td>
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<td>89 3306</td>
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<td>How confident are you in the accuracy of the E-Verify program</td>
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<td>95 3347</td>
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<tr>
<td><strong>Future Participation</strong></td>
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<td>95 3347</td>
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<td>Likelihood to continue to participate in the E-Verify program in the future</td>
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<td>95 3347</td>
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**New Enrollees**
### Figure 52 - New Enrollees Score Table

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<th>Sample Size</th>
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<th>Significant Difference</th>
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</thead>
<tbody>
<tr>
<td>Awareness / Registration</td>
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<td></td>
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</tr>
<tr>
<td>Clarity of instructions on how to enroll</td>
<td>86</td>
<td>86</td>
<td>201</td>
</tr>
<tr>
<td>Memorandum of understanding makes responsibilities and next steps clear</td>
<td>86</td>
<td>86</td>
<td>200</td>
</tr>
<tr>
<td>Ease of submitting registration information</td>
<td>87</td>
<td>87</td>
<td>201</td>
</tr>
<tr>
<td>Speed of receiving User Name, Password and E-Verify Web Address</td>
<td>89</td>
<td>89</td>
<td>200</td>
</tr>
<tr>
<td>Ease of registration process overall</td>
<td>83</td>
<td>83</td>
<td>201</td>
</tr>
<tr>
<td>Tutorial</td>
<td>86</td>
<td>86</td>
<td>236</td>
</tr>
<tr>
<td>Helpfulness of information in User Manual</td>
<td>86</td>
<td>86</td>
<td>94</td>
</tr>
<tr>
<td>Ease of taking online training in terms of understanding content</td>
<td>88</td>
<td>88</td>
<td>236</td>
</tr>
<tr>
<td>Ease of completing online training in terms of time required</td>
<td>85</td>
<td>85</td>
<td>236</td>
</tr>
<tr>
<td>Ease of accessing online resources</td>
<td>88</td>
<td>88</td>
<td>226</td>
</tr>
<tr>
<td>Usefulness of online resources</td>
<td>86</td>
<td>86</td>
<td>225</td>
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<tr>
<td>Ease of training process overall</td>
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<td>Using E-Verify</td>
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<td>Ease of navigating the E-Verify site</td>
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<td>246</td>
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<tr>
<td>Ease of submitting I-9 information on E-Verify</td>
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<td>91</td>
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<tr>
<td>Speed of receiving an initial response from E-Verify</td>
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<tr>
<td>Clarity of next steps as described in the response</td>
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<td>Speed of resolving the case</td>
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<td>42</td>
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<tr>
<td>Clarity of communications about the steps involved in the resolution process</td>
<td>84</td>
<td>84</td>
<td>46</td>
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<tr>
<td>Ease of resolving the case</td>
<td>83</td>
<td>83</td>
<td>42</td>
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<tr>
<td>TNC Referral Process</td>
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<tr>
<td>Further Action Notice Process</td>
<td>–</td>
<td>–</td>
<td>0</td>
</tr>
<tr>
<td>Photo Matching</td>
<td>96</td>
<td>96</td>
<td>96</td>
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<tr>
<td>Ease of photo matching process</td>
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<td>96</td>
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<tr>
<td>Helpfulness in preventing fraud</td>
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<td>95</td>
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<td>Customer Service</td>
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<tr>
<td>Ease of accessing representative</td>
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<td>90</td>
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<td>Professionalism</td>
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<tr>
<td>Communication skills</td>
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**2013** | **2014** | **Significant Difference**
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<th>Ability to understand your questions/issue</th>
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<th>Scores</th>
<th>Sample Size</th>
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<td>40</td>
<td>88</td>
<td>55</td>
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**Customer Service Before Transfer**

| Ease of accessing representative | --     | 6           | 91     | 47          |
| Professionalism                 | --     | 6           | 90     | 49          |
| Communication skills            | --     | 6           | 89     | 49          |
| Ability to understand your questions/issue | -- | 6           | 91     | 47          |
| Providing guidance on policy/questions | -- | 6           | 88     | 49          |

**New Enrollees (cont.)**

**Figure 53 - New Enrolles Score Table (cont.)**

<table>
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<th>Significant Difference</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Sample Size</td>
<td>Sample Size</td>
<td></td>
</tr>
</tbody>
</table>

**Customer Service After Transfer**

| Ease of accessing representative | -- | 6 | 91 | 47 |
| Professionalism                 | -- | 6 | 91 | 47 |
| Communication skills            | -- | 6 | 91 | 47 |
| Ability to understand your questions/issue | -- | 6 | 91 | 47 |
| Providing guidance on policy/questions | -- | 6 | 90 | 47 |

**Customer Service by Email**

| Ability to understand your questions/issue | -- | 7 | -- | 16 |
| The timeliness with which you received a response | -- | 8 | -- | 18 |
| Communication skills in the response you received | -- | 8 | -- | 16 |
| Providing guidance on policy/questions | -- | 7 | -- | 15 |

**Internet Use**

| Interested in using the Internet rather than having to call or e-mail E-Verify | 79 | 236 | 76 | 379 |

**Technical Assistance**

| Ease of accessing representative | -- | 12 | -- | 10 |
| Professionalism                 | -- | 13 | -- | 10 |
| Communication skills            | -- | 13 | -- | 10 |
| Ability to understand your questions/issue | -- | 13 | -- | 10 |
| Knowledge of technical issues   | -- | 13 | -- | 10 |
| Technical guidance resolving your issue | -- | 13 | -- | 10 |

**Interested in Communicating with Peers**

| Interested in communicating with peers about E-Verify or using the system | 36 | 230 | 36 | 376 |

**E-Verify Listens**

| E-Verify Listens | -- | 0 | -- | 10 |
### Existing Members

**Figure 54 - Existing Members Score Table**

<table>
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<td>--</td>
</tr>
<tr>
<td>Memorandum of understanding makes responsibilities and next steps clear</td>
<td>--</td>
<td>0</td>
<td>--</td>
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<tr>
<td>Ease of submitting registration information</td>
<td>--</td>
<td>0</td>
<td>--</td>
</tr>
<tr>
<td>Speed of receiving User Name, Password and E-Verify Web Address</td>
<td>--</td>
<td>0</td>
<td>--</td>
</tr>
<tr>
<td>Ease of registration process overall</td>
<td>--</td>
<td>0</td>
<td>--</td>
</tr>
<tr>
<td><strong>Tutorial</strong></td>
<td>--</td>
<td>0</td>
<td>--</td>
</tr>
<tr>
<td>Helpfulness of information in User Manual</td>
<td>--</td>
<td>0</td>
<td>--</td>
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<tr>
<td><strong>Ease of taking online training in terms of understanding</strong></td>
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### Existing Members (cont.)

**Figure 55 - Existing Members Score Table (cont.)**

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<th>Significant Difference</th>
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<td><strong>Sample Size</strong></td>
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<td>91</td>
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<table>
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<th>Significant Difference</th>
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<td>Ease of accessing online resources</td>
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<td>Usefulness of online resources</td>
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<td>Ease of training process overall</td>
<td>--</td>
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<td><strong>Using E-Verify</strong></td>
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<tr>
<td>Ease of navigating the E-Verify site</td>
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<td>Speed of receiving an initial response from E-Verify</td>
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<tr>
<td>Speed of resolving the case</td>
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<tr>
<td>Clarity of communications about the steps involved in the resolution process</td>
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<tr>
<td>Ease of resolving the case</td>
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<tr>
<td>Further Action Notice Process</td>
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<tr>
<td><strong>Photo Matching</strong></td>
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<td>95</td>
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<tr>
<td>Ease of photo matching process</td>
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</tr>
<tr>
<td>Helpfulness in preventing fraud</td>
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<td>598</td>
<td>94</td>
</tr>
<tr>
<td><strong>Customer Service</strong></td>
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<td>90</td>
</tr>
<tr>
<td>Ease of accessing representative</td>
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<td>89</td>
</tr>
<tr>
<td>Professionalism</td>
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<td>171</td>
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</tr>
<tr>
<td>Communication skills</td>
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<td>170</td>
<td>91</td>
</tr>
<tr>
<td>Ability to understand your questions/issue</td>
<td>90</td>
<td>171</td>
<td>90</td>
</tr>
<tr>
<td>Providing guidance on policy/questions</td>
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## Recent Users

**Figure 56 - Recent Users Score Table**

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<th>Significant Difference</th>
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<td><strong>Sample Size</strong></td>
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<td>Clarity of instructions on how to enroll</td>
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<td>Memorandum of understanding makes responsibilities and next steps clear</td>
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<td>196</td>
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<td>Ease of submitting registration information</td>
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<td>197</td>
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<td>Speed of receiving User Name, Password and E-Verify Web Address</td>
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<td>Ease of registration process overall</td>
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<td>Helpfulness of information in User Manual</td>
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<td>Ease of taking online training in terms of understanding content</td>
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<td>Ease of completing online training in terms of time required</td>
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* Significant Difference
### Recent Users (cont.)

**Figure 57 - Recent Users Score Table (cont.)**

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**2013**

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**FAR Users**

Figure 58 - FAR Users Score Table

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<td>Memorandum of understanding makes responsibilities and next steps clear</td>
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<td>Ease of submitting registration information</td>
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<tr>
<td>Speed of receiving User Name, Password and E-Verify Web Address</td>
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## FAR Users (cont.)

Figure 59 - FAR Users Score Table (cont.)

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

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

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### Final Report

#### Small business

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## How many do you employ?

**Figure 62 - How Many Do You Employ Scores**

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

Figure 63 - How Many Do You Employ Scores (cont.)

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

Figure 64 – How Many Do You Employ Scores (cont.)

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### Figure 65 - How Many Do You Employ Scores (cont.)

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### Confident in Accuracy

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How confident are you in the accuracy of the E-Verify program?

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### Future Participation

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Likelihood to continue to participate in the E-Verify program in the future

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### (Cross Section) When did your organization enroll?

**Figure 66 - When Did Your Organization Enroll Scores**

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<th>2013 Within the last six to twelve months</th>
<th>2014 Within the last six to twelve months</th>
<th>2013 One or two years ago</th>
<th>2014 One or two years ago</th>
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### Awareness / Registration

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Clarity of instructions on how to enroll

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Memorandum of understanding makes responsibilities and next steps clear

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Ease of submitting registration information

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

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Ease of registration process overall

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### Tutorial

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Helpfulness of information in User Manual

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Ease of taking online training in terms of understanding content

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Ease of completing online training in terms of time required

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Ease of accessing online resources

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Usefulness of online resources

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Ease of training process overall

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### Using E-Verify

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Ease of navigating the E-Verify site

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Ease of submitting I-9 information on E-Verify

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Speed of receiving an initial response from E-Verify

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Clarity of next steps as described in the response

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### Tentative Nonconfirmation (TNC) Resolution

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<td>Ease of accessing representative</td>
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<td>Professionalism</td>
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<tr>
<td>Communication skills</td>
</tr>
<tr>
<td>Ability to understand your questions/issue</td>
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<tr>
<td>Providing guidance on policy/questions</td>
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<td><strong>Customer Service Before Transfer</strong></td>
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<td>Ease of accessing representative</td>
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(Cross Section) When did your organization enroll? (cont.)

Figure 67 - When Did Your Organization Enroll Scores (cont.)

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<td>88 88</td>
<td>89 90</td>
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<td>Likelihood to continue to participate in the E-Verify program in the future</td>
<td>95 94</td>
<td>93 92</td>
<td>94 94</td>
<td>95 96</td>
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(Cross Section) Which best describes how frequently you use E-Verify?

Figure 68 - Frequency Of Use Scores

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<th>Once a week or more</th>
<th>Two or three times a month</th>
<th>About once a month</th>
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<td>90 89</td>
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<td>Memorandum of understanding makes responsibilities and next steps clear</td>
<td>87 86</td>
<td>88 87</td>
<td>82 85</td>
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<tr>
<td>Ease of submitting registration information</td>
<td>84 87</td>
<td>89 88</td>
<td>90 89</td>
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<td>Speed of receiving User Name, Password and E-Verify Web Address</td>
<td>87 90</td>
<td>91 91</td>
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<td>Ease of registration process overall</td>
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<td><strong>Tutorial</strong></td>
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<td>Ease of completing online training in terms of time required</td>
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<td>Ease of navigating the E-Verify site</td>
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<td>Ease of submitting I-9 information on E-Verify</td>
<td>90 90</td>
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<td></td>
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<td>Two or three times a month</td>
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Scores for 2013 and 2014 are shown in the table.
(Cross Section) Which best describes how frequently you use E-Verify? (cont.)

Figure 69 - Frequency Of Use Scores (cont.)

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**Customer Service After Transfer**

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**Customer Service by Email**

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**Interested in Communicating with Peers**

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**E-Verify Listens**

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**Satisfaction**

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**Recommend**

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**Confident in Accuracy**

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

Figure 70 - Frequency Of Use Scores (cont.)

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

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<td><strong>Internet Use</strong></td>
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<td>Ease of accessing representative</td>
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<td></td>
<td>Once every few months</td>
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<tr>
<td>Interested in communicating with peers about E-Verify or using the system</td>
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<td>How likely would you be to recommend the E-Verify program to others</td>
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<tr>
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<tr>
<td>How confident are you in the accuracy of the E-Verify program</td>
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<td>Likelihood to continue to participate in the E-Verify program in the future</td>
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### Figure 72 - Which Best Describes Organization Scores

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

Figure 73 - Which Best Describes Organization Scores (cont.)

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<th>E-Verify Employer Agent</th>
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<td>E-Verify Employer Agent</td>
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<td>73 70</td>
<td>76 75</td>
<td>71 71</td>
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<td>100 81</td>
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<td>Ease of accessing representative</td>
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<td>35 34</td>
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<td>Future Participation</td>
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<td>Likelihood to continue to participate in the E-Verify program in the future</td>
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<td>96 97</td>
<td>91 94</td>
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</tbody>
</table>
APPENDIX D: VERBATIM COMMENTS

Hyperlink Directory of Verbatim Comments

Q1. How did you first learn about E-Verify? (Other)

Q3. Why did your company sign up for E-Verify? (Other)

Q5. Why do you say that? (Reference to Q4: If your company was no longer required to use E-Verify, how likely is it that you would continue to use it anyway?)

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

Q14. What is your reason for rating ease of registration process overall lower than “6”?

Q22. What could E-Verify do to make these resources more useful in helping you understand E-Verify processes and policies?

Q23. What is your reason for rating ease of training lower than “6”?

Q27. What feature of the user manual was most helpful?

Q28. What feature of the user manual was least helpful?

Q30. Why was the training and online tutorial no helpful in passing the test?

Q35. Why haven’t you used E-Verify within the past six months? (Other)

Q36. Why have you never used E-Verify? (Other)

Q46. Do you have any suggestions to make the case creation process easier?

Q52. What is your reason for rating ease of resolving case lower than “6”?

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

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

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

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.

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

Q107. How would prefer to contact E-Verify for help? (Other)

ACSI-7. Please provide any final comments on how we can improve E-Verify to better serve you.
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Q1. How did you first learn about E-Verify? (Other)
2 hour panel after work
A contractor we were going to do work for.
A Human Resources Seminar
A human resources seminar through [redacted]
A previous job with a federal contractor
A Student Intern on Option Practical Training requiring E-Verify
account
accountant
Accountant
Accountant
Accountant
Accountant
Accountant
[redacted]
[redacted] Resource
Advertisement when E verify was started long back
Another company
Another school division
[redacted]
[redacted] Congress Meeting
Approved for Government Contracts & they require it
[redacted] to utilize E-Verify
As a sub contractor we were required to enroll by the org with the grant
As an HR professional I've known of eVerify for years. Don't recall exactly how.
Association of County Officials
Attended an HR seminar that suggest e-Verify
Attorney
[redacted] mandatory
Being used company wide.
Bid requirement by City
Board Member
Bookkeeper
broker website
[redacted] Employers Association
Candidate
Cannot remember
Cannot remember
Can't answer this.
can't remember
Can't remember
can't remember
Class in Personnel Management
College
Company Accountant
company already using when I started my position
Company Attorney
compny lawyer
Company signed an [redacted] Agreement
compny was signe dup when I was hired
compny we contract to
compliance organiztion
Compliance with parent company who was already using E-Verify
Construction Contract with the [redacted]
Contract
contract requirement
Contract requirement Agency
Contract Review - FAR requirement
Contractors we work for require you to use everify
CPA
Customer
Customer contract requirement
customer requirement
Customer requirement
[redacted] government agency
[redacted]
[redacted] audit
[redacted] Requirement
[redacted] mandate
do not remember
Don't recall
Don't recall but believe from a government agency
Don't remember
don't remember
don't remember
don't remember - it was 5 years ago
Don't remember but we started with the pilot program many years ago.
Don't remember, was using it at previous employment
[redacted] Requirement for Franchisees
[redacted] Franchise
Education
[redacted] consultant
Electronic Paperworks Company
email
Email blast from a vendor
Employment Law Seminar
family that owns a business
FAR clause contract requirements
Federal Contract requirement
Federal contract requirement
Federal contract requirement
[redacted] requirement
[redacted] told us
[redacted] Webinar (Labor Attorney)
Forced to use it for a construction contract.
Former employer used SAVE, which I think was a pre-cursor to E-Verify
Former Employer.
Franchisor
Franchisor requires for new hires
From our corporate franchisor
FROM OUR HEALTH CARE CONVENTION
From out Accountant
From previous employer/experience
Funding sources require that we participate
General Contractor we were working with at that time.
[redacted] Restaurant Association
google search
Government Contract
Government contract
government contract
Government contract requirement
Government contract requirement
Government Contractor
Government Contracts
Government Contracts
Gov't contract required it
[redacted]
[redacted]
[redacted] Application Requirement
have always known of everify
[redacted] requirement
Heard it was supposed to be done to find out about illegals
Honestly can't remember.
Honestly don't remember
HR Attorney
HR Audit by 3rd Party Professional
HR Conference
HR Consultant
HR Consultant
HR Newsletter
HR rep at another company a couple years ago
HR seminar
hr seminar
HR Seminar
HR training
HR Training Seminar
I believe it was required by the [redacted] after I established my LLC.
I cannot recall; have been participating for a very long time now.
I cannot remember how I first heard of E-Verify.
I cannot remember how I heard about E-Verify
I can't remember
I can't remember now
I do not remember as I've been using E-Verify for a number of years.
I don't recall
I don't recall
I don't recall
I don't recall. Best guess was when you went from paper to electronic
I don't remember. We've been doing it for quite a while.
I found this online myself
I have used E-Verify in the past
I learned of E-verify when I worked for the [redacted].
I operated the E-Verify system for a previous employer.
I really can't remember
I saw the sign that states "this is an e-verify employer" ata a local chain store
I think I was advised by our [redacted].
I used the service at a prior company
I utilized E-Verify with my prior employer
I was part of the Pilot program in 2006 with another Company
I went to the internet to see if something like this existed.
I worked in one of the initial pilot plants
[redacted] program information that I received
[redacted] Attorney
[redacted] Law Firm
In connection with government contracts
info search online
Information from a local university when attempting to hire a foreign student with a work visa.
Information from a vendor
information from our Payroll Provider [redacted]
[redacted]
Insurance company
Is the law to verify every new employee as an employer
It has been a while but I think emails regarding e-verify.
It was a long time ago and I do not remember
It was a requirement for us to do business with [redacted].
It's been too long, I can't remember, I think advertisement
Knowledge gathered from news media.
Law Seminar
lawyer
lawyer
letter letting us know it was mandatory
Listed as part of Construction Contract that we would E-Verify
Local Bank
Local Employers Association
mail stating this was the new policy to verify employees
mandatory for Section 3 projects - request came from general contractors
Mandatory to do in [redacted]
mandatory training by company
My accountant made me aware of e-verify
My Corporate Office. We are a Franchise
MY LAST EMPLOYMENT
my other job
My own awareness
My payroll agent
My previous employer
My son used E-verify for his business.
My understanding is that we were part of a test group prior to the rollout of E-Verify
[redacted]
Not sure
Not sure, have been doing this for a long time
notice from [redacted]
Notice of a raid at a business and it was mentioned
Notification from legal firm re: mandated enrollment [redacted]
Online research regarding legal requirements for new hires
online search of new governmental policies
Our Accountant
our Accountant
Our accountant
our accounting firm
Our Attorney
OUR CPA
Our CPA that provides out tax returns
Our GC required we join for federal contracts
Our [redacted] Forced it on us
Our immigration attorney
Our labor lawyer
OUR NATIONAL OFFICE WE ARE A FEDERAL AGENCY
Our owners informed us
Our parent company [redacted], decided to begin using E-Verify, I am not quite sure what went into the decision making process.
our payroll company
our payroll company [redacted]
our payroll provider
participated in the initial trials
Past employer
past experience with background screening
Payroll Class
Payroll company
payroll company
PAYROLL PROVIDER
Payroll Provider
payroll provider
Payroll service
Payroll Service
Payroll Service
Payroll Vendor
Pilot program
Pilot Program for EVerify
Pilot program some many years ago
Poster in a business stating they used e-verify
Previous companies I have worked for.
Previous company used E-Verify
Previous employer
previous employer
Previous employer
Previous Employer Use
Previous Employer Used it
Previous employer was E-Verify user
Previous employer.
Previous Employment
previous employment
Previous place of employment used the service
Prime Contractor made it mandatory for us to sign up to do a project
Prime government contractor
prior company used it
pur accountant
[redacted]
Radio & television coverage of the requirement to participate
Received notification of requirement to participate by mail.
Required as part of our Government contract work.
Required by a defense client to bid a job
Required by Contractor
Required by our contract
Required by state Domestic Violence contract
Required for business license
required for our federal contracts
Required for response to REquest for Proposal
Requirement from general contractor Dec 2010
Requirement of our contracts with the government
Requirement of our Government Contract
Requirement to do business with vendor - Government Contract
requirement when working with some general contractors
Save Program
Saw article back in 2007 on topic - not sure of source but probably SSA
SBA loan. Had to do it to comply
searched online
Seminar
SHRM
SHRM
SHRM
SHRM
SHRM
SHRM
SHRM
SHRM and law firm seminar
Signig up for E-Verify was required in a client's contract with us
[redacted]
Society for Human Resource Management
Society of Human Resources Management
[redacted]
law required the use of e-verify
State and Federal grants received require use of E-verify
State Employment Program
State Requirements for contractors
Tax Office
The Association Accountants
The companies Accountant
The Employers Association
Through the FAR clauses on our [redacted] contract
transitioned from the Basic Pilot Program
[redacted]
tv news
TV news
[redacted]
unfortunately, I don't remember
unsure it's been several years
[redacted] subcontract requirement
[redacted]
contract entered into
used at former place of employment
used e-verfiy at a past job
Used E-Verify at my previous employer
Used it at a prior company. Our motivation to use it here and there was from hearing from a prospective employee that it was required for OPT extensions under a student visa.
Used it with my previous employer
used service at a previous company
Used system with last employer
Used the service at my previous employer
[redacted] a company we subcontract from, required our participation.
Vendor
Via my parent company
Was aware of when it was becoming a requirement and training
Was in place when I started working here
WE ARE A PEO
We are required to use E-Verify
We entered into a State contract that required us to be a member.
We have been aware for years
We performed E-Verify at my previous employment
We receive government grants and believe that we are obligated to e-verify new hires
We wanted to hire someone who had a student visa and someone from the school indicated we needed to be an E-Verify company to hire him.
We were notified that we were required to use E-Verify. We were already reporting new hires to
[redacted]
web search
Web search
We’re Contractor’s [redacted] It is part of the contract to have all employees run through E-verify.
We've been doing E-Verify for many years now - I do not recall how I first heard about it
When hired in March employer told me about it.
When it was in its test pilot I implemented it in our company
When our company was enrolled
Worker's comp agent
working as a federal contractor and hiring employee's against contract positions

Q3. Why did your company sign up for E-Verify? (Other)
17 month STEM extension
A Student Intern on Option Practical Training requiring E-Verify
A way to be sure that those working were eligible to work and the government was behind us in the matter.
accountant recommended it
Accountant suggestion
Advised by board member
Advised by our ICE Auditor
also became a Federal Contractor after signing up for Everify
an effort to be sure we are hiring those who actually are authorized to work in the US
An employee on an F-visa could extend his work permit for an additional year because we signed up for E-Verify
Applied for a grant and it was a requirement for the grant writing process
As far as I remember HR Director said it was mandatory. We are not a contractor.
because I thought I had to
because of employee's with visas and the requirement that we must participate
believe that it is required to do everify
believed it to be required by government
Believed it was mandatory for all businesses.
Believed it was required
Believed it would become law
Believed it would become mandatory at some point and wanted to be pro-active with compliance; also, company would like the potential to bid for state contracts and it is mandatory for compliance in these situations
By company
Company already using E-verify when I started working here
company is growing and looking to maximize administrative efficiencies and needs.
Compliance, customer requests and extension for OPT visa candidates
comply with state requirements
Condition of a business loan
Contractor who works all government jobs from county to federal
Corporate decision in light of our industry
do not know
Due to a grant
Ease of administration with an increase in accuracy of an applicants ability to work in the USA
Ease of verifying citizens and non-citizens authorization to work
Easier to use. Takes less time. Better website that Social Security website
Employees on OPT needs to work for e-verify company so they can extend their work authorization
Enrolled to assist with OPT employees obtain additional time with company
expected this to become a requirement
F1 STEM Extension
fear of punishment for not using this terrible program
Federal Contracts and the ability to extend OPT for STEM degree employes
felt it was the right thing to do
Foresee that it will eventually become a requirement
[redacted]
grant required
H1-B employees
Have been using since 2013, thought that this was a requirement, and enjoy to ability to easily verify information
Heard about it when it first came out as Basic Pilot, signed up to be initial users.
heard on news your are required to Everfly if you you have 12 or more employees.
Hired a candidate with a student visa requiring OPT extension
Hoping to acquire federal contracts for our business
HR Manager participated in previous Pilot Program at previous employer
I am unaware of the reason
I am unsure as this was a decision at our corporate level.
I believe it is required for local governments??
I believe it is required, but I am not sure by whom.
I felt it would be good for me to have knowledge on how to do E-Verify.
I figured this would be mandatory in the future so I wanted us to go above and beyond on this.
i have no idea as they were signed up before i worked here
I like the immediate response.
I think it's mandatory
I thought if you had employees you had too.
I thought it was required of municipalities
I thought that I was required to as a business owner by federal law
I wanted my company to be in compliance with federal and state immigration laws.
I was informed that the Federal Government might require E verify with all contracts.
I was concerned that our staffers had to understand all of the documents that could be used
I was hired as the first HR Manager and always used it in previous jobs once it became available.
I was not working at this company when they signed up.
I was told it was now a requirement
I WAS TOLD IT WAS REQUIRED [redacted]
I wasn't provided with this information
[redacted]
partnership
Implemented new HR system and it was available through that system
Isn't it a Federal requirement?
It is the law
It was a Corp. policy passed down to the locations. I did not make the decision.
It was going to be mandatory in our state at some point.
It was highly recommended at a seminar I attended
It's the right thing to do.
Knew it would soon be required by Federal/State Government.
Liked doing on computer instead of paper
mandatory per company policy
My recollection is that we received mandate correspondance
Needed for an employee who is not an American citizen to apply for work visa
new employee documents stated verify prior to employment
[redacted] was in the pilot program
Not sure of exact reason but perhaps ensuring compliance with Federal/state laws
not sure on this.
Not sure, I wasn't involved in desicion making
Our Accountant advised us we had to sign up
Our company requires everify
Our CPA said it was required.
Our HR Dept. would be able to answer this question correctly
Part of a candidate's visa requirements
Part of the initial test group
payroll company requires us to use it
Per an employee's visa requirements: we instituted company-wide
Pilot Program
quick response to verify
quicker
recommended by federal and state organizations
Recommendation
Required
Required - we E-Verify our client company's new hires as well as our own.
Required by my contract holder.
required by one of our insurance carriers, [redacted]
Required by state in order to receive quality jobs tax credits.
Required for employees with OPT status
Required for immigrant employees
Required for processing an H1B request
required from franchise
REQUAID [redacted] FOR OUR CLIENTS
Required in order to hire a worker with OPT work status.
Required in some states due to size of employee population
Required to by federal government / not because of federal contractor
Required to due to hiring students on OPT
required to enable a particular post graduate co-op
required to for federal government funded employees
Required to hire a person on visa in STEM program
requirement by law
Requirement for State Program
Requirement of the contract with one of our clients
since we receive medicare/medicaid payments, we thought we might need to do it to be in compliance, but we weren't sure
Somehow heard it was something that we were supposed to be doing
[redacted] credits
STEM Extension
The accountant told us that we had to several years ago.
They were signed up before I joined the firm so I don't know the exact reasons; however, if I had to guess, it would be to comply with regulations.
Though I was not in HR here when we started using it, I am pretty sure it was because it is required for STEM Extensions
Thought it was federally mandated.
Thought it was mandatory
Thought it was mandatory
thought it was required and later found out it was not for this size firm
thought it was required by federal law
Thought it was required.....I process e-verity for four companies
To apply for a microenterprise tax credit
To assure we comply with government regulations
To be able to hire someone who held a student visa, who was going to be applying for an H1B visa
To be compliant and to hire individuals that are allowed to work in this country
To benefit our employees
To ensure compliance and employe best practices
To ensure employees are authorized to work in the United States.
To ensure full compliance with federal and state laws in pertinence to work eligibility.
To improve ability to check employee information, but also because our administrator felt it was something coming in the future that would be required to be done.
To make sure applicants were authorized to work in the US
to participate with [redacted]
To satisfy work requirements from local university.
to sponsor H1-B Visas
To stay in compliance
To verify employee information to make sure we are in compliance.
to verify employment when employees didn't have their social security card on them
to verify we are compliant and doing things correct
Unknown
Unknown - decision was made prior to my involvement
Verifies SS#
want to be in compliance
Was hiring someone who is not a citizen and needed to verify authorization to work
We are a payroll company and offer this service to our clients
We created a company after finishing our college and one of us is international student.
we deal with federal/government contracts
We do payrolls for other companys and had to register ourselves first.
We knew it was coming, so we wanted to be on board with it ahead of time
We thought it was mandatory by the government
we thought it was required
We were hiring a gentleman on a student visa and were told it was a requirement to use everify
We were required to by our contract with [redacted] Dept of Human Resources
Would help to automate our processes and assist us with compliance.

Q5. Why do you say that? (Reference to Q4: If your company was no longer required to use E-Verify, how likely is it that you would continue to use it anyway?)
100% of our employees have been eligible to work in the United States.
98 % of our employees were born in the USA. We know most of their families.
A hassle
Added workload/extra steps
Additional process that I do not feel benefits us
All employees have been US citizens
All my employees are us citizen
Alldecisions made at corporate office and are effective company wide
As a Federal Agency, we don't bring anyone aboard until the pass an OPM background check. eVerify is redundant.
As an accounting office I have more than enough work with deadlines to keep us busy.
As an employer we are required to report on so many things, I eliminate anything unnecessary
Because an I-9 is completed on all employees. This appears to be duplicate work.
because i always have problems getting into the sight with the password.
Because I feel safety to use this side
Because I hire US citizens only.
Because it is a waste of time. Small business have limited resources. Those resources could be better spent on something that really makes a difference to our growth and profitability. Busy work assigned by the government is always a waste. Why...

Because it requires employee hours to learn and process each new hire.
Because it was difficult to set up multiple accounts for all entities. Each required a different password, user name, etc. It was sometimes hard to get assistance with the website. A small company may need access to different kinds of accounts....
Because it would be one less step in the hiring process and less paperwork.
Because its extra work and we don't have cultural people in this area.
Because of the additional time it takes to enter the information online.
Because of the size of the company (fewer then 10 employees) there is very little benefit.
Because the website is incredibly difficult to navigate. I really dont like it. Plus the horrible tests before they "let" you enroll
Because we conduct FBI and state police criminal background checks on all employees and that will generally provide the same information needed to assess whether someone is illegal or not.
Because we do not hire people and we report to the IRS so its pointless and just more work put upon us.
Because we have Form I-9 and it has the same information.
Because you make it to hard on us to keep it going. I have so many duties to have to stop and take more test myself if i have been doing it all along. i dont have time to keep messing around with test and update my password.

Burdensome
Confident in validating person's identification.
Could use the time to complete other tasks instead.
"cumbersome
very unlikely to have an illegal alien"
cumbersome, little value
cumbersome, no value to me
Currently using electronic I-9 system.
Did not like taking the tutorials. It took too much time.
Do not hire many applicants
do not see a great benefit
Doesn't appear to be as helpful as national background checks or local background checks...
Don't find it has value for our company
Don't have a large turn over in employees
Don't see the point
Due to the nature of our business and our location, the likelihood of hiring an unauthorized worker is extremely low. For us, having new hires comply with the I-9 form is sufficient.
Employee type does not fall into an immigration category.
Employees are hired thru temp services and are screened by them.
Employees must already provide proof of citizenship.
Enough paperwork in this world as it is, too many hoops and hurdles when it should be simple.
Everify has not shown to be an effective tool in verifying work authorization. Infact, it has shown the opposite in many situations.
e-verify is ONLY for non-us citizens. if we don't have non-US citizens, why would I use e-verify???
"E-Verify is required for my company in order for my company to contract to the federal government, other wise not needed."
exposure to non-US citizens is negligible.
Extra work
extra work
Extra work
Extra work
extra work
Extra work load
extra work that has yet proven to be beneficial; expense of paper and man power
Federal law doesn't require us to use E-verify and if state law didn't require it, we wouldn't use it.
Find it discriminatory, and invasive.
For our location, questions regarding citizenship status have not been a concern.
For our type of company, I really do not see a need to verify.
For what we do E Verify is more cumbersome than helpful.
Generally speaking, we don't live in a very transient area within the State.
Governor makes decision
Hassle
Hassle to complete for all new hires, just more paperwork.
Have only had one person in over two years that didn't provide valid ID which is a low ratio vs the people that were verified. All the overhead from fed gov to our company to manage a program that filetered out one person seems wasteful
Have under 40 employees with low, low turnover.
[redacted]
I already report company information to far too federal and state agencies, and that responsibility increases every year. I've become less a human resources professional and more of a civil servant. Not only is it redundant, it's tiresome.
I am a small business owner who felt overwhelmed remaining compliant with state/federal mandates before E-Verify became mandatory. It's short 3-day window makes things very difficult when on-boarding new employees in a turnover heavy industry. I want...
I am a very small company, and employees are usually recommended by friends.
I AM EMPLOYED WITH CITY GOVERNMENT FOR A SMALL TOWN, WHERE EVERYONE KNOWS EVERYONE. WE HAVE VERY FEW EMPLOYEES OR TURNOVERS.
I can tell by the documents presented whether or not an employee is eligible to work in the US.
I do little hiring and know most of the people I hire.
I do not feel that E-Verify is necessary for our company and its extra paperwork to complete- I don't always have time in my busy schedule each day to get it done. And it seems a little redundant to me.
I don't feel our company falls within the parameters of hiring potential illegal employees.
I don't like to be re-tested almost every time that I use it.
I don't see the purpose. We use an electronic I-9 system and it keeps track of everything. I see no benefit to E-Verify. There has only been one issue in the entire time we have been using it.
I dont think I would have illegals applying for my business.
I don't think it deters anyone from seeking employment
I hate your drawn out website password changes and constant training
I have hired over 2,000 employees in the past 20 years and I can always tell if they are legal by the Social Security card. Most illegals avoid the national chains, but I did have an illegal 16 year old try to get a job without a social security card....
I hire less than two employees a year. It is a waste of my time.
I know my employees are US citizens.
I know my employees from being former customers.
I liked the system we had before, this one is too time consuming and that is one thing I have very little in my position...time.
I must follow the rules the agency provides.
I see the purpose of E-verify and it is easy to use. However, it can be time consuming with all the other steps we have to complete upon hiring a new employee before we can even get them to start doing actual work.
I think the 3 day period too short.
I use what is required by the company I work for.
I work for an accounting firm that does payroll for clients. Without payroll, we wouldn't need it.
I would follow the company policy & directives.
I would use it if I had a question of citizenship. I have not had one yet.
If it is not a requirement why waste the time
If it is not mandated by law, why would I continue to do it?
If my company no longer required it. I wouldnt use it.
if no benefit, then I do not want to waste time doing it.
Illegal immigrants are allowed to enter and stay in the U.S.
In 13 years of business and with high staff turnover of hundreds of workers, we have never come across anyone not a US citizen.
In order to reduce work load for HR
In our area I don’ see illegal immigration as a big issue
It appears that USA citizenship is not important in many facets of life in the USA.
It duplicates the I-9 form that we already do
It has not provided any real benefit to our organization. We have never had an employee who was not authorized to work in the US.
It is not that easy to use, they make you take tutorials after every change they make, and for a period of time it was not compatible with Internet Explorer which I found amazing.
It is a hassle for us since each location has to fax their paperwork to our corporate office and once person has to enter all forms online. It is too time consuming for our business with high turnover.
It is a hassle, and I don't have much appreciation of restrictive US immigration laws.
It is a hassle.
It is a hassle. We are a small company and three or our employees are family members.
It is a huge logistical challenge to complete and track all the required eVerify docs for an organization of our size.
it is an awful burden on small business the software is much to difficult to use and it is the federal governments job to control immigration at the border, not my job to play police man
It is an extra step during the Onboarding process.
It is an extra step in our hiring process that takes time. We are a small office with limited resources.
It is an extra step in the bureaucratic process.
It is an unnecessary way to spend my limited time as a business office. I use it because I have to.
It is another hoop to jump through in getting someone hired.
It is another process to follow - it is another chance to make an honest mistake that can cause the company embarrassment and financial penalties. We still have to do the I-9 which is hard enough for administrative people to get right, then add this on...
It is another step to go through when hiring employees. Then I have had to take time to learn how to use and pass a test. Time consuming.
It is currently the company's policy to participate in E-Verify and if the company's policy changes I would be required to follow the new policy.
It is extra time that could be used for other work.
It is hard to get people to turn in paperwork. I already have to do New Hire for state. That should be enough.

It is hard to get the needed information from our clients

It is hard to verify an employee within 3 days

It is inconvenient. It also only allows three days to complete the new emp. profile and I'm not always available to complete the process in that time. I'm also not concerned with hiring illegals. I was also not given a choice to participate in this...

It is not helpful for us. Just one more thing to have to do. I've not had any need for it thus far.

It is not really needed in our situation. We hire very infrequently.

It is not value added, it is a bureaucratic process

It is time consuming and your actions based on results is limited.

It is useless at confirming eligibility. Because we require a driver license for almost all new hires now and because our state determines immigration status via the licensing process, E-verify is superfluous. What would have been really useful for...

It is very time consuming to have to fill out both the I9 Form and E-Verify.

It just adds the our paperwork.

It makes it harder to Recruit employees.

It provides no benefit to us while adding cost and trouble to our business process.

It take long time; the process is confusing and complicated; we should not be responsible to police potential employees.

It takes additional time and seems quite unnecessary.

It takes more time away from our business, and time is money.

It takes too much time to enter information into the website

It would be an extra step that is not necessary

It would be unnecessary.

It's a hassle and is very hard to do within the 3 day limit. We do not hire very many people yearly except teenagers for our pool.

It's a huge pain to use.

It's an added step above the I-9 process that cause admin headaches.

It's an extra step that we wouldn't "have" to do. We don't really get any feedback from it. It doesn't help with criminal records or anything of that nature - only with work permits/authorizations etc & we do not employ very many people who were born...

It's an extra step to completing employee paperwork

It's an extra step when hiring a new employee.

It's not my job or my companies job to do what the government is hired (or I pay taxes for) to do. I have to pay a person 30min per applicant to fill out unnecessary forms when an I9 should be sufficient

It's pointless. too much government envolvement

It's too complicated a system to use as rarely as we need to.

Just an extra step and more paper to file

Just another hassle and it seems every time we use it (only 1 or 2 x/year) I have to get another password and take another refresher course.

Just another step that eliminates potential workers.

Just another thing to do to get people working.

Just more time and paperwork that I don't need. I'm not worried about the citizenship of the employees we hire.

just that without having to do the steps in e-verifying makes the I-9 process more simplified.

Lack of resources.

Less work of admin
Limited time/resources.
Live in an area where we have very few people other than US citizens.
Low employee turn over and no illegals.
Most applicants have more than adequate ID to determine citizenship
Most of our employees are licensed in the state…we also do fingerprinting and background checking so it is likely someone not authorized to work would be flagged with these checks
most of our employees come through an agency and they have already done extensive background checks. Furthermore, we do not use temporary or migrant laborers
Most of our employees have Active Clearances
Most of the people I hire I know
Most of the staff we employ are US based professionals and verification of eligibility in US can be verified by reviewing I-9 information
Mostly hire people I know.
Never used anything like this before E-Verify in the hiring of any employees. See no need to
New hires require substantial paperwork processing and not using e-verify would reduce the number of steps used in the hiring process. We are a small town and have very little risk of selecting non-citizens for open positions.
no comment
NO NEED
No need - don't have a problem with hiring people who are not legal.
no need to waste my time if not required.
No reason to.
Not a likely issue for our business. Employees fingerprinted already.
Not a lot of turnover with our company
not enough time in a day
not important
Not likely we would look at hiring a non US citizen
Not much need in our business. Little, if any, immigrant labor. We have never had an employee not be approved.
Not necessary if you have identification required.
Not relevant to the types of employees we hire.
Not sure we would want to "investigate" our employees in that way.
Not user friendly.
Obtain ID information and feel comfortable with the information we are receiving from new employees.
One less task to do.
Our businesses do not attract immigrant workers.
Our company has a verification program we interface with our [redacted] annually before printing W-2's to ensure accurate SSN & Alien ID
Our company has had very few cases of new employees who are not US Citizens.
Our company hires primarily government security cleared candidates, so there is virtually zero risk of candidates not being authorized
Our company is extremely small & we do not have a need for it.
Our employees are highly skilled in a niche industry. It would be highly unlikely that we would be involved in a raid or fine situation.
Our new hires are typically known to us prior to hiring, and there is rarely any doubt about their status as citizens
Our parent company now uses the ADP I9 verification system to check status. It requires less steps.
Our part of the US is very rural with a small amount of employee turnover. 
Our President does not even enforce Immigration laws! 
Our work force of professionals has very straightforward documentation. 
Our workers are from the union. They have been vetted 
overly arduous process. 
Owner screens applicants for employment fairly well and we do not believe we need to E-verify for business purposes. 
PAPERWORK REDUCTION 
people I employ I know them and their families and their backgrounds 
pointless for my staff 
Prior to the [redacted] requiring e-verify our company worked an entirely Hispanic crew. Taxes were paid on their behalf as required by law. Since AL implemented the E-verify system our company has hired 85 people to fill the 5 vacancies created.... 
Report to enough government agencies already 
Save time in doing paperwork 
Short staffed and it is time consuming. 
Small company 
small company with few employees 
Small company with minimal new hires. 
Somewhat easy process, but one more thing we would not be required to spend work time on with being a small business and finding enough office space to place all of the different language posters for right to work. 
STREAMLINE ONBOARDING ACTIVITIES 
The 3 day time frame to use E-verify is hard to stick to since we are closed on Mondays. Entering information is a hassle when the question do not follow the information on the I-9 (you flip back and forth between pages) and it is annoying to remember... 
The E-Verify legislation is a good way to keep people that want to work out of the United States. 
The fewer times we have to input employees personal information on the web, the better. 
the frequency of password changes and restrictions make using the site difficult. It seems every time we have a new hire my password has expired and it takes several tries to get one that will fit the criteria. 
The I9 verification is enough. It is time consuming and a waste of time. 
The old system of using the I-9 form and getting appropriate ID seemed as good a system as any......it is just a matter of paying attention to whether they match or not. 
The owners of this company would rather not have to do this. I personally think it is wonderful and would like to continue it. 
the people we employ have local qualifications and certifications which imply that they are legal to work here 
the process is cumbersome. I keep copies of the required I-9 documentation on file. 
The process is very cumbersome. 
The system is a little complicated to use and needs care and attention. If you make a mistake, it may be that the employee being screened will inadvertently not be accepted. So, it's a little hair-raising. 
THE SYSTEM REQUIRES YOU TO GET INFORMATION IN IN 3 DAYS SOMETIMES THAT IS HARD FOR US TO DO. ALSO WITH GOVERNMENT ALLOWING ILLEGALS TO COME TO THE COUNTRY DON'T KNOW WHY THIS HAS GOT TO BE USED. 
The three day rule is hard to manage, and we've never had anyone not authorized for employment. 
The time it takes to e-verify, the paper work and storage.
The way things are set up it is way to time consuming for us to continue it if it is not required. Between having to change passwords every couple of months, retesting on anything new to just entering new hires takes on average 6 to 8 hours per week...

There are 300+ million LEGAL residents and only 12 million Illegals. We are in America and are Americans. We should not be burdened with having the prove the right to work in our own country. this is a small company and any added, non-billable paper work is a burden.

TIME
TIME CONSUMING

time consuming
Time consuming!
Time consuming, and we have not had a problem w/ illegals in the past.
Time restraints and not cost efficient.
To better compete against local competitors that employees illegal workers. There is no fear or consequences of hiring illegals for businesses or their owners because of the lack of federal compliance to address the issue.
To cumbersome
Too burdensome and time-consuming. It should not be the employer's responsibility to verify immigration documents.
Too complicated for my small business.
Too cumbersome trying to change log-in info every time we need it. Can't see that it has made any difference in our hiring practices.
too difficult
Too hard to use. The quizzes are ridiculous to require to use the site, we are not 6th graders.
Too many employees and not enough staff to facilitate the task.
Too many steps already in the New Employment process. Already fill out the I9 form and obtain proper identification, everify just doesn't seem necessary and takes too much time.
Too much bureaucracy
Too much government control over us - loss of freedom and liberty to big brother
too much password management
Too much regulation.
Too much trouble
Two reasons 1. Changes to often 2. Closing the business as of 11/10/2014 someone else is buying Typically, we do not have foreigners submit resumes or be offered a job through our company. All of our employees in the US are US citizens.
Unable to hire enough workers with E-Verfy
Unless required by law it's probably not necessary for us
Unnecessary
Useless information
Using E-Verify to fulfill federal contract requirements only.
usually know the person’s background
verification though Social Security Business Services Online is good enough for us.
Very difficult to navigate, for a small company, having to change passwords so frequently, and its ease of use is limiting.
Very low quantity of elegibility issues.
Very small community and everyone knows everyone.
very small company. don't think it would be necessary.
Very time consuming and onerous
Very time consuming for a small business. Having to take tests each time I use it, etc.
Waste of Time
Waste of time
Waste of time- no seen benefit
WE ABIDE BY OUR PARENT COMPANIES POLICIES AND PROCEDURES.
We already collect the documents from employees and have not had any reason to doubt the documents authenticity.
We already do a background checks which checks SSN.
We already do background checks on all employees since they are working with children and always require social security information for employees. We have never had an issue with our hiring process. This is truly an additional step that we do not...
We already have too many requirements.
We already require and perform criminal investigative checks, e-verify is just another step and paperwork to file
We already run State police checks, and fingerprints
"We are a church organization; We screen the people we employ closely."
We are a small business who rarely have applications by anyone who would not be eligible for employment.
We are a small company and do a background check of our own before hiring.
We are a small company and hire locally and have a low turnover. Most employees are professionals e.g. doctors, nurses, coders. We rarely use temporary workers and then they are high school or college students.
We are a small company in small town America. Usually we know our applicants or have checked their background before hiring, so e-verify is a waste of my time.
We are a small hometown recreation department. Our employees have come through our program and have lived here all their lives as our directors and myself. If we did not know someone or doubted their citizenship I would recommend E Verify. Also, the...
We are a small office that is stretched pretty thin and it is simply a matter of time.
We are a small organization and most of our employees come to us by personal referral or knowledge.
We have very little chance of hiring someone who would not be eligible to work for us.
We are a soil & water conservation district who are required to e-verify our summer interns. We hire local students who we usually know.
We are a union shop. Not likely that an unauthorized worker would be in the union.
We are a very small company and most of our employees come from our community.
We are a very small company and when you go back to use it you have to update and take more exams, I am the only secretary here and to me it takes to much time and for us I do not think it is not necessary.
We are a very small company who does not hire often.
We are a very small company, with only 4 employees. We are confident in our own ability to establish the credibility of our employees and their right to work in the USA>
We are a VERY small company. We know everyone we hire personally. I don't have time to do things that are unnecessary in regards to our employment.
We are a very small municipality and the local governing board tends to hire the same part-time employees every year. In order to comply with state government requirements, we are required to validate each one each year.
We are a volunteer fire department with part time employees and it takes much time to keep up with everything we have to do. These people working here are already working full time somewhere else.
We are a white-collar business and we run background checks before hiring employees.
We are confident that the people we hire are not illegal immigrants. We also do a thorough background check.
We are in a field where the majority of our new hires are American-born citizens.
We are in a very rural area of [redacted] and have not had one employee who was not verified okay.
We are not at a high risk of hiring illegal aliens.
We are small, do limited hiring, and it doesn't have much of a perceived value for us.
We bill clients for this service and unlikely they would want us to do this if not legally obligated.
We confirm status, site very hard to work with
We did not use it before being required to. We do not believe it has any substantial benefit to us.
We did very well on our own before this became mandatory.
We do background checks and I9 forms anyway. This seems like just one more hoop.
We do background checks and only hire U.S. citizens
We do background checks through an independent company.
we do background screenings
We do not have much need for a process on eligibility outside of I9. We have also never encountered an issue.
We do not hire often enough and most people we hire have been referred by other employees.
We do not need the system to follow the law
We don't consider ourselves to be at risk for potentially hiring those unable to legally work in the US.
We don't even contact potential candidates who have less than 10 years of US work experience and we check for any indication they are not a US citizen so the likelihood of even talking to someone who is not a US citizen is quite remote.
We don't have employees that are high-risk illegal immigrants.
We experience little need in verifying prospective employees.
We fill out I-9 forms for employees and are satisfied with that step to determine eligibility.
We follow Corp Policy and Procedure. If we are instructed to discontinue by our Corp office we will do it. However it is very unlikely they will cease using e-verify.
We have never had issues in the past with fraudulent or illegal hires.
We have never had problems in the past with hiring illegal immigrants.
We have not been required to provide proof of participation very often.
We have not had an applicant that did not have a social security card and current driver's license. We also have not had an applicant that through their application, reference check, DMV check and criminal background check we were unable to determine...
We have not had any instances of unauthorized workers in all the years we have participated, so it doesn't seem like it is worth the work.
We have not needed the extra step to verify employee's identity and employment status.
We have registered thousands of employees and have only had one with a green card.
We have such a high number of employees going in and out, it is almost a waste of time.
We have to have a SS card and a valid drivers licensed to hire someone and that should be enough information.
We have very little turnover or diversity in our community.
We hire few people whose status is questionable.
We hire legal Americans.
We hire local pastors only & know their background ahead of time.
We hire too few folks and not often. the system is complicated and hard to navigate.
We hire US citizens to work on federal contracts. 75% are former US military, and all have required I9 identification. All of our work is technical, aviation and maritime related. We do not work in construction or agriculture or seasonal occupations....
We just don't need this except for contractors who require it. Our company is country wide and we handle our own background checks on employees.

We live in [redacted] and the mass majority of our employees are US Citizens.

We live in a small town and know almost everyone that we hire.

We mostly hire local college & high school students, so I am not too worried about their eligibility to work in US.

We only have a small number of employees located [redacted]. Never have had anyone questioned or denied the whole time we have been using it. Plus changing the password so often is a pain and the tutorials that are required are long.

We only hire individuals with a social security card. If they have a social security card, their right to work has already been established by the social security administration. We don't feel like it is necessary for the employer to do it again.

We only use it due to a contractual requirement.

We outsource our printing and all of our hires are professional people. Not likely to be a non-citizen. To much to do for little return.

We prefer to process our I-9's in-house.

We require the same documentation anyway of new hires as E-verify requires.

We require two forms of identification with our I-9. Living in a small community, most of our applicants are people that we know.

We typically do not have any applicants who are not US citizens.

We use it through an on-line LOOKOUT SERVICES agreement. The information require is tedious. And the constant update "tests" are lame.

we would keep the documentation in their employee file

we would never employ a staff member who wasn't authorized to work in this country, and require all employees to complete and I-9 and present the appropriate documents.

When you are a department of 1, all of these compliance tasks add up and take up a lot of time. Then, when your company goes many months without hiring anyone, remembering that you have to submit information to E-verify within a couple of days of hire...

why if not necessary

WHY WOULD WE IF NOT REQUIRED

With only 10 employees and most are police officers so they already have had background checks.

With the rigorous clearance process our employees go through, they have been thoroughly vetted already.

Would be on less thing to have to do when hiring employees. Also our internet connection is not very reliable and I try to do as little as possible that requires the use of the internet.

Would just be another requirement we have to follow for our hiring process and our track record to this point has been excellent

Would take up less of my time not to have to enter I9s into e-verify.

Would use it if not necessary

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

account
accountant
accountant
Accountant
Accountant
Accountants
ADP Resource
advertisement of some sort, hard to remember
advice from lawyer
always known
Association of County Officials
At a previous employer who was also a federal contractor
audit
Bank
became familiar with industry requirements are we signed up
Bid information for construction contract
Certain contractors require it that we are subs for
Client communication
Company Accountant
Company signed an [redacted] Agreement
compliance company
contract
Contract
contract
Contract Clause
Contract documents
contract language
Contract specified it
Contract terms
Contractor
Corporate Compliance
CPA
CPA
customer
[redacted]
[redacted]
[redacted]
do not recall
dont know
don't remember
Don't remember
don't remember
Don't remember
Don’t remember
don't remember
Don't remember. It was when you changed forms.
[redacted] Requirements for Franchisees
EEO/AA consultant
email blast from another vendor
experience in federal contracting
FAR requirement
FARR
Federal Contract Requirement
Federal government contract
federal gov't subcontract requirement
[redacted]
[redacted] Corporate
[redacted] requirement
[redacted].
FRANCHISOR REQUIREMENT
From an RFP for a contract
from general contractors we work with
From our Contract
From our customer
From Prime Contractor
From the client
General Contractor Section 3 projects
General Contractor that we were working with at that time.
Government projects that we work on require it
government sales manager
Government Contract
Government contract
Government Contract Clause
Government contract solicitation
Grant Requirements
[redacted].
[redacted].
Happened before I was hired.
HR Attorney
HR Audit by 3rd Party Professional
HR Consultant
HR newsletter
HR Newsletter
hr seminar
HR Seminar
HR Training- HR [redacted]
Human Resources from another company/church
I don't recall
I don't recall
I don't recall how we were originally informed - We've been participating for many years now
I don't remember
I saw it hanging up at another business establishment and checked in to it when we opened our own business. Unfortunately, if I had not seen that, I would not have known. If it's required, perhaps it should be given when one applies for a business license
I used E-verify at my previous employer
[redacted]
[redacted]
Initially started E-Verify before being a Federal Contractor and we learned about it from a Homeland Security Agent during an audit.

It was used at my previous employment

listed in the contract with the vendor as a requirement

[redacted]

Local Contractors

my accountant

n/a

NACO

new government contract

Not clear

Not 100% sure it is required, but received materials that made me believe it was at the time.

not required to do so

others [redacted] requiring our participation

Our Accountant

Our Association Accountants

Our company voluntarily chose to participate in E-verify to protect it's business operations and to ensure compliance with all laws.

Our corporate office. We are a Franchise

Our CPA

Our internal auditors

Our labor lawyer

Our owners informed us

our payroll provider

participated in pilot program so many years ago

Payroll class

Payroll firm

Payroll Provider

payroll service

Payroll Service [redacted]

Payroll/HR Seminar

Personnel Manager Seminar

Previous employee

Prime contractor made it mandatory for a project

Project Bid Documents

Quick Books

Required by contractor/contract

Required for participation in Federal Grant program

Required via our sub-contract

requirement of contract
Requirement was in a specification or a contract.

search online

SHRM

SHRM

[redacted]
[redacted]

notified us.
The Employers Association
The owner - I don't know where he found out about it. Assume state informed him

Through a University
Through information for H1B application for employee.
Through my company and Suitability Training.
Told about it by the C P A we use
tv news
unknown
Vendor
Via our contract
Was aware of the requirement through news and training
Was in place when I started with the company
We started using E-Verify long before our client made it a requirement.
word of mouth. the state did a terrible job of letting people know about this in 2012

Q14. What is your reason for rating ease of registration process overall lower than “6”? All the tutorials required before I could register were annoying. I learned nothing new through them. They should be optional.

Directions are confusing and frustrating. Was trying to sign up as an employer, and somehow signed up as a parent organization. Had to recreate my account and take the test again.

Due to it being very confusing for me to understand the process of enrollment.

Had problems getting registered. When I was called I was working and didn't realize I would need some information when I was called. Therefore had to call back and had to wait along time

I can see the purpose for the test, but it took quite a while.

I have had to do required testing for the previous employers and I am very familiar with the site and the process. Takes a lot of time to go through it again.

I have worked for other companies and took the test, my current employer has three companies and I had to take the test for all three again. It would be nice if you could jump to the test without going over the all the material.

I just wasn't sure what I was doing. it all seemed very confusing. I felt very uncomfortable. confusing and complicated... Too complicated...

I was able to verify one person, then I hired another a few months later and could not get a new password.

It took much longer than I had been told. Just a minor frustration.

It was long and laborious sign up process
it was not necessary and was a waste of time
It was redundant. Too many words, very condescending. Less is more!
It was too long ago to remember.

Its all a pain!!
Lengthy process that not all would understand
Lots of room for improvement
process is combersome.
Required testing is a little bit involved, takes time to study and understand the process, it should be
easier to just check someone's eligibility to work legally in US...
Testing is tedious and time-consuming.
testing requirements were time consuming
testing was ridiculously time consuming and silly
The required material and testing were time consuming and often redundant.
The tutorial and test were time consuming
The tutorial was a waste of my valuable time. I am a smart enough individual to figure out how to use
the website without that tutorial.

Q22. What could E-Verify do to make these resources more useful in helping you understand
E-Verify processes and policies?
Actually, I hate to compliment the government on anything but this really is a good website and system.
Phone support is great.
all is well
All the reports are very easy to understand
All users here agree that the resources are excellent. We cannot think of anything you need to change.
All very good - no suggestions
Allow more time to enter new hires into system. I seldom get complete paperwork in 3 days
An email to let you know when an employee has been verified, if not done immediately.
Cannot think of anything at this time
Cheat sheet with common how to's. For example, how to deactivate/delete an employee that is no
longer with the company.
Clearly understand and have no issues.
Create a downloadable manual if one does not already exist.
Did not have trouble understanding.
DK/NA
Don't know.
Easier access for employer to find the register link.
Eliminating the program or having a third party (payroll vendor) handle it.
Every part of E-Verify is clear.
Everything is very straight forward. Easy to understand and follow.
Explain more about the "receipts" until new hire receives the original documents.
Has the look and feel that it was prepared by lawyers. Not simple and user-friendly
Have no suggestions
Hiring is few and far between. I do not use your website very often. I think I have only used it once. I
do not anticipate using it again for at least another 6 months. You can make your website more helpful
by not sending me so many emails and...
I didn't have to use this resources yet.
I don't know. Everything has worked fine and I haven't had any issues.
I don't think it could be any easier to understand = I thought the process was very easy to understand.
I FOUND IT VERY USEFUL AND GLAD THAT WE PUT THE POLICY INTO PLACE
I had one issue, but I called & was helped by the call center to understand something clearly and I am
very pleased with the system. So I guess keep doing what you are doing, because it really does work.
I haven't had to use many of the resources because everything thus far has been self explanatory. I think it is done well as is.
I think the content is good. I did not find the tutorials to be very helpful because it is a requirement before even using the website, so it was difficult to understand at first.
I think they are already very helpful as they currently appear.
I was very frustrated with all of the repetition on the site. I felt like it took much much longer than necessary due to repeating information again and again.
I'm not sure if it can be made easier while still meeting guidelines.
I'm not sure it is very easy to understand or to call with questions.
In general the process is good. Like most processes, however, it can be challenging for occasional users.
information seemed scattered throughout the web site, difficult to find quick answers. The information just didn't seem to flow.
It can't be too tough if I can get a grasp of it.
It was a very self explanatory process. The website is very well put together and I was able to find everything I needed, even when a question came up.
It was difficult to get approval to use the logo - to post on our website that we use E-Verify. Once we got the approval it was fine but it took some time to get approval and we had to follow up on this a few times.
It was easy to complete and use.
It was not clear that I didn't need to register employees that were not hired recently.
It would be useful to have tutorials on the unusual or extra-ordinary employees. My first e-verify was a Green Card holder and the second was in the process of getting his Green Card. I had to call the call center to find out what I was doing wrong -...
It's an easy system to use. Rated 5, due to length of time when the training was done to this survey.
Keep it in one place, less scattered documentations.
Make it easier to find. I didn't know all of these options existed.
Make it simple and user intuitive....simplify
make the computer programs common enough for all subscribers to use.
make the process more user friendly
make the system more user friendly
May be eliminate the tutorial process ? ;)
N/A
N/A
n/a
n/a
NA
NA
never had need of additional information
No changes needed as this was an easy process
No, there was plenty of information available to the user.
None - already very easy and helpful
not much worked pretty good
Nothing
nothing
nothing
nothing
Nothing at this time
Nothing at this time. We feel comfortable using the system.
NOTHING I CAN THINK OF
nothing really
Nothing.
Nothing. I found them redundant.
Partner up with [redacted] to provide information for federal contractors
 Require all companies in the United States to use.
Signing up for web services should have a lot more information to make the process for creating web services easier
Simplify the information and present in a more concise manner.
Site is very user friendly. I felt the online training was a bit redundant, could have taken half the time. still too new for me, but so far so good.
The core reason for using e-verify is simply not clear. HOW to report non-US citizens employees/consultants .. just isn't clear. If someone knows what they are doing, then maybe the website and materials is fine. but take someone who has NO IDEA what...
THE ONES I DIDN'T RATE A 10, I DID SO BECAUSE I DIDN'T NEED TO USE THEM.
The process was easy, didn't need a lot of resources
The resources I used were very helpful in obtaining registration with E-Verify.
The tutorials, website, and reference guides were all helpful and were understanding, not talking in legal language
The tutorials and test assisted my understanding of E-Verify. All was easy to understand and use.
The tutorials were a bit long, but informative.
There is a question after you complete the match asking if you intend to keep the person employed. We do e-verify BEFORE starting an employees assignment, so, I always find the wording of that question confusing.
Though I rated everything very high, I am concerned that others in my field of expertise are not aware of the program and how easy it is to utilize. It builds a comfort zone to ensure someone is legal to work in the USA>
tutorials and testing are a waste of time - the site is very easy to use so instructions should reflect this simplicity
Unsure at this time. Thank you
Very good. no suggestions
Well please make sure everyone has the manuals and other information to help them if they have to sign up on e-verify.
Worked well so far
You are doing a good job

Q23. What is your reason for rating ease of training lower than “6”?
About average, but lots of room for improvement
Already have taken tutorial from previous employers...just clicked through entire tutorial. Not much has changed.
because I'm neutral
Felt is was totally unnecessary
I felt the training was too long...it took too much time
Long and laborious
not user friendly
See previous comment. These tutorials should be optional.
Tedious and time-consuming.
The training/testing required too much time
Too much reading and not enough of time to be able to work on it.
Took too long
tutorial waste of time
waste of time

**Q27. What feature of the user manual was most helpful?**

all
all of it
Being able to look up "how to do" things like updating points of contact & glossary of terms.
Can't say - I couldn't find the answer to my question.
Clarity of instructions
content
Denials and errors
DK
ease of use
ease of use
easy to find answers to most questions sectioned good
Easy to find the information I needed
Easy to read and understand
Easy to search
enrollment vs. registration
Every topic I looked up was helpful.
Everything you need to know seems to be in there. Just go through the table of contents until you find what you want.
EXPLAINING THE ENROLLMENT PROCESS
going information proper
guide on what each TNC or other item meant
Hard printed document - I am still a paper manual type of person
I appreciate that the user manual had pictures to help illustrate what I needed to do.
I do not remember; I was able to find what I needed.
I haven't used it of late, so I really don't remember, but I am sure whatever it was it was very helpful.
I was able to find the answers that I need.
IF the person's social security number was wrong.
Index
Index- step by step explanation when setting up a case the first time.
Instructions
it didn't answer my question so it wasn't helful.
It was comprehensive yet concise when I reviewed it. I found everything I needed to know in the
manual.
Just having a manual was helpful. The manual is in proper order and made it easy to find what I was
looking for.
most
nothing stands out. It is helpful.
online access
Only used once to verify procedure containing a name change. I was able to locate and get the information needed very easy

Overview
Pictures and "real life" references to documents and how to find information. Very inclusive information. I found everything I was looking for.

Protocol
Rules and Responsibilities overview on page 7, Initial Verification search capabilities

STUPID QUESTION
Table of Contents
Table of Contents
Table of Contents
Table of contents
table of contents
Table of contents - didn't want to read what I didn't need.
Table of contents ...
table of contents to search
The entire manual is very useful, with each section containing information that is equally as important as all other sections.
The manual is clear to follow and provides concise, useful information.
The overall thoroughness in taking you through each scenario step by step.
The table of contents
The Tentative Non-Confirmation section is most helpful.
The whole interface works very well.
Understanding the memorandum section
Used it to learn about recertifying for an employee in Georgia whose original I-9 was done in Nebraska. The manual was very helpful.
user friendly language - does not read as if you are reading a law book

Q28. What feature of the user manual was least helpful?
Again - the unusual - the information on entering any non-US citizen is very sparse. The manual was of no use to me.
ANOTHER STUPID QUESTION
Can't think of anything. It is a very good manual.
DK
dna
don't know
How to handle an employee that was not in compliance
I do not remember; I was able to find what I needed.
I don't know if there was anything that was not helpful.
i don't recall ..was there an index ? searchable is key.. but i don't recall if it was searchable.
I don't remember
I used the manual to look up non-compliance information and didn't find what I was looking for regarding Social Security that's Valid for Work Only with DHS Authorization.
It is rather lengthy.
IT WAS ALL HELPFUL
Length...but it is all inclusive so I understand the need for the detail.
na
N/A
n/a
N/A
n/a
N/A
n/a
N/A
na
NA all very helpful
non
Non of which - most of them are helpful
none
None
none
none
not sure
Nothing
Nothing
nothing
Nothing
Nothing
Nothing
Nothing
Nothing so far.
nothing stands out.
nothing that I recall
there are a few questions that are not brought up so you have to call to find out info
There were no unhelpful features.

Thickness
We do not have a software necessary to complete the process. Whatever our state uses is not available without additional expense. We are a very small business.

When my employee's student visa expired the manual was not helpful in explaining why I didn't get a notification. I had to call the help line (which is great) and was referred to the general I-9 user manual. Maybe the E-Verify manual could reference...

Q30. Why was the training and online tutorial not helpful in passing the test?
All one needs to do is read the material and rules
I did not understand enough about E-Verify before being required to take the tutorial.
too simple - test not meaningful, not tied to actual use.

Q35. Why haven't you used E-Verify within the past six months? (Other)
all employees hired provided - Employment authorization proof like US passport or Greencard or EAD card or employment authorization documents
[redacted].
e-verify done by someone else now
Forgot to use on most recent hire
have hired only US citizens in the last 6 months
Have HR Assistant to do EVerify
have not employeeed any new federal funded employees
have not had the opportunity to use it...there are two others on staff that are certified for the E-Verify process.
Hired another company to do it
HR manager does it. I am a backup user
HR moved to parent company
I am no longer in Hunam Resources
I have assigned staff to use E-Verify
I have to verify 3 employees
Just filled out I-9 for new employees.
Management company required us to pay for and use an independent service
My position don’t requiered the use of e-veryfi
NA
No longer required to participate
others in office do
Our company uses it, but I don’t use it personally any more; I have hired staff who perform this function.
Our company was acquired and we are now required to verify through our ADP system.
Outsource the requirement with Payroll to ADP
switch jobs; position does not require usage.
Technical problems that have now been resolved
The Director completes E-verify on new employees.
We lease our employees now
We now have a payroll administration service that does the verification
We use a payroll company who does the e-verify for us. The first company was our employer, the payroll company we are with now enrolled us at our request due to state and federal regulations.
we use it regularly, I personal do not submit the information generally as our HR coordinator does we use outside source

Q36. Why have you never used E-Verify? (Other)
Everything is done through [redacted], so no action is required on my end.
HR Mgr uses to verify employment, I just set us up.
professional company does it for us
The accountant handles this for me
We verify via background checks

Q46. Do you have any suggestions to make the case creation process easier?
1 page I9 instead of current 2 page format
3 business days is too short a time requirement. I would suggest 5 business days. Also I would like clarity on what to do about first responders that are hired but may not actually work for months.
A longer period of time to input I-9 information after employee's hire date.
A longer requirement to report new employee - three day period is short for small company HR when wearing multiple hats
a photo of the person will be helpful for all cases and not just for green card holders and work authorizations.
Ability to correct a case rather than create a new one, when a typo has occurred.
Ability to make a correction when something was entered incorrectly without having to create a new case.
Actually, I don't know what all the complaints have been about. I've always found the process quite easy to use.
Add print prompt
Aliens Authorized to Work are very difficult to complete a case on. Need help on inputting the correct name format.
align the paper with the website.
All i should have to enter is the SSN. No passwords no individual accounts not other garbage, one question, is this SSN authorized to work in the US. Done.
All in all it is easy.
All of the date fields could be more user friendly. When you are trying to enter a new hire's start date it doesn't default to "today" or even to the current year.
Allow individual to input their own data
allow more than 3 days from start date to complete
Allow more time to complete the process, more like a week after the first day of hire. We are a smaller company and time is a factor to get the new employee oriented and trained and they get to filing the rest of the paper work. There has been a...
Allow more time to enter new employees.
allow the "backspace" button to be used, without kicking us out and having to start over. That's can be frustrating at times.
American citizens with a valid passport or birth certificate should not be subject this process. It should only be used for forigne nationals
An electronic I9 would be very helpful. Also, the ability to see the E Verifies that other user's within my organization have run.
Any change made to the UI, mandatory "training", or forms would have to be an improvement. It really makes me take a quiz on the way to use the site? This is awful design.
As an infrequent user, being prompted to re-test almost every time I use it is quite annoying.
as far as the actual e-verify FORM go back to ONE page
As we stated before, we need more than three days in our business to submit the E Verify application. The time limit is unreasonable.
Auto emails would be helpful as reminders that X has not been competed. [redacted] contact customers to follow-up if still not cleared.
Automatically close a case once employment is verified step
Avoid governmental jargon. Avoid using abbreviations (“TNC”??).
Be more lenient on the 3 day time frame. With weekends, holidays, amount of hire paperwork, it is difficult at times to meet that deadline.
Be nice to get an email if there are updates that requires the user to learn and take a quiz before getting in to the site to start a case. This way we can log in and learn the new materials and take the test periodically.
Better clarity on which forms are acceptable.
better location of login icon
Better notification to users when the website is down and a projected time it will be recovered.
Better up front directions
Cannot think of any. It is pretty basic to me.
Can't think of anything
Changing of the password so frequently is a nuisance. I would love to be able to keep my same password until I decide to change it.
changing the password less often
Clearer information for required materials/next steps for non-US citizens.
Closing the case questions are confusing.
COMPLETING A CASE WAS NOT CLEAR WHAT THE NEXT STEP IS. THE PAGE SAYS SAVE AND COMPLETE, BUT THE REAL BOX TO CLICK ON IS AT THE BOTTOM OF THE PAGE WHICH IS OFF MY SCREEN AND CAN ONLY BE FOUND BY SCROLLING DOWN A LITTLE MORE
Consistency of number fields - DOB, DOH and Document Expiration should be numerical and advance just like the SSN.
Constant changing password requirement is frustrating and counter-productive.
Could be more user friendly.
DATA ENTRY OF DATE, USE DIDGET INSTEAD OF SELECTING MONTH
did not know how to make a correction if an error was submitted.
do away with it
Do away with it.
Do away with it. It is a waste of taxpayer money
Do away with stupid questions, like does the person continue to work for us after receiving a confirmation. Stop making us change the password every other month, and making it have to be so complicated a password. The three day time limit is also...
Don't change anything.
Don't make passwords reset so often.
don't require password changes
Don't use it very often to note any issues in it's use.
Drop down lists are not user friendly. New I-9 form with 2 pages constantly has you flipping pages to put in data.
EASIER FORM FOR FOREIGN STUDENTS
easier use of entering the employees information from documents
Easy and simple process. I think this is a good process that keeps the structure of verifying employment eligibility.
Either get rid of the I-9 or eVerify. Why staff & pay (taxpayers) for both
Eliminate the 3 day rule
Eliminate the i9 as there is no reason to have to do both, governmental inefficiency
eliminate the paper I-9 requirement altogether and replace with e-verify.
Eliminate the ridiculous password requirements.
employee steps on TNC can be hard to explain
enter all information on a single page, rather than having to click through various pages. Also change date fields to allow numeric entering (ie type 1 for Jan, instead of having to use a drop down)
Enter months as numbers rather than alphabetic names.
Entering email address is cumbersome
E-Verify has been very user friendly for me. I have no complaints or suggestions at this time.
E-verify is supposed to notify me when there is a duplicate case and at one point it was notifying me. However, now it does not notify me and I have found a few cases that are duplicates after both case have been closed.
every e-verify case should have a photograph!
Everything is excellent
Expand the three day deadline to somewhere between five and ten business days. This would help small businesses that do not have a designated HR department.
Explain when changes or done so we will know what we are required to enter. For example, we are no longer required to enter the driver's license or id number on the form. We didn't know why or when it changed, we just knew there wasn't a field for it...

EXTEND 3 DAY TO 5 OR 8 DAYS TO EVERIFY A NEW EMPLOYEE

Extend the 3 day period to 5 days for entering new employees in the system.

Extend the time limit for putting associates in the system extremely difficult to find the login page

Extremely helpful. Feels secure and safe.

final report to print to one page instead of two

For a company of 5 employees, it is just another thing that takes time away from trying to do my job, make money, etc.

For a very small business like mine, the requirement to submit a copy of the document used to verify citizenship, like a passport page, is time-consuming.

"For each use it is hard to locate where we enter the system confusion between e-verify and enroll in system"

for the admin let us use our own passwords and stop with the test each time i use it... i don't have the time to mess around

Force ALL Companies to use it.. Most do not.

free flow typing instead of drop down menus. When I'm processing these, it takes longer with drop downs

front-end remote user single time authorization for notaries for US based remote hires and international hires who will be working in US at some point.

Get rid of Everify, or get rid of I9. Redundant.

Get rid of the "legalese" in the documents!

Give a more time to submit after hiring employees.

Going backward creates a duplicate record.

great program, easy to use and understand!

Hate the question about why paperwork not submitted within 3 days of receipt

Have a link or place we can go to ask questions regarding various issues for example, various types of IDs submitted to find out if they are valid, etc.

have a screen to remind user the last step is to close the case

Have more training available for uncommon identifications

Have the periodic knowledge checks more difficult to complete.

Have the system be more forgiving when using Hispanic names with 2 last names... right now, if you do not enter the name exactly as the system has it, it will reject the entry.

Having a "finish later" option might be helpful. In my case, many of my employees are first time arrivals in the U.S. and I must first take them to get a social security number issued. In these cases I am unable to complete their E-Verify entries...

having to take the tutorial if not using the website frequently is not necessary

I already suggested putting the "continue" buttons at the top of the page, not the bottom. I also think the instructions for what to do when you have an employee with a problem could be easier to understand. That whole process is difficult for our...

I always am getting kicked out of the system in the middle of submitting a case and then I have to log back in and its the biggest issue I have with E-Verify. Wastes a lot of time and is very frustrating.

I am not sure what to suggest but each time we were required to use E Verify we had to contact the support desk for assistance

I did not see the tentative pre-non-confirmation, but this would have been useful in one case where we had a typo that caused a non-confirmation
I didn't even know there was a page to correct things once I put someone's hire date in as a birthday and had to fix on the phone or something I don't remember it was just a problem
I do not know how it could be any easier. Thank you for making it easy to use.
I don't have any suggestions, but I think that it is worth mentioning that when I do have an e-verify issue or problem and have emailed the customer support, I have had a positive experience and they helped me navigate through my problem.
I don't like the drop down menus for entering dates. I'd prefer to simply type them in.
I don't. The system is very user friendly.
I find it annoying to have to change the password almost every time I log on.
I find it very easy to use.
I find the system to be very user friendly.
I HAD to download google to use your program, it should be available on all web browsers.
I hate flipping he I-9 because E-Verify doesn't go with the flow of the I-9. Very time consuming for our people in the field. I also don't believe 2 pages are necessary for a confirmation. Should be 1 page only.
I have had a handful of incidences when the website was down and would not allow me to create a case in the 3 day time period. This concerns me as I would like to have a case on each employee.
I have no concerns with the E-Verify service.
I have one employee who did not pass. What further steps do I need to take. I advised employee and he is taking steps to rectify. Do I just close out case???
I have used e-verify so few times I just follow the step by step instructions. I don't remember any problems.
I just think that it should be easier to see and find the employer log-in from the home page.
I like it the way it is
I like the electronic I-9 to be generated from the info input into e-VERIFY...and to store it...making paper storage unnecessary.
I like the speed at which E verify verify the case. Hats off to everify.
I like using E-Verify, but when I called the 800 number service center (once) I found the people on the line to be curt and a bit rude.
I love the ease of submitting an I-9. The website is VERY user friendly. You don't have to go through ALOT of steps
I really like the user friendly changes.
I think E-Verify is a great tool and is easy and efficient to use.
I think is quick and easy the way it is.
I think it is a good system. Even when I was not clear, I called the customer support line and they were very helpful as well.
I think It is getting easier, but some of the old immigration id's are hard to decide what number to use where. But this has improved
I think it would be helpful if electronic data entry fields were placed in the same order as the fields on the I-9. Currently I find I have to flip from section one to section two and back again while entering E-Verify data.
I think that the password changes are to frequent. If I don't use it in 60 days it request password change. I have since changed it so many times I do not know it anymore. I will not start over and waste the enormous amount of time it takes to go...
I think the 3-day requirement after an employee has been hired is too short of a time. I believe either 5 to 7 days would be better.
I think the process of creating a case is very easy. The hard part is processing in the small time frame that is required.
"I think there are too many clicks involved and it is very confusing that you have to ""close"" cases Also, I accidentally saved the wrong log in page once and could not get access into E-Verify to get my new hires in within the 3 day limit. It is very...

I think this website is VERY easy to use and I wouldn't change a thing.
I think you should give 7 days before requiring an explanation. Often takes more than 3 days to get a valid drivers license and social security card
I understand the security issue, but I feel like I having to constantly change passwords
I understand why we need to change our passwords so often but I honestly don't think it's necessary to change them that often.
I use e-Verify infrequently and having to go through the tutorial every time I use it is a hassle. Maybe you could have the quiz and only force the tutorial if you fail the quiz.
I usually have to hunt for the correct place as an employer to login. I think I now have it bookmarked, but I'm surprised there isn't a link to it when I point my browser at www.everify.gov
I was blocked and required to take refresher training. I completed the training and printed the certificate but I was still blocked stating I needed to complete the training. Since then, I have decided not to use e-verify.
I wish the passwords were easier and didn't expire so often.
I would like to be able to click enter on my keyboard rather then click on the continue button. It used to be that way but now when you hit enter it clears everything out and you have to enter data again. Thank you,
I would like to have more understanding of what my administrators should do when they receive a tentative non-confirmation response. Still confusion as to how long it should take when an employee has been referred to the Social Security Administration...
I would like to see portraits of all E-verify requests, not just the aliens...
I would like to see the two questions that follow the case closed but before printing the case record oddly placed. I would like to know why they are asked at this stage of the verification process and not earlier in the process.
I would love to have an electronic I-9 so I can keep all of my information in one place!
I-9 questions on E-Verify should match the order of questions on the I-9. As it is now, we have to flip pages back and forth to complete the information fill-in
If you don't know immigration rules/regs, the next steps are hard to understand. More basic clarity would be good.
IF a rare non-verified response is received-it would be helpful to know exactly why-sometimes it is unclear.
If the filing of the I-9 PLUS state requirement to report new hires could all be done through one entry on the e-verify system it would be most beneficial and time saving. If system allowed employer to pick a specific state or states and forward it...
If updated training is required would rather receive an email at that time rather than be delayed in logging in while trying to enter a new employee.
If you happen to enter the same applicants information 2 times I wish it would tell you.
I'm actually happy. I heard of lot of business owners complaining, but have found it easy to use. Before e verify, I validated SSNs through the SSA to be sure the names and numbers matched for payroll purposes for each new hire. I believe eVerify...
"In my company we constantly hire and due to the nature of the job, we rehire employees within a year. I think it would be helpful to have on a main screen a bottom to indicate whether or not is a rehire.
This way the information will be pull from the...
Include more DMV records in the Photo matching tool
Instead of scrolling down when entering dates to find month, date, and year, it would be faster to just type in mm/dd/yyyy.
It can get a little confusing at times.
It has gotten better, but a couple months ago, the site would kick you out at random times. I've had to log back in 4-5 times to create one case.

It is a little redundant in some of the questions which makes it a little longer than necessary.

It is a pretty easy process. I wish there was a way we could pull up a case and reprint the results. I can't find that option on the website now.

It is a very simple process.

It is already a very easy process.

It is part of the process we use with Lookout Services I-9. It is automatic and only tells us if there is a problem. We really don't see anything unless there is an error.

"It is time consuming to have to change my password so often."

It is too time consuming to re-take the tutorials every time I visit the site to e-verify a new employee.

It is very user friendly and easy to understand.

It really is so easy and self-explanatory. I love how simple and fast the process is now.

It should not be so complicated.

It takes a lot of time when you only navigate the site maybe once a year. You are required to go through the entire process and exam. This is very time consuming for a small work force.

It was challenging to figure out the first couple of times I used it. Now I am used to it so it works well for me.

It will be good if the email of the employee can be entered to send them a request to fill the form in electronic form.

It works as is. No change needed.

It works great for this company.

It works just fine as it is.

It works well, its quick and easy.

It would be helpful for a note to be placed IN LARGE LETTERS IN PLAIN SIGHT to let us know WHAT portion of a 5-name individual would most likely be used as a middle name. Some of these people from other countries have ridiculously long and/or multiple...

It would be helpful not to have to take a test the few times I have to go into the system. It is not that difficult to navigate and the test is unnecessary unless something major has changed.

It would be lovely if the information requested on the E-verify site where in the same order as the I-9!

It would be nice if the I9 and E-Verify weren't separate and E-Verify could stand alone.

It would be nice if we were notified when the Everify site was down. I also wish instructions could be shorter in the TNC letters because employees don't take the time to read them.

It would be nice that once you submit the birthdate that when it asks for the expiration on the license it would capture the month and day of the birth so you are not entering it twice.

It would be very helpful if we didn't have to change the password so often. Especially since we are not frequent users.

It would greatly help to receive notices when updates are made that require training. It is a very frustrating experience to login to use E-Verify and be required at that point to take additional training. If training is very short, that might not...

It would save time if we didn't have to answer the 2 questions after we get the confirmation. Also, it would be nice if the printout was just one page instead of two.

Items listed under Foreign Passports + something else rarely list what I need.

It's a bit annoying to have to spend 30 minutes re-training for small, intuitive changes in the process.

It's been great so far!

It's not hard to use now. I like it.

It's very easy to use the system for US Citizens. Using it to verify non-US citizens (H1-B visa) a bit more difficult.
I've only used the system once, and it's been quite a few months since then, so I don't remember anything specifically.

J-1 Students can be more difficult, not sure can make easier

J1 Visa Students are very hard to process. They should be pre-screened with E/V, before coming to work, they do not have a social security card and by the time they apply and receive it, the summer is over and they have went back home.

KEEP IT SIMPLE. IF SOME INFORMATION IS NOT NECESSARY TO OBTAIN A RESPONSE IT SHOULD NOT BE INCLUDED IN THE WEBSITE QUESTION PAGES FOR EXAMPLE CASE ID NUMBER OR EMAIL ADDRESS. MAYBE THE CASE ID NUMBER SHOULD BE GENERATED IF NEEDED.

Law enforcement seems to know if ID is bogus. Why doesn't E-Verify?

Leave as is, don't change it or "improve" it. It works and is easy and quick!

less clicks! We use E-verify via a webservice, so likely not your fault.

LET US TYPE IN DATES BY NUMBER INSTEAD OF THE MONTHS BEING WORDS
Let users know when you change something and require the user to go thru a tutorial before using the system instead of being stuck doing one when you are in a hurry and need to get a new employee entered - extremely irritating!

Link with local government so only report worker one time. Child support collection, etc.

log in for employers should be more visible

logging into the site is a nightmare and it is always locking me out, forcing me to have to reset my password

longer password time period - seems like I need to change password every time I log in

make it easier for more than one person to access the account, simplify user password

make it easier to for the employer to get to the site by searching google and other search engines.

Make it less cumbersome to set new passwords and allow me to change my password less often - maybe never, unless I request it.

Make it more obvious that you have to close the case to be done.

Make it so I don't have to take a tutorial and test every time I infrequently sign in.

Make printing a second MOU easier

Make the employer login easier to find on your home page. The site seems to be designed for first-time users. Since I am an infrequent user, I always have to search to find the log in button.

Make the information more linear so it is easier to see what information goes where

Make the login easier to find on the home page.

make the password easier.

make the password last longer or not be so difficult to be accepted each time.

Make the purge required time more simple instead of figuring years (which is longer........)

make the system more user friendly

Making the links to "print an I-9 form" and "log in" more prominent and on every page (in the left menu panel?) would make it easier to use.

Many of the steps needed to comply with I9 verification and E-Verify can be misunderstood. I field questions daily and we actually use an internal test and training to address some of the more confusing items. changes have been in place since we...

Maybe if all the questions were on one page and not numerous it would make it faster.

More clarification/help bubbles with info on the types of I-9 identification that is allowed to be used.

More clearly define the coding on USCIS issued cards which need to entered into E-Verify. And this would be helpful for determining if the document presented is reasonable and genuine.
More instructions on when e-verify can be done, what circumstances it can be done, etc.
More time to finish the case
my only irritation with the site is the constant requirement to change passwords.
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NA
Need more than 3 day window.
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No
No - it is very user friendly.
No - it's a very straightforward and easy-to-use system.
no - it's one of the easiest things to do on my new employee onboarding check list. great service - thanks for providing it.
No, Not at this time.
No further comments
No I do not!
No I don't.
no I think it works fine.
No I work very fast through the system.
No it is great!
No it is pretty simple to follow
No it is pretty simple.
no it is very user friendly
no it pretty easy already
No it works fine.
No not at this time.
No suggestion at this time. Everything is fine!
No Suggestions
no suggestions
no suggestions
No suggestions
No suggestions - pleased with the ease of this system.
No suggestions at this time. All of my cases were verified without issue.
No suggestions for that but I despise the process of picking passwords and how sensitive it is to login in.
No suggestions.
No suggestions. Excellent service thus far.
NO- very easy to use.
no, but we don't hire many employees
No, creating a case is easy and self-explanatory. We only run into issues when we get TNC's. They are just confusing for some employees, but the process seems easy enough for us as an employer.
No, everything seems to be working just fine
No, I believe it's working as supposed to.
No, I have never had a problem with creating a case. The system is really user friendly.
No, I think that it's very smooth.
NO, I THINK THE SITE IS VERY USER FRIENDLY, MAKING MY JOB EASIER AND I DO NOT THINK MUCH SHOULD CHANGE WITH THE SITE, IF ANYTHING.
No, I think this is a great program.
No, it has actually made my job much easier and helps me with my recordkeeping as well.
no, it is pretty clear
NO, it is very self explainatory
No, it works good as is.
No, it's perfect just the way it is.
No, it's pretty easy
No, I've been using E-Verify with our firm since probably 1994 or 1995 without any complications.
No, not at this time.
No, the E-Verify is very user friendly and easy to use.
No, the site is very user friendly.
No, the system is very intuitive
no, the website is very clear, as is the employer handbook.
No, works very well.
No.
No.
No.
No.
No.
No.
No. I find it very easy to navigate.
NO. It is a very easy program to use
No. It is currently very quick and easy to use.
No. It is straightforward and easy to use. However, all of the applicants that I have entered haven't had an issue. I have not had to deal with any problems.
No. It works very well.
No. I find it easy to use.
No. It is already pretty simple.
No. It is good.
No. It is very easy to use.
No. It only takes a few minutes to complete as it is and the directions are clear.
no. it works fine.
No. It works fine. I haven't had any issues
No. I've never had any problems using the site. It kind of seems like overkill since I already enter them into the Social Security Verification site and the [redacted] site, but it couldn't be any easier than it already is.
No--I believe you have made it pretty easy to navigate.
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None in particular
none, but then again, due to our low turn over rate, I don't use it much.
none, i think the site is excellent, any mistakes were my own data entry. Wish all sirites were this easy
and responsive
None.
None. Fine as is.
Nope.
NOPE. I FOUND THE E-VERIFY PROCESS EXTREMELY EASY TO USE
Nope. It's easy, clear, and fast.
not at this time
Not at this time
Not at this time
not at this time
Not at this time
Not at this time
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not changing password so often!
Not have to go through the tutorial every time. Too time consuming.
Not having to use it... The training is time consuming.
Not make you take so many refresher courses. It's easy to use so it's kind of redundant.
not now
Not really unless there is information you ask us to enter that truly isn't needed for the purpose of e-
verifying - the less data entry, the better.
Not really. It works very well.
Not right now
Not sure that much can be done because the site is great and does what it needs to do - the process just takes time but I wish it was somehow faster; I know a great password is necessary too but the password process (and updating the password) takes a...

Not the case creaton process, but I have a lot of trouble accessing the site even when my user name and PW are correct.

Not too thrilled about making new passwords all the time. Maybe let the password work for a longer period of time?

nothing at this time

Nothing. The site is very easy to use.

Notifications that it is time to update a case would be good.

Notify when there are changes that we will be quizzed on as soon as the changes are made. Because there is a time requirement of logging new employees, the additional unknown quizzing could make it so meeting that time requirement isn't possible.

On the "home page", under START HERE, if a participant knows to select "Log in to E-Verify", instead of "Agent Log In", it's smooth sailing. I didn't know and chose "Agent Log In" over, neither my ID or password worked. Choosing the correct ended that...

On-line I-9

Online I-9 form that has some data already populated.

Our biggest hurdle is when a person (usually a woman) marries and changes her last name. She typically receives her marriage license and changes her last name on her State ID or Drivers License, but never changes it with SSA. I think individuals should...

Our state gives us 20 days to report. I wish we had more time to report. I feel like a criminal if I'm late in reporting.

Overall pleased with the service and website!

Password change restrictions are excessive.

Password creation is cumbersome

Password is to cumbersome need to simplify to many character requirements

password requirements are way too awkward

Password restrictions make it difficult to manage

password too complicated

phrasing of some of the questions are confusing. You verify and individual because they are working for you then it asks is that person employed or still employed? don't understand that question. only applies if you are late in creating the case and...

Please get an online I-9 form

Please go back to a one-page form instead of two pages.

Please simplify the system for organizations such as churches

Please warn users via email at least two weeks before password is about to expire... its frustrating to want to enter a new employee into the system only to have to create a new password... would like to know ahead of time so I can create the password...

Please, Please----creating a new password can be difficult because of the requirements and the poor explanation in how to create a new password. Please simplify the process. Thank you

Pretty easy overall.

quit making us change password so often, no need to re-train for users who are familiar with site, password requirements are cumbersome due to size and "rules"

Reduce steps. Make it as one pager.

reduce tutorials and testing to get started

Runs smoothly and very well. Satisfied.

Seems I9 & E-Verify are the same, if you have the documentation to complete. Are you supposed to use E-Verify after filling out the I9? I think we should just have E-Verify. Having both is redundant.
Seems to work fine.
Set up query process to be identical & in identical order to the I-9 form where the info is pulled from. Remove search parameters of "open", "pending", "closed", etc., you have to perform the same search 5 or 6 times instead of just once.
Setting up default settings and allowing for change whenever needed.
Should not be required for small family owned businesses.
Should not be so picky about the employers systems updates. Every time I log into E-Verify I am asked to download comparable software such as Google chrome which I never have any other use for It's annoying.
Should not have to read and agree to the terms every time I log on.
Show examples of types of identification, and location of needed information ( I have been able to use on occasion) We don't have that many new hires, so consequently every time we log on , it seems the system is requiring a change to the password.
Simplicity
Since I do not use e verity often, I should not have to take a review test before I enter new employees. Takes to much time.
Since the i9 form went from one side with all the pertinent data needed, to two sides, it is more cumbersome to enter data as you have to flip the pages over. The form and website should be as similar as possible. For example, both should require...
Since we don't hire very often I am forced to go through the tutorial every time I log on the site....VERY time consuming!!
Since we only use it a few times a year, our password is always expired. Is there a way to allow passwords to be active longer? Also, because we do only use it a few times a year, we end up having to sometimes take a new tutorial and pass tests in...
Some navigational moves erase what you have entered. It would be nice to have some well known keyboard controls (Tab, Shift + Tab, etc.) to move around the screen.
Sometimes I wish the questions were in a different order. I do a lot of internationals and a helpful reminder would be to check the dates -- some countries put the date first and month second.
Sometimes need more than 3 days to submit.
sometimes the website is very slow and it is difficult to access FAQ's or training materials
Sometimes you can't correct a mistake once you have submitted the information which makes it hard so you either have to submit it knowing it will be wrong or discard it all together.
sometimes, with visas, it can be confusing what number to enter where. Sometimes, I feel like I have to search to match up the boxes between an I-9 and the website.
Standardize the requirements. If one state requires the DL number then all states should require the DL number.
STOP changing the password. Hard to create a password.
stream line it to follow the I-9 form including the use of date numbers. allow more than 3 business days especially for agents who E-verify for multiple companies. Nobody, especially college students and younger carries anything other than a driver's...
streamlined, especially the initial log in page and password page
System is easy to navigate and works great
System works fine.
Tab key should take user to next input field & skip "?" fields. Questions on website should follow order information is entered on I-9 front to back.
Tab to next question - I often miss answering some of the questions because the page does not flow to the next blank.
take out the tests!!
TESTING A PERSON BEFORE USING SYSTEM IS GREAT. BUT HAVING TO RETEST EVERYTIME I RETURN IS NOT NECESSARY. GIVE ME SOME INTELLECTUAL CREDIT.
the "date of hire" field moves depending on the supporting documents named (if they also require an expiration date). It would be helpful if this field were held in a consistent position on the form.

The "Employer Log In" should be top and front. Shouldn't have to hunt for it in a line of options.

The "log-in" area is difficult to find. It would be helpful if it was more prominent.

The 3 day requirement is too limited. When we get busy the paperwork gets backlogged and as long as we have the hard copy of employee ID verification it is not a priority.

The flow of information requested in E-Verify could flow with the actual I-9

The form and E-Verify should be aligned from a data integrity perspective, i.e, fields for suffixes etc as well as special characters.

The I-9 information page is unclear on the numbers needed off the authorized work visas. If they are required to have a us social security number and ID we should be able to use those documents along with the passport number.

The I-9 paper form has some information on first page and other needed information on second page to complete E-Verify. It would be nice to have all needed information on first page or an online I-9 to upload the information in the case you are...

The last few questions are an example of how overly complicated this whole process is... i have no idea what those long technical terms mean. HOW COULD I POSSIBLY know what those words mean if I use the system rarely? the system was NOT built for me,...

The link to signon should higher on the webpage.

The log in and changing passwords is very difficult because we don't use it enough to remember a complicated password. Sometimes it has denied me access because we are a small company and don't hire many people. I passed the 6-month mark.

The MOU's are confusing. Not really sure which report to use when a potential client requests it for a proposal. Not sure where to get it. State site? federal site? It all is just not clear. And it's hard to find where to log in to report a new employee.

The need to change sign in password so often is very annoying

The need to submit within three days of hire is administratively burdensome. Up to 7 days or 10 days would provide more flexibility.

The password requirements are cumbersome.

The password requirements are too complicated. Not easily remembered and constantly changing.

The password requirements are very strenuous. It sometimes take awhile to create a new password that adheres to the requirements.

The passwords get to be very long and frustrating and are required to be changed too often.

The problem that we have had in the past is loging on to the website to begin with. Every time we log on we have to change our password and it is very difficult to do and requires too many characters and symbols. That is the only part we hate about...

The process is fairly simple to understand but the non-confirmation process is not very detailed to sufficiently explain the corresponding steps necessary for the appropriate action needed.

The process is smooth and website is easy to navigate. I would look for ways to take completion time out of the process. This is one step of many in the hire process (which is a time-consuming task).

The process is very easy.

The process is very easy. I would prefer a little longer grace period to get the form completed (about 5 days instead of 3).

The process takes way too much time and sometimes I cannot access it at all.

The questions at the end seem redundant. You are hiring this person, but it asks if the person is still employed by you...

"The requirement of not using E-Verify until after the employment date should be moved back so it can be used as the pre-employment process. To wait until cost the company time and money in some cases. The three day limit makes it hard on me. There..."
The screens that ask for List B documents is redundant. Let us pick documents and assign the state on the same page if DL is a list B document.

The selection of dates (especially years) is awkward and time consuming. Some selections start with latest date on top, other start with latest date on bottom. Most documents expire within a year or so, but some pop up menus begin 10 or more years in...

The site is very cumbersome to enter and use.

The system works great.

The tutorials and tests that occasionally pop up are too time consuming and hamper my ability to efficiently complete the e-verify process.

There are times when an everify case is late and the reason code is not available. The first reason is occasionally our offsite managers are unable to do the section due to customer visits or travel. Having a day or two longer to do everify would be...

There is not a problem with the case creation as far as I can see.

There may be a glitch in the system allowing those with an out of state drivers license to e-verify when they might not otherwise be able to do so.

There should be a page where you can re-confirm the information entered so you would not process a case, made an error and had to do it all over again. The idea for an electronic will help only in the case you can view that information while processing...

There should be an easily identifiable link to the E verify log in page from this website. http://www.uscis.gov/e-verify/what-e-verify

ey layout of 1-9 where dates go for each document is a little confusing should be laid out differently. This is one government site that is done quite well.

"This needs to be compatible with other browsers. New training comes up often. A small company employee does not have time to stop and take training again before inputting a new case."

This survey makes me question whether or not I need to use E-Verify. I thought every employer was required to verify every new employee.

This system could not be made any simpler than it already is.

Tighten borders, enforce the immigration laws and we won't need it.

To date, I have been very pleasure with my use of the E-Verify system to much on website...should be two buttons for users...one to intitate new employee and other to verify one that may have been pending thats it then the steps under each tab to just fill in blanks and get response after submit

too many steps prior to entering I-9 information

use English teachers to write text instead of programmers

Use common sense language instead of legal language.

Use software that is commonly used by most businesses and does not require additional software purchase.

User login page/button should be clearly visible. It seems to be buried in secondary web pages. Instead it needs to be header of every page so it is easy to find and login. Thanks

Using MVR pictures to verify all employees.

Very easy to use. You couldn't make the process any easier. Only takes about 2 minutes once I'm signed in.

Very easy, takes only a few minutes to process an e-verify case.

VERY PLEASED WITH SPEED OF RESPONSES

Very user friendly

Very user-friendly process - well developed and very useful.

we do our everify through our background checking company so we do not use the site directly

We have been enrolled in E-verify since 2008. We find it very useful in our business.
We have employees who have been with us 10 years and now we are being asked why they were not entered in e-verfy when employed. Impossible situation to comply with. You need a field to handle these situation.

We have integrated into our vendor system. We use it for all new hires, no exceptions. It is automated and is well managed by the vendor. Response time is excellent.

We have more than one company that is monitored for E-Verify. It is very annoying to keep re-taking tutorials for every company when trying to verify a new employee. Maybe there could be an information page that could be printed instead? - Thank you.

We have over 100 general users in 67+ accounts, about 70 Program Administrators and use E-Verify daily, but not myself. What is the Pre TNC page? In general most of my users find it easy, but they tend to create a lot of red flags. We are a SRM...

We haven't run into any issues or cases.

We rarely use it and all our cases have been very straight forward, so it has been easy.

We use a 3rd party that starts the case based on the electronic I9 information completed; it would be helpful to have tips on entering employee names when they have multiple first/last names.

We use a payroll company who does the actual filing. The verification comes back very fast so that is the only one I can answer.

We use a third party [redacted], to initiate our E-Verify cases.

We would like there to be a edit button where if you put info in wrong, you can go back and correct without starting a new case. SO a correct button. :-)

We would like to see if anyone from our company has ever run an eVerify before, not just the current user.

website design is very poor. for example, having to tab through some numbers while others are automatically moved to next entry, hitting back space erases everything, positioning of fields are not in order, too many screens with one or two responses...

Website seems very government like. It is not set up as easy as private websites. It should flow better for repeat users who want to add a new case.

When tabbing from area to area, tab to land on email address box first, not the Help symbol.

When the subject of the inquiry is not a citizen allow the employer to enter the document we have and tell us if it is appropriate or what alternative documents to request from candidate.

when you transmit out of page 1 the font gets real small - can we fix this problem?

Wording and verbiage could be easier to understand.

WORKS EXCELLENT--VERY EASY TO USE

Works extremely well
Works well

WOULD BE EASIER IF YOU DIDN'T REQUIRE NAMES OF THE MONTHS BUT ALL WAS NUMERICAL

Would be helpful if the input screen look exactly like the I-9 form
Would be nice to submit information for more than one company under a single log in.
would like to enter dates as 10/10/10 instead of Oct 10 2010
Would prefer 5 day allowance instead of 3 to enter data

Yes, if there is only one HR person and they are out of the office we do not hire until that person returns. The three day rule puts a halt in hiring if no one is going to be in the office.

Yes, need a way to correct mistakes that are inadvertently made.
Yes, the questions asked when closing the case could all appear on one page. Too many pages.
Yes, trying to figure out new passwords so often in the way you ask is aggravating and time consuming....it shouldn't be made so difficult.

You require password changes too often, and your rules about passwords are unduly restrictive and difficult. And too many tutorials required for users. Very non-friendly site for users.
You should be able to print after corrections are made to MOU's and employee verification pages showing the correct information. You should only have to verify those that are not US Citizens by birth and only one time if you are working with multiple...

Your password reset process is time consuming and tedious.

Q52. What is your reason for rating ease of resolving case lower than “6”?  
Actually had to call with cases of new company transfers with L visas again, it was always bad data entry on my part, typos...
Anything regarding the DHS response in a TNC usually take longer and communication between groups is very sparse. We usually have to call them to get a response as opposed to the other way around.
Because we have to send the TNC to one of our stores and the managers, who I cannot always get to understand the process, have to deal with it. It is NOT easy to get them to know what to do!
Clear instructions and follow up emails have been helpful
"Confusing about the steps involved. Takes awhile to get back."
confusing, the person that we had an issue with knew it would come up a problem and I don't believe he ever did what he needed to do to solve it.
Delays in the process, closed offices (SSA) poor communication with DHS.  These are the reports from our employees.  Those contesting the TNC have had delays in resolving but were successful.  We have had a number that have chosen to not contest and...
Did not rate lower than 6
difficult on getting all information from the employee
Difficulty to complete resolution.
difficulty on the phone, difficulty representing internationals people are RIGID on the phone and not helpful at all
does not provide clear instructions, especially upfront instructions should something be questioned, etc.
Employee did not wish to contest therefore there was no need to resolve the case.
Even though it said the employee has 8 federal business day to resolve the issue, sometimes it'd take USCIS or SSA a lot longer to update the status in the system.
For us other than verifying that there has not been a typo the process is out of our hands and depends on the employee getting their information straightened out with Social Security so we have to hope that they will take the initiative to get things...
I don't really understand how to resolve a case.
I entered info incorrectly and had to do a brand new case.
I had to wait for the employee to go change her name with the social security office.  EVerify wouldn't take her passport.
I typed in something incorrectly
In Most cases it is out of our hands and has to be resolved at an SSN office
Incredibly confusing for both employee and employee, often due to a misunderstanding of proper way to process
Instructions are not clear and have ended up cancelling a few of the I-9s and starting from scratch.
It is at 6. It is rather easy though since you hand the info to the employee to take care of. It is up to them after that. The problem is when the employee never completes the process or returns to work. How do you resolve that?
it is confusing for the employer if the person proves not to have proper docs it seems we cannot terminate but it we are also not authorized to employ them ?? catch 22 not a website problem but creates a dilemma for employer.
It seems to complicated if the error was caused by employer (typo) to have to wait. It would be easier to quickly notify that there was a typo and move forward immediately.

It was cleared up immediately because I had made an error when entering the employee’s information. It was easy for the individual to do, they had married and not updated the SS record.

It's a confusing process for an employer. The step that an employer has to take is not clear. If an employee refuses to meet with HR after receiving the TNC there is no way to put that in the system. Just time consuming

Language is difficult to understand by someone who is not an attorney!

n/a
N/A
N/A
n/a
NA
na
no
No one who has received a TNC has ever returned to try to resolve case.

NO REASON
No. In our case, the individual went to SSA and it was resolved in a day or two.
None
Not applicable.
not easy to correct errors
Not sure what to do if we speak to an employee and give them the paperwork and never hear from them again.

Once talked with employee, found that the initial case data was incorrect. So, closed case and did a new case with correct data. I am unable to attest to the ease of resolving the case.

Our employees are overseas by the time e-Verify is completed. The resolution steps have been complicated for someone who is not within the United States.

Overly complicated process for resolution.

Some are duplicate invalid cases or don't get resolved by the employee. Out of 10,453 cases, we had 275 TNCs in the last quarter. Most of those were closed as invalid. I try to coach on making sure that the input info is correct, but we seem to have...

Speed is rated 6, sometimes it takes several dayd

SSA did not have correct information on file for employee. Employee has spent 10+ hours at the SSA office because they keep on submitting the wrong information to Everify. Huge headache because it seems that either SSA doesn't know what they are...

System did not provide an option to review it and correct typos which caused the TNC issue.

System does make it easy to correct a typo in SS#, for example.

Takes a long time sometimes

Takes forever, leaves employee and us in limbo, since i don't have an answer I am forced to keep training AND paying and employee who can't work. Never had a case resolved with a positive result out of over 50 attempts

The potential employee never showed back up when we went over the process with her

The case may be resolved by the agency quickly, however the update into the system isn't always timely.

The case was solely due to an employee with a right to work card not having his SS card. When he was not verified it was not at all clear how to resolve the issue. My assistant is handling.

The error came from not being able to read a SS# clearly. Easily fixed and re-verified.
The system does not clearly state when an individual must take further action to clear case. If the notification of tentative non confirmation could be sent via email that would speed the process and would help with over looking non confirmations.

The text that explains the process is very confusing & hard to follow. It reads as if it were written by attorneys and not end-users.

The TNC document says information purpose only, unclear as to weather this form is to be given to the employee.

The TNC was a result of an error listed on the I-9. The process to correct was not as easy as we would have preferred. It would be nice if there was a way to update an existing case for corrected information.

There is a case in my pending that has been in there for months and never been resolved or removed. Often the resolutions take too long and there is no reason for the non compliance of the employee.

There is too much paperwork involved.

There seems to be minimal communication between E-verify and DHS/SSA. a TNC case referred to SSA frequently needs to be re-run, instead of showing up as completed after following the steps. In some cases, TNC leads to FNC, though the employee is...

There was some confusion about whether an employee had a current EAC, which he did. Had to call twice to get the desired outcome-- second time we called the representative said the first person we spoke with must have made an error in their decision. ...

They are infrequent so often times the specific managers do not remember the process in detail. The employees also can be daunted by the resolution process, and sometimes just skip it and find a job where they don't use E-Verify.

This is a construction company that has many projects out of state. Although crew supervisors are notified via phone that a new employee has a TNC result it takes several days to get the paperwork to an out of state location. 99% of the time, the new...

This process was easy when I was the one entering the wrong information.

TNC instructions are confusing. It's especially hard to explain to candidate.

To date no one that produced a TNC resolution resolved it. It is basically just ignored. The employee in question remains employed.

Too slow receiving the TNC

Typo errors are readily resolved very quickly, but social security numbers, passport numbers, etc. seem to make it a bit more difficult to reassess the previous case to assert resolution.

Unclear on how to proceed when all the info gathered is correct and verifiable but still get TNC

Usually is due to a typo so I end up redoing it

We can explain until we are blue in the face, but some just don't get it.

We had to call and talk to someone several times to get an answer so we could move on

We received a Definitive Non Confirmation and the reason given was the employee did not contact DHS, but the employee contacted them while being in our HR Dept and she was told to fax the copies of her documents. That information was never added to the...

When I approached the employee, he quit.

When we have problems resolving a case it is usually with SSA. Due to our employee's name's being foreign, SSA does not know how to handle. For example, our employee's name may be FNU (First Name Unknown) or LNU (Last Name Unknown). These employee's...

When you get a TNC and you do the Further Action Notice it they Contest the system lets you know what to do. They system doesn't tell the employer what to do if they Not Contest. Do they continue to work for our Company? Or can they be let go?

Working with a vendor on electronic onboarding and the process is confusing

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

all photos have matched
All Photos have matched
All photos have matched at this point
All photos have matched so have not had to send photo.
All photos have matched.
Always have matched
always matched
Answer should be don't know/not applicable. We have never had a photo not match.
As required by e-verify program
At this time, all of the photos have matched.
Call central
call everify customer service
Copy provided by applicant
did not happen to us yet.
Did not have such incident yet
Did not need to use. Photos matched.
Didn't have to so far
Direct Communication
does not apply, I have not had the situation where the photo does not match the photo presented.
Doesn't apply - it hasn't happened yet. They have matched. Also - you need to correct the word in the question to Photo - you have PHONE....
Doesn't match the "phone" provided by the employee. I think you meant photo. If so, it has not happened yet.
Done through our payroll company
don't know
Don't know -- have never not had a match
Don't know what this is
Employers fill out the forms and get the IDs, sometimes they are dark and I have to ask several times for a better copy in order to complete the E-verify process. The photo ID is not always convenient for an agent who only gets a faxed copy of paperwork...
has always matched
Has never happened
has never happened
Has never happened
Has never happened
has never happened here.
has never happened to me
Has never happened.
Has never happened.
Has not been necessary
Has not been necessary - all photos have matched our personnel
Has not happened
Has not happened
Has not happened
Has not happened
Has not happened
Has not happened
Has not happened
has not happened
has not happened
has not happened yet
Has not happened yet
has not happened yet
Has not happened.
Has not happened.
Has not happened.
Has not happened.
Has not happened.  Also, second line of your question. I believe Phone should read "Photo"
Has not occurred
Has not occurred
Has not occurred
Has not occurred
Has not occurred.
Has not occurred.
Has not yet happened. Plan is to upload a scanned copy.
Hasn't been the case at this point
hasn't happened
Hasn't happened
hasn't happened
Hasn't happened
hasn't happened
hasn't happened
hasn't happened
Hasn't happened (typo in your question - Phone vs photo)
hasn't happened yet (you have a typo in this question)
Hasn't happened yet.
Hasn't happened yet.
Hasn't happened yet.
Hasn't happened yet. If it did I would scan and e-mail.
hasn't happened, yet
hasn't occurred
Hasn't occurred
hasn't occurred yet
Have never been in this situation
Have never encountered this.
Have never had a non-matched photo.
Have never had a photo not match
Have never had a photo that did not match.
Have never had a photo that didn't match
Have never had a photo that didn't match
Have never had a situation where the photo does not match
Have never had it happen
Have never had that happen yet so do not know what I would use, but I suspect the scan and upload if that ever happens
have never had that issue
Have never had that problem
Have never had this happen
have never had this happen
Have never had this happen
Have never had this happen.
Have never had this issue.
Have never had to
Have never had to complete that step
Have never had to do this.
Have never had to do this.
have never had to submit a photo.
Have never needed to do so
have never used or needed to use
have not had this occur
Have not come across that situation
Have not come across this issue yet
Have not come across this yet but would probably scan & upload into E-Verify
have not come across this yet.
Have not dealt with this
have not done it yet
Have not done yet
Have not encounter situation
Have not encounter this situation.
Have not encountered a non-match yet.
Have not encountered a photo that did not match the employee
Have not encountered this problem
have not encountered this situation.
Have not encountered this.
Have not ever had a photo that did not match
Have not experienced a case where the photo did not match
Have not experienced a no match situation
Have not experienced this
Have not experienced this
Have not experienced this situation.
Have not experienced this to know the answer.
Have not experienced this yet
have not experienced this yet
Have not had a "no match" yet.
Have not had a case where photo did not match.
Have not had a case where photo did not match.
have not had a case where the photos have not matched.
Have not had a non-match.
Have not had a non-matching photo.
Have not had a photo not match
Have not had a photo not match.
Have not had a photo that did not match
Have not had a photo that did not match
Have not had a situation in which the photo did not match.
Have not had a situation where the photos don't match
Have not had an instance where a photo has not matched
have not had an instance where photo does not match.
Have not had any
Have not had any cases
Have not had any cases where the photo does not match
have not had any incidents yet
Have not had any issue with photo id at this time
Have not had any issues yet
Have not had any that do not match
Have not had happen
Have not had one
Have not had one match
Have not had one that did not match
Have not had one that did not match.
Have not had one that didn't match
Have not had one that does not match.
Have not had photos from e-verfy not match photo i have
have not had that experience
Have not had that happen yet
Have not had that happen.
Have not had that happen.
Have not had that happen.
Have not had that issue.
have not had that problem
Have not had the issue
have not had the problem
have not had this experience
Have not had this happen
Have not had this happen
Have not had this happen
Have not had this happen so there was no need to submit a photo.
have not had this happen yet.
Have not had this happen. Note, in the question I assume "phone" should be "photo".
Have not had this happen.You appear to have a typo in this question. "phone"
have not had this issue
Have not had this issue as yet.
Have not had this issue come up. However, if I did I would scan and upload into E-Verify.
have not had this occur
have not had this situation
Have not had this situation
HAVE NOT HAD THIS SITUATION HOWEVER WOULD SCAN AND UPLOAD
Have not had this situation occur but would most likely scan and upload to E-Verify.
Have not had this situation.
have not had to
have not had to complete
have not had to do it. Photos always match
Have not had to do that
Have not had to do that, yet. Photo has always matched.
Have not had to do that.
have not had to do this
Have not had to do this
have not had to do this
Have not had to do this
Have not had to do this
have not had to do this
have not had to do this but would scan and upload if I did.
have not had to do this yet but I would scan and upload to everify
Have not had to do this yet.
Have not had to do this.
Have not had to do this.
Have not had to do this.
have not had to do yet
Have not had to do yet
Have not had to upload any photo's but my choice would be to scan and upload if it is necessary.
Have not had to use this
Have not had to.
Have not incurred this problem
Have not needed to do this
Have not needed to do this, but have a scanner available to use
have not needed to submit
Have not ran into this problem – but you need to correct the question – the photo is not matched to a phone
have not run across this yet
have not run into that yet
Have not run into this issue yet.
Have not used it yet. All the photos have matched that I have e-verified.
Have not used this feature
Have not used this feature yet.
Have only had a matching photo.
haven't com across that yet.
Haven't come across this situation
Haven't encountered this problem.
Haven't encountered this situation
Haven't ever had to do this
haven't had a case where photos do not match
Haven't had a failed match!
Haven't had a photo not match yet.
Haven't had a photo that didn't match.
Haven't had a picture that doesn't match
Haven't had any
haven't had any photos that didn't match
Haven't had any that did not match
Haven't had any yet
Haven't had cases where photos don't match
haven't had happen yet
Haven't had it not match
Haven't had one that didn't match
Haven't had one that didn't match
Haven't had one that doesn't match
Haven't had one.
Haven't had opportunity to do
haven't had that happen
haven't had that happen
haven't had that happen
Haven't had that happen yet.
Haven't had that happen.
Haven't had that situation. Would probably scan and upload if it did happen.
Haven't had the need to do that. All pictures have matched.
haven't had this happen
haven't had this happen
Haven't had this happen
haven't had this happen
Haven't had this happen
Haven't had this happen
haven't had this happen to me as of yet, so i don't know how i'd handle this?
Haven't had this happen.
Haven't had this happen. See typo in your question.
haven't had this issue yet
Haven't had this situation happen yet.
havent had to
Haven't had to do it
Haven't had to do it.
Haven't had to do that
Haven't had to do that.
Havent had to do this
Haven't had to do this
haven't had to do this part
haven't had to do this so I don't know
Haven't had to do this yet.
I haven't had to do this. All photos matched.

I haven't had to submit information for a photo that doesn't match.

I haven't used it yet.

I haven't run into that.

I haven't had this happen yet.

I have never been faced with a matching photo. It always matches.

I have never had a case in which the photo did not match.

I have never had a case where the photo did not match on file.

I have never had a case where the photo hasn't matched.

I have never had a case where the photos of our employees did not match the photo from E-Verify.

I have never had a mismatch.

I have never had a photo not match the employee's passport photo.

I have never had a photo not match.

I have never had a photo that did not match.

I have never had a problem with photos not matching.

I have never had an instance where the photo did not match the one the employee presented.

I have never had one that did not match.

I have never had that happen.

I have never had that happen yet.
I have never had that happen, so I don't know what I would do.
I have never had that happen.
I have never had that issue
I have never had that issue.
I have never had that issue.
I have never had that problem.
I have never had that problem.
I have never had this experience.
I have never had this happen
I have never had this issue happen to me.
I have never had this problem.
I have never had to do
I have never had to do this, however, if available - I would use the scan and upload feature.
I have never had to do this.
I have never had to do this.
I have not come across this issue
I have not experienced a mis-match
I have not experienced this situation.
I have not had a case where photo didn't match the photo provided by the employee.
I have not had a case where the photo does not match
I have not had a case where the photo does not match.
I have not had a case where the photo doesn't match the copy of ID
I have not had a cases where the photo does not match
I have not had a photo not match
I have not had a photo not match.
I have not had a photo not match.
I have not had a photo that did not match.
I have not had a photo that does not match.
I have not had a photo that doesn't match the identification.
I have not had a photo that doesn't match.
I have not had a time when the photo did not match.
I have not had an incident where a photo did not match. But, if it were to happen I would use the scanner approach.
I have not had an instance where the photo did not match
I have not had an instance where the photo did not match.
I have not had an occasion where the photo didn't match
I have not had any photos that do not match therefore have no experience with this process.
I have not had any that did not match.
I have not had one that did not match
I have not had that occur
I have not had that problem
I have not had this happen
I have not had this happen
I have not had this happen yet
I have not had this happen.
I have not had this happen.
I have not had this happen.
I have not had this happen.
I have not had this issue.
I have not had this problem yet.
I have not had this situation
I have not had this situation occur.
I have not had this to happen.
I have not had to deal with this.
I have not had to submit
I have not had to submit a photo that doesn't match.
I have not had to submit any photos
I have not had to submit one yet. I will scan and upload if need be.
I have not had to submit this information.
I have not had to submit this information.
I have not have a case where E-Verify doesn't match the photo provided by the employee.
I have not have that experience
I HAVE NOT NEEDED TO DO THIS.
I have not yet run into this issue when using E-Verify.
I have only been requested to view the photo that appears on E-verify website and do a visual between the ID and the picture on screen. I have never had to use a scanner or upload a photo.
I have only done e-Verify once in the past 2 years and the photos matched.
I have only had to "match" a photo on a passport and it has always matched.
I haven't been presented with this problem.
I haven't come accross a case where the photo doesn't match the ID as of yet.
I haven't encounter that situation
I haven't encountered this situation.
I haven't had a case that didn't match
I haven't had a case where the photo doesn't match.
I haven't had a case where the photo doesn't match.
I haven't had a photo not match.
I haven't had any but would use a scanner.
I haven't had any cases so far.
I haven't had any cases that require this step
I haven't had any cases where the photo presented does not match.
I haven't had that incident occur as of yet
i haven't had that issue
I haven't had that issue
I haven't had this happen
I haven't had this happen
I haven't had this happen yet
I haven't had this happen yet.
I haven't had this instance yet.
I HAVEN'T HAD THIS PROBLEM
I haven't had this problem
I haven't Had this.
i haven't had to do this yet
I haven't had to do this.
I haven't had to experience it
I haven't had too
I haven't received a picture that doesn't match
I just had to verify a photo already in the system
I never had a photo not match
I never had this circumstance
I never had this happen yet. I would hope that the e verify system will tell me my next step.
i think this sentence has a typo, it is unclear.
I think you mean photo where it says phone? I sent it by mail.
If prompted, scan and upload capabilities are available.
I'm not familiar with this process. I've never had a photo not match.

it has always matched
It has never come up
it has never happened
it has never happened
It has never happened.
It has never happened.
it hasn't happened
It hasn't happened.
It hasn't yet happened
It never happened with me.
it's never happened
It's never happened.
It's never happened.
I've always had a match - so I don't know how to answer
I've never encountered a mismatch
I've never had a photo not match
I've never had a photo not match.
I've never had a photo not match.
I've never had a photo not match. BTW - there is a typo in the question, shouldn't phone be photo?
I've never had a photo presented by E-Verify not match the photo provided by an employee
I've never had a photo that did not match
I've never had a photo that did not match yet
I've never had a photo that didn't match.
I've never had a situation in which the photo presented by E-Verify didn't match the photo provided by the employee? If that was the case, I would scan and upload into E-Verify.
I've never had it not match
I've never had one but I would upload
I've never had the photo not match, so I don't know how to answer that question.
I've never had the photo not match.
I've never had the photo not match.
I've never had the photos not match.
I've never had this happen to me
I've never had this happen to me.
I've never had this happen.
I've never had this issue.
I've never had to do this
I've never had to do this so not sure what way I would use. Probably scan and upload.
I've never had to provide a photo.
I've never had to submit anything as all documents matched what was in the system. N/A.
I've never had to submit information for a mismatched photo.
I've never had to submit information.
I've never had to submit information. The photos have always matched.
I've never needed to do this.
I've never received a mismatch
I've not had any that did not match.
I've not had to do this, all the photos have matched
I've not had to use this
Just a note: should the word "phone" above be replaced with "photo"?
Load into Lookout Service's product which loads into E-Verify
mail or email
Managers gather I-9 docs from new hires and can see the new hire in person to compare to the photo.
N/A
N/A
N/A
N/A
n/a
n/a
n/a
N/A
N/A
N/A
n/a
N/A
N/A
N/A
N/A
N/A
n/a
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A - haven't run into a mismatch of a photo since I've used the system from 2009 to present.
N/A Have never had a non-match
n/a haven't had to use this step
N/A we have not had the need to submit a photo to E-Verify
N/A; it has never happened
NA
NA
NA
NA
never
Never came across such a situation.
Never done that.
Never done this.
Never experienced an incident where the e-verify photo did not match the employee's photo.
ever experienced this before. Not sure what options are available.
Never ha it not match
Never had a case where the 2 photos did not match
Never had a case where the photo did not match
Never had a case where the photo did not match.
Never had a case yet.
Never had a mismatch
Never had a mismatch.
Never had a mismatched photo
Never had a photo not match
never had a photo not match
Never had a photo not match
Never had a photo not match if that is what this question is asking. The verbage says, "doesn't match the phone provided etc..." Should it say PHOTO rather than PHONE?
Never had a photo not match the ID
Never had a photo not match.
ever had a photo that did not match
Never had a photo that didn't match
never had a photo that doesn't match
Never had an instance where photo did not match so have never submitted
never had an issue where the photo doesn't match
Never had issue
never had it come up
never had it happen
never had it happen
never had it happen
Never had it happen to me!
ever had it happen, do not know what I would do.
Never had it not match
Never had mismatch
Never had one not match
Never had one so have not had to submit
Never had one that did not match
never had one that did not match.
Never had one that did not match.
Never had one that didn't match
Never had one that didn't match
Never had one that didn't match
Never had problem yet
never had that experience.
never had that happen
never had that happen
never had that happen
Never had that happen yet
Never had that happened
Never had that issue.
Never had that problem
Never had that problem
never had that problem
never had that problem
Never had that situation occur
never had the issue
never had the issue where the photo doesn't match
NEVER HAD THE ISSUE, YET
never had the photo not match
Never had the photo presented not match E-Verify
Never had the problem
NEVER HAD THE PROBLEM
Never had this experience, however; I would call customer service
Never had this happen
never had this happen
Never had this happen (n/a should be an option on this one)
Never had this happen.
ever had this happen—there is a typo in the question—should be photo?
Never had this instance.
Never had this issue
NEVER HAD THIS ISSUE
Never had this issue
never had this occur
never had this problem
Never had this problem
Never had this situation
never had this situation
never had this to happen
never had to
Never had to
NEVER HAD TO
Never had to
never had to
Never had to do it.
never had to - photo has always matched
never had to do
never had to do it
Never had to do it
Never had to do it. Pictures have always been correct.
Never had to do so
Never had to do so far.
never had to do submit additional information.
Never had to do that
Never had to do that
Never had to do that
never had to do this
never had to do this
Never had to do this
never had to do this process
never had to do this.
Never had to do this.
Never had to do this. Photos have always matched.
Never had to do.
Never had to provide
Never had to submit
Never had to submit anything .. ps you have a typo on this question!
never had to submit information
never had to use so I don't know how to proceed in that situation
never had to.
Never happen before.
Never happened
never happened
Never happened
never happened
Never Happened
never happened
never happened
never happened
Never happened
Never happened
Never happened
Never happened
never happened yet but would scan and upload
never happened yet.
Never happened. AND you have a typo... phone = PHOTO?
never happens
never has happened
Never has happened so far
Never have had too
Never have ran into that issue.
Never needed to do.
never needed to use it
never occure
never occurred
Never used
No cases where photo did not match.
no experience with this.
No instances
No photo has not matched
NONE
none
none cases generated
Not applicable - never not had a match
not applicable; have not had a mismatch
Not experience yet.
not experienced that
Not had a case where they did not match
not had t submit
NOT HAD TO DO THIS
not needed
Not sure
Not Sure
On line photo has always been there.
Only had 1 photo match and it looked OK as far as the picture went.
Our agency has not had this happen
phone?
Phone? I'm assuming this is to be photo. Never had one that didn't match.
Photo has always matched
photo has always matched
Photo has always matched.
photo matched
Photo will not match phone.
photos always matched
photos always matched
Photos have always matched so far.
Photos have always matched, so far.
Photos have always matched, so I have never had to submit.
PHOTOS HAVE ALWAYS MATCHED.
photo's have always matched.
Photos have always matched
Pictures have always matched
question is incorrect. We don't match a "phone"
question to employee first
regular mail
Situation not encountered
So far all photos have matched the photo presented via E-Verify. If this situation arises, we should be able to scan and upload the information to E-Verify.
That has never happen to me while using E-Verify.
That has never happened.
That has never happened. Photos always match. I believe I would scan and upload into e-verify.
That has not happened to me
That has not happened yet
that has not happened yet
that has not happened.
The E Verify provided a picture and I only had to confirm it was a match to what I had on file
The photo has never not matched.
The photos come from our [redacted].
The photos have always matched
The photos have always matched. I have not had to do this.
The situation has not occurred.
"the word phone must mean photo.
I have never had the situation of a photo not matching the E-Verify photo."
There is a typo in your question. And we haven't had this situation happen
There is seldom a photo. I have not had a non-match
they have always matched
They have always matched.
They have never not matched.
this has never happened
This has never happened for me.
This has never happened to me.
This has never happened to me.
This has never happened to me.
This has never happened to me.
This has never happened to us yet
This has never happened.
This has never happened.
This has never happened.
This has never happened.
This has never happened.
This has not happened
This has not happened in our experience.
This has not happened so I do not have a response on how I would go about doing this.
This has not happened to me; it is not applicable.
This has not happened to us.
this has not happened yet
This has not happened yet
This has not happened yet
This has not happened yet- photo always matches.
this has not happened.
This has not happened.
This has not happened.
This has not happened...They have always matched. We would scan and upload should this happen.
this has not occurred
This has not occurred yet.
This has not occurred.
This hasn't been an issue for us (yet)
this hasn't happened yet
This hasn't happened yet.
This is NA for our organization. I have not come across this issue in 5 years.
This question doesn't apply - photos always match.
This scenario has not happened. All photos have matched.
This situation has not happened
To date all have matched.
typo in the question
ypo in the question. I don't match phones. Also, a photo mismatch has not yet occurred at my workplace.
typo? Phone matches photo?
Uncertain of the question (phone)? If this should be photo I have not had a problem with photos not matching.
unknown- has not happened
Unsure of question, photo doesn't match phone provided by employee?
Up to date, all of our photos have matched.
Usually the photo will match.
We have had one situation where we needed to match photo. The photos matched.
We have never experienced this issue. I would research and follow the directions
We have never had a case where the photo presented did not match the one in e-Verify.
we have never had a photo not match
we have never had a photo not match everify photo
We have never had a photo that did not match.
We have never had a photo that didn't match
We have never had that happen to date, but we would use the scanning option.
We have never had that issue.
We have never had that situation.
We have never had to do this
We have never seen the photos not match each other.
We have not come across a situation like this yet.
We have not experienced this situation.
We have not experienced this.
We have not had a mismatch on photo.
We have not had any cases where the photo does not match.
We have not had any situations of unmatched photos.
We have not had any yet where the photo didn't match, all non citizens have been found through the numbers on ss cards, resident cards, work permit cards.
We have not had one that didn't match
We have not had this come up as of yet.
We have not had this happen yet.
We have not had this issue therefore, we have not submitted information.
We have not had this issue.
we have not had this situation
We have not had this situation yet
We have not had to deal with this problem.
we have not had to do that
We have not had to do this
We have not had to do this yet.
We have not taken any action on sending the non matching photo for everify. We verify with the employee concerning the issue.
We haven't had any that didn't match.
We haven't had any that don't match
We haven't had to do this.
we never had that situation
We not had an instance where the photo provided by E-Verify did not match the photo provided by the employee.
We use a TPA. I would scan and upload to their website.
we've never come across that situation
We've never experienced this.
We've never had this happen
We've never had this happen.
Will Inform the employee of the DHS Tentative Nonconfirmation and give him or her the option to contest.
You have a typo in the question, I believe...
Your question does not make sense. I have never had any such cases where the photo presented by E-Verify doesn't match the PHONE provided by the employee?
Your question is erroneous - Photo doesn not match phone?
Your question states: doesn't match the "phone" provided by the employee?" Do you mean photo????

Q63. What caused you to be dissatisfied with your experience when you called E-Verify customer service?
A link on the Everify website was one letter wrong and I couldn't access the log in and the operator made me feel it was my fault but it was incorrectly listed on the Everify website.
Attitude of customer service rep was less than friendly; very curt
E-verify is supposed to notify me when there is a duplicate case and at one point it was notifying me. However, now it does not notify me and I have found a few cases that are duplicates after both case have been closed.
good ones and bad ones / some participants not knowledgeable other were great.
Had the wrong information listed and needed to correct it.
I am on my second analyst and I don't get as much assistance as I use to.
I called in 3 different times to find out what type of account our company needed and got 3 different answers.
I did not select that I was dissatisfied. I just think in general the system is not very user friendly and there is not very good resources to create the account and understand how to navigate within it.
I don't feel like the customer service team was helpful at all. They didn't have the proper tools to answer the questions we were asking. I felt like they were reading general answers that had nothing to do with what I was asking.
I had to make 3 phone calls to find out if this was a legitimate survey.
I have always found them to be very helpful when I have questions.
I have numerous Program Administrators who transfer to other locations and I have tried to have them by-pass the tutorial but I got different responses on whether they can by-pass or not.
I was satisfied.
I wasn’t confident in the information I received from the agent.
Individual was not very pleasant when responding to my question when I asked for clarifying of something I was not comfortable with my interpretation of - Individual basically read back what I could already see on the site in a rather demeaning manner...
It didn't work. I gave up.
It was difficult for me to determine what went wrong and customer service was not easy to work with to figure out what went wrong. They gave me several different answers. It was hard to move forward.
it was not an easy process without contacting the service desk for support.
Late response
Login process is slow and there are too many requests to change password.
long wait before I got to speak to a person.
More time was spent authenticating my identity as a user of e-verify than resolving my technical/process/policy questions. the customer service operators seem to have no authority to make changes on cases, and are reluctant to answer difficult policy...
Mostly frustration in setting up accounts for multiple subsidiaries. Again, it would have been nice to be able to set up one account to be able to select any subsidiaries that I support.
N/A
N/A
N/A
N/A
N/A
N/A
N/A
no comment
none
Not dissatisfied at all. Customer service knew exactly why I was having a password problem (I was on the wrong E-Verify site.
Not get clear responses.
Not helpful and didn’t answer my question.
Not user friendly.
on occasion we have recieved different answers form different people or been transferred several times
Password requirements are difficult
Phone messages not returned when inquiring to audit team. I had to keep trying to reach. Email I received from audit team was unclear.
See last comment - rude and curt on the phone. She seemed like she just wanted to get me off the line. We are all learning here, so have some patience please.
she was not willing to give help - just said I was making it more complicated then it was slow response to procedural question. Had to get help for an answer
Sometimes the customer service representative was confused and didn’t seem qualified to answer the question.
Telephone service was bad
The caseworker told me to enter my situation - i made a mistake - into the employee's record. I couldn't figure out where to put my comments. I spent 30 minutes on the darn website and couldn't figure out where I was supposed to write my story. I gave...
The customer service was great.
The fact that I had to call at all -- could you make a small employer portal??
The fact that I had to call in the first place. I couldn't take care of the issue online.
The one TNC we had seemed difficult to process and know what to do
The person I spoke with did not seem "excited" to help me with my request. I was asked if I knew what
my password was....well, no. That's why I'm asking for a reset!
The reps usually aren't very helpful if you are returning a call. Each time they don't know who it was that
left you a voicemail or why even with the case ID number
the small font after transmitting the first page and to find our MOU
The time I called the agent was very helpful and answered my question in a timely manner.
There was a technical glitch in the system and we called about it.
They act like you should know all the answers to the questions you are asking.
They answer quickly and professionally but some times it seems as though the answers are very broad
and I don't always have a comfortable feeling that the response is clear cut.
They could not answer my question if a shareholder (not employee) in our firm is required to have an I-9
and be E-verified.
They need to be more knowledgeable of the system, more understanding to the problem the caller is
having and easier to understand when they speak.
Unable to submit online
Wanted to make sure we were doing a step properly.
Was not dissatisfied. The individual was very patient and friendly - very helpful!!
Wasn't dissatisfied.
When E-Verify tells me in an email that I have un-closed cases but when I go online to E-Verify and it
does not say I have an cases that need to be closed. And customer service explanation for the email
makes no sense whatsoever. If a case needs to...

Q86. What caused you to be dissatisfied with your experience when you emailed E-Verify
customer service?
Contacted customer service on [redacted], but have not received a reply to my question as [redacted].
Didn't answer my question. Failed to reply.
Didn't receive a response back.
hard to figure out what was necessary to fix the issue. i had to email 6 or seven times for same issue
and then i figured it out on my own they never did understand my question.
I asked a specific question about a visa and the reply was some paragraphs taken out of the E-verify
procedures manual. I asked three times specifically and was never given a specific answer.
I have used email to contact e-verify twice since the start of using the service. I did not receive a reply
either time. At least calling the helpline I can usually get someone's attention.
I haven't received a response and it's been over 7 days.
I only contacted them regarding my weekly email notifications. I get the emails on Sundays and they
are usually regarding a webinar that took place the previous Wednesday. They had no resolution for
me.
It was an auto reply which provided a link to a manual. I read the manual, but the solution to my
problem was not very clear.
length of time to respond to email
No response to e-mail
They didn't understand my question and just gave me a standard response.
They responded to me.
they were very rude responses
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.

A more well rounded check list - the ability to print out a completed I-9 (for the employee file) after certification from USCIS is confirmed - e-signatures.

All companies that employ people should be obligated to use e-verify. It is a great system to ensure companies do not employ illegal aliens.

All states should have to use e-verify for EVERY employee they hire. If not, they should be fined on each occasion.

Audits

Because of the previous questions answered, I now know there is a toll free number we can call to get answers to our questions. It would be helpful to have a class on the step-by-step processes with examples of various scenarios and then an open forum...

Did not realize that it must be used prior to hiring.

dk
don't know

FEES AND FINES FOR EMPLOYERS THAT DO NOT USE E-VERIFY, MORE SECURITY ON WEBSITE TO PROTECT EMPLOYEES.

I believe many companies do not comply with e-verify. They may e-verify some but not all of their employees. I do not have a recommendation as to how to address this issue.

I believe that companies using Everify directly are required to have training and safeguards in place. However, we also work with a web service provider, and on that site there is no training around how the system should be used. I think Everify...

I believe that employers should be required to use this program on all employees and not just new hires. I believe that employers should be allowed to pre-verify new hires rather than having to hire and release. This process causes a great deal of...

I believe that the system is only as good as the information that is being put into it. If an individual wasn't complying with the regulations, they could still appear to be doing checks properly in the end. I believe in honesty and integrity, but not...

I don't think some know that they need to close a person when they are no longer employed, such as our seasonal pool employees. I did not know this in the beginning.

I feel that there are employers [redacted] that do not use E-Verify even though they are required to.

I have competitors that just put illegals to work if they know that the illegal cannot pass E-Verify although the contract calls for all employees to be E-Verified. These contryractors only use these illegals for 1 to 2 weeks so they do not get caught....

I have had several submissions result in a TNC because the social security number does not match the person. These are clearly illegal aliens. Nothing gets done. They just keep working here.

I just don't think this system is full proof nor do I believe everyone is doing it.

I know of employers who do not use E-verify at all but nobody is contacting them like we were warned would happen. If it is to be required it should be required by all and reinforced for those who do not comply.

I received an "Employee Authorized" to work on someone I accidentally marked as a Citizen, however they were in fact a permanent resident.

I strongly feel that the company we use [redacted] is wrong on allowing all their verification systems and questions are done by [redacted] I have called the number they gave us for system issues and when called I have a hard time with...

I think it should flag cases due for expiration so that there is better control and compliance.

I think that E-Verify should be mandatory for companies.

I worry that family members that are illegal are using another legal family member's credentials and if no photo is matched, I cannot be sure the person standing in front of me is the same person as the credentials presented.
Indicate that you only have to E-Verify an employee one time, even if you employ foreign nationals who have changes in their visa status.

It should be mandatory

It will be helpful to have the possibility of updating the new work authorization in E-Verify in order to keep track when expires again.

make it easier and quicker to enter information. eliminate useless questions like is employee still working, and extra screen to close file

Make the program a pre-employment function, not a post employment function.

More advertising about the Service - clearer communication about if it's mandatory, or not and when it becomes mandatory.

More education should be sent out to employers about eVerify.

Need to be very specific on when E-verify should be done, in what circumstances it can be done, etc.

Need a handbook like the I-9 does

Not one government agency is verifying that our company is using E-Verify

Other companies in town must not use it to verify employees since they hire undocumented workers

People that abuse the system are going to always find a way to get around the system.

site inaccessible in off hours, SSA site unavailable, many technical issues when trying to access on weekends

The forms should be standardized, so that they are easily recognized as legitimate.

There are so many workers that have to be undocumented.

There have been a few times where I accidentally do a typo and it takes forever to correct it. It should not be that difficult.

There is no follow up or audits to insure the accuracy of the information.

There is no reconciliation of payroll records to the e-verify system. Nothing to verify it's being used for all hired employees

USCIS should communicate with small businesses about requirements and new regulations more often.

With the law the way it is, I find e-verify unnecessary since nothing is being done to enforce illegals from coming here

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

[redacted] payroll service

All of the above

email [redacted]

Everify tutorial

E-Verify Website and Webinars

i dont want changes

Notify our vendor who we connect to Everify with

Our E-Verify Agent

[redacted] does this for us.

Phone & e-mail

Secure e-mail

the way you do it now..is fine

through [redacted]

Through my company

Through my vendor
through payroll service
Through [redacted]

Q107. How would prefer to contact E-Verify for help? (Other)
[redacted] payroll service
All of the above
Any method providing immediate response or a "call back" option
Any of the above
both email & phone
Chat
Chat
e-mail and text / web chat and phone
Email or Phone
Email/website/webchat
In whatever manner I could assure a quick and accurate, response that I can document for future reference
It depends on the problem; chat is fine if they can answer; phone if it's a complex problem, email for stuff that can wait.
live chats are helpful
online chat
Our E-Verify Agent
[redacted] takes care of this
preferred method would vary depending on location and accessibility (i.e. internet speed, copier, etc.);
would prefer web chat or poss. website. Othertimes, it's best to pick up the phone.
Singular issue website, complex issue phone call
through [redacted]
through payroll service

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

"1) I believe it is mandatory that I participate in the program, so many of these questions were irrelevant. 2) As I have hired two employees in the past three years, it is frustrating that everytime i login, I have to re-credential myself and change..."
3 days is not enough time for extremely busy employers. Would rather not feel like I blew it because I cannot get to it fast enough. Employees are verified on day 1 but there are many details involved in onboarding. EVerify information is treated as...
A longer period of time to input employees into E-Verify after their hire date would be helpful.
a photo match should be included with all drivers license and I.D. documents
"A simpler process must be put in place for establishments that hire someone once every 3The e-verify is good at its base but must be simplified, & website cleaned up to be more user intuitive. Very ""busy"" & complex..."
"A very accurate and easy system to verify eligibility to work and everyone should use."
Adding photo verification for all employees. Upload drivers license photo for those who aren't already included in E-Verify.
adding the 1-9 electronic verification to the system would be HUGE! It makes sense because every employer who does the E-verify will also be doing I-9. Bottom line, if you wanted more participation in E-verify you could do this by promoting and...
"Again - Please consider increasing the 3day allowance to register. Thank you."
Allow 5 business days to enter data
Allow for more space for other names for searching.
Allow more than 3 days from start date. For remote hires, the I9 is done immediately, but field supervisors don't have access to send in the I9 info and photos immediately, so the timeframe is an issue.
allow more than 3 days from start of work to complete.
Allow more time for submitting new hire information.
Am satisfied with the process.
An electronic I-9 system would only be beneficial if there was a way for the employee to have it authorized without actually seeing anyone at the company, which right now is impossible.
An online I9 form where we can send our remote employees to would be a big help.
any
Appreciate the simplicity of the system.
As a new subscriber and user to E-Verify, so far so good
"As a very small company, with minimal turnover of employees and my need of an experienced employee, it is a waste of time and cost to my company that I think is unnecessary. I only learned of e-verify when I heard from them about an employee that was..."
As I said before, I don't think it's necessary and don't feel like it is being enforced.
as I said earlier - it is difficult to find the employer login screen - I have now bookmarked this screen for future use.......
As I said earlier I have not had any problems with the system. The agents that I have communicated with have been very helpful and the system works fine.
As indicated before I think it is much easier to use than the old way and gives me confidence in the verification process.
As long as we don't have outside countries controlling our personal records. The E-Verify systems(websites)need to be all within the United States control and people from other countries should not be able to see our personal records.
as previously stated - great service, easy to use, saves me time and headache. Wish all the other state and federal systems were this slick.
At the end questions it asks if the person is still working there. Why? We just hired them, of course I'm going to answer Yes... It makes no sense.
Basically A SOLID PROGRAM
Be more selective about who you ask to take the survey. This is a very small company which has hired less that 10 people in more than 10 years. Our experience with E-Verify is so limited that our responses are meaningless in the overall survey.
Because our e-verify submissions have been US Citizens, problems have not been encountered. I understand the three-day filing requirement in the event that someone does not "pass", but sometimes it is hard to submit within the three day time period.
Being able to use 1 sign on for multiple companies.
Better clarification is needed for prime contractors and the documentation they need from subcontractors: both independant subcontractors, and subcontracting companies. The documentation is unclear as to what is required of the prime. It is also...
Better GUI Interfaces, User friendliness and ease of use features should be added.
Better response to the e-mail questions - really the only "deficit" I have seen in using the system for over two years.
Better service through customer service number
Bipartisan, sustainable reform should replace the whole E-Verify system as soon as possible. Or just insert a chip into all of us at birth, and monitor us 24/7.
by emailing for any change or update to improved the system
By pass the TNC, employees do not take resolve the problem unless actually legal. Hard to get signed paperwork back and then have to term them. Would prefer to Refer Employees to SSA or DHS, the process would be much faster.

Can't really come up with anything. It works fine for us. We are a small business providing professional consulting.

Change password requirements.

Change the emphasis on locations. We have a lot of employees that work remotely because they travel to customer sites.

change the password less often

change the password system

Changing a password is a royal pain in the butt, I have been trying to change mine for a month now to something that fits the requirement. This is the most restrictive password system I have ever seen and is way over the top.

Combine e-verify and I-9 process. No need for two processes if the one combined process if effective. Paper I-9s do not keep up with today's ever changing technology world

Combining the E-Verify system with an online I-9 would be ideal.

"Completion of I-9 form as part of the Everify process would be helpful.

Completing I-9 forms can be cumbersome and with the Everify, already having the clearance, it would be great if this I-9 form could go along with the Everify is some sort of process."

Congress should be encouraged to make it MANDATORY FOR ALL EMPLOYERS

Continue to upgrade system with new technology as it is developed.

Could it be used to verify naturalization numbers for voters - not an employee?

Cut down on the frequency that you have to change your password and make it where you can use a previous password. TOO COMPLICATED TO KEEP UP WITH!!!

Difficult at first, like riding a bike with system improvements and user increased experience.....like any new system.

Discontinue the program.

Do away with always having to go through the tutorial and quiz to use it. We don't hire that often and when we do it's a pain and time consuming.

Do away with it. Surely the government can identify by social security numbers.

Do not require frequent password changes.

Doing Great. Keep it up!

Don't force password changes so often.

Don't force us to go through tutorials about updates before we can proceed to processing a new hire.

Sometimes, we don't have time at that particular moment. We are never given the option to skip it and come back later.

Don't have any.

don't know

Don't like the 3 day requirement. Sometimes it takes longer then that to get all the documents/info and we can't wait that long to start someone to work.

Don't require tutorial every time something changes.

Don't think it is necessary for the fire department to have to do this.

Due to the state of the Federal Government it is difficult to trust any system verifying anything. We will continue to use E-Verify in hopes with the upcoming elections over the next 2 years our government will change for the better. By the...

E- verify is fast, easy and accurate

E Verify is very friendly and easy to use. I would like to be able to do for employees who receive a TNC, but overall it is an excellent way to make sure we complying with the law.

E- Verify, is very good in that it help the employer to stay in the guideline of employment.
EASE UP ON THE TESTING

easy to use

Either make the password selection process easier (able to use variations on past passworkds) or make the time the password is good for longer.

Electronic I-9 form would be great. I'd love it if I could log a new hire into the site, have them fill in the appropriate text fields, then an electronic, saveable, printable file is created for me, while the employee is simultaneously run through...

Electronic I9 would be wonderful paperless system but I would need proof of compliance for program audits
e-mail alerts when employee document information is about to expire
e-mail notification that there is an update–I we don't have new employees to add for a few months or so there can be an update we should know about but would not know until we happen to utilize the site again to do a new case.

Enrollment process was extensive but I understand that learning the system up front helps in the better overall accuracy of usage.

E-Verify gives me confidence that I am hiring legal employees.
E-Verify has proven to be the right tool for our business.
E-Verify has worked well for our company since we've enrolled. There have been very few issues, and the website is extremely user-friendly. I'm extremely satisfied with the system and have no recommendations at this time.
E-Verify is a great tool when verifying against List A documents. However, List B & C documents are easier to falsify. Identity theft has become so much more prevalent and employers are in put in a difficult position when the list b & c documents pass...
E-verify is a stupid, waste of time. It exists because of paranoid idiot republicans who are afraid of immigrants. Any illegal alien who has the chutzpah to obtain fake ID in order to work in this country deserves a job and a better life than the god...
"E-Verify is a very good service in hiring legal citizens to work in the Continental United States. I would recommend it to any employer.

Thank you!"

E-Verify is a very good way to verify eligibility of employment. System is good.
E-Verify is a wonderful on line tool. Long time ago, I had to call social security to get the credential for new hired employees. I appreciate this tool very much because it makes my life easier!!
E-Verify is an essential tool in helping us to retain qualified and experienced individuals to fill our employment needs.

EVerify is difficult to use. The tutorial has incorrect information. The user ID password requirements are difficult to use. Basically the system seems to have been designed by monkeys.
E-Verify is forced on us. Nothing against the people running it but it should be my job or have to hire someone especially to check people. We used to submit I-9 if something was wrong we were contacted and corrected the problem.

EVerify is very easy to use.
Everify is very user friendly and I have never had a problem using it.
E-verify listens is a joke I see the same complaints over and over but nothing has changed to fix those issues. The main ones I see are have the website follow the same form as the I-9 such as date format and allow more than 3 business days esp. for...
EVerify program is a very effective tool to hire legal workers in this country. This tool is well designed to serve its intended purpose.
E-Verify provides an excellent service to employers in verifying employability of employees.
Everify should eliminate the need to do an I-9. If u cannot do that for businesses than why bother with everify. Ever icy works great, well designed and does its job...please let us use it in place of i9's!!!!!!!!!!!!!!

E-Verify should replace the I-9. A duplicative process is costly and inefficient. If EV were mandatory for all employers then the system could keep all the records electronically and employers could stop keeping files locally.

E-verify works better than paper documents to back up the I-9 form. I've had only one employee not approved immediately and that was because his Driver's license had the wrong birth date. This caught an error that needed correcting that he was not...

E-Verify works fine.

E-Verify works for us. I only have two comments: 1) We have multiple locations where employees are completing paperwork and even though the paperwork is completed within the first two days, the human resources department doesn't receive it within in...

E-Verify works very well for us through our vendor integration. We haven't had any issues, other then the time when there was the government shutdown.

E-Verify works well for our company and we will continue to use it.

E-verify would be perfect if it also incorporated checking a state driver's license or state issued picture ID.

everything is great.

Everything is working great so far.

Everything ok.

everything seems to work smoothly.

Excellent system. You can absolutely be confident of the eligibility of a person to work in the US.

Except for the password creation procedure[overly confusing and complicated] and periodic tutorials with a test[also can be confusing] I like the the system and how rapid I can get an authorization.

Experience in using the E-Verify has been a great asset, will continue to use.

Extend the due date to 2 weeks of initial employment. While info is in hand it may not be possible to file with E-Verify within the 3-day period.

Extending the timeframe to enter data. For those manager that are offsite, they do not always have computer/scanning access right away due to traveling or being at a customer site.

False-negative TNC and FNC cases are a serious problem for e-verify, they waste your time and my time, and they scare the hell out of employees who are just trying to exercise their right to work. Every effort should be made to eliminate or reduce the...

Fast and efficient

font becomes very small - hard to read sometimes

For all that's good in the world STOP requiring such complex and frequent password changes. When I use e-verify I'm typically in a rush. Requiring participation in a seminar and test in order to continue using the service is a nuisance and I simply...

For me being a small company, this works very well.

For one thing, we need more than 3 days to get new employees in the e-verify system. Most of the time it takes the new employee the 3 days to fill out all the forms they have to fill out.

For small businesses required by the state to use it, they don't remember there password, too time consuming to take a test once every year when they log in. Its just useless for them.

FORGET IT! LET THE FOREIGNERS WORK!

Get rid of it.

Give more than 3 days to enter information online

Good job, guys!

GOOD PROGRAM NO CHANGES

Good services
Good system, easy to use and very fast.
Great Job
Great program. We use it for every new hire. Please improve customer service.
Great system - work on your customer service.
Great system.
Great tool for ensuring compliance; makes verifying simple.
have professional web designer redesign format of entry. Make it simpler and quicker to use. don't make us go through all the training questions and answers and require x correct answers.
Have the public file on the website and bring employers the completed paperwork so we do not have to go through the process ourselves.
Have to change password practically every time I use e-verify. Why is this necessary?
Having to change password so frequently is quite cumbersome.
Having to do tutorials and take tests is ridiculous for someone who has successfully used the website for 2 years
Having to go through the tutorial more than once is degrading. I am not a child and the manner in which the whole tutorial process is presented treats the participant in a very degrading and childlike manner.
How confident am I? Hahaha - it is run by our gov't. How confident should I be? However, so far it has done a good job, I really can't complain. Sometimes the photos don't really look like the person standing in front of me, because people's...
How do you submit information for cases where the photo presented by E-Verify doesn't match the phone provided by the employee? --- question has an incorrect word in it. make the password reset time longer.
I am a [redacted] and we change our Management around throughout the different locations. I would like the access of changing them without having to creat them again for that particular new location. It's a...
I am a satisfied user of E-Verify! Thank you for all that you do!
I am a very infrequent user due to extremely little turn-over in our company. Because of this, every time I log on to E-Verify I must take a tutorial because something has been updated. I hate this! I just need to go on, work my way through the...
I am absolutely happy with Everify
I am happy with e-verify. this survey is too long.
I am pleased with how smooth the system runs and how quick the response is.
I am required to use E Verify for Federal contracts. otherwise I wouldn't use it. I hope I never need to contact E Verify for information because I do not have good luck dealing with government agencies.
I am satisfied with E-Verify.
I am satisfied with the program. Have used for years and is easy to navigate.
I am satisfied.
I AM UNDER THE IMPRESSION THAT E VERIFY IS MANDATORY AND AM SURPRISED THAT YOU HAVE ASKED IF WE ARE LIKELY TO CONTINUE USING IT. I AM PLEASED WITH THE SYSTEM AND THINK ALL EMPLOYERS SHOULD USE IT AND THEREBY STOP HIRING ILLEGAL WORKERS. PLEASE LET ME...
I am very pleased overall with E-Verify and its user-friendly format. It would be most desirable if all government sites were this user friendly! ;)
"I apologize but have not had the opportunity or need to use e-verify for several years except for a call today. I rely on you to be accurate and we are required to participate."
I appreciate the E-Verify system and it is a step in the right direction, however, I think it should be available prior to hiring someone that may not have the appropriate/proper documents to work in the US. It is very costly to go through the hiring...
I believe I have stated my concerns in the earlier sections
I believe that E-Verify should be used BEFORE an employee starts.
I believe the system is simple enough for anyone to use. I like the system.
I can enter in spelling errors of people names and the system still lets the case go through as approved.
Something like that should be caught as an error and given the opportunity to fix before the final submission goes through.
I cannot think of any improvements at this time.
I cannot think of any thing to improve on it.
I can't think of anything at this time. My experience has been very good.
I did not realize participation was an option. We really cannot see any benefit and it creates additional work and expense. Typical government program
I didn't realize I had a choice to use E verify or not. I'll now investigate my ability to opt out.
I do it because I am supposed to and not because I want to. The survey was too long.
I do not have any comments at this time.
I do not have experience with any other verification system. However, I have used the E-Verify system for the past five years and have not had any problems other than the need to reset my password from time to time. The system, from my perspective,
I do not like how I have to spend approximately 30 min to 1 hour taking tests when you log into the system. I do not use the system very often and every time I login I usually have to complete some test to make sure I understand the changes. This makes...
I do not really like that you have to change your password so often.
I do not use the E-Verify website. I just put the I0 information into our PEO's [redacted] website and they take it from there.
I don't believe there is any followup on Social Security's part when people are not allowed to work in the US. They seem to just get lost in the system.
I don't find M&C that helpful since they only provide limited information. I don't even use their emails for coaching because they don't provide the details.
I don't have any.
I don't have to use it very often so I'm not sure of any improvements.
I don't have to use very often so every time I log in it is time to change passwords and I already have too many to keep up with. I usually have a challenge logging in but am fine once I get there.
I don't like having to change my password all the time when there has been a long period between logins.
I don't think there is anything to improve. It's already an amazing system.
I don't understand why this is not compulsory for all companies. The whole process is so simple. Shouldn't all employers be checking whether their employees are eligible to work in the US?
I enjoy the fact that I can use E-Verify on the first day of a new employee and have the process completed within the first hours.
I feel as though the creators of E-Verify have done a good job in making the system easy and quick to use. The training tutorials take care of any issues one may have before even using the system so you know what to expect. No improvements needed in...
I feel that the verification process is very self-explanatory. I don't believe the tutorials that basically tell you the directions that are later shown on the screen in the verification process are necessary. I think the tutorials and testing should...
I felt that the e-verify process was very easy to use when entering an American citizen but when I had an authorized to work alien it was more difficult and I had to call the customer service in order to get the correct forms and numbers to enter them...
I find E-Verify very easy to use and it does not take very long to complete the process. I'm satisfied with the overall experience I've had.
I find it to be very satisfactory.
I find it very difficult to come up with a suitable password.
I find it very easy to use and have no complaints about it.
I find it very easy to use and I have not had any issues when submitting applications; almost too easy
where it seems suspect :)
I find some of the follow up requirements to the TNC's to be a little difficult to follow.
I get at least 3 requests to take a survey every day and most of them I don't take. It would have been
nice to know just how much time it would take to participate in this one. It was more than a few
moments and could not stop with the option of...
I had an incident where I knew the employees Drivers License was fake. E-Verify however verified his
elegibility to work. I called the state where the drivers license was issued and was told that the social
security number was never issued a license...
I had trouble signing on once while not being able to observe the layout for the "I Agree" button. I spent
several minutes trying to get in and became somewhat frustrated.
I have already made my comments.
I have always found e-verify easy to use and rely on them to clear employees for work.
I have been pleased with this program. I signed up during the initial pilot program [redacted] and have
found numerous illegal aliens with invalid documentation or new hires who have married or divorced but
had not changed their legal name with Social...
I have been using E-verify for less than six month and I'm very satisfied with the current process and
responses. I have no further comment at this time.
I have been working with E-verify voluntarily [redacted] and it has continued to improve at a rapid rate.
I have found when using passports for verification, there seems to be problems. I then have to request
additional identification from employees to complete their verification
I have had no problems with E-verify.
I have never had any problem with it.
I have no choice but to use E-Verify my company requires it.
I have no comments at this time.
I have no comments.
I have no final comments at this time.
I have no problems at all with the program. I wish other websites could be as easy and quick to use as
yours.
I have no problems with e-Verify.
I have no suggestions. It is pretty straightforward.
I have none at this time
I have not had any issues with the system so I find it's use very acceptable. It's great to have the
photo's.
I have responsibility for E-verify for 2 companies, my employer and a subsidiary. It would be very
helpful to me if I didn't have to go through the tutorial multiple times, especially given that there is very
limited (maybe once or twice a year) with...
I have used E-Verify for 6 employees and have never had a problem. The testing process was very
easy to navigate and understand. The case process is quick to return verification. I don't know how it
could be improved. My experience with E-verify have...
I just think we could be given more time to respond.
I keep running out of ideas for passwords. Is there some way to make passwords easier to create?
I know I used a lot of “10” scores, but I find everify to be very easy to use. It may be easy to use,
because I have relatively "easy" cases. If it didn't work the first time, it was usually my error. When the
system was down and I was not able...
I like the convenience and accuracy of E-Verify. Also, the confidence it builds in me when I am required
to verify an employee.
I like the fact that occasionally you have a test to make sure you understand and are using the system correctly.
I like the program. Did feel the training was a bit long.
I love it but I would prefer a week to get new employees into everify instead of 3 days. :)
I love the service. Takes the guess work out of hiring legal employees.
I mentioned this earlier I do not like the difficulty in switching passwords every so often. And then I can choose 10 before it finally accepts mine. It is the downfall of the program.
I never had any problems to using E-Verify for new employees, yet I hope when I have some difficulty can get help easily.
I never receive a TNC and in the next question I flagged ONE because there isn't "none"
"I noted this earlier, but please provide some email notification when additional training is required. It really is frustrating to discover this when logging in to use the tool and then being required to immediately take training! We had one usage..."
I only use everify because I am forced to. We should allow anyone who wants to work for a living to do so, everify leads to crime, unemployment and me being forced to hire low quality american workers who don't do the job over hard working non-citizens...
I only use E-verify because a client required it. Compared to the paper version it seems to be time intensive, especially after you factor in the studying and tutorials etc. I'm sure it has benefits over the paper version but I don't prefer the extra...
I only use it because I have to per my contract. I'm not sure what you use the information for or what you do with the input data to verify anyone.
I ONLY USE THIS ABOUT ONCE A YEAR OR LESS. HAVING TO CHANGE THE PASSWORD ALL THE TIME IS A BIG HASSLE. OTHER THAN THAT, IT'S A GREAT SYSTEM.
I participate in EVerify SOLEY because it is required by [redacted]. In my 30 years in the industry, I have never had a federal inspector ask to see my EVerify forms, I-9s, 940s, or 941s. If there is no enforcement, then what is the point. The...
I realize that security is very important but as a manager of the department at the company who uses eVerify I do not login very often so I always have to change my password. It takes forever to find a combination of letters and numbers to get one...
I really like E-verify. Some in my company feel it's a burden, but after using it for 7+ years, I don't think that's the case. I think it's helpful and haven't had very many problems at all. My biggest problem is when an employee presents a receipt...
I really like the E-Verify process it is one of the best tools. I think it should be a requirement that every employer is required to use this system period. Some employees come in her not even knowing their real legal name.
I strongly feel that e-verify should be the primary form of employment verification for all companies. This service should not be optional.
I think all cases should have a picture verification, this way nobody can use someone else's information.
I think e verify is great. It actually has helped some of our employees when SS had information incorrect. Great hiring tool.
I think E Verify is successful in this company because [redacted] involvement and knowledge
I think E-Verify is Awesome system especially when an employee does not provide enough info on license like expired cases..Thanks for the system
I think E-verify might be better suited to filing after an employee has been with a company for maybe a month or longer, for example ... we hire some one fill out all e-verify paper work, and the employee quits a few weeks later, that's a lot of lost...
I think E-Verify should be mandatory for every company in the country and immigration laws regarding employment should be followed.
I think it is a good idea. Not too thrilled having to take time on new tutorials but I understand the necessity.
I think it is a great program for our company.
I think it is a user friendly and valuable service to employers. I trust the information received from Everify.

I think it is Great!

I think that 3 days is way toooooo short. Small Business are at a severe disadvantage.

I think the deadline of 3 days is a little extreme. This rule needs to be changed to at least 10 days.

I think the program works great.

I think the questions at the end, after the verification has taken place are useless and not necessary.

I think the rules for choosing a password could be more lenient.

I think the site is great. Please don't make any changes!

I think the site operates exceedingly well. No suggestions.

I think the system works perfect and is very helpful to correct any error in personal information, that way we can help our employees to fix any issue in their personal record (ex. an error on DOB...) Also have the right verification of legal document to...

I think the site operates exceedingly well.

I think there should be a link when an employee is no longer working with you. So many new hires do not work out and have to be let go within a few weeks that I feel it distorts any employment numbers you may use it for. But then you may not use it...

I think they have improved the usage of it within the last few years when they made it easier to enter the information and also the TNC easier to do.

I think you're doing a great job. Thank you for the website. It makes my job easier.

I thought e-verify was required. If it's not, I'm sure a lot of municipalities may not do it because we normally hire people within the community for positions in our city and we know them. Is it a requirement? Do you have to do it? I know during...

I thought this program was mandatory for all employers and a replacement for the I-9 form.

I understand it is voluntary. I'm okay with submitting the I-9 and will continue to do that.

I understand it's for security reasons, but I feel like I have to change my password too often. Also, I felt the most recent required training to continue was unnecessary. An email with the updates would have been sufficient.

I use e-verify (mandatory by state) once a year or less. The process is lengthy because it is not easy to remember, and most times I am expected to sit through a tutorial and test of the tutorial ... again a lengthy process for something so simple. ...

I use it because [redacted] requires it.

I use the [redacted] e-verify and find the system excellent. A few years ago, when I first enrolled, it was onerous and time-consuming; but now it is easy to use and the personnel are extremely helpful and efficient.

I used E-Verify only once about two years ago and was asked to answer these questions after two years and of course I didn't remember most of them. I believe it would be much more practical and efficient if the user takes the survey a few weeks after...

I wish I could go back in and correct typos after I submit a case. (For me a misspelled name doesn't trigger a TNC.)

I wish that changing the password was not so hard and not so often.

I wish the photo matching process would be true for all documents, to include driver's license.

I wish the survey would say what page out of the total pages

I wish we did not have to change the password so frequently.

I wish we had more than 3 days to get the process done.

I wish you could do it anytime after hiring.

I work in the office alone most of the time and would like more time to get someone entered. Three days is hard to meet. Thank
I would actually allow LESS time for a no match to provide proper documents.  
I would appreciate information about who has to be verified, for example, a contract (one time worker)-a non-employee? 
I would just like update alerts. Other than that, the system is great. 
I would like a class that will show me exactly how to use E-Verify and then have open forum for asking questions. 
I would like E-Verify to replace the paper I-9 requirement. 
I would like to be able to change information when I know I have made a mistake before submitting it.  I would like the I-9 to be on line 
I would like to be emailed with there is a tutorial on some change in using E-Verify, rather than going into the system to run a case and find that you are stuck with having to endure a sometimes lengthy tuition before being allowed to use the system. 
I would like to not have to change my password so often! Other than that and the aforementioned difficulty finding the employer log in button, I have found E-Verify to be fast, efficient and easy to use. 
I would like to see the number of days from time of hire to E-Verify from days to 5 days. 
I would like to think everyone working in the United States is legal to work. 
"I would not continue to use E-Verify if it were not required by my state. We've never had someone not authorized to work, and the three day rule is difficult to manage with a one-person office." 
I would prefer not having to change my password every 30 days, every 90 days would be better. 
I would rather not change my password so often. 
I'd like to stress that I think having to complete the E-Verify process within three days of hire is too short a time frame. Of course, there are a million things going on in running a small business. A little more leeway in that 3-day window would be... 
If a person is e-verified successfully we should not be required to keep a paper I-9. Extend the 3 days to e-verify to 5 days. 
If E-Verify would return with a tentative non-confirmation when it is found that the social security number presented is being used in more than one state or three or more employers in the same state, I believe it would eliminate a loop hole. 
If every employer played by the same rules, some type of e-verify system would be welcome. 
If the information requested on the website were organized in the same way as the paper I-9 
If there is any way to make the picture that I am trying to match clearer that would help. 
I'm happy the way it currently is. 
I'm very pleased with how the E-Verify works. It is a very necessary tool in our company when we hire new prospective employees. Very good for our business.  
Im very satisfied with the Everify website and services 
In general I think E-Verify is just an excellent system! 
In light of the current situation where the government is seeming to try to appease illegal aliens, this website seems to be a waste of time for employers. The folks who are going to hire illegal aliens are going to find a way to do so anyway and those... 
In my experience, all cases created have had an immediate result. we have had no problems. 
[redacted], we also submit new hire reporting thru a different website. It would be great if we could do the e-verify and [redacted] reporting on the same site. 
Incorporate the I-9 form into the system. 
"Increase the 3 day time frame of reporting a new hire. Thank You" 
Inputting dates could be done better. 
Integrating the I-9 with E-verify could be a very good idea--dependent on how the process flows. Looking forward to see what comes of this. 
Is working perfect for us.
It appears that before you can use the system many times you have to go in and take a test which delays the entry. I am also assigned to be able to do E-verify for each of my locations and have to take a test on all locations whenever there is an...

It does get very frustrating when I sit down and go to run a E-Verify on someone, and I get a message that I have to take a tutorial before I can. Letting us know in advance by email would make things go smoother.

It drives me nuts that I cannot export our employees full social security numbers from the E-Verify system when running an audit. This makes it extremely difficult for companies to run audits and ensure we are in compliance when we only get the last 4...

It is a good and very useful service to verify the work eligibility for future employee hires. It is a pretty simple system to use. I have put in wrong information before and it will prompt you to look again. I haven't had any out of the ordinary entries so I can't say anything in that regards.

It is an excellent service

It is easy and very fast.

It is extremely easy to do and meets the requirement by our state laws. I'm not sure if anything is being "enforced" so it seems those who are doing it will always comply to the laws.

It is fine just the way it is now.

It is good the way it is for me. Thank you!

it is something new i have had to do in my job of 16 years i understand that we have to do it for the purpose of the government. i just wished i could set my passwrod and use when i needed to instead of haveing have my company reset it . they are only...

It is very time consuming to have to change the file designation to a strange file extension. Why not use a pdf file like all other governmental agency? The fax number is usually busy and requires multiple times to send the MOU.

It should be mandated and should be used by all employers in the country.

It will be nice to receive an email notification to change password every 90 days.

It would be great if you could make corrections after a case is closed. Example: An employees year date of hire was accidently entered as the employees birth year. I would be nice if we could correct that in the system once we are noticed by Compliance.

It would be helpful if we could use the program for applicants that are being seriously considered, not only after they are hired. It's a lot of work to hire someone and then let them go if they are not work authorized.

It would be helpful to provide photo matching for all verification, including US citizens, instead of just for aliens.

It would be helpful when researching previously submitted personnel to be able to look them up by name instead of social or case number

It would be ideal not to have to store paper copies of the I9 form.

It would be nice if the photo data base for all state/government id's were linked. That way we could photo verify all id's presented.

It would be really helpful to have additional clear instructions on the I-9 form its self. It can be really frustrating trying to find specific information on what to do if you have an issue you need specific direction on.

It would be really nice to be able to use the barcode scan off an identification document and have it use that scan to bring up the picture and confirm the identity.

It's a great "double check" and seems to be easy to use and is reliable.

It's a very good system.

Its a wonderful experience

It's an excellent system, not sure what changes could be made to make it better

I've never been transferred on a call so the questions after that should be null.

just the layout of the 1-9 pages; dates entered should be arranged differently
Just want to be clear that we use a third party vendor for our electronic I-9 and EVerify process. Most of our issues are with our vendor not E-Verify. We have been satisfied with E-Verify. Thank you.

Just wish I didn't have to change my password so often, but understand the necessity. Just work towards timely responses. We work hard to be compliant and when we need an answer we are really depending on you.

Keep employer informed of changes
Keep E-Verify working strong.
Keep registered users updated, through email, on any changes that would be relevant to employers about the system and/or employee requirements.
Keep the help phone number for I do not like computers
keep the system user friendly and fast phone assistance
Less service interruptions. We receive several emails a week saying that E-Verify is experiencing technical problems and will be out of service temporarily.

Let people know of updates and if they will be required to use a tutorial and take a test before they can use it.

Let us know when we need to do a tutorial. Rather than not allowing us to enter an employee until the tutorial has been completed, allow a time frame when it must be done and allow us to come back to do it after entering the employee's information.

Looks like its doing a good job.
LOVE THE SERVICE, DON'T CHANGE A THING.

Make a App Store app for using the site
make everybody do it. thank you.
MAKING IT ALL NUMERICAL - GET RID OF THE HAVING TO PUT IN THE NAME OF A MONTH.

make log in and password more user friendly. That's the only problem we have is having to change the password all the time.
Make log in as easy as possible.
make the links on the page more useful, make it easier to get to the employer verification link,
Make the password easier to create. Not so many letter/digits
Make the password renewal process a little easier. It is too complicated to make renewal passwords.
Make the password requirements easier.
Make the printout fit on one page after closing a case. When using Google Chrome, it won't let me scale to fit one page and it's annoying.
Make the system simpler for organizations like churches
Make this survey shorter.

make web services easier to set up. That would be the most helpful
Maybe give more than 3 days to verify employee. I suggest 10 days.
Maybe to extend the list of valid documents when verifying valid, current documents.

More detailed explanation to resolve non-confirmative cases.
More photo matching, otherwise it has been working really well. I wish more employers would use it and keep our jobs open to legal citizens of any nationality. Legal is the key word, it doesn't matter what color their skin is. Using E-Verify should be...

More time to complete case
more time to everify new hires more than 3 days
"My company will continue to participate because we are required to do so, not because we have a choice. I am concerned that EVerify may not timely capture employee name and ID changes in the case of marriage and transgender transition. In other..."

My only complaint is that we have to change passwords so often!
My only concern is verification on IDS. I have had fake IDS and they still pass the E-Verification system processes. Maybe if the ID number was verified somehow that as well would defer fake documentation as those numbers on licenses and IDS are not...

My only issue with e-verify, was the training to become a user of e-verify. Took too long. Training should be shortened, or more to the point.

My only request to date would be an easier method for uploading signatures. Currently only specific image types are allowed and it isn’t user friendly - for our office environment.

My previous account I could no longer use because the most recent required tutorial would never allow me to complete it. As a result, I could not continue with processing a new employee. I had to create another account, go through the ENTIRE training...

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Need a way to FORCE all companies to comply.

Need more time to e-verify, I think 3 days is hard to do as a sole proprietor 5 days would be nice

Thanks

Never had any issues so I assume it works.

no

no additional comments

No additional comments at this time

No additional comments. Thank you

No at this time

No but thanks for asking.
No comment
No comment - don't use it enough to have a judgement. My opinion is that it is totally unnecessary and a waste of time and money.
No comments
no comments
No comments
no comments
No Comments
no comments or suggestions for now.
No comments.
No comments.
No comments.
No comments.  E-Verify is simply a part of my HR procedures with new hires, and I have no issues or qualms when using it.
No further comments
No further comments. In my opinion, E-Verify has fulfill our needs
No improvement necessary for my purposes. I love the ease of use and the clarity of the website. Have not had a TNC case so really can't comment on that area of the system.
no longer required  We do the online I-9 verification
No suggestion, just a compliment: I like the "smart" feature that moves to the next empty cell when you fill in dates. I expect that on all tech-dependent sites, but don't always find it.
No suggestions at this time; the system is very simple to use and takes a minimal amount of time to complete a case verification.
No suggestions.
No suggestions.
No Suggestions.
No time to spend re-learning so ready to have no more changes when possible.
No way of improvement. Very satisfied with service.
non
Non that I can think off
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None at this time.
None at this time.
None at this time.
none for now
None, at this time.
None, thank you.
None.
None.
None.
None.
None. Currently our needs are satisfactorily met
None. It's great!
Not sure at this time
Not sure why this is not mandatory by the Federal Govt instead of State. Isn't the point to see if documents are legit so they are eligible for work? Why is this not allowed to be used for all employees to see if they check out?
Not sure.
Not sure-we use an employer agent.
Nothing
Nothing at this time
nothing at this time
Nothing at this time.
Nothing to add. Maybe shorter surveys.
nothing, but have shorter survey's....I almost logged off.
Nothing, thanks for asking us to participate in the survey
Notify earlier that we need to update.
Notify when green card expires
Offer a suggestion area in the program and stop these surveys
On the TNA question, there should have been a "Never" option. I chose "One" only because there was nothing else. I've never had one not match up, and I have haven't hired anyone in the last 6 months.
On the TNC / other exceptions, please work hard to clarify the language explaining what to do next.
One question asked if your call was transferred. I answered not but then it made me chose the number of times I was transferred.
only reason we use is requirements. Much too complicated to redo passwords, retrain occasionally. Needs to be streamlined, once you have exhibited proficiency- leave us alone to enter data and get results
Other than the continuous tutorials, the system works fine. -Thank you
Our business attracts a lot of immigrants and many of them are admittedly here illegally. I have heard that a very large portion that have passed the E-Verify process are, in fact, here illegally (I obviously have no way to verify that). The accuracy...
Our company is a multi-unit restaurant chain. There is no good way to move a hiring manager (general user) from one location to another. To do so requires that I set them up as a new user at the new location, send an email to E-Verify, and get a...
Our payroll service handles all E-Verify stuff
Over the past month or so, EVerify has had problems almost daily where there are technical issues or the system is down. Unfortunately, we are often not alerted until after the fact; sometimes not at all. The frequency with which the system goes down...
OVERALL PERFORMANCE IS GOOD.
Overall, I am pleased and feel it is useful. If using eVerify, I feel less emphasis should be placed on perfection of the paper copy. The paper version should be nothing more than a worksheet for collecting the data. I don't like to be worried about...
Overall, I find your website very user friendly. The only thing I would like to mention is it would be a nice to be able to bring up old cases and be able to reprint the results. Sometimes I think I hit print to keep a copy in the employees file, but...
Overall, the online e-Verify system is ideal for our needs as a Federal Contractor to verify the citizenship of a new hire.
Password changes should occur every 90 days.
Password changes too often
Password expiration / reset process seems excessive in it's requirements.
Password requirement is too complex & the frequency of required password changes is a bit much.
Password requirements and frequency of having to change it is overdue.
password requirements are too strict, much stricter than financial institutions and others
Password requirements are very stringent and very often, which is too cumbersome password resets are to often and too restrictive compared to other secured sites I use. that is the ONLY problem I have had with the system
"password verification a headache... It makes me very disgusted that I as an employer have to go through all this, because our government has not done what it should with border security and provided a feasible guest worker program. We need that..."
passwords are changed too often- we rarely have to use the site, and it takes extra time to reset password if the site hasn't been used.
Passwords are too difficult and need to be changed too often. Allow use of a previous password please. Passwords expire too soon.
Perhaps set an alert e-mail to make users aware of any pending matter.
Please consider giving companies a 5 working day time period to enter info into the system. We are a small business and sometimes I can't get the info into the system within the 3 day max period
"Please continue to make this process simple. Do not complicate it w/ more options. Efficient as it is. Does not take too much time-but accurate."
Please continue to re-evaluate the process and continue to solicited information from users.
Please do away with this system. It is a huge waste of time and resources when there is not a problem.
there is not an existing problem that needs this system It is a huge waste of tax payers dollars as well as my time and money.
Please don't make us change our passwords so often.
Please don't send me anymore of these surveys! It was time consuming
Please don't waste my time with another survey. We only hire 1 or 2 employees a year.
Please fix issue with system kicking you out in the middle of verifications. Its the biggest issue we have using the system and I then have to constantly go back in log in and start the whole query from the start its awful and happens often.
Please give more than 3 days to enter.
Please give non-government affiliated employers more than 3 days to report
Please give us at least 7 days to run a new employee through E-Verify. Sometimes, 3 days is not enough.
Please keep as many options open for tech support/customer service as possible. I prefer to handle things online, but if I need to call someone, I would like someone to be available without the hold music being interrupted by someone telling me to go...
Please make sure each company / businesses to use E-Verify strickly to avoid unauthorised person to work in retail industries.
Please make this a pre-hire system. It cost our company too much time, money and resources to use it as currently setup.
Please notify by e-mail when E-Verify is not available to use and when there tests to be taken.
Please require all United States companies to use. There is no reason someone should hire a person who is not legal to work in the United States. Please protect those that are legal and want to follow the law.
Provide a method by which a state/national criminal background check can be included upon entry of E-Verify information.
provide a picture with every case opened.
provide a smooth ezperience
Provide best practice advice for verifying employees who work/live in another state.
Provide the “technical assistance” phone number on the home page pls.
Quicker consistency with USCIS visa approvals/work authorizations
Quit having us change our password so often.
Receive more information when a Tentative Nonconfirmation occurs
relax the password maintenance - give 5 days to complete rather than 3
Remove follow up questions as to if the employee is going to continue to work. These are repetitive.
Provide a better timeline for the employee to come back for any TNC meetings. For our companies, EVerify is not run on-site where the employee...
require all employers to use evenify !!!!
Require E-Verification on all Federally and State Funded projects.
Require fewer password changes.
Require only for illegals
requires software that many small companies do not have; probability of our hires being "inappropriate" is nil and therefore it is not necessary for us to E-verify.
Satisfied
Satisfied :)
See previous comments. You make the passwords and tutorials more difficult than they have to be
Sending emails to the individual entering when there is a tentative non confirmation and non confirmation would speed up the further action steps and would help with the over looking of non confirmation status'.
Set us up with email notification email
Several questions back demanded an answer prior to going further. Not One of the multiple choices fit my situation. Therefore I selected ONE as my response yet should have been zero.
Shorten the surveys.
shorter survey
Show me the steps but don't make me test each time you change the system
Simplify it. Create clear password requirements. Add/combine with I-9 form, plus add option with adequate reminder function for re-verification. Make system smarter, so people make less mistakes during case process.
Simplify the password criteria
Since I only use EVerify once a month, I've had to take the "tutorial" for updates quite often before I am allowed to used the system; most times I don't have time to do the tutorial while I'm trying to obtain a verification. In other words, users...
Since new hires have 3 days to give the I-9 information to employers, we would like to have 5 days to put the information in E-Verify.
Since we have e-verify why to we still have to fill out an I-9. This is redundant and repetitious.
Skip the tutorials every time I sign in.
Some of the our clients ask if we use E-Verify but if that was not the case, I doubt we would use this Federal service.
"Some of the questions were confusing in this survey: Pre-TNC process? Do you mean Case Incomplete or Incomplete Verification? TNC Process versus the FAN process? It is now one and the same in the new FAN process so maybe it is just me, but I was..."
Someone the system does not work and the website says error. I then need to submit the verification multiple times until the website accepts it. Also the 3 day rule to submit is very hard to comply with.
Sometimes even when an employee's name is spelled wrong or a date of birth is entered wrong - they still come back as Employment Authhorized.
sometimes it is slow in processing the information to get a case number after enetering all the individuals info to see if they are eligible to work in the united states
Sometimes the DOB doesn't match and it still verifies the employee.
Sometimes the system is down when we try to use it or it doesn't recognize our ID sign ono
Sometimes very difficult to get to the log in screen - hard to find
Sorry, can not think of anything that would improve on this system as it appears to be working great. Would like to know that all companies - especially competitors, are in compliance with E-Verify to ensure a level playing field. We are very satisfied...

State Driver License and State ID Cards with photos would be very helpful. Photo match required when either of those two documents are entered into the List B category.

State ID's and Drivers Licenses should have a stamp that the individual is E Verify approved so that just the license copy with the approval stamp is needed to show E Verify approval so people don't need to have social security card, birth certificate, etc.

STOP changing the password. Very hard to create a password.
Stop making it so hard on admin to get on and process people
Stop making us change our password every six months. The parameters are too rigid.
Stop sending questionnaires
survey is too long
Survey is way too long. No indicator of how much more of the survey remains. Almost bailed out of the survey.
Survey was too long
system needs to made easy to use. Some users are relatively unsophisticated. I am fairly competent at filling out forms and found it frustrating. I needed to change passwords and was stymied.

Text and chat would add an immediate answer to questions that arise.
Text or web chat to help with a question right as it arises.

Thank you
Thank you for the good service
Thank you for the great support!
Thank you for the well thought out process on E-Verify.
Thank you for this service. In the past it was difficult to determine if ID presented to HR with an I-9 was real or fake. HR people are not detectives or experts in identity fraud and it helps HR feel confident that we are giving jobs to documented, etc.

Thank you.
Thanks
thanks for helping employers comply with local/federal laws.
Thanks for taking the time to get feedback from the user base! Keep up the good work.

That's the problem -- governmental agencies don't seem to know/care that they are supposed to be serving us. They are self-serving bureaucracies who answer to other bureaucracies.
The 3 day time frame for verification can be a problem in some cases for a small firm where vacations, sick time, etc can make meeting this requirement a challenge.
The 3-day window to enroll a new employee is awkward. Not sure about enrolling an employee who may/may not find themselves working for two employers (ie two FEIN) but may cross-over between the two FEINs. Also, there should be some efficient way to...
The best way to improve a system is to discuss with large users of daily access as they will spot details in the issues they see. From my view point we need a method to insure absolute accuracy of the I9 process it is not 1986 and the need for...
The biggest problem I have with E-Verify is the password up-dates. Seems like EVERY time I log in, I have to change my password. And not only that, it is VERY specific as to what password I use. EX: A capital here, and number there, so many...
The e-verify program should be mandated for all states. This is one of the few government programs that are a success and should be communicated to the public as such.
The E-verify system has informative and easy to work with
The E-Verify website almost never accepts my user name and PW unless I click on the original link I received when I signed up. It is very inconvenient and almost negates the ease of use the rest of the website provides.

The first tutorial process I completed in 2009 was laborious. The process has improved. The e-verify process works well.

The initial tutorial was way too lengthy. I find the website easy to use and I appreciate the quick response. I feel each case number should be generated by the website and not by the employer.

The last 2 questions asked when closing a case are ridiculous. We are just hiring, so how can they be continuing to work?

the lay out could be updated, it has always felt strung out on the page, the drop downs containing years do not descend well, we don't hire those born in 2014 so the years obviously could start 10-15 years older. The questions on the page following...

The mandatory training options are useful but sometimes overwhelming for someone who does this once in a while.

The notification process doesn't make it very easy to be paperless. If the notifications could happen electronically that would make the process for TNCs much easier.

The only comment I have is that I would like to be notified if there is an update via email. Often times when I am processing a new employee, I log in to e-verify only to find that I have to complete a tutorial and then a quiz before being able to...

The only difficulty I find is that I cannot combine the history of one user into the history of another user. This would be helpful if a user leaves the company and a new employee is hired.

The only issue was with this survey... I had to answer (2) questions re: Transfers when there was no transfer in my case, so there should have been an option for that too.

The only issue we have is the limited 3 days from hire date to run E-verify.

The only problem I have faced is when the system has been down.

The only problem I have had with E-Verify is knowing which number is the correct number on a foreign document. There is not a standard format.

The only problem that I have with your E-Verify program is the number of day (3) that a company has to enter the information. Small companies like ours are extremely busy during the first few days of hiring and it is very hard to get all the information...

The only reason we participate is that it's a requirement because we receive funding from the state. If it wasn't for that, we wouldn't participate at all. We don't hire people often, so I rarely have to use it. I'm glad that at least it's free and has...

The only thing I do not like about the E-Verify system is that I have to change my password too often. The original sign-up was too long - too many questions and too many tests to take - it should be simple for companies to comply not so tedious and aggravating if you are going to require us to do this.

The password has to be changed very often and it very complicated to stick to your specs for a new password. It denies a lot of different characters.

The password process is quite complicated, trying to remember what my last 8 passwords were requires a lot of trial and error.

The photo matching process has flaws in that some pictures do not match our employees. Several times a baby's picture comes up in place of our 50+ year old employee. That is technically a failure but we move on because the employee is standing in...

The process for signing up for E-verify was a pain and the password requirements are hard to accommodate (having to update frequently when we only use it occasionally.) Don't make me change my password.

The program is mandatory for all [redacted] employers, and I think it should be extended nationwide.
The requirement of having to change password so often and not able to use past password does not make it time efficient at our end.

The survey appears to focus on logistics of executing new case and ease of use of website. A survey about impact of using optional verification when competitors aren't. That would be helpful to poll the survey is to long.

The system is easy to use and the speed of verifying is great. The exam is long but I understand the need for it. Great system.

The system is one-size-fits-all and addresses a non-existent problem in our area. It is nothing but additional work we need to go through when hiring an employee.

The system is very user friendly and has less issues each year.

The training & web site were very easy to follow.

The tutorial is very helpful but I didn't see anything that would explain how much time it would take to enroll in E-verify.

The tutorial needs to be in Spanish as well - not just English. A lot of the web site is in both - but not the training that I can find.

The tutorial was a ridiculous waste of the taxpayers money. Too long and unnecessary. For anyone who works in Human Resources the process is a no brainer.

The tutorials are long & too time consuming. The website needs to be user friendly.

The tutorials have been very helpful and I like that I am prompted to take them before I can access the site because it ensures that I'm using the site properly.

There have been a couple of times I have entered SSN in my accounting system incorrectly and I have had to call to be sure I entered on EVerify correctly. It would be nice to be able to go back in to case and see full SSN if needed. I have always...

There is a flaw in your survey question about TNCs. I answered "no TNCs in the last 6 mos" and the next question (which has to be answered to continue) asked how many TNCs --- zero was not an option and if I received NONE then there should be a zero...

There is a typo in the question about matching photos, it says "phone" on accident. You may want to update that!

"There is an error in one of the questions. See the word "phone" below. How do you submit information for cases where the photo presented by E-Verify doesn't match the phone provided by the employee?"

There may be a glitch in the system allowing those with an out of state drivers license to e-verify when they might not otherwise be able to do so.

This a extra work for employer

This is a good system that is easy to use and well thought out. The step by step instruction make it easy to use for the beginner and the more experienced user.

This is a mandate and I do not feel we would use the program unless forced to by government.

This program is extremely easy to use. Do not have and ideas to improve.

This survey has an error in the programming. I was asked "have I used ... in the last six months". I answered NO, and was forced to answer the "how many times" question that followed with a false answer - zero or N/A was not one of the choices. The...

This survey is an example of how POORLY e-verify works. I was told the survey was short.. this was the LONGEST internet survey I have ever taken!!! The details are overwhelming.. I am an occasional user. I don't know about almost anything that was...

This survey is way too long and some of the questions introduce measurement error.

This survey is way too long, you should consider reducing the questions.

This survey was kinda dumb

This survey was too long... shorten it up as most people might stop answering and just close it.
This survey was way too long and wordy. There also should have been "N/A" boxes in a lot of these questions as they did not apply to me but I had to select something anyway. It will throw off your results. Overall, the system is not set up very well...

Thru this kind of feedback survey
Time to put associates in E-verify after Hire

To comply with E-Verify is a burden on our organization. It is just the creation of narrow-minded politicians the spend our money so people think they are addressing important issues, when in fact it is a waste of limited tax funds.
tone down the madatory training for minor changes in the system. they are over kill.

Too long of a survey!
Too many questions....Make simple and short questions...That will help...
too many required password changes - twice a year is enough

Training is a pain and a waste of time.
tutorials and testing are ridiculously time consuming, tedious, and unnecessary

Tutorials are cumbersome. Information that is never applicable is provided and wastes my time.
Upload capabilities for forms to speed up the process would be amazing...

Use other browsers and don't have so many tutorials. Workers don't have time for all this.

user friendly system

User friendly!
Using E-Verify is Very Easy. What is not easy is the tutorial to take the test. It's written as if you do not want people to take the test. The goal should be to get the employer to know the rules and to use E-Verify. I suggest you rewrite the tutorial...

Verify photo ID of citizens. I've had new hires who provide documents with their picture on, but signatures are different. Not convinced they are who they say they are.

Very efficient and easy to use system

very good system - the best!

Very happy with the current version. It's quick and easy. I do wish that when I select "Print Case" after I close it, that the information was set to fit on just 1 page, instead of wasting the second page with just a few lines of text.

Very happy with the service!
Very happy with the system.

Very Helpful.

Very long Survey with no indication on how close you are to finishing the survey

Very quick and easy process, overall very good website

Very satisfied with the service. No additional comments at this time.

Very simple yet effective program.

Very user friendly

We are a legal firm with very little turnover. I have only used E-Verify twice, once in last year. I imagine the more you use the site the easier it would become.

"We are a seasonal employer, therefore my use for e-Verify is mostly during the months of Sept and Oct. Our normal employee count is between 12 and 16 year round; seasonal the count is between 50-60. I find the system accurate and easy to use. Also,..."

We are a small company and sometimes questions or prompts do not apply to us but we are expected to answer anyway. Sometimes there is no way to reply but we must anyway. Things are not phrased for very small businesses.

We are a very small company with very little turnover. I use the system when I have a new hire which is not often. Never had a problem with any new hire in the system.

We are well-served by E-Verify. At this time we cannot identify any necessary improvements.
We began using E-Verify as soon as it was available. It has made it much easier for us to confirm an applicant's legal status and if their documents have been forged. This was a big problem in the construction industry several years ago. Despite...
We find the system to be very effective for a small employer to verify quickly and easily. It gives us comfort that we at a high level of compliance. We believe the system is very well designed and fairly easy to use.
We had one case that came up as a TSN, but didn't find out until days later that it was error in the system, and he was actually verified to work. So the poor employee had to go through a big scare and a lot of extra work for nothing. Other than that...
We have [redacted] and it would be very helpful to have more than 3 days to e-verify.
We have been using E-Verify for several yrs. Problems have been few and generally resolved within a few days
We have encountered no problems and are very satisfied.
We have had no problems using E-Verify; it is easy to learn, and the prompts are easy to follow.
We have issue submitting documents for employees under the age of 18. Also have issues trying to start a new I9 case where the information was entered incorrect on the first one. The system freeze & does not allow me to close the second e-verify case.
We have low turnover and, therefore, use E-Verify only now and then, so the frequency of password changes can be frustrating, but we can live with it.
We have not had difficulty using E-verify.
We have to keep changing our pass words due to not using the system enough. That's a pain
We have to us this service based on our state law.
We have very low turnover. Due to bids we place for federal contracts, we run e-verify on all employees. However, we have not had any new hires within the last year - so my use in the past 12-18 months has been very limited. Several questions in the...
We like E-Verify
We love the system. It is easy to use, the tutorials are excellent. Keep it up!
We need longer than 3 days to register new employees. Our orientation period is five days long and there is alot going on in our office during that time. 30 days would be a more manageable time frame.
We need to find a way to allow illegals to work instead of not allowing them to work and providing for their needs without any work. That was one bright individual that came up with that idea. No wonder my taxes are so high. Now I've had to waste my...
We should be able to check before hiring people
WE thought E-Verify was required by the government. It sounds like by the questions in this survey, that it is not. Really confused.
We use E-verify to be compliant with state and federal grant requirements. We otherwise would not use it as we are a small non profit with very low turnover.
We use mainly independent contractors and do not have a lot of employee turnover.
We use our HRIS system to connect with Everify as they have this function inbedded into their system so that we don't have to go directly into the actual Everify website. We would like notifications to go to our vendor as well whenever there are...
We use our payroll processing provider to process new employee e-verifications. E-Verify accomplishes what it is meant to do.
we use [redacted] and it is very easy to use and we have had no bad experiences.
We use the E-Verify system through a Third Party, so it has eased the burden greatly.
We will continue to use E-Verify as long as we are required by state law to do so. I realize that the information input in E-Verify is sensitive but as your confirmation states it is not classified so stop treating the users as if it is, your password...
We will continue using the system as long as it is required of us. I don't understand the need to constantly change log-in info. It is either secure or its not.
We will participate in this program when the President chooses to enforce the Immigration laws
ALREADY IN FORCE.

We work with governments in several states. There is some confusion at state and local level in most
states where it is required to use E-verify on sub-consultants and who must use it and who isn't
required. It seems the states do not have this...

We would like to have photo matches for citizens not only aliens allowed to work in the USA. This will
assist us in ensuring minimum identity theft.

When a new employee is being E-Verify, and has already been researched a special note appears to
notify employer that this individual has already been E-Verified.

when an employee's documents to not receive an authorization to employ why doesn't someone from
the gov't contact employers to locate that individual and investigate their status? Immigration doesn't
follow up on those people?

when I tried to call support, I never got thru and got put on hold. I finally figured out my problem myself.

When I was going sign up to use e-verify, I didn't know I'd have to take a knowledge test or how long it
would take. Users should be given this information prior to starting the process so they are aware. I
also had my worker with expiring info and l...

When new "learning modules" are required for recertification, it would be appreciated if there was
advance notice. Too many times my Department has opened E-verify and found that they must delay
until they are recertified. This could have been...

When there are tutorials, it would be nice to know how many I need to do rather than finishing one and
finding there is another to do before proceeding

Whenever there is a TNC, it would be great to have E-Verify send an email to the verifier that there is
an answer. Instead of relying on the verifier to check back or keep checking.

whether it is a requirement or not, if an employer has displayed consistently good hiring practices over
a period of time without any inconsistent filings, then they should be exempted from this process. We
hire mainly local employees who were born...

While I prefer email in most cases, the 3 business day timeline on E-Verify does not allow much time to
receive a response. Phone is best issues with the system when you are on a required 3 day timeline.

While it is commendable to ensure users review the tutorials and test to verify their understanding, it is
NOT productive for an experienced user to be locked out of the e-verify system until reviewing and
testing on system changes or updates. A...

Working well.

WORKS GREAT--A GREAT IDEA FOR EMPLOYERS

Works well as is since I've only used it probably 4 times. Review the following question: How would
prefer to contact E-Verify for help? (Select only one) It's missing the word 'you' after "would".

Would like an electronic I-9

Would prefer not to use Everify as a step in the New Hire process. Seems unnecessary and takes way
too much time. Too many steps for entering employee information in the system, and difficult to log into.
Password requirements are too difficult and...

You "days-after hire" requirement is unrealistic! E-Verify needs to make clear if it is a mandatory
program, or not. Employers should be able to access ONE website for ALL EE verification needs.
You are doing OK. But my organization does not attract someone because of the enrollment of E-
Verify.

You could communicate via email about changes, etc.

You could help States that require E-Verify to cross check the TIN numbers of businesses that are
signed up so the States can shut down nonconforming companies.

You could make the password reset a little simpler

You have a question re have I received any TNC in the last six months and I answered NO. the next
question wanted to know how many TNC I have received, but it did not give a "0" option, so I selected
One in order to proceed. you should include a "0"

You have Excellent service
Your website is GREAT! Easy to use.

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

501(c)(3) nonprofit [redacted]
a division [redacted]
[redacted].
Accounting
accounting
Accounting office. Designated Agent for many companies.
Accounting services
accounting, tax preparation
Advertising
Advertising
Advertising
Agent for several companies - don't know which this refers to
[redacted]
[redacted].
Apartments
Architectural Services
Assisted Living
[redacted]
Automotive Body Repair and Upholstery
Automobile Dealership
AUTOMOBILE DEALERSHIP
Automobile Dealership
Automotive
Automotive
Automotive Dealership
Aviation
Beauty
beauty salons
Behavioral Health
Behavioral/Mental Health
beverage distribution
Bio Science
BioTech/Pharmaceuticals
Bio-Technology
Biotechnology/ Medical Sciences
Business Services
Calibration Service
Call Center
Call center
Call Center
call center/customer service
car wash
Car Wash
Casino Industry
Cemetery
Children's Home
church
Church
Church
Church
church/religious organization
Church[redacted]
Cleaning
College Sports Conference
Commercial Warehousing
Commercial Diving
Commercial Heating and A/C
Commercial Linen Rental Service
Commercial Window cleaning
cleaning
computer software
Computer systems
Construction
Construction consultant firm
Consulting
Consulting
Consulting
Consulting Services
Consumer Goods
consumer goods
Consumer Products
consumer shows
Contract Security
Correctional
Corrections
Corrections
county hospital/local government
CPA ACCOUNTING
[redacted]
Custom Millwork
Custom Software Developer
Custom Steel & Alloy Fabrication
Customer Service
Cyber Security, Businesss Advisory and Energy
Debt Collection
Debt Collection Services
Defense Contractor
Distributing
Distribution
Distribution
Distribution
Distribution
Distribution & Sales
Distribution Center
Distribution Services
Distributor
Distributor
[redacted]
Do not want to disclose
Domestic Aviation
Editorial and Publishing
Education (PreK-12)
Educational software
Electrical
electrical and data installation
Electrical Contractor
Electrical Contractor
Electrical Contractor
Electrical Contractors Construction
Electrical Distribution
Electrical Export
Electronic Systems Integrator
Emergency Services Call Center
Energy management
Engineering
Entertainment
Entertainment
Entertainment
Entertainment
Environmental & Remediation Services
Environmental Consulting
environmental consulting
ENVIRONMENTAL REMEDIATION/DEMOLITION
Environmental, engineering, remediation, permitting and field services
Event and Conference Center
Event Production
[redacted]
Fabrication
fabricaton
Facilities maintenance
Family Services
Fast Food
fast food service
Federal Contracting
[redacted].
Fire Protection Sales & Services
Fire Protection Services
Fitness
Food and Beverage
food service
Food Service
Food Service Management
Foodservice
Foodservice Education and Corporate
forest industry- sawmill
Forestry
Forestry and Railroad Services
Franchise Sales and Services Support
Franchisor
Fuel Industry
fuel tank service
Funeral Home
Funeral Home
Gaming
GARBAGE/WASTE REMOVAL SERVICES
Glazing and Subcontractor
Golf Course
government contractor
government Contractor- facilities services
government landscaping
Group HOme
Group Travel Management
healthcare billing service
Heavy Duty Truck Dealership
Heavy equipment dealer
Highway construction
HOA
HOA
Home Care Agency
Home health agency
Homeowner's Association
Horses and other equine production
Hospital
HOSPITALITY
Hospitality, Food.Grocery Retail, Restanuant.
housing
Human Resources / Payroll
Human Resources Field
Human Resources/Payroll Outsourcing
HVAC Contractor
hvac installation and service
HVAC SYSTEM HYGIENE
Importing/Distributing
Industrial Cleaning Service
Industrial Contract Services
Industrial Gas Manufacturing
Information Services/Public Library
Information technology services
Insurance
Insurance
Insurance Sales
Internet Services / E-commerce
IT Consulting and Software Development Services
IT Consulting Services
Janitorial
janitorial
Janitorial
Janitorial
Janitorial
Janitorial
Janitorial
janitorial
Janitorial cleaning service
Janitorial service
Janitorial services for state buildings
Janitorial Services/Building Maintenance
Janitorial/Cleaning
Laboratory
Laboratory Services
Land Surveying
landscape contracting
Landscape Contractor
Landscape Contractor Commercial Municipality Projects
Landscape Maintenance Service
Landscape/Construction
Landscaping
Landscaping
Landscaping
Landscaping
Landscaping
Lawn and Landscaping
lawn care and landscaping company
Lawn Care and Maintenance
Lawn Maintenance
Lawn Maintenance
Lawn services
legal
LEGAL SERVICES
LIBRARY
Library
Life Safety
Life Safety/Fire Protection
Lighting
Local Government
Localization/Translation services
logging company and timber dealership...2 separate companies
Logistics and Warehousing
Machine Job Shop
Mailing
Maintenance
Management Services
Manufactured Home Dealer
manufacturers' representatives for automotive aftermarket
Manufacturing and Home Delivery Service
Marina and boat repair yard
marine
Marine Contractor
Marketing
marketing
Media, broadcast and internet
medical billing service
Medical Equipment
Medical Software Developer
Medical Supplies
mental health center
Mining
Mining
Mining industry
Mining/Refining
Mobile Game Development
movie theatre
multiple
Municipal governemnt/utilities
Municipality
Municipality
[redacted]
non-profit / entertainment
Non-Profit Public Library
Nursing Home
NURSING HOME
Nursing Home
Office Interiors
Orthodontic Distributor
other sound recording industries
package delivery
Packaging
Paint and collision repair
Patent licensing of our own research in semi conductors
Payroll Service
Payroll Service
Payroll Service
PEO
PEO
Personal Service
Pest Control
pest control
pest control and lawn fertilization
Pet care
Pet Care Services
Pharmaceutical R&D
Pharmaceutical
Pharmacy
Pharmacy
Photographic Services
Plastics Recycling
Plumbing
Plumbing
PLUMBING WHOLESALER
Print Broker/Advertising
printing and mailing
PRINTING/PACKAGING
Prison
private country club
Private Prison
Private Prison contracting with [redacted]
Private Security
Privatized Correctional Services
Pro Bono Legal Services to [redacted]
Professional Employer Organization
Professional Land Surveying
Program Management and Acquisition Services
Property Management
property management
Property Management
Property Management
Property Management
property management services
public library
Public Library
Public Library (County)
Public Safety
Public School
publishing
Publishing
QSR (Restaurant)
Quick Serve Restaurant
Quick service restaraunt
[redacted]
Real Estate
Real Estate
Real Estate
Real Estate
Real Estate
Real estate
Real Estate Development
Real estate services
Real Estate/Property Management
Real State Investment
Recreation
Recreation Management
religious
Religious
Religious
Religious Organization (Church)
Repair Garage
Research and development, biotechnology
Research, Training,
Residential Homebuilding
Resort/Activity Center
restaurant
Restoration
Retail
Retail and Building Materials
retail services
Retirement Community
Retirement/Assisted Living and Health Care
Sales & Installation of Laboratory Equipment & Casework
Sales and production
SALES AND SERVICE FOR EMERGENCY, TACTICAL AND RESCUE VEHICLES
Sales of Scales and Calibration Services
Sanctuary
saw mill
School District
Scientific Software Development
Screen Printing, Embroidery, Dye Sublimation
Security Services
security
Security
Security
Security
Security and Alarm System Sales and Install
Security and Life Safety
Security guard & patrol service
Security Services
Security Services
service
Service
service
Service and repair
service ballroom dance instruction
Service Industry
Service provider
Service-Hair Salon
Services/Hospitality
Services/Sales
service-shoe repair
signs
Small town government
Software as a Service
Software development
Software/Computer Technology
Software/Data Analysis
Special Event Rentals
Specialty Chemicals
specialty contractor
Sports complex
staffing services
State Agency / Dept. of Transportation
STATE CORRECTIONAL FACILITY
State Government
state government
State Government - Public Safety
State level, Public Library
State Municipality
[redacted] Dept of Transportation
[redacted] Mental Health/Addictive Diseases/DD
steel service center
Stormwater control
Surveyors & Mappers
sweeping contractor
Swimming Pool Service
Tax Preparation
Technology
Telcom company
telecommunications
telecommunications
Telecommunications
Telecommunications
telecommunications co.
Temp Agency
Temp Staffing
Testing Laboratory
Textile
Thermal and Energy Monitoring
Third party administrator for companies with drug testing programs
tooling distributor
Tourism & Travel
tradeshow rentals
Tree services/landscaping services
Uniformed Protective Services
Vacation industry
Vault and Monument
Veterinarian
Veterinary
Volunteer Fire Department
Volunteer Fire Department
WAREHOUSE
Warehousing
Warehousing, Inventory Management, & Distribution
warehousing/storage
waste management/environmental
Wastewater Consulting Company
Water Reclamation
We are a Church
Wear solution specialists for industries in abrasive and erosive materials
Whole Distribution & installation of appliances, fireplaces, garage doors, & lighting
wholesale
wholesale
Wholesale Distribution
wholesale distribution
wholesale distributor
Wholesale Petroleum Products
Wholesale trade
wilderness treatment programs
Wireless and Wireline Telecommunications
Youth Sports