

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

Customer Satisfaction Survey – E-Verify

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Final Report  
October 15, 2010



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## **EXECUTIVE SUMMARY**

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## Overall Findings and Recommendations

This report focuses on the customer satisfaction of companies currently enrolled in the E-Verify program. The Customer Satisfaction Index for E-Verify is 82. This is a positive result, especially when compared to benchmarks such as the latest federal government satisfaction index, which is 69. Even more so when considering that many of the users signed up not voluntarily, but because of a requirement from local, state or federal government or a parent company.

In addition to rating overall satisfaction with E-Verify, users evaluated different areas of performance involving E-Verify depending on whether that particular area applied to the user. Using E-Verify is one of the highest rated areas and has the most impact on customers' satisfaction with E-Verify. Users rated the initial response as being quite fast and submitting I-9 information being easy. Next steps were fairly clear in the response and navigating the website was relatively easy.

Three-fourths of the respondents enrolled their organization with E-Verify and the registration process received a solid score in the low 80's. Users thought the speed of receiving their User Name, Password and E-Verify Web Address was good as well as the ease of submitting registration information.

The Tutorial also received mostly positive ratings, in particular for taking the online training in terms of understanding the content as well as the ease of accessing online resources. The online tutorial was rated lower for the amount of time required to complete the online training.

About one-third (31%) of users indicated they were asked to match a photo and Photo Matching was the highest rated area, as users rated it being easy to use and quite helpful in preventing fraud.

Less than one-third (29%) of the respondents received a Tentative Nonconfirmation (TNC). Of those who did, they rated this process as being adequate with scores in the upper 70's. Rated equally well were the ease and speed of resolving the case as well as the clarity of communications about steps involved in the resolution process.

One-fifth (20%) of respondents contacted E-Verify customer service in the past 6 months. For those who did contact customer service, scores were good. With only one agent assisting them (a transfer did not occur) the score for customer service was in the upper 80's. If a transfer did occur then scores were rated in the mid to low 80's. Customer Service representatives were rated highest for their professionalism.

Similarly, while only 6% of respondents had contacted Technical Assistance in the past 6 months this area was rated well. Technical Assistance staff also received the highest scores for professionalism.

Respondents were asked about their awareness of changes made to the E-Verify system. Almost two-thirds noticed the changes and just under half said they represent a significant improvement to the system.

Users stated they were likely to recommend E-Verify and they also have a high degree of confidence in its accuracy. Respondents also indicated that they are very likely to participate in the future with a rating in the low 90's for future participation.

In order to improve customer satisfaction, it is recommended to target the areas that have a high impact and are lower performing as priorities. Given the overall satisfaction score of 82, any sizable improvement in satisfaction may be somewhat difficult. Using E-Verify has the highest impact on satisfaction, however it is already a high scoring area as well, so it may not be possible to significantly improve this area.

- Should USCIS seek improvement in the area of Using E-Verify, explore ways to make the next steps in the response more clear and focus on the users navigation of the website.

Registration and Tutorial appear to be the best opportunities to improve customer satisfaction with E-Verify.

- With respect to the Registration Process, focus on improvements to the clarity of instruction for enrolling as well as the memorandum of understanding stating the employer's responsibilities and next steps to drive up scores in this area and subsequently increase customer satisfaction.
- The Tutorial, which is a touchpoint for all users, is another opportunity to drive customer satisfaction. Users would like a tutorial that is less time consuming. Ratings of the tutorial show that for the most part, the content and resources easy to understand and useful.
- Verbatim comments, included in Appendix D of this report, provide additional insight into these areas of opportunities.

## **DETAILED REPORT**

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## Introduction & Methodology

The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. 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. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

### Segment Choice

This study is about employers who have enrolled in E-Verify—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.

### Customer Samples and Data Collection

The U.S. Citizenship and Immigration Services (USCIS) provided CFI Group with five stratified random samples of employers that have enrolled in E-Verify. (The samples were drawn in mid-June, 2010.)

ALL Users – a cross-section of employers that have run a case in E-Verify since Jan. 2009

NON Users – a cross-section of employers that enrolled in E-Verify in 2008 or 2009 but who have never run a case

RECENT Users – an oversample {\*} of employers that have run a case in E-Verify since Jan. 2010

FAR Users – an oversample of employers that are enrolled in E-Verify as federal contractors and have run a case in E-Verify since Sept. 9, 2009—the date the FAR clause became effective

LAPSED Users – an oversample of employers that ran five or more cases in E-Verify in 2009, but none through mid-June 2010

{\*} NOTE: The purpose for the three oversamples was to supplement the numbers of responses from Recent, FAR, and Lapsed Users that were expected in the All User cross-section.

Data were collected from July 6<sup>th</sup> through July 30<sup>th</sup> 2010. The sample sizes and response rates for the cross-section samples and oversamples are reported below:

Type of USER	Size of {1} Sample Provided	Usable Sample	Surveys Returned	Response Rate	Usable {2} Surveys	TOTAL {3} Number of Responses
All	5000	4530	1089	24%	1051	1051
Non	6000	5960	426	7%	397	397
Recent	1000	939	257	27%	248	1178
FAR	2500	2409	678	28%	657	800
Lapsed	4000	3772	554	15%	477	524

#### NOTES:

{1} Initial sample sizes were based on the desired number of responses and expected completion rates.

{2} Due to ineligible respondents or missing data, not all surveys that were returned were usable.

- {3} Includes respondents from the oversamples and, where relevant, the All Users cross-section. In several instances, respondents from the All Users cross-section fell into more than one of the oversample categories.

### **Questionnaire and Reporting**

The questionnaire used is shown in Appendix A. It was designed to be agency-specific in terms of activities, outcomes, and introductions to the questionnaire and specific question areas. However, it follows a format common to all the federal agency questionnaires that allow cause-and-effect modeling using the ACSI model. CFI Group collaborated with USCIS to develop the questionnaire for the program.

Most of the questions in the survey asked the respondent to rate items on a 1 to 10 scale, where “1” is “poor” and “10” is “excellent.” Scores are converted to a 0 to 100 scale for reporting purposes. Appendix B contains tables of responses to non-modeled questions. These are categorical and “Yes/No” type questions where a response is not on a 1 to 10 scale. Appendix C contains score tables for questions that were rated on a 1 to 10 scale at an aggregate level and segmented by groups. Appendix D contains verbatim comments to the responses for open-ended questions.

Most of the results presented in this report are based on responses received from the random cross-section sample of “All Users” . (See Customer Samples above.) Results for two other sample groups (Recent Users and FAR Users) are periodically shown in this report and additional tables for these groups can be found in Appendices C and D. (Data for Lapsed Users and Non-Users are available from the study sponsor.)

The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. 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. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

### Respondent Background

The table below shows respondents by state. Arizona (13%), California (7%), Missouri (7%) and Texas (6%) have the highest percentage of respondents. All other states account for less than 5% of respondents.

D1. State		
AL	1%	14
AK	0%	1
AR	0%	4
AZ	13%	138
CA	7%	70
CO	4%	37
CT	1%	7
DC	0%	3
DE	0%	2
FL	4%	37
GA	4%	41
GU	--	0
HI	0%	3
ID	1%	7
IA	1%	10
IL	3%	34
IN	1%	8
KS	1%	9
KY	1%	8
LA	1%	10
MA	2%	23
MD	2%	21
ME	0%	3
MI	2%	18
MN	2%	26
MO	7%	74
MS	2%	19
MT	0%	1
NC	3%	28
ND	0%	5
NE	2%	19
NH	0%	4
NJ	2%	24
NM	1%	10
NV	1%	8
NY	2%	22
OH	2%	18
OK	2%	17
OR	0%	4
PA	3%	34
PR	--	0
RI	1%	9
SC	4%	43
SD	0%	1
TN	1%	9
TX	6%	60
UT	1%	10
VA	4%	41
VI	--	0
VT	--	0
WA	3%	32
WI	1%	14
WV	0%	3
WY	0%	1
<b>Number of Respondents</b>		<b>1,044</b>

Over half (59%) of the respondents were from an organization considered a small business and three percent answered “don’t know”. Thirty-eight percent were at organizations with between 100-999 employees, while another 33% were with organizations of 20-99 employees. Manufacturing (14%), and Other services (14%) were the most mentioned industries. Thirty-eight percent selected Other, please specify as their industry and additional information about this category can be found in the verbatim comments in Appendix D.

<b>D2. How many people do you employ</b>			
	1 - 19	18%	185
	20 - 99	33%	348
	100 - 999	38%	399
	1,000 - 9,999	9%	89
	10,000+	2%	23
<b>Number of Respondents</b>			<b>1,044</b>

<b>D3. Do you consider yourself a small business</b>			
	Yes	59%	619
	No	38%	394
	Don't know	3%	31
<b>Number of Respondents</b>			<b>1,044</b>

<b>D4. Primary industry in which your company or organization conducts business</b>			
	Agriculture / Food	3%	34
	Defense / Defense Industry	2%	24
	Energy	1%	6
	Healthcare or Public Health	9%	92
	Banking and Finance	3%	29
	Utilities / Natural Resources	1%	8
	Chemical	0%	4
	Manufacturing	14%	147
	Information Technology	6%	58
	Communications	1%	13
	Shipping	0%	1
	Transportation	3%	27
	Government Services	6%	66
	Other Services	14%	143
	Other	38%	392
<b>Number of Respondents</b>			<b>1,044</b>

The following table shows the overall frequency of using E-Verify and almost a quarter (22%) use it at least on a weekly basis. Almost another quarter (23%) use it two or three times a month. Those using it once or twice a year or less frequently account for only 15%.

<b>Q13. Which best describes how frequently you use E-Verify</b>			
	Once a week or more	22%	232
	Two or three times a month	23%	234
	About once a month	14%	146
	Once every few months	26%	273
	Once or twice a year	12%	121
	Less than once a year	3%	31
<b>Number of Respondents</b>			<b>1,037</b>

Most users identified themselves as General Users (89%).

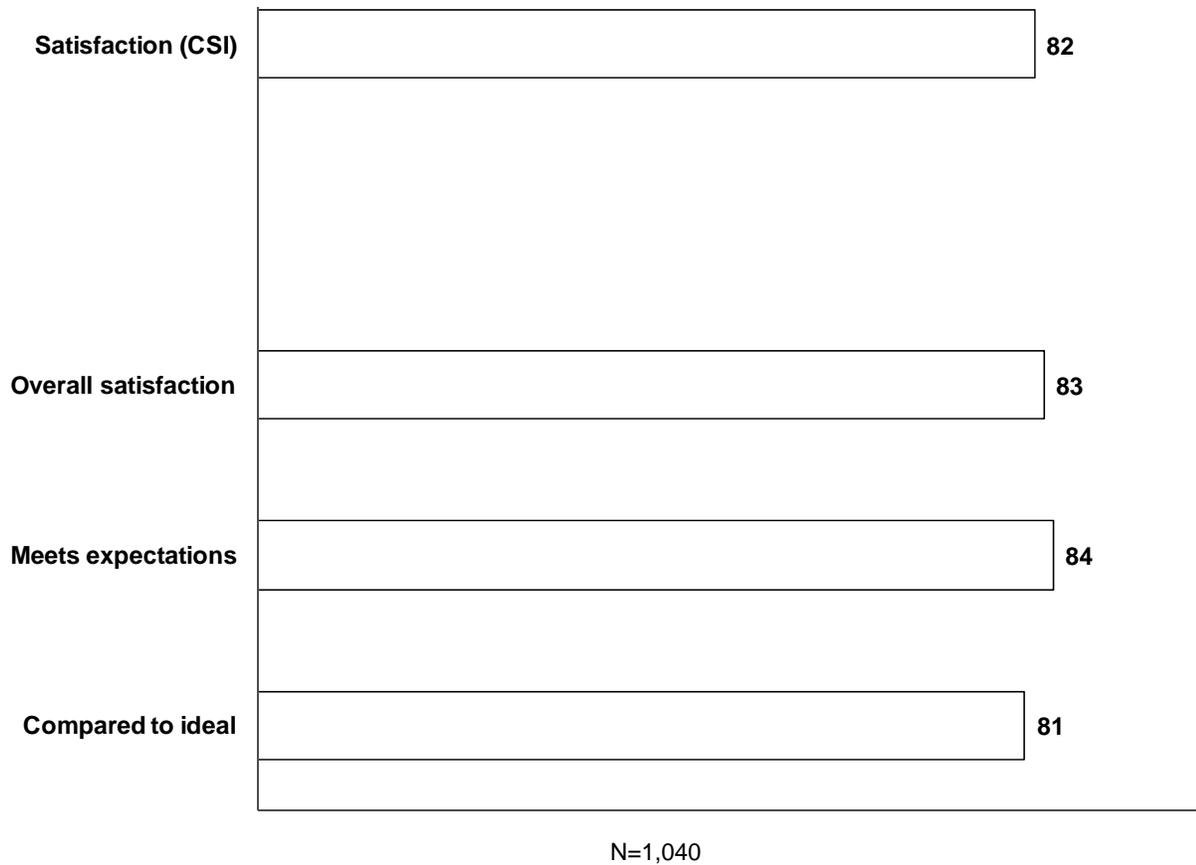
<b>Q12. Which best describes your organization as a user of E-Verify</b>			
	General User	89%	927
	Temporary Agency or Employment Agency	7%	72
	Designated Agent	4%	38
<b>Number of Respondents</b>			<b>1,037</b>

### Customer Satisfaction Index

The **Customer Satisfaction Index (CSI)** is a weighted average of three questions. The questions are answered on 1 to 10 scale and converted to a 0 to 100 scale for reporting purposes. The three questions measure: Overall satisfaction, Satisfaction compared to expectations, and Satisfaction compared to an “ideal” organization. The model assigns the weights to each question in a way that maximizes the ability of the index to predict changes in agency satisfaction.

**The 2010 Customer Satisfaction Index (CSI) for USCIS E-Verify is 82 on a scale of 0 to 100.** This score is higher than the current Federal Government average (69). The Customer Satisfaction Index is comprised of three questions: overall satisfaction (83), satisfaction compared to expectations (84) and satisfaction with E-Verify compared to the ideal online verification service (81).

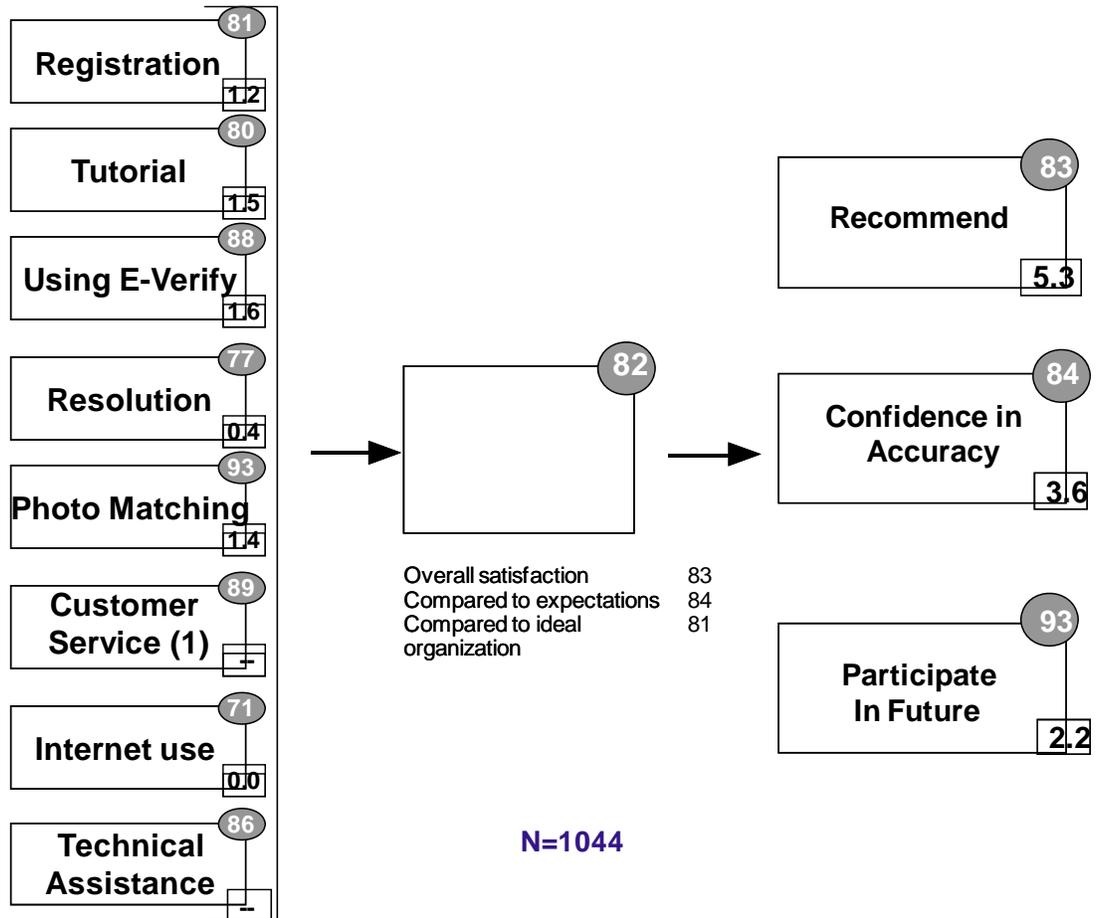
### Customer Satisfaction Index



### Customer Satisfaction Model

The Customer Satisfaction Model is comprised of drivers of satisfaction, which are shown on the left-hand side of the model picture below, the customer satisfaction index (shown in the middle) and outcomes of satisfaction (shown on the right-hand side).

### USCIS E-Verify Customer Satisfaction Model



The 90% confidence interval around the E-Verify customer satisfaction index is +/- 0.9 points.

Each of the satisfaction drivers shown on the left-hand side of the model are comprised of an “index” of individual questions that ask about unique attributes of that satisfaction driver. 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.”

The satisfaction driver (also called “component”) is the weighted average of the individual attribute ratings given by each respondent to the questions presented in the survey. A score is a relative measure of performance for a component, as given for a particular set of respondents. In the model on the previous page, the component area “Registration” is an index of the ratings of 5 questions: Clarity of instructions on how to enroll, Memorandum of understanding making the employer’s responsibilities and next steps clear, Ease of submitting registration information, Speed of receiving User Name, Password and E-Verify Web Address, and Ease of registration process overall (including the required testing). Specific results for these questions with scores for individual attribute questions are shown in the Drivers of Satisfaction section of this report.

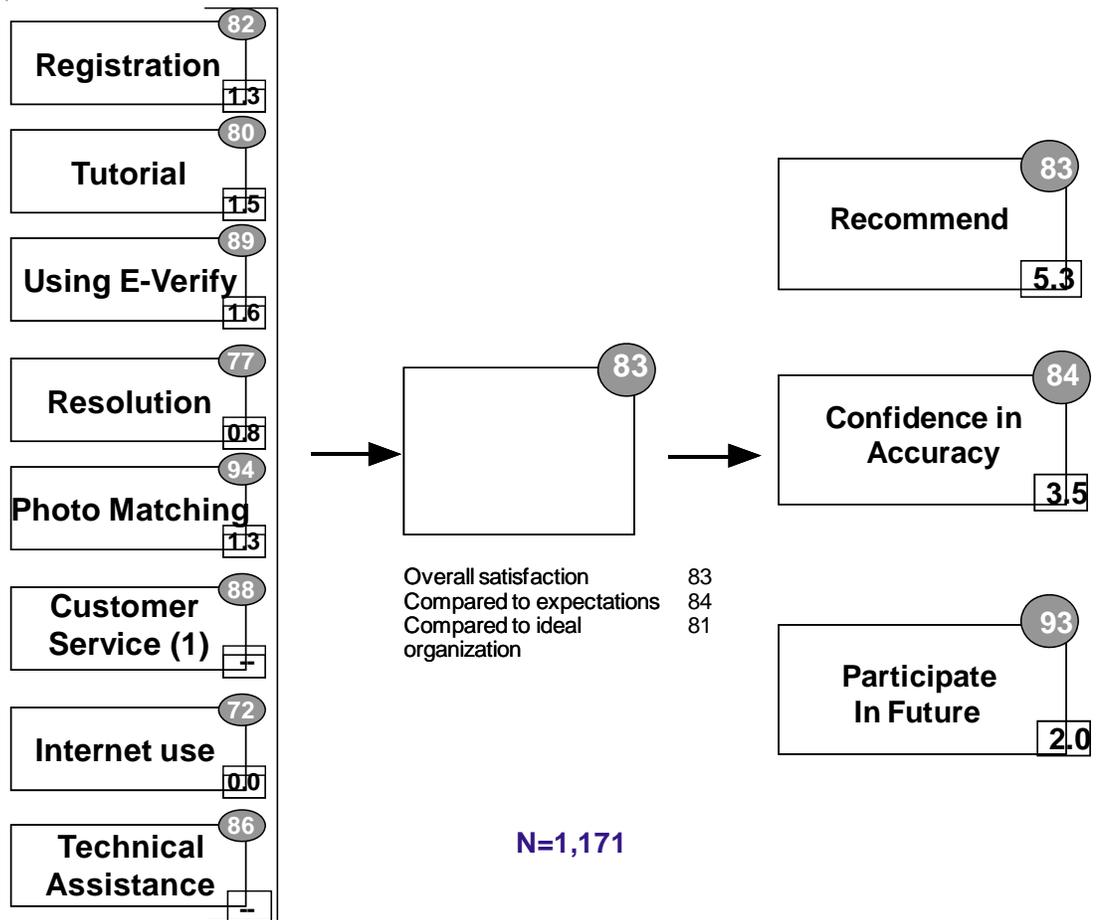
Impacts should be read as the effect on the subsequent component if the initial driver (component) were to be improved or decreased by 5 points. For example, if the score for Registration increased by 5 points (81 to 86), Customer Satisfaction would increase by the amount of its impact, 1.2 point (82 to 83.2). If the driver increases by less than or more than 5 points, the resulting change in satisfaction would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by 5 points, the related improvement in satisfaction would be the sum of the impacts. Satisfaction, 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 participate in the future.

As the model on the previous page shows, Registration, Tutorial, Using E-Verify, and Photo Matching all have impacts over one-point on satisfaction, thus showing these area have a moderately strong relationship to satisfaction.

### Customer Satisfaction Model – Recent Users

Additional data were collected to look specifically at Recent Users. The Customer Satisfaction Model for Recent Users is shown below and the model structure used for Recent Users is the same as the overall USCIS model.

#### USCIS E-Verify Recent Users Customer Satisfaction Model



The 90% confidence interval around the E-Verify customer satisfaction index is +/- 0.8 points.

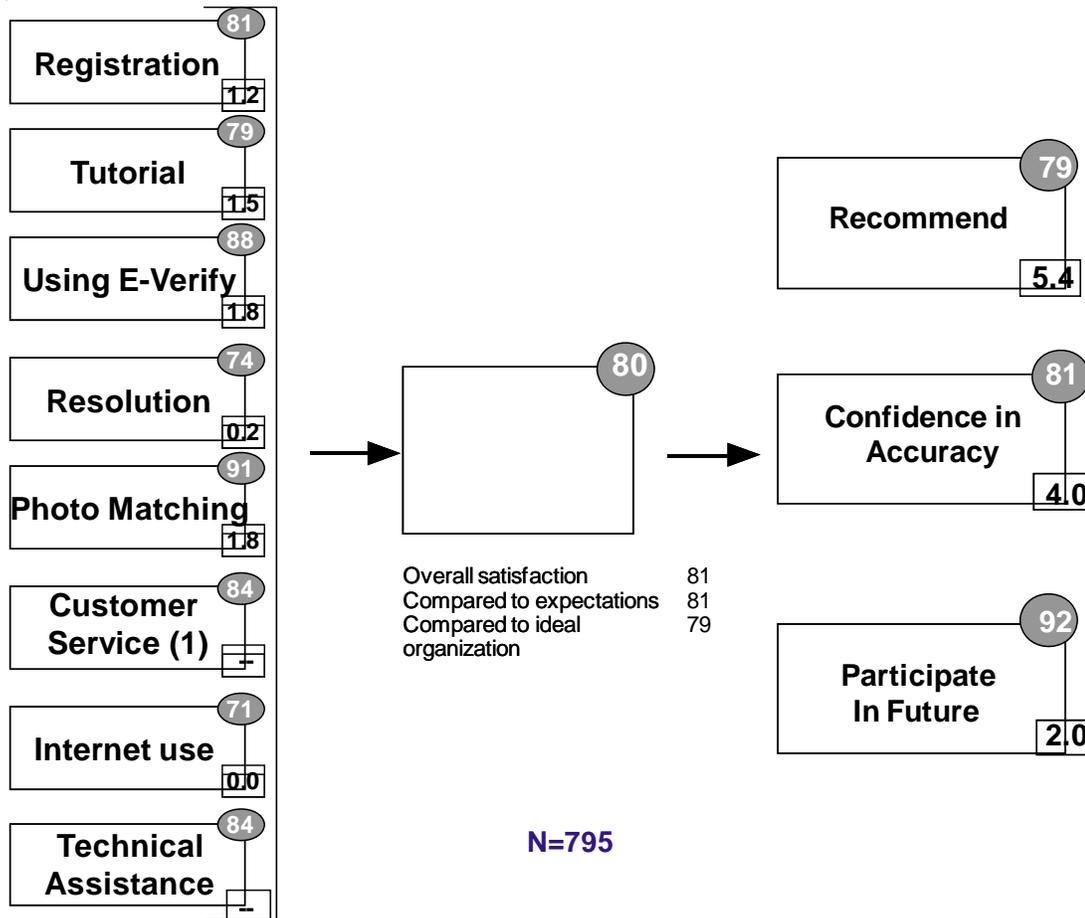
Satisfaction for this group scores well at an 83, which is comparable to the overall USCIS results seen previously. As with the overall USCIS model, each of the satisfaction drivers shown on the left-hand side of the model are comprised of an “index” of individual questions that ask about unique attributes of that satisfaction driver. 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.”

Recent Users scores are similar to overall scores for the drivers of satisfaction, satisfaction and the outcomes of satisfaction. Registration, Tutorial, Using E-Verify, and Photo Matching all have impacts over one point on satisfaction, which is the same as the overall results and shows these areas have a moderately strong relationship to satisfaction for this group.

### Customer Satisfaction Model – FAR Users

Additional data were collected to look specifically at FAR Users. The Customer Satisfaction Model for FAR Users is shown below and the model structure used for FAR Users is the same as the overall USCIS model.

#### USCIS E-Verify FAR Users Customer Satisfaction Model



The 90% confidence interval around the E-Verify customer satisfaction index is +/- 1.0 points.

Satisfaction for this group scores well at an 80, which is comparable to the overall USCIS model seen previously. As with the overall USCIS model, each of the satisfaction drivers shown on the left-hand side of the model are comprised of an “index” of individual questions that ask about unique attributes of that satisfaction driver. 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.”

FAR Users scores are similar, though slightly lower, to overall scores for the drivers of satisfaction, satisfaction and the outcomes of satisfaction. Registration, Tutorial, Using E-Verify, and Photo Matching all have impacts over one point on satisfaction, which is the same as the overall results and shows these areas have a moderately strong relationship to satisfaction for this group.

**The reminder of the report will focus on the overall USCIS results.**

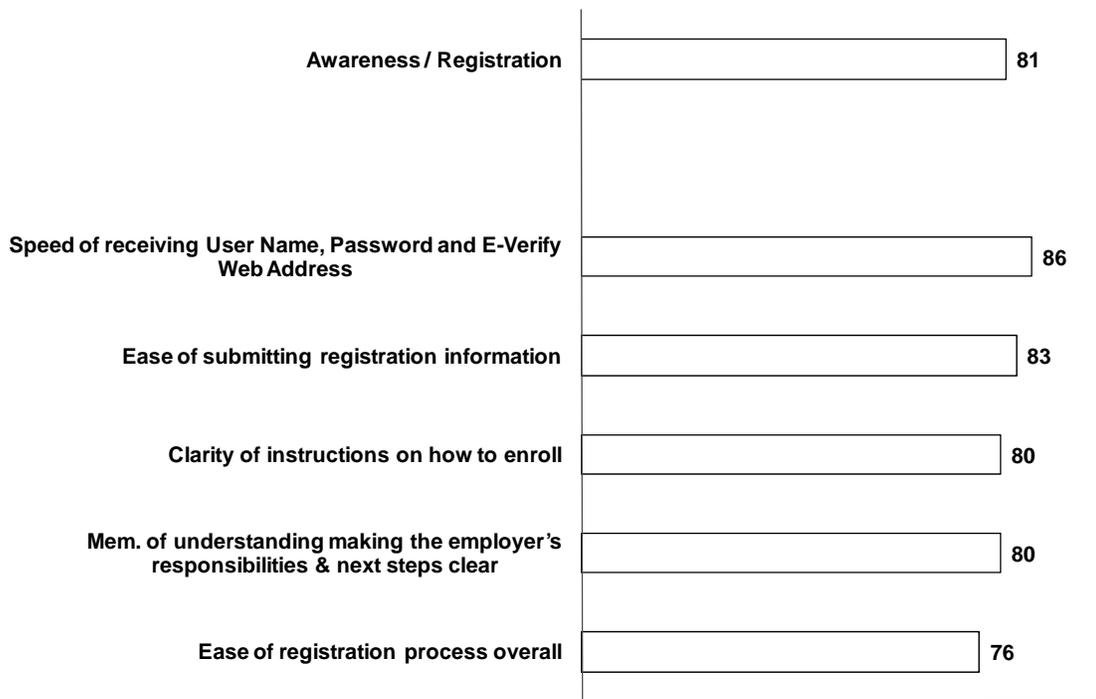
**Drivers of Satisfaction**

**Registration**

*Impact on Satisfaction 1.2*

Three-quarters (75%) of respondents from organizations who had enrolled in the last year had personally registered their organization with E-Verify. Registration has a sizeable impact on satisfaction with an impact of 1.2. This means that a five-point improvement in this area would increase satisfaction by 1.2 points. Respondents gave Registration the highest ratings for the speed of receiving User Name, Password and E-Verify Web Address with a score of 86. Registration information was rated as being easy to submit with a score of 83. Instructions on how to enroll and information on next steps scored slightly lower at 80. Rated lowest at a score of 76 was ease of the registration process overall.

**Registration**



N=312

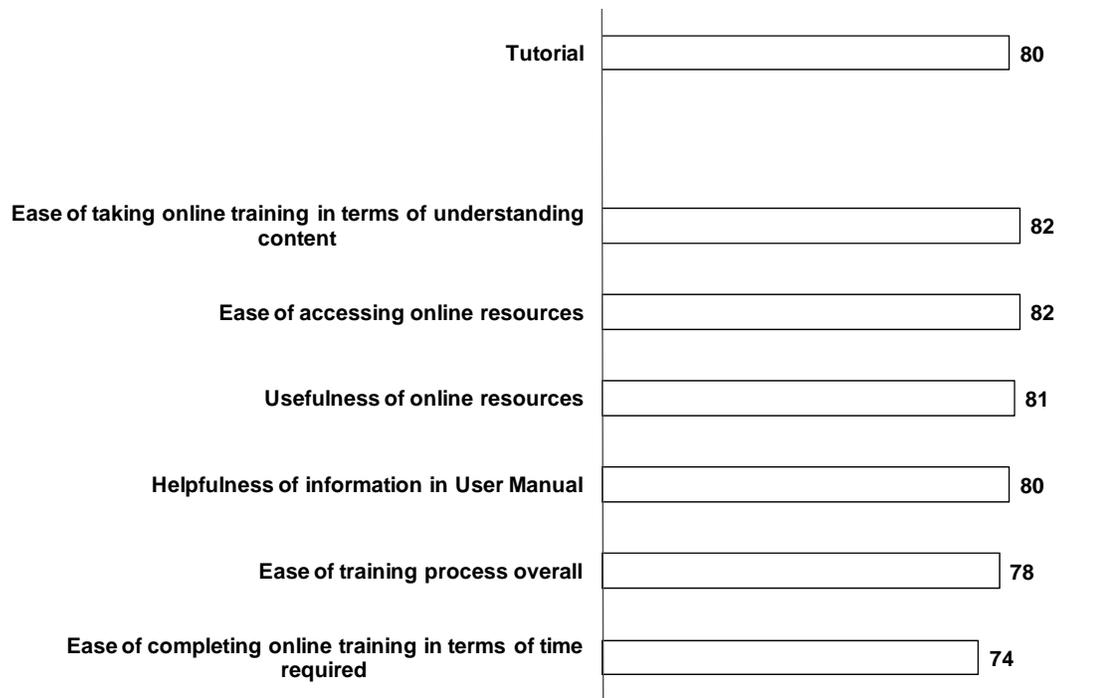
**Tutorial**

*Impact on Satisfaction 1.5*

The Tutorial has a sizeable impact on satisfaction with an impact of 1.5. The ease of taking the online training in terms of content as well as the ease of accessing the online resources were rated highest with a score of 82. The usefulness of the online resources as well as the helpfulness of the information in the user manual were also rated well with scores in the low 80's (81 and 80). The ease of the training process was rated lower with a score of 78 and rated lowest was the ease of completing the online training in terms of time required which scored 74.

Ninety-four percent (94%) of respondents thought the training was useful in helping employers pass the mastery test and almost all (95%) thought the tutorial and master test adequately prepare employers to use E-Verify.

**Tutorial**



N=413

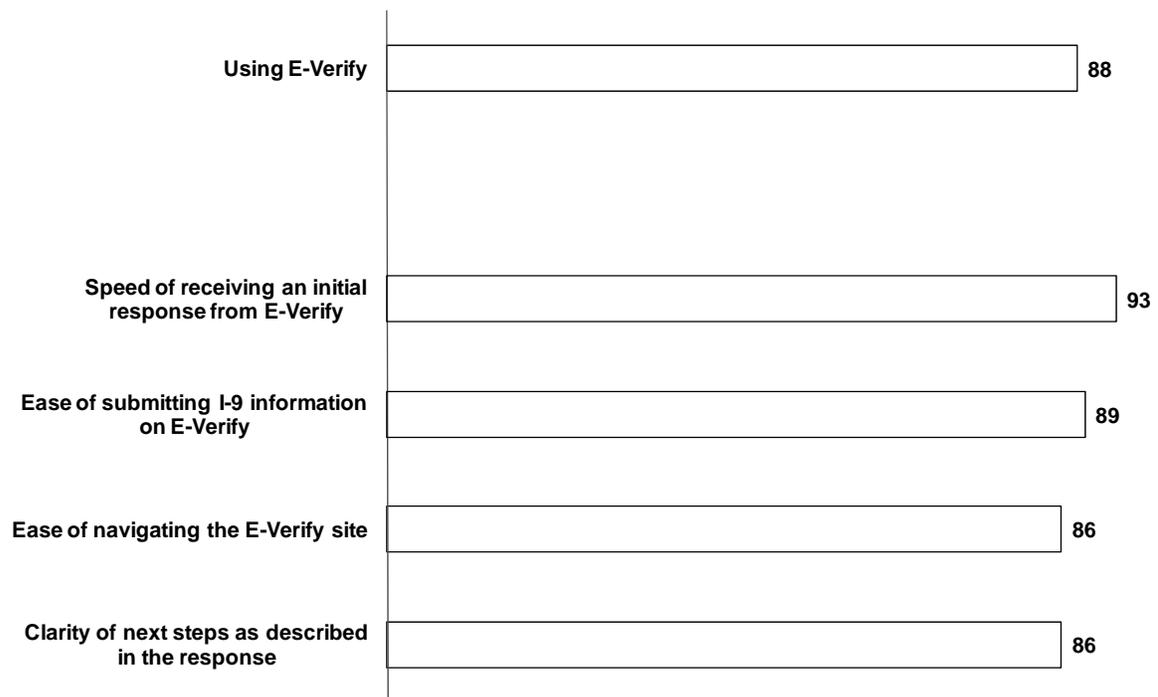
Those who rated the ease of the training process overall lower than 6 (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. The complete list of verbatims is included in the Appendix D of this report.

**Using E-Verify**

*Impact on Satisfaction 1.6*

Using E-Verify had the largest impact on satisfaction with E-Verify, with an impact of 1.6. This area is also rated very well with an overall score of 88, thus it may be difficult to improve significantly in this area. The initial response was received in a speedy manner with a score of 93. Submitting I-9 information on E-Verify was rated as being easy (89). The E-Verify site itself was found to be easy to navigate (86) and next steps were described clearly in the response (86).

**Using E-Verify**



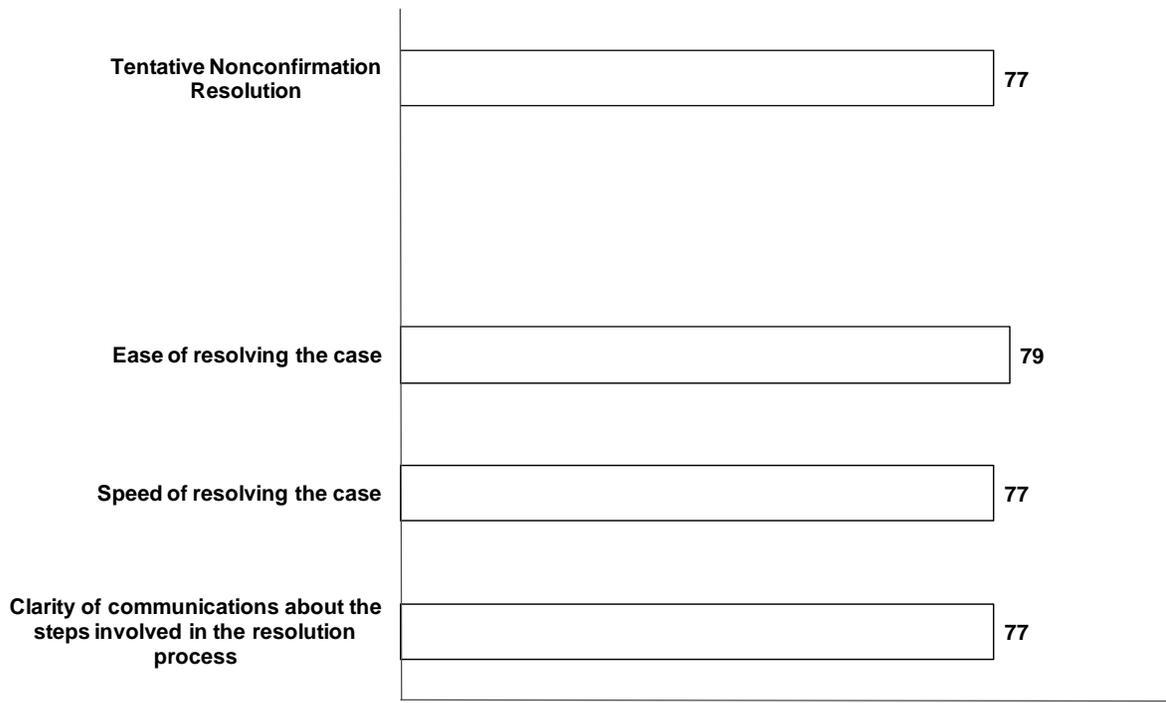
N=1036

**Resolution Process**

*Impact on Satisfaction 0.4*

Less than one-third (29%) of the respondents received a Tentative Nonconfirmation (TNC) in any of the queries of the past 6 months. Of those who had TNCs in the past 6 months, 41% had only one and 47% had between 2 and 5. Twelve percent reported having more than 5 TNCs. The TNC Resolution Process was the lowest rated area of the drivers but it also had a smaller impact on satisfaction with an impact of 0.4. The ease and speed of resolving the case as well as the clarity of communications about steps involved in the resolution process all scored in the upper 70's.

**Resolution Process**



N=289

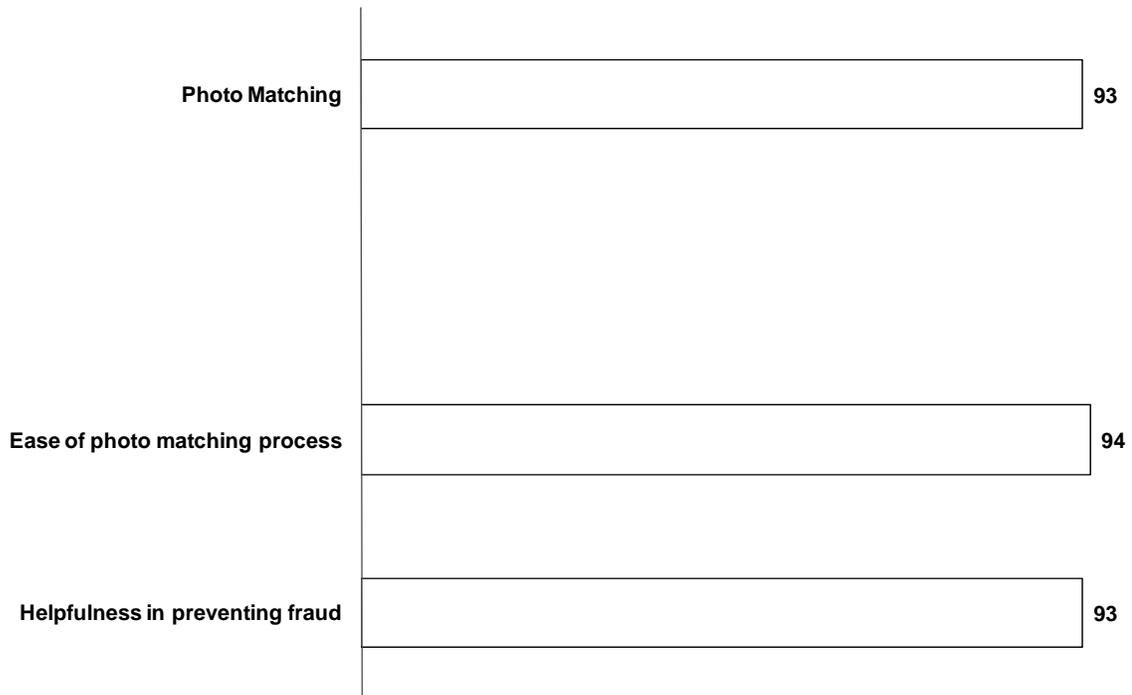
Those who rated the ease of resolving the case lower than 6 (on a 1-10 scale) had the opportunity to provide comment on the reason for their low rating. The complete list of verbatims is included in the Appendix D of this report.

**Photo Matching**

*Impact on Satisfaction 1.4*

Thirty-one percent of respondents had been prompted to match a photo while using E-Verify in the past 6 months. Photo Matching with an impact of 1.4 has a sizeable impact on satisfaction. For those using it, Photo Matching was the highest rated area with a score of 93. The process of matching photos was found to be easy (94) and viewed to be helpful in preventing fraud (93). Access to the appropriate technology to use the photo matching process does not appear to be an issue for most respondents as 92% of respondents indicated they had convenient access to such equipment.

**Photo Matching**



N=317

**Customer Service**

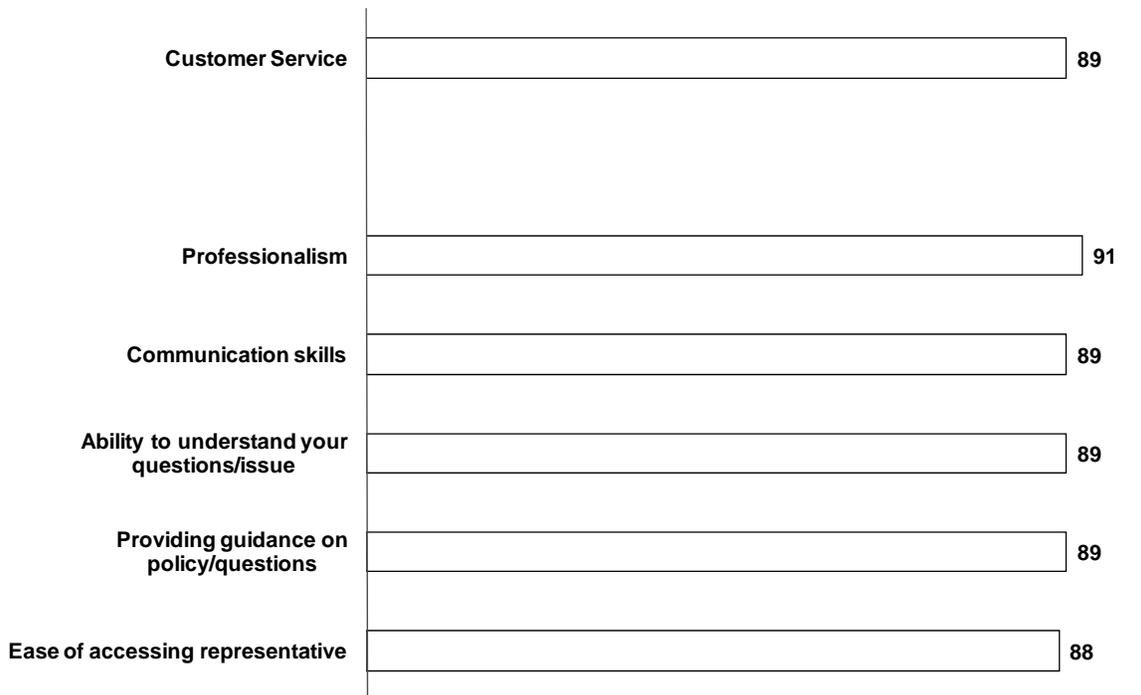
*Impact on Satisfaction n/a*

Only one-fifth of respondent's contacted E-Verify customer service in the past 6 months, therefore the sample size was not sufficient to calculate an impact on satisfaction. For those who did contact customer service, scores were good. With only one agent assisting them (a transfer did not occur) the score for customer service was 89, which is a strong and positive score. Customer Service representatives were rated highest for their professionalism (91). Also rated well were communication skills (89), ability to understand your issue (89), and providing guidance on policies and questions (89). Rated lowest at 88 was the ease of accessing representative. See chart below.

Of those who contacted Customer Service, 35% were transferred during their call. Over three-fourths (77%) of those were only transferred once. When looking at the customer service scores before and after the transfer we see lower scores for customer service, but scores are still positive. The overall score for customer service before the transfer was 81 and after the transfer was 84. Additional and detailed information on these scores can be found in Appendix C.

Most who contacted customer service had their issue resolved (94%) and 88% had their issue resolved in their first call.

**Customer Service**



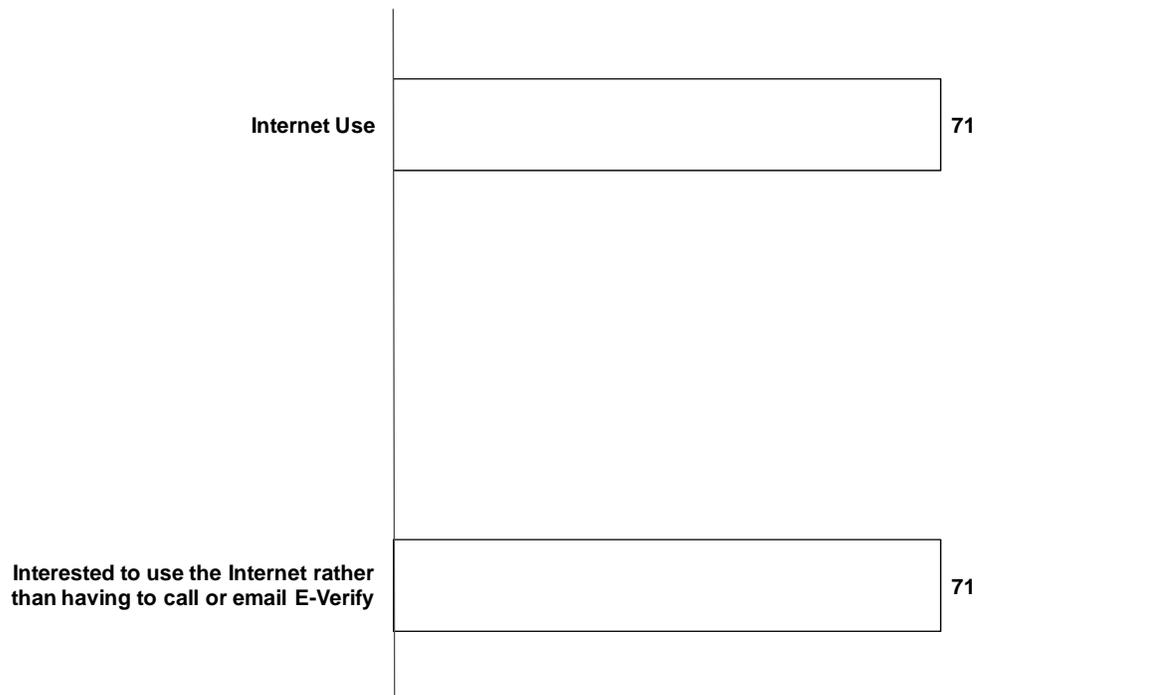
N=137

**Internet Use**

*Impact on Satisfaction 0.0*

Respondents rated their interest in using the internet to get answers to questions or help with problems instead of contacting E-Verify a mid-range score of 71. This area also currently has no impact on overall Satisfaction (0.0).

**Internet Use**



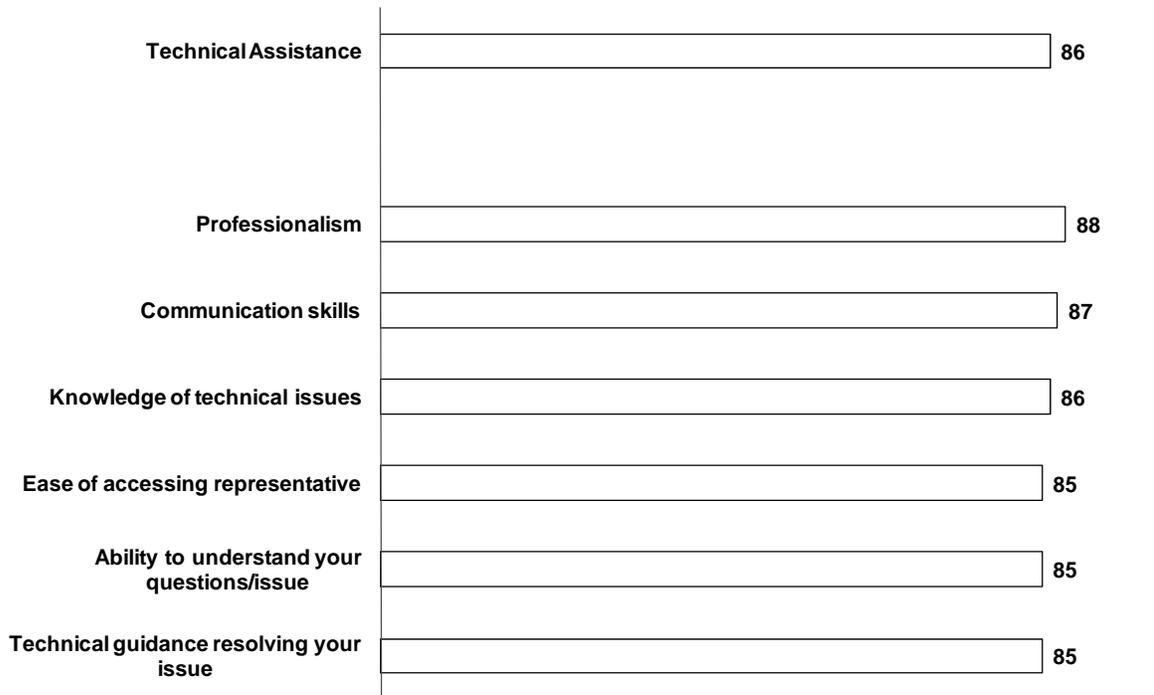
N=810

**Technical Assistance**

*Impact on Satisfaction n/a*

Only 6% of respondents had contacted Technical Assistance in the past 6 months. The sample size was not sufficient to calculate an impact on satisfaction. Ratings of Technical Assistance were quite good. Technical Assistance staff received the highest scores for professionalism (88), communication skills (87), and knowledge of technical issues (86). Ease of accessing, the ability to understand the question/issues and the technical guidance all received a positive score of 85. Overall, 94% of respondents who contacted Technical Assistance had their issue resolved. Most had their issue resolved on the initial call to Technical Assistance. Of those with resolved issues, 92% were resolved in one call.

**Technical Assistance**



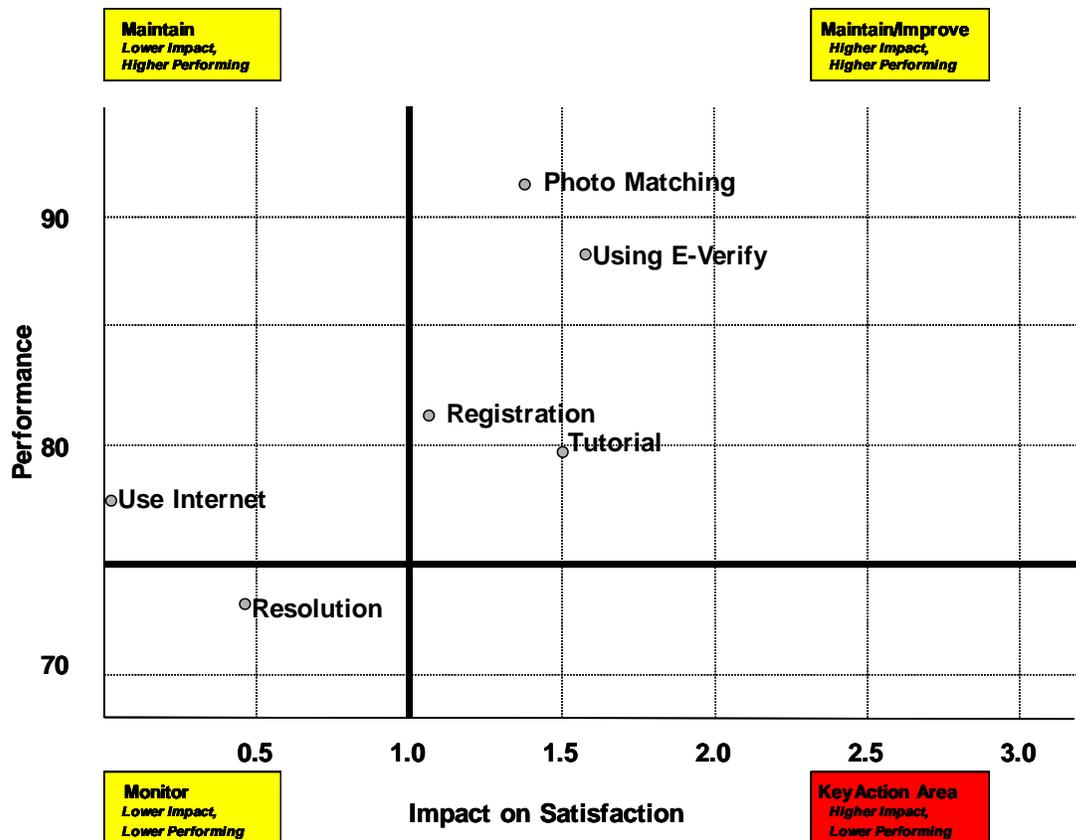
N=63

### Priority Matrix

By plotting performance (along the vertical axis) against impact on satisfaction (along the horizontal axis) the matrix below illustrates the performance of each satisfaction driver compared to the impact it has on satisfaction. Those drivers in the lower right-hand corner are the lower-performing, higher-impact areas and should be a priority. Currently no driver area falls in that category.

Given the high scores for most of the areas and the strong impacts, four of the six driver areas fall into the upper right-hand corner for the high-performing, high-impact drivers. Using E-Verify has the most impact on satisfaction compared to the other drivers. However, it is also one of the highest scoring areas. Photo Matching is the highest scoring area and also has a solid impact on satisfaction. Maintaining the current level of performance rather than targeting for improvements would be recommended for Using E-Verify and Photo Matching. Tutorial and Registration are rated well (in the low 80's) and have sizeable impacts on satisfaction. Therefore, these area would be better areas to focus attention.

Falling in the Maintain and Monitor quadrants (lower priority) are Internet Use and Resolution.



## Marketing/Outreach

Requirements from either the government or a parent company were a cause to sign up for many respondents. However, there were also many who signed up because they thought it would improve their ability to verify work authorization. The three most mentioned reasons for signing up for E-Verify were to improve ability to verify work authorization (42%) and because it was required by state or local government (28%) and federal government required participation (31%). Note that multiple responses were allowed in the table below.

<b>Q2. Why did your company sign up for E-Verify</b>		
Parent company required participation	15%	153
State or local government required participation	28%	293
Federal government required participation	31%	321
To satisfy a client's request	10%	104
Believed using E-Verify would help us to avoid a U.S. Immigration and Customs Enforcement (ICE) audit, raid, or fine	14%	146
To improve ability to verify work authorization	42%	440
Believed it would make us more competitive with others in our industry	7%	73
Other	5%	49
<b>Number of Respondents</b>		<b>1,044</b>

Respondents first learned about E-Verify through numerous channels. Professional organizations, E-Verify materials, USCIS materials, media coverage and the E-Verify website were among the most mentioned. However, none of these channels accounted for 24% of responses. The table below shows a summary of answers.

<b>Q1. How did you first learn about E-Verify</b>		
E-Verify materials or presentation	14%	145
US Citizenship and Immigration Services (USCIS) and/or Social Security Administration (SSA) materials	11%	113
E-Verify web site	8%	86
Print advertisement	2%	23
Online advertisement	1%	15
Radio advertisement	1%	6
Billboard advertisement	0%	1
Media coverage	8%	83
Information from a client	7%	76
Information from a professional organization	22%	225
U.S. Immigration and Customs Enforcement (ICE) audit or visit/Informed of a legal requirement to participate	2%	21
Other	24%	250
<b>Number of Respondents</b>		<b>1,044</b>

Respondents were asked about their awareness of changes made to the E-Verify system. Sixty-three percent have noticed the changes, while only 11% have not noticed the changes. The remaining quarter have not used the system since the changes were made. Of those who have noticed a change, almost half (45%) said they represent a significant improvement to the system.

<b>Q28a. Have you noticed any of the changes to the E-Verify system</b>		
Yes	63%	655
No	11%	112
Have not used the E-Verify system since the changes were made	26%	270
<b>Number of Respondents</b>		<b>1,037</b>

<b>Q28b. Which of the following best describes your overall impression of those changes</b>		
They represent a significant improvement to the system	45%	298
There is some small improvement to the system	48%	312
The changes have not improved the system	7%	45
<b>Number of Respondents</b>		<b>655</b>

E-mail is by far the preferred method of receiving information about changes or updates to E-Verify with 87% selecting this mode of communication. Additionally, five percent selected the E-Verify website, four percent chose an E-Verify system broadcast message and two percent selected mailer.

<b>Q32. How would you prefer to get information about changes or updates to E-Verify</b>			
	E-mail	87%	904
	Fax	0%	3
	Mailer	2%	22
	E-Verify system broadcast message	4%	41
	Phone call	0%	4
	Through the E-Verify website	5%	57
	Live presentation	0%	2
	Other	0%	4
<b>Number of Respondents</b>			<b>1,037</b>

### Outcomes

Three outcome behaviors were measured in the survey. They were likeliness to recommend, confidence in the accuracy of the program and likelihood to participate in the program in the future. Scores shown in the table below reflect average scores on a 0 to 100 scale and not percentages. Respondents were rather likely to recommend E-Verify, if asked, with a score of 83. Likewise, they had a high degree of confidence in the accuracy of the program with a score of 84. Respondents were very likely to participate in the program in the future with a score of 93.

Satisfaction has a high impact on recommendation behavior with an impact of 5.3. This means that for every 5-point increase in satisfaction, the likelihood to recommend E-Verify will increase by 5 points, or a slightly more than one-to-one increase. Confidence in accuracy was also strongly impacted by satisfaction with an impact of 3.6. Likelihood to participate in the future was less impacted by satisfaction with an impact of 2.2. Given that requirements or other reasons besides satisfaction may be driving the participation in the E-Verify program, satisfaction’s lower impact on this behavior should be expected.

<b>Recommend</b>	<b>83</b>
How likely would you be to recommend the E-Verify program to others	83
<b>Confident in Accuracy</b>	<b>84</b>
How confident are you in the accuracy of the E-Verify program	84
<b>Future Participation</b>	<b>93</b>
Likelihood to continue to participate in the E-Verify program in the future	93

## **APPENDIX A: SURVEY QUESTIONNAIRE**

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## E-Verify Customer Survey 2010

### 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 instance existing employees.

Please take a few moments to respond to our survey.

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

### 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. US Citizenship and Immigration Services (USCIS) and/or Social Security Administration (SSA) materials or presentation
3. E-Verify web site
4. Print advertisement
5. Online advertisement
6. Radio advertisement
7. Billboard advertisement

- 8. Media coverage (other than advertisements)
- 9. Information from a client
- 10. Information from a professional organization
- 11. U.S. Immigration and Customs Enforcement (ICE) audit or visit/Informed of a legal requirement to participate
- 12. Other (Please Specify: \_\_\_\_\_ )

Q2. Why did your company sign up for E-Verify? (Select all that apply.)

- 1. Parent company required participation
- 2. State or local government required participation [ASK Q3a.]
- 3. Federal government required participation [ASK Q3a.]
- 4. To satisfy a client's request
- 5. Believed using E-Verify would help us to avoid a U.S. Immigration and Customs Enforcement (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: \_\_\_\_\_ )

[IF "2" OR "3" IS CHECKED IN Q2. ASK Q3a.]

Q3a. 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 Q4.)
- 2. Somewhat likely (SKIP TO Q4.)
- 3. Not Too Likely (CONTINUE)
- 4. Not At All Likely (CONTINUE)

Q3b. Why do you say that? {OPEN-END}

\_\_\_\_\_

Q4. 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 Q11a.)
- 4. More than two years ago (SKIP TO USE Q11a.)

Q5. 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 Q7.)
- 3. Don't Know (SKIP TO TUTORIAL Q7.)

Q6. 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.”

- a. Clarity of instructions on how to enroll
- b. Memorandum of understanding making the employer’s responsibilities and next steps clear
- c. Ease of submitting registration information
- d. Speed of receiving User Name, Password and E-Verify Web Address
- e. Ease of registration process overall (including the required testing)

(IF Q6e. IS RATED LOWER THAN “6” ASK Q6f.)

Q6f. What is your reason for rating ease of registration process overall lower than “6”? (OPEN END)

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## Tutorial

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Q7. 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 Q11a.)

Q8. 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 “a” THRU “e”; “f” MUST BE LAST.]

- a. Helpfulness of information in User Manual
- b. Ease of taking online training in terms of understanding content
- c. Ease of completing online training in terms of time required
- d. Ease of accessing online resources
- e. Usefulness of online resources
- f. Ease of training process overall

(IF Q8f. IS RATED LOWER THAN “6” ASK Q8g.)

Q8g. What is your reason for rating ease of training lower than “6”? (OPEN END)

---

Q9. Is the training provided useful in helping employers pass the required test?

1. Yes
2. No
3. Don’t Know

Q10. Do the tutorial and required test adequately prepare employers to use E-Verify effectively?

1. Yes
2. No
3. Don’t Know

---

 Use
 

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Q11a. Have you used E-Verify in the past six (6) months?

- a. Yes (SKIP TO Q12.)
- b. No (CONTINUE)
- c. Don't Know (CONTINUE)

Q11b. Have you ever used E-Verify?

- i. Yes (CONTINUE)
- ii. No (SKIP TO Q11e.)
- iii. DK (SKIP TO Q11e.)

Q11c. 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

Q11d. 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 Q11d. SKIP TO Q12.]

Q11e. 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 Q11e. SKIP ACSI BMQs]

Q12. Which best describes your organization as a user of E-Verify?

1. General User -- users of E-Verify that are NOT employment services providers, Designated Agents, or the user of a Designated 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. Designated Agent -- users of E-Verify that enrolled for E-Verify as a Designated Agent, that is, as an employer that provides E-Verify services to other employers for a fee.

Q13. 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

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Q14. 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 “a” THRU “d”.]

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

Q15a. Have you received a Tentative Nonconfirmation (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 Q17.)
3. Don't know (SKIP TO PHOTO TMATCHING Q17.)

Q15b. Approximately how many Tentative Nonconfirmations (TNCs) have you received in the past 6 months?

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

Q16. Now think about the Tentative Nonconfirmation resolution process. Please rate the following using a 10-point scale where “1” is “poor” and “10” is “excellent.”  
[ROTATE “a” AND “b”; “c” MUST BE LAST.]

- a. Speed of resolving the case
- b. Clarity of communications about the steps involved in the resolution process
- c. Ease of resolving the case

(IF Q16c. IS RATED LOWER THAN “6” ASK Q16d.)

Q16d. What is your reason for rating ease of resolving case lower than “6”? (OPEN END)

\_\_\_\_\_

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### Photo Matching

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Q17. 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 Q20a.)
3. Don't Know (SKIP TO CUSTOMER SERVICE Q20a.)

Q18. 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 “a” AND “b”.]

- a. Ease of photo matching process
- b. Helpfulness in preventing fraud

Q19. 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

---

### Customer Service

---

Q20a. Have you contacted E-Verify **customer service** (1-888-464-4218) in the past 6 months?

1. Yes (CONTINUE)
2. No (SKIP TO TECHNICAL ASSISTANCE Q23X.)
3. Don't Know (SKIP TO TECHNICAL ASSISTANCE Q23X.)

Q20b. Overall, how satisfied were you with your experience when you contacted E-Verify customer service?

1. Very satisfied (SKIP TO Q21a.)
2. Somewhat satisfied (SKIP TO Q21a.)
3. Somewhat dissatisfied (CONTINUE)
4. Very dissatisfied (CONTINUE)

Q20c. What caused you to be dissatisfied with your experience when you contacted E-Verify customer service? (OPEN END)

---

Q21a. Think about your most recent call to E-Verify customer service, were you transferred during that call?

1. Yes (CONTINUE)
2. No (SKIP TO Q22.1.)
3. Don't Know (SKIP TO Q22.1.)

Q21b. 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

Q21c. During that call how many times were you transferred?

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

[ALL IN Q21c. SKIP TO Q22.2.]

Q22.1 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 "a" THRU "e".]

- a. Ease of accessing representative
- b. Professionalism
- c. Communication skills
- d. Ability to understand your questions/issue
- e. Providing guidance on policy/questions

[ALL IN Q22.1. SKIP TO Q23a.]

Q22.2. 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 "a" THRU "e".]

- a. Ease of accessing representative
- b. Professionalism
- c. Communication skills
- d. Ability to understand your questions/issue
- e. Providing guidance on policy/questions

Q22.3. 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 “a” THRU “e”.]

- a. Ease of accessing representative
- b. Professionalism
- c. Communication skills
- d. Ability to understand your questions/issue
- e. Providing guidance on policy/questions

Q23a. Thinking about your most recent call to E-Verify customer service, was your issue resolved?

1. Yes (CONTINUE)
2. No (GO TO Q23X.)
3. Don't Know (GO TO Q23X.)

Q23b. 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

Q23X. How interested would you be in using the Internet to get answers to questions or help with problems on your own, anytime rather than having to call or email E-Verify? Please use a 10-point scale on which “1” means “not interested” and “10” means “extremely interested.”

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#### Technical Assistance

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Q24a. 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 COMMUNICATIONS Q27.)
3. Don't Know (SKIP TO COMMUNICATIONS Q27.)

Q24b. 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

Q.25. 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 “a” THRU “f”.]

- a. Ease of accessing representative
- b. Professionalism
- c. Communication skills
- d. Ability to understand your questions/issue
- e. Knowledge of technical issues
- f. Technical guidance resolving your issue

Q26a. Was your reason or issue you called technical assistance resolved?

1. Yes (CONTINUE)
2. No (SKIP TO COMMUNICATIONS Q27.)
3. Don't Know (SKIP TO COMMUNICATIONS Q27.)

Q26b. How many calls were needed to resolve your issue?

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

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### System Changes

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Q27. In mid0June, E-Verify made several changes to the system used to verify employees' eligibility to work in the United States. Were you aware, beforehand, that changes were going to be made to the E-Verify system?

1. Yes
2. No

Q28a. Have you noticed any of the changes to the E-Verify system?

1. Yes (CONTINUE)
2. No (SKIP TO Q29.)
3. Have not used the E-Verify system since the changes were made (SKIP TO Q29.)

Q28b. Which of the following best describes your overall impression of those changes?

1. They represent a significant improvement to the system
2. There is some small improvement to the system
3. The changes have not improved the system

Q28c. Have the changes made the E-Verify system easier to use?

1. Yes, a lot easier
2. Yes, somewhat easier
3. Have not noticed any difference
4. No, it is more difficult to use now

Q28d. Have the changes made the E-Verify process easier to understand?

1. Yes, a lot easier
2. Yes, somewhat easier
3. Have not noticed any difference
4. No, it is more difficult to understand now

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### System Integrity

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Q29. 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

Q30. 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 Q29. OR Q30. IS "NO", ASK Q31.]

Q31. 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]

\_\_\_\_\_

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### Communications

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Q32. How would you prefer to get information about changes or updates to E-Verify? (Select only one.)

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

Q33. 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: \_\_\_\_\_ )

Q34. 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.”

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### ACSI Benchmark Questions

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*As part of the lead-in to this series of questions, include something like:*

“This includes things like the enrollment and tutorial process and, if applicable, running cases in E-Verify and calling customer or technical service.”

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.”

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### Outcomes

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

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

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

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

\_\_\_\_\_

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**Demographics**

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D1. In which state are you located?

D2. How many people do you employ?

1. 1 - 19
2. 20 - 99
3. 100 - 999
4. 1,000 - 9,999
5. 10,000+

D3. Do you consider yourself a small business?

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

D4. What is the primary industry in which your company or organization conducts business (select one)?

1. Agriculture / Food
2. Defense / Defense Industry
3. Energy
4. Healthcare or Public Health
5. Banking and Finance
6. Utilities / Natural Resources
7. Chemical
8. Manufacturing
9. Information Technology
10. Communications
11. Shipping
12. Transportation
13. Government Services
14. Other Services
15. 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**

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# All

		All Users	
		Percent	Frequency
<b>Q1. How did you first learn about E-Verify</b>			
E-Verify materials or presentation		14%	145
US Citizenship and Immigration Services (USCIS) and/or Social Security Administration (SSA) materials or presentation		11%	113
E-Verify web site		8%	86
Print advertisement		2%	23
Online advertisement		1%	15
Radio advertisement		1%	6
Billboard advertisement		0%	1
Media coverage		8%	83
Information from a client		7%	76
Information from a professional organization		22%	225
U.S. Immigration and Customs Enforcement (ICE) audit or visit/Informed of a legal requirement to participate		2%	21
Other		24%	250
<b>Number of Respondents</b>		1,044	
<b>Q2. Why did your company sign up for E-Verify</b>			
Parent company required participation		15%	153
State or local government required participation		28%	293
Federal government required participation		31%	321
To satisfy a client's request		10%	104
Believed using E-Verify would help us to avoid a U.S. Immigration and Customs Enforcement (ICE) audit, raid, or fine		14%	146
To improve ability to verify work authorization		42%	440
Believed it would make us more competitive with others in our industry		7%	73
Other		5%	49
<b>Number of Respondents</b>		1,044	
<b>Q3a. If no longer required to use E-Verify, how likely is it that you would continue</b>			
Very likely		57%	313
Somewhat likely		27%	148
Not Too Likely		9%	47
Not At All Likely		7%	39
<b>Number of Respondents</b>		547	
<b>Q4. When did your organization enroll with E-Verify</b>			
Within the last six months		13%	136
Six months to 12 months ago		27%	280
One or two years ago		39%	409
More than two years ago		21%	219
<b>Number of Respondents</b>		1,044	
<b>Q5. Did you enroll your organization with E-Verify</b>			
Yes, I personally enrolled our organization		75%	312
No, someone else in our organization enrolled us with E-Verify		23%	95
Don't know		2%	9
<b>Number of Respondents</b>		416	
<b>Q7. Complete training &amp; online tutorial that is part of the E-Verify sign up process</b>			
Completed the training		99%	413
Did not complete the training		1%	3
<b>Number of Respondents</b>		416	
<b>Q9. Is the training provided useful in helping employers pass the required test</b>			
Training provided is useful		94%	390
Training provided is not useful		2%	7
Don't know		4%	16
<b>Number of Respondents</b>		413	
<b>Q10. Tutorial &amp; required test adequately prepare employers to use E-Verify</b>			
Test prepares employers		95%	391
Test does not prepare employers		1%	6
Don't know		4%	16
<b>Number of Respondents</b>		413	

All (cont.)

		All Users	
		Percent	Frequency
<b>Q11a. Have you used E-Verify in the past six (6) months</b>			
Used E-Verify in past 6 months		94%	977
Have not used E-Verify in past 6 months		6%	63
Don't know		0%	4
<b>Number of Respondents</b>		1,044	
<b>Q11b. Have you ever used E-Verify</b>			
Used E-Verify		90%	60
Have not used E-Verify		9%	6
Don't know		1%	1
<b>Number of Respondents</b>		67	
<b>Q11c. About how long has it been since you last used E-Verify</b>			
Seven to 12 months		85%	51
One to two years		15%	9
More than two years		--	0
<b>Number of Respondents</b>		60	
<b>Q11d. Why haven't you used E-Verify within the past six months</b>			
Have not hired any new employees in past six months		82%	49
No longer want to participate in E-Verify		3%	2
It was too hard / difficult to use the E-Verify system		5%	3
No longer see any value to using E-Verify		3%	2
Using E-Verify required us to let go of some existing employees		3%	2
Using E-Verify made us less competitive in the market-place		2%	1
No one on our current staff has completed the E-Verify tutorial		2%	1
Other		12%	7
<b>Number of Respondents</b>		60	
<b>Q11e. Why have you never used E-Verify</b>			
Have not hired any new employees since enrolling in E-Verify		29%	2
Do not want to participate in E-Verify		--	0
It seems too hard / difficult to use the E-Verify system		14%	1
Do not see any value to using E-Verify		--	0
Using E-Verify may require us to let go of some existing employees		--	0
Using E-Verify will make us less competitive in the market-place		--	0
No one ever completed the E-Verify tutorial		--	0
Other		71%	5
<b>Number of Respondents</b>		7	
<b>Q12. Which best describes your organization as a user of E-Verify</b>			
General User		89%	927
Temporary Agency or Employment Agency		7%	72
Designated Agent		4%	38
<b>Number of Respondents</b>		1,037	
<b>Q13. Which best describes how frequently you use E-Verify</b>			
Once a week or more		22%	232
Two or three times a month		23%	234
About once a month		14%	146
Once every few months		26%	273
Once or twice a year		12%	121
Less than once a year		3%	31
<b>Number of Respondents</b>		1,037	
<b>Q15a. Received a (TNC) in the past 6 months</b>			
Received TNC		29%	296
Did not receive TNC		68%	710
Don't know		3%	31
<b>Number of Respondents</b>		1,037	
<b>Q15b. Approx. how many Tentative Nonconfirmations (TNCs) received in the past 6 months</b>			
One		41%	122
2 - 5		47%	140
6 - 10		8%	23
10 - 24		2%	6
25 or more		2%	5
<b>Number of Respondents</b>		296	

### All (cont.)

		All Users	
		Percent	Frequency
<b>Q17. Past 6 months while using E-Verify have you been prompted to match a photo</b>			
	Prompted to match a photo	31%	317
	Not prompted to match a photo	66%	680
	Don't know	4%	40
<b>Number of Respondents</b>		1,037	
<b>Q19. Have access to the required technology to complete the photo matching process</b>			
	Have convenient access	92%	292
	Do not have convenient access	5%	16
	Don't know	3%	9
<b>Number of Respondents</b>		317	
<b>Q20a. Contacted E-Verify customer service (1-888-464-4218) in the past 6 months</b>			
	Contacted customer service	20%	211
	Did not contact customer service	78%	806
	Don't know	2%	20
<b>Number of Respondents</b>		1,037	
<b>Q20b. Satisfaction with your experience when you contacted E-Verify customer service</b>			
	Very satisfied	74%	157
	Somewhat satisfied	18%	37
	Somewhat dissatisfied	5%	11
	Very dissatisfied	3%	6
<b>Number of Respondents</b>		211	
<b>Q21a. Most recent call to E-Verify customer service, transferred during that call</b>			
	Transferred during the call	35%	74
	Not transferred during the call	56%	118
	Don't know	9%	19
<b>Number of Respondents</b>		211	
<b>Q21b. Amount of time you had to wait before the transfer was acceptable or too long</b>			
	Acceptable	89%	66
	Too long	11%	8
<b>Number of Respondents</b>		74	
<b>Q21c. During that call how many times were you transferred</b>			
	Once	77%	57
	Twice	15%	11
	Three times	7%	5
	More than three times	1%	1
<b>Number of Respondents</b>		74	
<b>Q23a. Your most recent call to E-Verify customer service, was your issue resolved</b>			
	Issue resolved	94%	199
	Issue not resolved	4%	8
	Don't know	2%	4
<b>Number of Respondents</b>		211	
<b>Q23b. How many calls were needed to resolve your issue</b>			
	Resolved during first call	88%	176
	Needed to call back one additional time to resolve issue	9%	17
	Needed to call back two additional times to resolve issue	3%	5
	Needed to call back three or more additional times to resolve issue	1%	1
<b>Number of Respondents</b>		199	
<b>Q24a. Have you contacted E-Verify technical assistance in the past 6 months</b>			
	Contacted technical assistance	6%	63
	Have not contacted technical assistance	92%	952
	Don't know	2%	22
<b>Number of Respondents</b>		1,037	
<b>Q24b. Amount of time before the call was transferred was acceptable or too long - TA</b>			
	Acceptable	95%	60
	Too long	5%	3
<b>Number of Respondents</b>		63	

### All (cont.)

	All Users	
	Percent	Frequency
<b>Q26a. Was your reason or issue you called technical assistance resolved</b>		
Issue resolved	94%	59
Issue not resolved	3%	2
Don't know	3%	2
<b>Number of Respondents</b>	63	
<b>Q26b. How many calls were needed to resolve your issue</b>		
Resolved during first call	92%	54
Needed to call back one additional time to resolve issue	7%	4
Needed to call back two additional times to resolve issue	--	0
Needed to call back three or more additional times to resolve issue	2%	1
<b>Number of Respondents</b>	59	
<b>Q27. Were you aware that changes were going to be made to the E-Verify system</b>		
Aware of changes	32%	337
Unaware of changes	68%	700
<b>Number of Respondents</b>	1,037	
<b>Q28a. Have you noticed any of the changes to the E-Verify system</b>		
Yes	63%	655
No	11%	112
Have not used the E-Verify system since the changes were made	26%	270
<b>Number of Respondents</b>	1,037	
<b>Q28b. Which of the following best describes your overall impression of those changes</b>		
They represent a significant improvement to the system	45%	298
There is some small improvement to the system	48%	312
The changes have not improved the system	7%	45
<b>Number of Respondents</b>	655	
<b>Q28c. Have the changes made the E-Verify system easier to use</b>		
Yes, a lot easier	32%	208
Yes, somewhat easier	46%	303
Have not noticed any difference	18%	119
No, it is more difficult to use now	4%	25
<b>Number of Respondents</b>	655	
<b>Q28d. Have the changes made the E-Verify process easier to understand</b>		
Yes, a lot easier	31%	205
Yes, somewhat easier	46%	302
Have not noticed any difference	22%	142
No, it is more difficult to use now	1%	6
<b>Number of Respondents</b>	655	
<b>Q29. E-Verify is doing enough to ensure companies using E-Verify adhere to policies</b>		
Yes	60%	619
Not Sure / Do not know	39%	403
No	1%	15
<b>Number of Respondents</b>	1,037	
<b>Q30. Adequate safeguards to ensure employers use E-Verify system properly</b>		
Yes	65%	676
Not Sure / Do not know	34%	348
No	1%	13
<b>Number of Respondents</b>	1,037	
<b>Q32. How would you prefer to get information about changes or updates to E-Verify</b>		
E-mail	87%	904
Fax	0%	3
Mailer	2%	22
E-Verify system broadcast message	4%	41
Phone call	0%	4
Through the E-Verify website	5%	57
Live presentation	0%	2
Other	0%	4
<b>Number of Respondents</b>	1,037	
<b>Q33. How would you prefer to contact E-Verify for help</b>		
E-mail	37%	382
Fax	--	0
Mail	0%	3
Text or web chat	7%	70
Phone call	42%	431
Through the E-Verify website	14%	147
Other	0%	4
<b>Number of Respondents</b>	1,037	

## Recent Users

		Recent Users	
		Percent	Frequency
<b>Q1. How did you first learn about E-Verify</b>			
	E-Verify materials or presentation	14%	164
	US Citizenship and Immigration Services (USCIS) and/or Social Security Administration (SSA) materials or presentation	11%	123
	E-Verify web site	8%	94
	Print advertisement	2%	25
	Online advertisement	1%	17
	Radio advertisement	0%	3
	Billboard advertisement	0%	2
	Media coverage	7%	86
	Information from a client	8%	88
	Information from a professional organization	22%	255
	U.S. Immigration and Customs Enforcement (ICE) audit or visit/Informed of a legal requirement to participate	3%	32
	Other	24%	282
<b>Number of Respondents</b>		1,171	
<b>Q2. Why did your company sign up for E-Verify</b>			
	Parent company required participation	14%	165
	State or local government required participation	29%	338
	Federal government required participation	31%	368
	To satisfy a client's request	10%	117
	Believed using E-Verify would help us to avoid a U.S. Immigration and Customs Enforcement (ICE) audit, raid, or fine	13%	154
	To improve ability to verify work authorization	42%	490
	Believed it would make us more competitive with others in our industry	7%	77
	Other	4%	48
<b>Number of Respondents</b>		1,171	
<b>Q3a. If no longer required to use E-Verify, how likely is it that you would continue</b>			
	Very likely	59%	369
	Somewhat likely	26%	163
	Not Too Likely	9%	55
	Not At All Likely	6%	40
<b>Number of Respondents</b>		627	
<b>Q4. When did your organization enroll with E-Verify</b>			
	Within the last six months	14%	163
	Six months to 12 months ago	27%	321
	One or two years ago	38%	442
	More than two years ago	21%	245
<b>Number of Respondents</b>		1,171	
<b>Q5. Did you enroll your organization with E-Verify</b>			
	Yes, I personally enrolled our organization	75%	364
	No, someone else in our organization enrolled us with E-Verify	23%	111
	Don't know	2%	9
<b>Number of Respondents</b>		484	
<b>Q7. Complete training &amp; online tutorial that is part of the E-Verify sign up process</b>			
	Completed the training	99%	479
	Did not complete the training	1%	5
<b>Number of Respondents</b>		484	
<b>Q9. Is the training provided useful in helping employers pass the required test</b>			
	Training provided is useful	96%	459
	Training provided is not useful	2%	8
	Don't know	3%	12
<b>Number of Respondents</b>		479	
<b>Q10. Tutorial &amp; required test adequately prepare employers to use E-Verify</b>			
	Test prepares employers	95%	455
	Test does not prepare employers	1%	6
	Don't know	4%	18
<b>Number of Respondents</b>		479	

### Recent Users (cont.)

		Recent Users	
		Percent	Frequency
<b>Q11a. Have you used E-Verify in the past six (6) months</b>			
Used E-Verify in past 6 months		98%	1,149
Have not used E-Verify in past 6 months		2%	20
Don't know		0%	2
<b>Number of Respondents</b>		1,171	
<b>Q11b. Have you ever used E-Verify</b>			
Used E-Verify		77%	17
Have not used E-Verify		18%	4
Don't know		5%	1
<b>Number of Respondents</b>		22	
<b>Q11c. About how long has it been since you last used E-Verify</b>			
Seven to 12 months		88%	15
One to two years		12%	2
More than two years		--	0
<b>Number of Respondents</b>		17	
<b>Q11d. Why haven't you used E-Verify within the past six months</b>			
Have not hired any new employees in past six months		82%	14
No longer want to participate in E-Verify		--	0
It was too hard / difficult to use the E-Verify system		--	0
No longer see any value to using E-Verify		--	0
Using E-Verify required us to let go of some existing employees		--	0
Using E-Verify made us less competitive in the market-place		--	0
No one on our current staff has completed the E-Verify tutorial		--	0
Other		18%	3
<b>Number of Respondents</b>		17	
<b>Q11e. Why have you never used E-Verify</b>			
Have not hired any new employees since enrolling in E-Verify		--	0
Do not want to participate in E-Verify		--	0
It seems too hard / difficult to use the E-Verify system		20%	1
Do not see any value to using E-Verify		--	0
Using E-Verify may require us to let go of some existing employees		--	0
Using E-Verify will make us less competitive in the market-place		--	0
No one ever completed the E-Verify tutorial		--	0
Other		100%	5
<b>Number of Respondents</b>		5	
<b>Q12. Which best describes your organization as a user of E-Verify</b>			
General User		90%	1,046
Temporary Agency or Employment Agency		7%	82
Designated Agent		3%	38
<b>Number of Respondents</b>		1,166	
<b>Q13. Which best describes how frequently you use E-Verify</b>			
Once a week or more		25%	286
Two or three times a month		24%	277
About once a month		14%	168
Once every few months		27%	310
Once or twice a year		9%	110
Less than once a year		1%	15
<b>Number of Respondents</b>		1,166	
<b>Q15a. Received a (TNC) in the past 6 months</b>			
Received TNC		30%	355
Did not receive TNC		66%	774
Don't know		3%	37
<b>Number of Respondents</b>		1,166	
<b>Q15b. Approx. how many Tentative Nonconfirmations (TNCs) received in the past 6 months</b>			
One		43%	153
2 - 5		46%	162
6 - 10		7%	25
10 - 24		2%	8
25 or more		2%	7
<b>Number of Respondents</b>		355	

### Recent Users (cont.)

		Recent Users	
		Percent	Frequency
<b>Q17.</b>	<b>Past 6 months while using E-Verify have you been prompted to match a photo</b>		
	Prompted to match a photo	31%	367
	Not prompted to match a photo	65%	753
	Don't know	4%	46
	<b>Number of Respondents</b>		1,166
<b>Q19.</b>	<b>Have access to the required technology to complete the photo matching process</b>		
	Have convenient access	93%	342
	Do not have convenient access	4%	15
	Don't know	3%	10
	<b>Number of Respondents</b>		367
<b>Q20a.</b>	<b>Contacted E-Verify customer service (1-888-464-4218) in the past 6 months</b>		
	Contacted customer service	23%	271
	Did not contact customer service	75%	872
	Don't know	2%	23
	<b>Number of Respondents</b>		1,166
<b>Q20b.</b>	<b>Satisfaction with your experience when you contacted E-Verify customer service</b>		
	Very satisfied	72%	195
	Somewhat satisfied	19%	51
	Somewhat dissatisfied	7%	18
	Very dissatisfied	3%	7
	<b>Number of Respondents</b>		271
<b>Q21a.</b>	<b>Most recent call to E-Verify customer service, transferred during that call</b>		
	Transferred during the call	33%	89
	Not transferred during the call	56%	153
	Don't know	11%	29
	<b>Number of Respondents</b>		271
<b>Q21b.</b>	<b>Amount of time you had to wait before the transfer was acceptable or too long</b>		
	Acceptable	92%	82
	Too long	8%	7
	<b>Number of Respondents</b>		89
<b>Q21c.</b>	<b>During that call how many times were you transferred</b>		
	Once	73%	65
	Twice	18%	16
	Three times	7%	6
	More than three times	2%	2
	<b>Number of Respondents</b>		89
<b>Q23a.</b>	<b>Your most recent call to E-Verify customer service, was your issue resolved</b>		
	Issue resolved	93%	251
	Issue not resolved	6%	15
	Don't know	2%	5
	<b>Number of Respondents</b>		271
<b>Q23b.</b>	<b>How many calls were needed to resolve your issue</b>		
	Resolved during first call	88%	222
	Needed to call back one additional time to resolve issue	8%	21
	Needed to call back two additional times to resolve issue	3%	7
	Needed to call back three or more additional times to resolve issue	0%	1
	<b>Number of Respondents</b>		251
<b>Q24a.</b>	<b>Have you contacted E-Verify technical assistance in the past 6 months</b>		
	Contacted technical assistance	6%	72
	Have not contacted technical assistance	92%	1,069
	Don't know	2%	25
	<b>Number of Respondents</b>		1,166
<b>Q24b.</b>	<b>Amount of time before the call was transferred was acceptable or too long - TA</b>		
	Acceptable	96%	69
	Too long	4%	3
	<b>Number of Respondents</b>		72

## Recent Users (cont.)

		Recent Users	
		Percent	Frequency
<b>Q26a. Was your reason or issue you called technical assistance resolved</b>			
	Issue resolved	93%	67
	Issue not resolved	3%	2
	Don't know	4%	3
<b>Number of Respondents</b>		72	
<b>Q26b. How many calls were needed to resolve your issue</b>			
	Resolved during first call	90%	60
	Needed to call back one additional time to resolve issue	9%	6
	Needed to call back two additional times to resolve issue	--	0
	Needed to call back three or more additional times to resolve issue	1%	1
<b>Number of Respondents</b>		67	
<b>Q27. Were you aware that changes were going to be made to the E-Verify system</b>			
	Aware of changes	32%	377
	Unaware of changes	68%	789
<b>Number of Respondents</b>		1,166	
<b>Q28a. Have you noticed any of the changes to the E-Verify system</b>			
	Yes	67%	776
	No	11%	131
	Have not used the E-Verify system since the changes were made	22%	259
<b>Number of Respondents</b>		1,166	
<b>Q28b. Which of the following best describes your overall impression of those changes</b>			
	They represent a significant improvement to the system	44%	344
	There is some small improvement to the system	48%	376
	The changes have not improved the system	7%	56
<b>Number of Respondents</b>		776	
<b>Q28c. Have the changes made the E-Verify system easier to use</b>			
	Yes, a lot easier	29%	228
	Yes, somewhat easier	47%	366
	Have not noticed any difference	18%	143
	No, it is more difficult to use now	5%	39
<b>Number of Respondents</b>		776	
<b>Q28d. Have the changes made the E-Verify process easier to understand</b>			
	Yes, a lot easier	30%	236
	Yes, somewhat easier	45%	353
	Have not noticed any difference	22%	173
	No, it is more difficult to use now	2%	14
<b>Number of Respondents</b>		776	
<b>Q29. E-Verify is doing enough to ensure companies using E-Verify adhere to policies</b>			
	Yes	61%	711
	Not Sure / Do not know	38%	441
	No	1%	14
<b>Number of Respondents</b>		1,166	
<b>Q30. Adequate safeguards to ensure employers use E-Verify system properly</b>			
	Yes	66%	774
	Not Sure / Do not know	32%	377
	No	1%	15
<b>Number of Respondents</b>		1,166	
<b>Q32. How would you prefer to get information about changes or updates to E-Verify</b>			
	E-mail	86%	1,008
	Fax	0%	1
	Mailer	2%	28
	E-Verify system broadcast message	4%	50
	Phone call	0%	5
	Through the E-Verify website	6%	68
	Live presentation	0%	2
	Other	0%	4
<b>Number of Respondents</b>		1,166	
<b>Q33. How would you prefer to contact E-Verify for help</b>			
	E-mail	36%	422
	Fax	--	0
	Mail	0%	3
	Text or web chat	8%	90
	Phone call	42%	486
	Through the E-Verify website	14%	159
	Other	1%	6
<b>Number of Respondents</b>		1,166	

## FAR Users

		Far Users	
		Percent	Frequency
<b>Q1. How did you first learn about E-Verify</b>			
	E-Verify materials or presentation	15%	120
	US Citizenship and Immigration Services (USCIS) and/or Social Security Administration (SSA) materials or presentation	7%	59
	E-Verify web site	6%	45
	Print advertisement	1%	10
	Online advertisement	1%	11
	Radio advertisement	--	0
	Billboard advertisement	0%	2
	Media coverage	4%	33
	Information from a client	10%	79
	Information from a professional organization	25%	195
	U.S. Immigration and Customs Enforcement (ICE) audit or visit/Informed of a legal requirement to participate	3%	22
	Other	28%	219
<b>Number of Respondents</b>		795	
<b>Q2. Why did your company sign up for E-Verify</b>			
	Parent company required participation	18%	144
	State or local government required participation	14%	112
	Federal government required participation	65%	520
	To satisfy a client's request	13%	103
	Believed using E-Verify would help us to avoid a U.S. Immigration and Customs Enforcement (ICE) audit, raid, or fine	6%	50
	To improve ability to verify work authorization	24%	190
	Believed it would make us more competitive with others in our industry	4%	35
	Other	4%	32
<b>Number of Respondents</b>		795	
<b>Q3a. If no longer required to use E-Verify, how likely is it that you would continue</b>			
	Very likely	54%	308
	Somewhat likely	29%	163
	Not Too Likely	11%	62
	Not At All Likely	6%	34
<b>Number of Respondents</b>		567	
<b>Q4. When did your organization enroll with E-Verify</b>			
	Within the last six months	20%	156
	Six months to 12 months ago	50%	397
	One or two years ago	24%	191
	More than two years ago	6%	51
<b>Number of Respondents</b>		795	
<b>Q5. Did you enroll your organization with E-Verify</b>			
	Yes, I personally enrolled our organization	70%	388
	No, someone else in our organization enrolled us with E-Verify	29%	158
	Don't know	1%	7
<b>Number of Respondents</b>		553	
<b>Q7. Complete training &amp; online tutorial that is part of the E-Verify sign up process</b>			
	Completed the training	98%	542
	Did not complete the training	2%	11
<b>Number of Respondents</b>		553	
<b>Q9. Is the training provided useful in helping employers pass the required test</b>			
	Training provided is useful	95%	513
	Training provided is not useful	3%	15
	Don't know	3%	14
<b>Number of Respondents</b>		542	
<b>Q10. Tutorial &amp; required test adequately prepare employers to use E-Verify</b>			
	Test prepares employers	95%	517
	Test does not prepare employers	2%	10
	Don't know	3%	15
<b>Number of Respondents</b>		542	

### FAR Users (cont.)

		Far Users	
		Percent	Frequency
<b>Q11a. Have you used E-Verify in the past six (6) months</b>			
Used E-Verify in past 6 months		96%	762
Have not used E-Verify in past 6 months		4%	31
Don't know		0%	2
<b>Number of Respondents</b>		795	
<b>Q11b. Have you ever used E-Verify</b>			
Used E-Verify		70%	23
Have not used E-Verify		27%	9
Don't know		3%	1
<b>Number of Respondents</b>		33	
<b>Q11c. About how long has it been since you last used E-Verify</b>			
Seven to 12 months		91%	21
One to two years		9%	2
More than two years		--	0
<b>Number of Respondents</b>		23	
<b>Q11d. Why haven't you used E-Verify within the past six months</b>			
Have not hired any new employees in past six months		83%	19
No longer want to participate in E-Verify		4%	1
It was too hard / difficult to use the E-Verify system		--	0
No longer see any value to using E-Verify		--	0
Using E-Verify required us to let go of some existing employees		--	0
Using E-Verify made us less competitive in the market-place		--	0
No one on our current staff has completed the E-Verify tutorial		--	0
Other		17%	4
<b>Number of Respondents</b>		23	
<b>Q11e. Why have you never used E-Verify</b>			
Have not hired any new employees since enrolling in E-Verify		50%	5
Do not want to participate in E-Verify		--	0
It seems too hard / difficult to use the E-Verify system		20%	2
Do not see any value to using E-Verify		--	0
Using E-Verify may require us to let go of some existing employees		--	0
Using E-Verify will make us less competitive in the market-place		--	0
No one ever completed the E-Verify tutorial		--	0
Other		50%	5
<b>Number of Respondents</b>		10	
<b>Q12. Which best describes your organization as a user of E-Verify</b>			
General User		93%	731
Temporary Agency or Employment Agency		5%	40
Designated Agent		2%	14
<b>Number of Respondents</b>		785	
<b>Q13. Which best describes how frequently you use E-Verify</b>			
Once a week or more		24%	187
Two or three times a month		23%	183
About once a month		17%	130
Once every few months		24%	188
Once or twice a year		9%	68
Less than once a year		4%	29
<b>Number of Respondents</b>		785	
<b>Q15a. Received a (TNC) in the past 6 months</b>			
Received TNC		34%	265
Did not receive TNC		64%	499
Don't know		3%	21
<b>Number of Respondents</b>		785	
<b>Q15b. Approx. how many Tentative Nonconfirmations (TNCs) received in the past 6 months</b>			
One		42%	112
2 - 5		42%	112
6 - 10		11%	28
10 - 24		4%	10
25 or more		1%	3
<b>Number of Respondents</b>		265	

### FAR Users (cont.)

		Far Users	
		Percent	Frequency
<b>Q17. Past 6 months while using E-Verify have you been prompted to match a photo</b>			
	Prompted to match a photo	31%	241
	Not prompted to match a photo	66%	519
	Don't know	3%	25
<b>Number of Respondents</b>		785	
<b>Q19. Have access to the required technology to complete the photo matching process</b>			
	Have convenient access	95%	230
	Do not have convenient access	3%	8
	Don't know	1%	3
<b>Number of Respondents</b>		241	
<b>Q20a. Contacted E-Verify customer service (1-888-464-4218) in the past 6 months</b>			
	Contacted customer service	24%	192
	Did not contact customer service	73%	576
	Don't know	2%	17
<b>Number of Respondents</b>		785	
<b>Q20b. Satisfaction with your experience when you contacted E-Verify customer service</b>			
	Very satisfied	61%	117
	Somewhat satisfied	26%	49
	Somewhat dissatisfied	9%	18
	Very dissatisfied	4%	8
<b>Number of Respondents</b>		192	
<b>Q21a. Most recent call to E-Verify customer service, transferred during that call</b>			
	Transferred during the call	40%	76
	Not transferred during the call	50%	96
	Don't know	10%	20
<b>Number of Respondents</b>		192	
<b>Q21b. Amount of time you had to wait before the transfer was acceptable or too long</b>			
	Acceptable	84%	64
	Too long	16%	12
<b>Number of Respondents</b>		76	
<b>Q21c. During that call how many times were you transferred</b>			
	Once	75%	57
	Twice	18%	14
	Three times	7%	5
	More than three times	--	0
<b>Number of Respondents</b>		76	
<b>Q23a. Your most recent call to E-Verify customer service, was your issue resolved</b>			
	Issue resolved	87%	166
	Issue not resolved	10%	19
	Don't know	3%	6
<b>Number of Respondents</b>		191	
<b>Q23b. How many calls were needed to resolve your issue</b>			
	Resolved during first call	81%	135
	Needed to call back one additional time to resolve issue	16%	26
	Needed to call back two additional times to resolve issue	2%	4
	Needed to call back three or more additional times to resolve issue	1%	1
<b>Number of Respondents</b>		166	
<b>Q24a. Have you contacted E-Verify technical assistance in the past 6 months</b>			
	Contacted technical assistance	6%	48
	Have not contacted technical assistance	91%	716
	Don't know	3%	21
<b>Number of Respondents</b>		785	
<b>Q24b. Amount of time before the call was transferred was acceptable or too long - TA</b>			
	Acceptable	98%	47
	Too long	2%	1
<b>Number of Respondents</b>		48	

### FAR Users (cont.)

		Far Users	
		Percent	Frequency
<b>Q26a.</b>	<b>Was your reason or issue you called technical assistance resolved</b>		
	Issue resolved	94%	45
	Issue not resolved	4%	2
	Don't know	2%	1
	<b>Number of Respondents</b>		<b>48</b>
<b>Q26b.</b>	<b>How many calls were needed to resolve your issue</b>		
	Resolved during first call	84%	38
	Needed to call back one additional time to resolve issue	16%	7
	Needed to call back two additional times to resolve issue	--	0
	Needed to call back three or more additional times to resolve issue	--	0
	<b>Number of Respondents</b>		<b>45</b>
<b>Q27.</b>	<b>Were you aware that changes were going to be made to the E-Verify system</b>		
	Aware of changes	31%	243
	Unaware of changes	69%	542
	<b>Number of Respondents</b>		<b>785</b>
<b>Q28a.</b>	<b>Have you noticed any of the changes to the E-Verify system</b>		
	Yes	64%	502
	No	12%	94
	Have not used the E-Verify system since the changes were made	24%	189
	<b>Number of Respondents</b>		<b>785</b>
<b>Q28b.</b>	<b>Which of the following best describes your overall impression of those changes</b>		
	They represent a significant improvement to the system	43%	216
	There is some small improvement to the system	51%	257
	The changes have not improved the system	6%	29
	<b>Number of Respondents</b>		<b>502</b>
<b>Q28c.</b>	<b>Have the changes made the E-Verify system easier to use</b>		
	Yes, a lot easier	31%	158
	Yes, somewhat easier	46%	233
	Have not noticed any difference	19%	93
	No, it is more difficult to use now	4%	18
	<b>Number of Respondents</b>		<b>502</b>
<b>Q28d.</b>	<b>Have the changes made the E-Verify process easier to understand</b>		
	Yes, a lot easier	30%	153
	Yes, somewhat easier	46%	232
	Have not noticed any difference	22%	110
	No, it is more difficult to use now	1%	7
	<b>Number of Respondents</b>		<b>502</b>
<b>Q29.</b>	<b>E-Verify is doing enough to ensure companies using E-Verify adhere to policies</b>		
	Yes	56%	441
	Not Sure / Do not know	43%	334
	No	1%	10
	<b>Number of Respondents</b>		<b>785</b>
<b>Q30.</b>	<b>Adequate safeguards to ensure employers use E-Verify system properly</b>		
	Yes	65%	513
	Not Sure / Do not know	33%	262
	No	1%	10
	<b>Number of Respondents</b>		<b>785</b>
<b>Q32.</b>	<b>How would you prefer to get information about changes or updates to E-Verify</b>		
	E-mail	88%	690
	Fax	1%	4
	Mail	2%	15
	E-Verify system broadcast message	4%	33
	Phone call	0%	2
	Through the E-Verify website	5%	36
	Live presentation	0%	1
	Other	1%	4
	<b>Number of Respondents</b>		<b>785</b>
<b>Q33.</b>	<b>How would you prefer to contact E-Verify for help</b>		
	E-mail	39%	309
	Fax	--	0
	Mail	--	0
	Text or web chat	6%	47
	Phone call	41%	321
	Through the E-Verify website	13%	104
	Other	1%	4
	<b>Number of Respondents</b>		<b>785</b>

## **APPENDIX C: RESULTS TABLES**

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## All Scores and Impacts

	All Users	
	Score	Impact
<b>Awareness / Registration</b>	<b>81</b>	<b>1.2</b>
Clarity of instructions on how to enroll	80	
Mem. of understanding making the employer's responsibilities & next steps clear	80	
Ease of submitting registration information	83	
Speed of receiving User Name, Password and E-Verify Web Address	86	
Ease of registration process overall	76	
<b>Tutorial</b>	<b>80</b>	<b>1.5</b>
Helpfulness of information in User Manual	80	
Ease of taking online training in terms of understanding content	82	
Ease of completing online training in terms of time required	74	
Ease of accessing online resources	82	
Usefulness of online resources	81	
Ease of training process overall	78	
<b>Using E-Verify</b>	<b>88</b>	<b>1.6</b>
Ease of navigating the E-Verify site	86	
Ease of submitting I-9 information on E-Verify	89	
Speed of receiving an initial response from E-Verify	93	
Clarity of next steps as described in the response	86	
<b>Tentative Nonconfirmation Resolution</b>	<b>77</b>	<b>0.4</b>
Speed of resolving the case	77	
Clarity of communications about the steps involved in the resolution process	77	
Ease of resolving the case	79	
<b>Photo Matching</b>	<b>93</b>	<b>1.4</b>
Ease of photo matching process	94	
Helpfulness in preventing fraud	93	
<b>Customer Service</b>	<b>89</b>	<b>--</b>
Ease of accessing representative	88	
Professionalism	91	
Communication skills	89	
Ability to understand your questions/issue	89	
Providing guidance on policy/questions	89	
<b>Customer Service Prior transfer</b>	<b>81</b>	<b>--</b>
Ease of accessing representative	82	
Professionalism	86	
Communication skills	82	
Ability to understand your questions/issue	77	
Providing guidance on policy/questions	77	
<b>Customer Service after Transfer</b>	<b>84</b>	<b>--</b>
Ease of accessing representative	84	
Professionalism	86	
Communication skills	85	
Ability to understand your questions/issue	83	
Providing guidance on policy/questions	82	
<b>Internet Use</b>	<b>71</b>	<b>0.0</b>
Interested to use the Internet rather than having to call or email E-Verify	71	
<b>Technical Assistance</b>	<b>86</b>	<b>--</b>
Ease of accessing representative	85	
Professionalism	88	
Communication skills	87	
Ability to understand your questions/issue	85	
Knowledge of technical issues	86	
Technical guidance resolving your issue	85	
<b>Interested in Communicating with Peers</b>	<b>38</b>	<b>0.0</b>
Interested in communicating with peers about E-Verify or using the system	38	
<b>Satisfaction</b>	<b>82</b>	<b>--</b>
Overall satisfaction	83	
Meets expectations	84	
Compared to ideal	81	
<b>Recommend</b>	<b>83</b>	<b>5.3</b>
How likely would you be to recommend the E-Verify program to others	83	
<b>Confident in Accuracy</b>	<b>84</b>	<b>3.6</b>
How confident are you in the accuracy of the E-Verify program	84	
<b>Future Participation</b>	<b>93</b>	<b>2.2</b>
Likelihood to continue to participate in the E-Verify program in the future	93	
<b>Number of Respondents</b>	<b>1,044</b>	

## Recent Users Scores and Impacts

	Recent Users	
	Score	Impact
<b>Awareness / Registration</b>	<b>82</b>	<b>1.3</b>
Clarity of instructions on how to enroll	80	
Mem. of understanding making the employer's responsibilities & next steps clear	80	
Ease of submitting registration information	84	
Speed of receiving User Name, Password and E-Verify Web Address	87	
Ease of registration process overall	76	
<b>Tutorial</b>	<b>80</b>	<b>1.5</b>
Helpfulness of information in User Manual	81	
Ease of taking online training in terms of understanding content	82	
Ease of completing online training in terms of time required	75	
Ease of accessing online resources	82	
Usefulness of online resources	81	
Ease of training process overall	79	
<b>Using E-Verify</b>	<b>89</b>	<b>1.6</b>
Ease of navigating the E-Verify site	87	
Ease of submitting I-9 information on E-Verify	90	
Speed of receiving an initial response from E-Verify	93	
Clarity of next steps as described in the response	86	
<b>Tentative Nonconfirmation Resolution</b>	<b>77</b>	<b>0.8</b>
Speed of resolving the case	77	
Clarity of communications about the steps involved in the resolution process	76	
Ease of resolving the case	78	
<b>Photo Matching</b>	<b>94</b>	<b>1.3</b>
Ease of photo matching process	94	
Helpfulness in preventing fraud	93	
<b>Customer Service</b>	<b>88</b>	<b>--</b>
Ease of accessing representative	87	
Professionalism	90	
Communication skills	88	
Ability to understand your questions/issue	88	
Providing guidance on policy/questions	87	
<b>Customer Service Prior transfer</b>	<b>80</b>	<b>--</b>
Ease of accessing representative	81	
Professionalism	85	
Communication skills	81	
Ability to understand your questions/issue	76	
Providing guidance on policy/questions	73	
<b>Customer Service after Transfer</b>	<b>83</b>	<b>--</b>
Ease of accessing representative	84	
Professionalism	86	
Communication skills	84	
Ability to understand your questions/issue	82	
Providing guidance on policy/questions	80	
<b>Internet Use</b>	<b>72</b>	<b>0.0</b>
Interested to use the Internet rather than having to call or email E-Verify	72	
<b>Technical Assistance</b>	<b>86</b>	<b>--</b>
Ease of accessing representative	86	
Professionalism	89	
Communication skills	87	
Ability to understand your questions/issue	85	
Knowledge of technical issues	86	
Technical guidance resolving your issue	86	
<b>Interested in Communicating with Peers</b>	<b>39</b>	<b>0.0</b>
Interested in communicating with peers about E-Verify or using the system	39	
<b>Satisfaction</b>	<b>83</b>	<b>--</b>
Overall satisfaction	83	
Meets expectations	84	
Compared to ideal	81	
<b>Recommend</b>	<b>83</b>	<b>5.3</b>
How likely would you be to recommend the E-Verify program to others	83	
<b>Confident in Accuracy</b>	<b>84</b>	<b>3.5</b>
How confident are you in the accuracy of the E-Verify program	84	
<b>Future Participation</b>	<b>93</b>	<b>2.0</b>
Likelihood to continue to participate in the E-Verify program in the future	93	
<b>Number of Respondents</b>	<b>1,171</b>	

## FAR Users Scores and Impacts

	Far Users	
	Score	Impact
<b>Awareness / Registration</b>	<b>81</b>	<b>1.2</b>
Clarity of instructions on how to enroll	80	
Mem. of understanding making the employer's responsibilities & next steps clear	80	
Ease of submitting registration information	83	
Speed of receiving User Name, Password and E-Verify Web Address	86	
Ease of registration process overall	76	
<b>Tutorial</b>	<b>79</b>	<b>1.5</b>
Helpfulness of information in User Manual	79	
Ease of taking online training in terms of understanding content	81	
Ease of completing online training in terms of time required	75	
Ease of accessing online resources	82	
Usefulness of online resources	81	
Ease of training process overall	78	
<b>Using E-Verify</b>	<b>88</b>	<b>1.8</b>
Ease of navigating the E-Verify site	86	
Ease of submitting I-9 information on E-Verify	90	
Speed of receiving an initial response from E-Verify	91	
Clarity of next steps as described in the response	85	
<b>Tentative Nonconfirmation Resolution</b>	<b>74</b>	<b>0.2</b>
Speed of resolving the case	73	
Clarity of communications about the steps involved in the resolution process	74	
Ease of resolving the case	74	
<b>Photo Matching</b>	<b>91</b>	<b>1.8</b>
Ease of photo matching process	92	
Helpfulness in preventing fraud	91	
<b>Customer Service</b>	<b>84</b>	<b>--</b>
Ease of accessing representative	85	
Professionalism	88	
Communication skills	84	
Ability to understand your questions/issue	81	
Providing guidance on policy/questions	81	
<b>Customer Service Prior transfer</b>	<b>74</b>	<b>--</b>
Ease of accessing representative	77	
Professionalism	83	
Communication skills	76	
Ability to understand your questions/issue	71	
Providing guidance on policy/questions	66	
<b>Customer Service after Transfer</b>	<b>80</b>	<b>--</b>
Ease of accessing representative	79	
Professionalism	85	
Communication skills	83	
Ability to understand your questions/issue	79	
Providing guidance on policy/questions	78	
<b>Internet Use</b>	<b>71</b>	<b>0.0</b>
Interested to use the Internet rather than having to call or email E-Verify	71	
<b>Technical Assistance</b>	<b>84</b>	<b>--</b>
Ease of accessing representative	83	
Professionalism	86	
Communication skills	85	
Ability to understand your questions/issue	82	
Knowledge of technical issues	83	
Technical guidance resolving your issue	83	
<b>Interested in Communicating with Peers</b>	<b>38</b>	<b>0.0</b>
Interested in communicating with peers about E-Verify or using the system	38	
<b>Satisfaction</b>	<b>80</b>	<b>--</b>
Overall satisfaction	81	
Meets expectations	81	
Compared to ideal	79	
<b>Recommend</b>	<b>79</b>	<b>5.4</b>
How likely would you be to recommend the E-Verify program to others	79	
<b>Confident in Accuracy</b>	<b>81</b>	<b>4.0</b>
How confident are you in the accuracy of the E-Verify program	81	
<b>Future Participation</b>	<b>92</b>	<b>2.0</b>
Likelihood to continue to participate in the E-Verify program in the future	92	
<b>Number of Respondents</b>	<b>795</b>	

## All – Why Company Signed Up With E-Verify

	Parent company required participation	State or local government required participation	Federal government required participation	To satisfy a client's request	Using E-Verify would help avoid a (ICE) audit etc.	To improve ability to verify work authorization	Believed it would make us more competitive with others in our industry	Other
<b>Awareness / Registration</b>	<b>79</b>	<b>77</b>	<b>81</b>	<b>85</b>	<b>82</b>	<b>85</b>	<b>87</b>	<b>76</b>
Clarity of instructions on how to enroll	81	76	79	83	82	84	85	76
Mem. of understanding making the employer's responsibilities & next steps clear	79	76	79	85	82	84	86	72
Ease of submitting registration information	79	78	83	87	84	87	89	78
Speed of receiving User Name, Password and E-Verify Web Address	82	81	87	90	88	89	93	88
Ease of registration process overall	73	70	76	80	75	82	80	67
<b>Tutorial</b>	<b>79</b>	<b>75</b>	<b>81</b>	<b>84</b>	<b>83</b>	<b>85</b>	<b>85</b>	<b>75</b>
Helpfulness of information in User Manual	78	77	81	84	85	85	84	77
Ease of taking online training in terms of understanding content	81	76	83	85	84	85	85	82
Ease of completing online training in terms of time required	72	69	74	80	79	82	80	68
Ease of accessing online resources	83	78	83	86	85	86	85	75
Usefulness of online resources	81	77	81	86	84	85	88	78
Ease of training process overall	76	73	80	84	81	84	85	69
<b>Using E-Verify</b>	<b>90</b>	<b>87</b>	<b>88</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>87</b>
Ease of navigating the E-Verify site	88	83	85	89	88	88	89	86
Ease of submitting I-9 information on E-Verify	91	88	89	92	91	91	92	87
Speed of receiving an initial response from E-Verify	94	93	92	95	93	94	94	92
Clarity of next steps as described in the response	87	83	85	89	89	88	88	84
<b>Tentative Nonconfirmation Resolution</b>	<b>77</b>	<b>79</b>	<b>76</b>	<b>81</b>	<b>79</b>	<b>80</b>	<b>78</b>	<b>86</b>
Speed of resolving the case	78	79	77	78	78	78	77	89
Clarity of communications about the steps involved in the resolution process	75	78	74	84	79	80	77	89
Ease of resolving the case	79	81	76	81	82	81	80	79
<b>Photo Matching</b>	<b>94</b>	<b>92</b>	<b>91</b>	<b>93</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>94</b>
Ease of photo matching process	95	93	92	94	95	96	97	94
Helpfulness in preventing fraud	93	91	89	92	94	95	96	94
<b>Customer Service</b>	<b>92</b>	<b>87</b>	<b>89</b>	<b>92</b>	<b>93</b>	<b>93</b>	<b>98</b>	<b>90</b>
Ease of accessing representative	90	87	86	89	91	91	97	87
Professionalism	93	89	91	94	93	94	98	90
Communication skills	92	86	89	94	93	93	98	91
Ability to understand your questions/issue	92	87	90	91	93	93	98	90
Providing guidance on policy/questions	93	86	87	91	94	93	98	91
<b>Customer Service Prior transfer</b>	<b>85</b>	<b>78</b>	<b>74</b>	<b>79</b>	<b>91</b>	<b>85</b>	<b>90</b>	<b>84</b>
Ease of accessing representative	86	79	76	79	94	86	84	89
Professionalism	88	83	81	86	94	90	96	91
Communication skills	85	79	74	78	90	86	89	84
Ability to understand your questions/issue	85	72	70	76	90	81	89	76
Providing guidance on policy/questions	79	71	66	68	87	80	86	78
<b>Customer Service after Transfer</b>	<b>89</b>	<b>80</b>	<b>78</b>	<b>79</b>	<b>92</b>	<b>89</b>	<b>93</b>	<b>91</b>
Ease of accessing representative	88	81	77	78	90	89	93	91
Professionalism	90	85	80	85	94	91	96	91
Communication skills	89	82	79	79	92	90	96	91
Ability to understand your questions/issue	90	77	78	76	90	86	91	91
Providing guidance on policy/questions	89	75	74	75	94	87	89	91
<b>Internet Use</b>	<b>64</b>	<b>71</b>	<b>71</b>	<b>76</b>	<b>72</b>	<b>73</b>	<b>72</b>	<b>64</b>
Interested to use the Internet rather than having to call or email E-Verify	64	71	71	76	72	73	72	64
<b>Technical Assistance</b>	<b>83</b>	<b>81</b>	<b>85</b>	<b>78</b>	<b>94</b>	<b>91</b>	<b>88</b>	<b>89</b>
Ease of accessing representative	80	78	83	73	94	89	89	89
Professionalism	86	82	88	81	94	91	93	90
Communication skills	82	82	86	79	94	91	89	90
Ability to understand your questions/issue	82	81	84	79	94	90	87	89
Knowledge of technical issues	82	80	86	81	95	91	87	90
Technical guidance resolving your issue	83	79	84	76	94	91	87	89
<b>Interested in Communicating with Peers</b>	<b>40</b>	<b>38</b>	<b>37</b>	<b>37</b>	<b>44</b>	<b>42</b>	<b>56</b>	<b>39</b>
Interested in communicating with peers about E-Verify or using the system	40	38	37	37	44	42	56	39
<b>Satisfaction</b>	<b>82</b>	<b>79</b>	<b>82</b>	<b>85</b>	<b>87</b>	<b>87</b>	<b>86</b>	<b>80</b>
Overall satisfaction	82	79	83	85	88	87	86	78
Meets expectations	84	81	83	85	88	88	86	82
Compared to ideal	82	78	81	84	86	85	85	81
<b>Recommend</b>	<b>85</b>	<b>78</b>	<b>81</b>	<b>85</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>78</b>
How likely would you be to recommend the E-Verify program to others	85	78	81	85	91	90	90	78
<b>Confident in Accuracy</b>	<b>85</b>	<b>81</b>	<b>83</b>	<b>86</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>82</b>
How confident are you in the accuracy of the E-Verify program	85	81	83	86	89	89	91	82
<b>Future Participation</b>	<b>93</b>	<b>91</b>	<b>93</b>	<b>92</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>88</b>
Likelihood to continue to participate in the E-Verify program in the future	93	91	93	92	95	95	96	88
<b>Number of Respondents</b>	<b>153</b>	<b>293</b>	<b>321</b>	<b>104</b>	<b>146</b>	<b>440</b>	<b>73</b>	<b>49</b>

## All – How Long Ago Enrolled

	Within the last six months	Within the last six to 12 months	One or two years ago	More than two years ago
<b>Awareness / Registration</b>	<b>84</b>	<b>79</b>	<b>--</b>	<b>--</b>
Clarity of instructions on how to enroll	83	79	--	--
Mem. of understanding making the employer's responsibilities & next steps clear	84	77	--	--
Ease of submitting registration information	86	81	--	--
Speed of receiving User Name, Password and E-Verify Web Address	90	84	--	--
Ease of registration process overall	80	73	--	--
<b>Tutorial</b>	<b>82</b>	<b>79</b>	<b>--</b>	<b>--</b>
Helpfulness of information in User Manual	82	80	--	--
Ease of taking online training in terms of understanding content	84	81	--	--
Ease of completing online training in terms of time required	78	72	--	--
Ease of accessing online resources	82	82	--	--
Usefulness of online resources	82	81	--	--
Ease of training process overall	80	77	--	--
<b>Using E-Verify</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>90</b>
Ease of navigating the E-Verify site	88	86	84	88
Ease of submitting I-9 information on E-Verify	89	89	89	90
Speed of receiving an initial response from E-Verify	92	92	93	94
Clarity of next steps as described in the response	87	86	83	88
<b>Tentative Nonconfirmation Resolution</b>	<b>74</b>	<b>76</b>	<b>75</b>	<b>84</b>
Speed of resolving the case	72	76	76	84
Clarity of communications about the steps involved in the resolution process	75	76	73	84
Ease of resolving the case	74	77	76	87
<b>Photo Matching</b>	<b>93</b>	<b>92</b>	<b>93</b>	<b>95</b>
Ease of photo matching process	94	93	94	95
Helpfulness in preventing fraud	91	92	93	94
<b>Customer Service</b>	<b>91</b>	<b>86</b>	<b>90</b>	<b>96</b>
Ease of accessing representative	88	86	87	95
Professionalism	91	88	91	95
Communication skills	91	87	90	96
Ability to understand your questions/issue	91	86	90	95
Providing guidance on policy/questions	90	85	90	96
<b>Customer Service Prior transfer</b>	<b>83</b>	<b>71</b>	<b>76</b>	<b>93</b>
Ease of accessing representative	86	69	76	95
Professionalism	88	77	81	96
Communication skills	81	72	78	94
Ability to understand your questions/issue	78	68	74	88
Providing guidance on policy/questions	80	69	71	89
<b>Customer Service after Transfer</b>	<b>84</b>	<b>77</b>	<b>79</b>	<b>97</b>
Ease of accessing representative	84	77	79	98
Professionalism	85	78	83	98
Communication skills	85	78	80	97
Ability to understand your questions/issue	83	76	77	95
Providing guidance on policy/questions	83	78	74	95
<b>Internet Use</b>	<b>75</b>	<b>73</b>	<b>70</b>	<b>68</b>
Interested to use the Internet rather than having to call or email E-Verify	75	73	70	68
<b>Technical Assistance</b>	<b>87</b>	<b>86</b>	<b>82</b>	<b>93</b>
Ease of accessing representative	88	87	80	91
Professionalism	88	87	85	94
Communication skills	88	86	83	93
Ability to understand your questions/issue	86	84	82	92
Knowledge of technical issues	86	85	82	94
Technical guidance resolving your issue	86	85	81	94
<b>Interested in Communicating with Peers</b>	<b>42</b>	<b>36</b>	<b>39</b>	<b>38</b>
Interested in communicating with peers about E-Verify or using the system	42	36	39	38
<b>Satisfaction</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>84</b>
Overall satisfaction	83	81	82	85
Meets expectations	83	83	83	85
Compared to ideal	82	81	80	83
<b>Recommend</b>	<b>82</b>	<b>80</b>	<b>83</b>	<b>87</b>
How likely would you be to recommend the E-Verify program to others	82	80	83	87
<b>Confident in Accuracy</b>	<b>84</b>	<b>82</b>	<b>84</b>	<b>86</b>
How confident are you in the accuracy of the E-Verify program	84	82	84	86
<b>Future Participation</b>	<b>93</b>	<b>90</b>	<b>93</b>	<b>96</b>
Likelihood to continue to participate in the E-Verify program in the future	93	90	93	96
<b>Number of Respondents</b>	<b>136</b>	<b>280</b>	<b>409</b>	<b>219</b>

## All – User Type

	General User	Temporary Agency or Employment Agency	Designated Agent
<b>Awareness / Registration</b>	<b>81</b>	<b>72</b>	<b>82</b>
Clarity of instructions on how to enroll	81	73	80
Mem. of understanding making the employer's responsibilities & next steps clear	80	74	80
Ease of submitting registration information	84	70	74
Speed of receiving User Name, Password and E-Verify Web Address	86	75	91
Ease of registration process overall	76	66	89
<b>Tutorial</b>	<b>80</b>	<b>82</b>	<b>77</b>
Helpfulness of information in User Manual	81	82	78
Ease of taking online training in terms of understanding content	82	82	77
Ease of completing online training in terms of time required	74	78	76
Ease of accessing online resources	82	83	75
Usefulness of online resources	81	82	77
Ease of training process overall	78	81	76
<b>Using E-Verify</b>	<b>88</b>	<b>90</b>	<b>88</b>
Ease of navigating the E-Verify site	86	87	86
Ease of submitting I-9 information on E-Verify	89	91	86
Speed of receiving an initial response from E-Verify	93	94	92
Clarity of next steps as described in the response	85	86	86
<b>Tentative Nonconfirmation Resolution</b>	<b>77</b>	<b>80</b>	<b>78</b>
Speed of resolving the case	77	78	77
Clarity of communications about the steps involved in the resolution process	76	79	79
Ease of resolving the case	79	83	79
<b>Photo Matching</b>	<b>93</b>	<b>94</b>	<b>90</b>
Ease of photo matching process	94	94	90
Helpfulness in preventing fraud	93	94	89
<b>Customer Service</b>	<b>88</b>	<b>98</b>	<b>87</b>
Ease of accessing representative	87	96	83
Professionalism	90	98	91
Communication skills	88	98	91
Ability to understand your questions/issue	88	99	83
Providing guidance on policy/questions	88	98	83
<b>Customer Service Prior transfer</b>	<b>81</b>	<b>91</b>	<b>58</b>
Ease of accessing representative	82	93	58
Professionalism	86	93	64
Communication skills	82	92	56
Ability to understand your questions/issue	77	89	53
Providing guidance on policy/questions	77	89	58
<b>Customer Service after Transfer</b>	<b>85</b>	<b>95</b>	<b>58</b>
Ease of accessing representative	85	96	58
Professionalism	87	96	61
Communication skills	85	96	61
Ability to understand your questions/issue	84	92	53
Providing guidance on policy/questions	82	96	53
<b>Internet Use</b>	<b>70</b>	<b>74</b>	<b>81</b>
Interested to use the Internet rather than having to call or email E-Verify	70	74	81
<b>Technical Assistance</b>	<b>86</b>	<b>91</b>	<b>76</b>
Ease of accessing representative	85	89	80
Professionalism	88	90	78
Communication skills	87	92	78
Ability to understand your questions/issue	86	92	73
Knowledge of technical issues	86	90	76
Technical guidance resolving your issue	86	90	69
<b>Interested in Communicating with Peers</b>	<b>37</b>	<b>50</b>	<b>47</b>
Interested in communicating with peers about E-Verify or using the system	37	50	47
<b>Satisfaction</b>	<b>82</b>	<b>85</b>	<b>80</b>
Overall satisfaction	82	85	82
Meets expectations	83	86	82
Compared to ideal	81	83	77
<b>Recommend</b>	<b>83</b>	<b>90</b>	<b>81</b>
How likely would you be to recommend the E-Verify program to others	83	90	81
<b>Confident in Accuracy</b>	<b>84</b>	<b>85</b>	<b>82</b>
How confident are you in the accuracy of the E-Verify program	84	85	82
<b>Future Participation</b>	<b>92</b>	<b>95</b>	<b>93</b>
Likelihood to continue to participate in the E-Verify program in the future	92	95	93
<b>Number of Respondents</b>	<b>927</b>	<b>72</b>	<b>38</b>

## All – Received a TNC

	Received TNC	Did not receive TNC	Significant Difference
<b>Awareness / Registration</b>	<b>80</b>	<b>81</b>	
Clarity of instructions on how to enroll	80	80	
Mem. of understanding making the employer's responsibilities & next steps clear	79	80	
Ease of submitting registration information	83	83	
Speed of receiving User Name, Password and E-Verify Web Address	85	87	
Ease of registration process overall	74	76	
<b>Tutorial</b>	<b>81</b>	<b>79</b>	
Helpfulness of information in User Manual	82	80	
Ease of taking online training in terms of understanding content	83	81	
Ease of completing online training in terms of time required	73	74	
Ease of accessing online resources	82	81	
Usefulness of online resources	82	81	
Ease of training process overall	78	78	
<b>Using E-Verify</b>	<b>88</b>	<b>88</b>	
Ease of navigating the E-Verify site	87	85	
Ease of submitting I-9 information on E-Verify	89	90	
Speed of receiving an initial response from E-Verify	92	93	
Clarity of next steps as described in the response	85	86	
<b>Tentative Nonconfirmation Resolution</b>	<b>77</b>	<b>--</b>	
Speed of resolving the case	77	--	
Clarity of communications about the steps involved in the resolution process	77	--	
Ease of resolving the case	79	--	
<b>Photo Matching</b>	<b>94</b>	<b>93</b>	
Ease of photo matching process	94	93	
Helpfulness in preventing fraud	93	92	
<b>Customer Service</b>	<b>87</b>	<b>91</b>	*
Ease of accessing representative	85	90	
Professionalism	89	92	
Communication skills	87	92	*
Ability to understand your questions/issue	87	91	
Providing guidance on policy/questions	85	93	*
<b>Customer Service Prior transfer</b>	<b>82</b>	<b>80</b>	
Ease of accessing representative	83	80	
Professionalism	86	84	
Communication skills	82	81	
Ability to understand your questions/issue	78	75	
Providing guidance on policy/questions	78	75	
<b>Customer Service after Transfer</b>	<b>85</b>	<b>83</b>	
Ease of accessing representative	85	83	
Professionalism	87	85	
Communication skills	87	82	
Ability to understand your questions/issue	84	81	
Providing guidance on policy/questions	83	81	
<b>Internet Use</b>	<b>74</b>	<b>70</b>	*
Interested to use the Internet rather than having to call or email E-Verify	74	70	*
<b>Technical Assistance</b>	<b>87</b>	<b>85</b>	
Ease of accessing representative	87	84	
Professionalism	90	86	
Communication skills	88	85	
Ability to understand your questions/issue	85	85	
Knowledge of technical issues	87	85	
Technical guidance resolving your issue	86	85	
<b>Interested in Communicating with Peers</b>	<b>46</b>	<b>35</b>	*
Interested in communicating with peers about E-Verify or using the system	46	35	*
<b>Satisfaction</b>	<b>82</b>	<b>82</b>	
Overall satisfaction	83	83	
Meets expectations	83	84	
Compared to ideal	80	81	
<b>Recommend</b>	<b>86</b>	<b>82</b>	*
How likely would you be to recommend the E-Verify program to others	86	82	*
<b>Confident in Accuracy</b>	<b>83</b>	<b>85</b>	
How confident are you in the accuracy of the E-Verify program	83	85	
<b>Future Participation</b>	<b>94</b>	<b>92</b>	
Likelihood to continue to participate in the E-Verify program in the future	94	92	
<b>Number of Respondents</b>	<b>296</b>	<b>710</b>	

90% level of confidence

### All – Contacted Customer Service

	Contacted customer service	Did not contact customer service	Significant Difference
<b>Awareness / Registration</b>	<b>79</b>	<b>82</b>	
Clarity of instructions on how to enroll	76	82	*
Mem. of understanding making the employer's responsibilities & next steps clear	76	81	*
Ease of submitting registration information	83	83	
Speed of receiving User Name, Password and E-Verify Web Address	85	87	
Ease of registration process overall	74	77	
<b>Tutorial</b>	<b>80</b>	<b>80</b>	
Helpfulness of information in User Manual	82	80	
Ease of taking online training in terms of understanding content	82	82	
Ease of completing online training in terms of time required	75	74	
Ease of accessing online resources	83	82	
Usefulness of online resources	82	81	
Ease of training process overall	79	78	
<b>Using E-Verify</b>	<b>89</b>	<b>88</b>	
Ease of navigating the E-Verify site	87	85	*
Ease of submitting I-9 information on E-Verify	90	89	
Speed of receiving an initial response from E-Verify	93	93	
Clarity of next steps as described in the response	87	85	
<b>Tentative Nonconfirmation Resolution</b>	<b>79</b>	<b>77</b>	
Speed of resolving the case	79	77	
Clarity of communications about the steps involved in the resolution process	78	76	
Ease of resolving the case	81	78	
<b>Photo Matching</b>	<b>93</b>	<b>94</b>	
Ease of photo matching process	94	94	
Helpfulness in preventing fraud	92	93	
<b>Customer Service</b>	<b>89</b>	<b>--</b>	
Ease of accessing representative	88	--	
Professionalism	91	--	
Communication skills	89	--	
Ability to understand your questions/issue	89	--	
Providing guidance on policy/questions	89	--	
<b>Customer Service Prior transfer</b>	<b>81</b>	<b>--</b>	
Ease of accessing representative	82	--	
Professionalism	86	--	
Communication skills	82	--	
Ability to understand your questions/issue	77	--	
Providing guidance on policy/questions	77	--	
<b>Customer Service after Transfer</b>	<b>84</b>	<b>--</b>	
Ease of accessing representative	84	--	
Professionalism	86	--	
Communication skills	85	--	
Ability to understand your questions/issue	83	--	
Providing guidance on policy/questions	82	--	
<b>Internet Use</b>	<b>73</b>	<b>71</b>	
Interested to use the Internet rather than having to call or email E-Verify	73	71	
<b>Technical Assistance</b>	<b>87</b>	<b>84</b>	
Ease of accessing representative	87	82	
Professionalism	88	88	
Communication skills	88	84	
Ability to understand your questions/issue	87	82	
Knowledge of technical issues	87	83	
Technical guidance resolving your issue	87	83	
<b>Interested in Communicating with Peers</b>	<b>45</b>	<b>37</b>	*
Interested in communicating with peers about E-Verify or using the system	45	37	*
<b>Satisfaction</b>	<b>83</b>	<b>82</b>	
Overall satisfaction	83	82	
Meets expectations	84	84	
Compared to ideal	82	81	
<b>Recommend</b>	<b>84</b>	<b>83</b>	
How likely would you be to recommend the E-Verify program to others	84	83	
<b>Confident in Accuracy</b>	<b>84</b>	<b>84</b>	
How confident are you in the accuracy of the E-Verify program	84	84	
<b>Future Participation</b>	<b>94</b>	<b>92</b>	*
Likelihood to continue to participate in the E-Verify program in the future	94	92	*
<b>Number of Respondents</b>	<b>211</b>	<b>806</b>	

90% level of confidence

## All – Contacted Technical Assistance

	Contacted technical assistance	Have not contacted technical assistance	Significant Difference
<b>Awareness / Registration</b>	<b>76</b>	<b>81</b>	
Clarity of instructions on how to enroll	72	81	
Mem. of understanding making the employer's responsibilities & next steps clear	76	80	
Ease of submitting registration information	74	84	
Speed of receiving User Name, Password and E-Verify Web Address	84	86	
Ease of registration process overall	75	76	
<b>Tutorial</b>	<b>80</b>	<b>80</b>	
Helpfulness of information in User Manual	82	80	
Ease of taking online training in terms of understanding content	79	82	
Ease of completing online training in terms of time required	78	74	
Ease of accessing online resources	82	82	
Usefulness of online resources	84	81	
Ease of training process overall	79	78	
<b>Using E-Verify</b>	<b>87</b>	<b>88</b>	
Ease of navigating the E-Verify site	84	86	
Ease of submitting I-9 information on E-Verify	87	89	
Speed of receiving an initial response from E-Verify	92	93	
Clarity of next steps as described in the response	85	85	
<b>Tentative Nonconfirmation Resolution</b>	<b>81</b>	<b>77</b>	
Speed of resolving the case	80	77	
Clarity of communications about the steps involved in the resolution process	83	76	
Ease of resolving the case	82	79	
<b>Photo Matching</b>	<b>90</b>	<b>94</b>	
Ease of photo matching process	90	94	
Helpfulness in preventing fraud	89	93	
<b>Customer Service</b>	<b>91</b>	<b>88</b>	
Ease of accessing representative	90	87	
Professionalism	92	90	
Communication skills	92	89	
Ability to understand your questions/issue	91	88	
Providing guidance on policy/questions	92	87	*
<b>Customer Service Prior transfer</b>	<b>74</b>	<b>83</b>	
Ease of accessing representative	74	83	
Professionalism	79	87	
Communication skills	74	84	
Ability to understand your questions/issue	72	79	
Providing guidance on policy/questions	71	79	
<b>Customer Service after Transfer</b>	<b>77</b>	<b>86</b>	
Ease of accessing representative	76	86	
Professionalism	80	87	
Communication skills	76	87	
Ability to understand your questions/issue	76	84	
Providing guidance on policy/questions	76	84	
<b>Internet Use</b>	<b>66</b>	<b>71</b>	
Interested to use the Internet rather than having to call or email E-Verify	66	71	
<b>Technical Assistance</b>	<b>86</b>	<b>--</b>	
Ease of accessing representative	85	--	
Professionalism	88	--	
Communication skills	87	--	
Ability to understand your questions/issue	85	--	
Knowledge of technical issues	86	--	
Technical guidance resolving your issue	85	--	
<b>Interested in Communicating with Peers</b>	<b>49</b>	<b>38</b>	*
Interested in communicating with peers about E-Verify or using the system	49	38	*
<b>Satisfaction</b>	<b>81</b>	<b>82</b>	
Overall satisfaction	82	83	
Meets expectations	83	84	
Compared to ideal	81	81	
<b>Recommend</b>	<b>82</b>	<b>83</b>	
How likely would you be to recommend the E-Verify program to others	82	83	
<b>Confident in Accuracy</b>	<b>82</b>	<b>84</b>	
How confident are you in the accuracy of the E-Verify program	82	84	
<b>Future Participation</b>	<b>93</b>	<b>93</b>	
Likelihood to continue to participate in the E-Verify program in the future	93	93	
<b>Number of Respondents</b>	<b>63</b>	<b>952</b>	

90% level of confidence

## All – Noticed Changes to the System

	Yes	No	Significant Difference
<b>Awareness / Registration</b>	<b>83</b>	<b>74</b>	<b>*</b>
Clarity of instructions on how to enroll	83	72	*
Mem. of understanding making the employer's responsibilities & next steps clear	82	74	*
Ease of submitting registration information	87	73	*
Speed of receiving User Name, Password and E-Verify Web Address	88	79	*
Ease of registration process overall	78	69	
<b>Tutorial</b>	<b>82</b>	<b>75</b>	<b>*</b>
Helpfulness of information in User Manual	82	76	*
Ease of taking online training in terms of understanding content	84	78	*
Ease of completing online training in terms of time required	75	72	
Ease of accessing online resources	84	75	*
Usefulness of online resources	83	75	*
Ease of training process overall	80	74	
<b>Using E-Verify</b>	<b>91</b>	<b>85</b>	<b>*</b>
Ease of navigating the E-Verify site	89	81	*
Ease of submitting I-9 information on E-Verify	91	86	*
Speed of receiving an initial response from E-Verify	94	92	
Clarity of next steps as described in the response	88	81	*
<b>Tentative Nonconfirmation Resolution</b>	<b>78</b>	<b>76</b>	
Speed of resolving the case	78	77	
Clarity of communications about the steps involved in the resolution process	78	77	
Ease of resolving the case	80	79	
<b>Photo Matching</b>	<b>94</b>	<b>90</b>	
Ease of photo matching process	95	91	
Helpfulness in preventing fraud	93	87	
<b>Customer Service</b>	<b>89</b>	<b>89</b>	
Ease of accessing representative	88	87	
Professionalism	91	89	
Communication skills	89	89	
Ability to understand your questions/issue	89	89	
Providing guidance on policy/questions	89	89	
<b>Customer Service Prior transfer</b>	<b>81</b>	<b>84</b>	
Ease of accessing representative	82	87	
Professionalism	85	89	
Communication skills	81	87	
Ability to understand your questions/issue	78	76	
Providing guidance on policy/questions	77	72	
<b>Customer Service after Transfer</b>	<b>85</b>	<b>82</b>	
Ease of accessing representative	84	85	
Professionalism	87	85	
Communication skills	85	85	
Ability to understand your questions/issue	83	80	
Providing guidance on policy/questions	83	74	
<b>Internet Use</b>	<b>72</b>	<b>64</b>	<b>*</b>
Interested to use the Internet rather than having to call or email E-Verify	72	64	*
<b>Technical Assistance</b>	<b>87</b>	<b>85</b>	
Ease of accessing representative	86	83	
Professionalism	89	86	
Communication skills	88	86	
Ability to understand your questions/issue	86	84	
Knowledge of technical issues	87	86	
Technical guidance resolving your issue	87	86	
<b>Interested in Communicating with Peers</b>	<b>40</b>	<b>35</b>	
Interested in communicating with peers about E-Verify or using the system	40	35	
<b>Satisfaction</b>	<b>84</b>	<b>80</b>	<b>*</b>
Overall satisfaction	84	80	*
Meets expectations	85	81	*
Compared to ideal	83	79	
<b>Recommend</b>	<b>85</b>	<b>81</b>	<b>*</b>
How likely would you be to recommend the E-Verify program to others	85	81	*
<b>Confident in Accuracy</b>	<b>85</b>	<b>82</b>	<b>*</b>
How confident are you in the accuracy of the E-Verify program	85	82	*
<b>Future Participation</b>	<b>94</b>	<b>90</b>	<b>*</b>
Likelihood to continue to participate in the E-Verify program in the future	94	90	*
<b>Number of Respondents</b>	<b>655</b>	<b>112</b>	

90% level of confidence

### Recent Users – User Type

	General User	Temporary Agency or Employment Agency	Designated Agent
<b>Awareness / Registration</b>	<b>82</b>	<b>81</b>	<b>77</b>
Clarity of instructions on how to enroll	81	80	74
Mem. of understanding making the employer's responsibilities & next steps clear	80	82	74
Ease of submitting registration information	84	82	69
Speed of receiving User Name, Password and E-Verify Web Address	87	87	85
Ease of registration process overall	76	73	81
<b>Tutorial</b>	<b>80</b>	<b>85</b>	<b>74</b>
Helpfulness of information in User Manual	81	85	76
Ease of taking online training in terms of understanding content	82	86	73
Ease of completing online training in terms of time required	75	80	72
Ease of accessing online resources	82	86	72
Usefulness of online resources	81	86	73
Ease of training process overall	78	84	72
<b>Using E-Verify</b>	<b>89</b>	<b>90</b>	<b>86</b>
Ease of navigating the E-Verify site	87	88	84
Ease of submitting I-9 information on E-Verify	90	91	85
Speed of receiving an initial response from E-Verify	93	94	89
Clarity of next steps as described in the response	86	88	85
<b>Tentative Nonconfirmation Resolution</b>	<b>76</b>	<b>80</b>	<b>77</b>
Speed of resolving the case	77	79	75
Clarity of communications about the steps involved in the resolution process	76	79	79
Ease of resolving the case	77	82	76
<b>Photo Matching</b>	<b>94</b>	<b>94</b>	<b>90</b>
Ease of photo matching process	94	94	90
Helpfulness in preventing fraud	94	94	90
<b>Customer Service</b>	<b>87</b>	<b>94</b>	<b>85</b>
Ease of accessing representative	86	92	83
Professionalism	89	95	90
Communication skills	87	93	86
Ability to understand your questions/issue	87	95	81
Providing guidance on policy/questions	86	93	83
<b>Customer Service Prior transfer</b>	<b>80</b>	<b>91</b>	<b>65</b>
Ease of accessing representative	81	94	67
Professionalism	85	94	74
Communication skills	81	90	67
Ability to understand your questions/issue	76	89	63
Providing guidance on policy/questions	74	89	48
<b>Customer Service after Transfer</b>	<b>84</b>	<b>96</b>	<b>67</b>
Ease of accessing representative	84	97	69
Professionalism	86	97	72
Communication skills	84	95	69
Ability to understand your questions/issue	82	95	61
Providing guidance on policy/questions	81	94	61
<b>Internet Use</b>	<b>72</b>	<b>73</b>	<b>79</b>
Interested to use the Internet rather than having to call or email E-Verify	72	73	79
<b>Technical Assistance</b>	<b>87</b>	<b>91</b>	<b>76</b>
Ease of accessing representative	86	89	80
Professionalism	89	90	80
Communication skills	88	92	76
Ability to understand your questions/issue	86	92	70
Knowledge of technical issues	87	90	76
Technical guidance resolving your issue	87	90	73
<b>Interested in Communicating with Peers</b>	<b>37</b>	<b>51</b>	<b>46</b>
Interested in communicating with peers about E-Verify or using the system	37	51	46
<b>Satisfaction</b>	<b>83</b>	<b>85</b>	<b>81</b>
Overall satisfaction	83	85	83
Meets expectations	84	86	83
Compared to ideal	81	83	76
<b>Recommend</b>	<b>83</b>	<b>88</b>	<b>82</b>
How likely would you be to recommend the E-Verify program to others	83	88	82
<b>Confident in Accuracy</b>	<b>84</b>	<b>85</b>	<b>83</b>
How confident are you in the accuracy of the E-Verify program	84	85	83
<b>Future Participation</b>	<b>93</b>	<b>95</b>	<b>93</b>
Likelihood to continue to participate in the E-Verify program in the future	93	95	93
<b>Number of Respondents</b>	<b>1,046</b>	<b>82</b>	<b>38</b>

### FAR Users – User Type

	General User	Temporary Agency or Employment Agency	Designated Agent
<b>Awareness / Registration</b>	<b>82</b>	<b>71</b>	<b>82</b>
Clarity of instructions on how to enroll	80	73	89
Mem. of understanding making the employer's responsibilities & next steps clear	80	74	95
Ease of submitting registration information	84	71	71
Speed of receiving User Name, Password and E-Verify Web Address	87	67	83
Ease of registration process overall	76	67	78
<b>Tutorial</b>	<b>79</b>	<b>77</b>	<b>82</b>
Helpfulness of information in User Manual	80	76	80
Ease of taking online training in terms of understanding content	81	82	81
Ease of completing online training in terms of time required	75	73	80
Ease of accessing online resources	82	79	86
Usefulness of online resources	81	78	80
Ease of training process overall	78	77	81
<b>Using E-Verify</b>	<b>88</b>	<b>86</b>	<b>88</b>
Ease of navigating the E-Verify site	86	85	90
Ease of submitting I-9 information on E-Verify	90	86	88
Speed of receiving an initial response from E-Verify	91	90	90
Clarity of next steps as described in the response	85	84	84
<b>Tentative Nonconfirmation Resolution</b>	<b>73</b>	<b>79</b>	<b>70</b>
Speed of resolving the case	73	78	69
Clarity of communications about the steps involved in the resolution process	74	78	72
Ease of resolving the case	74	81	69
<b>Photo Matching</b>	<b>91</b>	<b>94</b>	<b>89</b>
Ease of photo matching process	92	95	89
Helpfulness in preventing fraud	90	94	89
<b>Customer Service</b>	<b>85</b>	<b>74</b>	<b>81</b>
Ease of accessing representative	86	75	78
Professionalism	88	79	89
Communication skills	85	76	78
Ability to understand your questions/issue	82	68	78
Providing guidance on policy/questions	81	71	78
<b>Customer Service Prior transfer</b>	<b>74</b>	<b>76</b>	<b>94</b>
Ease of accessing representative	76	81	89
Professionalism	83	83	100
Communication skills	76	80	100
Ability to understand your questions/issue	70	80	89
Providing guidance on policy/questions	67	49	89
<b>Customer Service after Transfer</b>	<b>79</b>	<b>85</b>	<b>94</b>
Ease of accessing representative	78	89	89
Professionalism	85	83	100
Communication skills	82	83	100
Ability to understand your questions/issue	78	89	89
Providing guidance on policy/questions	78	82	89
<b>Internet Use</b>	<b>71</b>	<b>66</b>	<b>79</b>
Interested to use the Internet rather than having to call or email E-Verify	71	66	79
<b>Technical Assistance</b>	<b>84</b>	<b>77</b>	<b>89</b>
Ease of accessing representative	83	81	89
Professionalism	87	74	89
Communication skills	86	67	89
Ability to understand your questions/issue	83	74	89
Knowledge of technical issues	83	85	89
Technical guidance resolving your issue	83	85	--
<b>Interested in Communicating with Peers</b>	<b>38</b>	<b>38</b>	<b>33</b>
Interested in communicating with peers about E-Verify or using the system	38	38	33
<b>Satisfaction</b>	<b>80</b>	<b>80</b>	<b>85</b>
Overall satisfaction	81	81	87
Meets expectations	81	81	87
Compared to ideal	79	78	82
<b>Recommend</b>	<b>79</b>	<b>79</b>	<b>81</b>
How likely would you be to recommend the E-Verify program to others	79	79	81
<b>Confident in Accuracy</b>	<b>82</b>	<b>79</b>	<b>87</b>
How confident are you in the accuracy of the E-Verify program	82	79	87
<b>Future Participation</b>	<b>92</b>	<b>90</b>	<b>92</b>
Likelihood to continue to participate in the E-Verify program in the future	92	90	92
<b>Number of Respondents</b>	<b>731</b>	<b>40</b>	<b>14</b>

## **APPENDIX D: VERBATIM COMMENTS**

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**How did you first learn about E-Verify? (Other Please Specify)**

*3rd party background company - pre-employ*

*A CE Course on Payroll Laws*

*A co-worker had used it in the past*

*A friend that's a Human Resources Generalist told me about it*

*A friend told me about it*

*A new HR employee had used it at a previous company.*

*A news letter and it said it was required.*

*Affirmative Action*

*Affirmative Action Consultant*

*Agency mandates*

*Almost any of these, it was well advertised.*

*American Payroll Association*

*American Payroll Association*

*Another facility within our organization was using basic pilot and transitioned over time to e-verify*

*Another location*

*Another Small Business owner shared information and then we researched on internet*

*APA*

*Aquent's Human Resources*

*Arizona Employer Laws requiring use for new hires*

*ARIZONA EMPLOYERS SANCTIONS LAW*

*Arizona law*

*Arizona Law that went into affect 01/01/2008*

*Arizona made is mandatory to verify new employees*

*Arizona Requirement*

*Arizona Requirement*

*Arizona State Law*

*Arizona state law*

*As a contractor with FedEx Ground it is required.*

*As contractor with State of Georgia, receiving Federal funds*

*ASSOCIATION CO. COMM OF GA.*

*AT A PAYROLL LAW CONFERENCE*

*At a seminar when it was called BP pilot program*

*At work*

*ATA Trucking Convention Educational Session*

*Attorney*

*AZ Law*

*AZ law requires use of E verify*

*AZ state law*

*AZ state law required it*

*AZ state requirements*

*Bank made us sign up*

*Basic Pilot Program*

*Became a required employment function in the State of Arizona/State related informational mailings for employers.*

*Benchmark Hospitality Corporate chose E-Verify for all properties that they manage*

*Bid Documents*  
*Bid requirements*  
*Bid/Contract requirements on federal and government funded projects in Georgia*  
*Bookkeeper who is my daughter*  
*Building job requirement*  
*CAI Consultants*  
*Can't remember*  
*Catholic Healthcare West*  
*CCR & Federal Contracts Require the use of E-verify*  
*CFO from Parent Corporation*  
*Chamber Commerce Seminar*  
*Change in Missouri law requiring e-verify for government agencies*  
*Chartwells HR*  
*City Government*  
*Colorado Department of Labor*  
*Colorado State Law/Arizona State Law*  
*Columbia SHRM*  
*Company*  
*Company*  
*Company contact*  
*Company corporate office*  
*Company directive*  
*Company headquarters advised of legal requirement to participate*  
*Company home office*  
*Company HR department*  
*Company I am contracted to wanted us to enroll*  
*Company management*  
*Company Policy*  
*Company practice put into place*  
*Company rep*  
*Company required*  
*Company requirement*  
*Company signed up for E-verify*  
*Company told us to enroll*  
*Company told us to use it*  
*Company/colleague provided*  
*Company's Corporate Offices*  
*Compliance requirement through the university*  
*Construction industry seminars*  
*Contacted by our corporate office*  
*Contract EEO/AAP Consultant*  
*Contract Flow-down, thus, in a RFP*  
*Contract requirement*  
*Contract requirement*  
*Contract requirements*



*Corporate Office*  
*Corporate Office*  
*Corporate Office*  
*Corporate Office - HR*  
*Corporate Office contacted me*  
*Corporate Office decision*  
*Corporate Office in Milwaukee WI*  
*Corporate Office of ResCare*  
*Corporate Office registered us and instructed us to take training*  
*Corporate Office requirement*  
*Corporate Office requires all locations to use E-Verify*  
*Corporate Policy*  
*Corporate RHRD*  
*Corporation' General Counsel's recommendation*  
*Co-worker*  
*Co-worker*  
*Co-Worker at another location uses E-verify*  
*Co-worker told me about the system*  
*Customer*  
*Customer we were working with*  
*Defense supply buyers and federal contract clauses*  
*Department of Air Force*  
*Department of Defense*  
*Department of Energy*  
*Department of Health & Senior Services - State of MO*  
*Department of Health and Senior Services*  
*Department of Navy civilian guidance*  
*Dept of Labor*  
*Dept of Labor Website*  
*DFAS requirement on supplier contracts*  
*DHSS*  
*DHSS Provider requirement*  
*Did research to be more in compliance and faster way to check employment status eligibility*  
*Directed to by headquarters*  
*Discussion with Immigration lawyer*  
*Do not recall*  
*Do not remember*  
*Do not remember*  
*DoD Contractual Requirements*  
*Don't remember*  
*Don't remember*  
*Don't remember but thought it was mandatory*  
*Don't remember may have been materials from USCIS*  
*Dunkin Brands requirement also*  
*DunkinBrands, Inc. who is our Franchisor*

*EEOC Seminar*

*Electronic I-9 law signed in October 2004*

*EMAIL*

*Email and webpage bulletins advising of the requirement for contract work*

*E-mail from government contracting official*

*Email from our corporate office with written materials explaining the program*

*E-mail notice from our attorney that E-Verify will become effective in September 2009*

*Employee*

*Employee*

*Employee*

*Employee*

*Employee from our NHQ forwarded the information*

*Employer*

*Employer*

*Employment Law class*

*Employment requirement for Foreign students*

*Employment seminar*

*Everify was required in the specs of a government contract we were awarded.*

*Extensive use as an employer in Arizona for 15 years*

*FAA website email updates and professional organization*

*FAR Clause*

*FAR Regulations through our Government contracts*

*Fed Ex ground contractor*

*Fed Ex Ground Corporation*

*FED EX REQUIREMENT*

*Federal Agency requirement (DOD)*

*Federal Contract*

*Federal contract mandate*

*Federal Contracting office documents and notices*

*Federal contracting sources -email or web (can't remember)*

*Federal Contracts can specify the use of the program as part of the contract requirement*

*Federal funding requirement*

*Federal Government*

*Federal government contract requirement*

*Federal Government Contracting Regulations and Requirements*

*Federal Government subcontractor requirement notice*

*Federal Grant*

*Federal Project Requirement*

*Federal requirement for government funds and contracts*

*FedEx*

*FEDEX*

*FedEx Ground*

*Fed-Ex Ground*

*FedEx Ground now requires participation in EVerify from all contractors*

*Fellow employee*

*Former employee-- Adecco*  
*Former payroll company informed me*  
*Franchise Headquarters*  
*Franchise headquarters*  
*Franchise requirement*  
*Franchisor Required (Dunkin Donuts)*  
*Friend*  
*Friend at a staffing company who also uses e-verify*  
*From a co-worker*  
*From a General Contractor*  
*From accountant*  
*From an employee*  
*From an employee with a F1 visa*  
*From Baskin Robbins, being a franchisee*  
*From Company*  
*From contractor*  
*From departmental direction (Department of Energy)*  
*From Missouri Department of Health and Senior Services*  
*From my co-workers when it was announced we would use E-Verify*  
*From our attorney*  
*From our Corp HR Department*  
*From our corp offices*  
*From our Corporate Headquarters*  
*From our Corporate Office*  
*From our corporate office*  
*From our Corporate Office*  
*From our Headquarters Office*  
*From our payroll leasing company*  
*Funding sources require use of E-Verify*  
*General Contractor's directive for a State & Federal subsidized job.*  
*Georgia Municipal Association*  
*Georgia Municipal Association*  
*Glen Beck*  
*Google search for employment verification*  
*GOV rep*  
*Government bidding requirement*  
*Government contract FAR*  
*Government Contract requirement*  
*Government Contracting process*  
*Government contractor - contract requirement*  
*Government contracts with E-Verify requirement*  
*Government RFP required participation*

Govt Contract  
 Grant awarding agency  
 Grant required us to get signed up  
 GSA Contract requirements  
 GSA requirement  
 GSA Requirement  
 GSA requirement for Vendors  
 H.R. Department heads made the decision  
 H/R info web sites - newsletters etc on-line  
 Harper Construction  
 Having worked in HR we knew we needed to sign up  
 HCR-Manorcare  
 Healthcare facility  
 Heard of it so researched it  
 Home office, AAP vendor, and Legal Council  
 HQ AFSSVa directed us for DOD new Hires  
 HR Consultant  
 HR Dept from our Corporate offices at Chromalloy  
 HR Director  
 HR Lawyer  
 HR news updates  
 HR presentation regarding legislation changes in 2007  
 HR Publications notifying about the E-Verify Requirements  
 HR requirement  
 HR training  
 Human resource manager from corporate office  
 Human Resources Manager  
 Human Resources organization (SHRM & SHRMJC)  
 Human Resources Seminar  
 I believe it was mandatory in Arizona  
 I cannot remember  
 I do not recall.  
 I honestly do not remember.  
 I regularly visit government sites to get updates. I came across this information online and then visited USCIS's site to get more information.  
 I was not part of the decision making group -our corp. office made this decision  
 I was sent an email from someone, can't remember who, as we are a government contractor, informing me of the requirement to register.  
 I work for a Federal Agency - this is a requirement for all new appointments - agency instruction  
 I-9 training teleconference  
 IceMiller Law Partners  
 I'm not sure. I did not work here when we signed up.  
 Immigration Attorney  
 Immigration Attorney and contract  
 In a contract  
 In contracts received from Federal & State offices

*In House legal council wanted us to sign up  
Indirectly through the state of Colorado  
Information from a Human Resources newsletter  
Information from a potential customer during a bid process  
Information from an advisor  
Information from an employee  
Information from an employee at TPA  
Information from another employer  
Information from another independent living center  
Information from attorney  
Information from our background check services  
Information from our corporate offices  
Information from our CPA  
Information from our Regional team within the company  
Information from prospective employees  
INFORMATION FROM RI DEPARTMENT OF LABOR & TRAINING  
Information from TSA  
Information given to us through our Corporate office  
Information provided by our corporate office  
Information received years ago as part of training in human resources  
Information requiring compliance sent from HQ  
Information sent via mail from State of RI  
Informed at work when assigned to do the verifications  
Informed by HR associations and accounting associations  
Informed by my chain of command thru Department of the Army  
Informed by our local HOPWA rep  
In-house corporate counsel advised me of it  
Instructed to use by corporate headquarters  
Instruction provided to me from our Regional Census Office  
Internal Legal Dept.  
IRS Newsletter  
IRS publication  
IRS tax seminars  
It was a contract requirement  
It was a contract requirement in order to do business in Arizona  
It was a requirement to sign up in order to bid on a project  
It was a state of GA law to enroll in this program  
It was already being used when I started in 1998 not sure how they found out about it as my supervisor  
no longer works for the company  
It was called the Pilot Program when we started using it and I honestly can't remember how we heard  
about it  
It was mandatory for all companies who hold Federal Contracts to participate, then the Governor made  
it mandatory for the entire state  
It was to become a federal contract requirement  
Job related requirement  
Job requirement*

*Job requirement*  
*Job requirement for working at Lawrence Berkeley Laboratories*  
*Labor and employment law attorney*  
*Law Firm and SHRM*  
*Learned of the Basic Pilot Program and joined as a Designated Agent in 2003 and began doing verifications for GIS employees at that time*  
*Legal Arizona Workers Act*  
*Legal briefings & seminars*  
*Legal counsel*  
*Legislation updates; internal Contracts Department*  
*Letter from DOT*  
*Local County requirement when applying for government contract*  
*Local ICE Officer explained the benefits of the program*  
*Look into the Internet*  
*LSG Sky Chefs Corporate*  
*Mailing of information to company*  
*Manager*  
*Manager of Contracted Company*  
*Mandated by AZ State*  
*Mandated by the state of Arizona*  
*Mandated for our type of organization*  
*Mandatory in my state*  
*Marriott Corporate*  
*Marriott International*  
*Mechanical Contractors Association*  
*Members of original 'basic pilot' program prior to web implementation*  
*Metro (subway) advertisement*  
*Military Sealift Command*  
*Missouri Department of Economic Development tax credit program*  
*Missouri Department of Elementary and Secondary Education*  
*Missouri Department of Health & Senior Services*  
*Missouri Department of Health and Senior Services*  
*Missouri Health and Senior Services*  
*MN State*  
*Most of the above - #1, #2, #3, and #8, #9, #10*  
*Moved from Arizona where it was mandatory*  
*MRA-local association that communicated the new regulation*  
*MSEC presentation*  
*My boss heard about it on a radio show and told me*  
*My companies internal HR department*  
*My company assigned it to my job duties*  
*My company decided to participate*  
*My company heads informed me that we would be using this*  
*My Company's Corporate Headquarters*  
*My corporate compliance office*  
*My Corporate Office*

*My Corporate Office*  
*My current employer uses E-Verify*  
*My direct supervisor*  
*My employer*  
*My National SHRM membership*  
*My sister*  
*My Supervisor*  
*My Supervisor*  
*National Notary Association*  
*National Notary Association*  
*Necessary to do commercial contract work for Walmart*  
*New employee on a student visa*  
*New law passed in AZ*  
*New Program Safeway Services Corporate Office*  
*New regulations search on internet*  
*News on yahoo*  
*News.google.com*  
*Newspaper in Mississippi talking of the new process coming*  
*NFIB seminar*  
*NISH*  
*No idea*  
*None of above*  
*Notice from State*  
*Notice from the State of Arizona*  
*Notification by state law that all AZ businesses were required to participate in the E-Verify program*  
*Notification from our Corporate office*  
*Notified through company due to govt contracting*  
*NumbersUSA*  
*Nursefinders corporate office*  
*Office of Personnel Management for State*  
*One of our customers told us about it*  
*One of the assoc's we belong to e-mailed us about it*  
*Online research due to pending state law in July 2007*  
*Other government entity*  
*Our Company*  
*Our company educated each facility on E Verify*  
*Our company instructed us to use the tool*  
*Our corporate*  
*Our corporate EEO office*  
*Our corporate headquarters*  
*our corporate office*  
*Our Corporate office*  
*Our corporate office*  
*Our corporate office*  
*Our corporate office*

*Our Corporate Office*  
*Our corporate office - HCR ManorCare*  
*Our corporate office instructed us to begin using it*  
*Our Corporate Office keeps all HR Managers with each division informed*  
*Our Corporate Office located in Oklahoma*  
*Our corporate office set it up for our branch*  
*Our Corporate office set us up to use e-verify*  
*Our Corporate Office told us about it, and then we proceeded to take required training*  
*Our corporation suggests using it*  
*Our headquarter office*  
*Our holding company - FNNI*  
*Our home office*  
*Our home office implemented the program. I had prior experience with EVerify so I was familiar with it.*  
*Our HR Consultants suggested it*  
*Our HR Consulting Firm*  
*Our HR Department*  
*Our HR Director had been notified*  
*Our Immigration attorney*  
*Our Immigration Attorney*  
*Our Immigration attorney*  
*Our Immigration Attorney advised us that it was necessary to enroll*  
*Our Labor Attorney*  
*Our legal department recommended it*  
*Our parent company requires its use*  
*Our State Government determined that we had to start using this*  
*Our temporary staffing organization used e-verify for our temp to perm positions.*  
*Our vendor Choicepoint*  
*Outback corporate office*  
*Outside legal counsel*  
*Outside Legal Counsel - Morgan Lewis*  
*Parent company*  
*Parent Company*  
*Parent Company*  
*Parent company set it up*  
*Parker Hannifin Legal Department informed of a legal requirement to participate*  
*Participated in Basic Pilot as a contractual requirement with the State of Colorado*  
*Participation was required in one of the states we have employees in*  
*Paychex*  
*Payroll company*  
*Payroll Service*  
*Payroll service*  
*Payroll Service Provider (ADP)*  
*Person in our hiring department*  
*Person volunteering for us mentioned it*  
*Pilot program started years ago*

*Previous employer*  
*Previous experience*  
*Previous work company*  
*Prime contractor*  
*Prime contractor - Health Integrity*  
*Professionals within our own organization*  
*Project we were awarded*  
*ProService Hawaii HR Outsourcing*  
*Provided by US Census HQ*  
*Random contact from ICE representative re IMAGE*  
*Received information from Home Office*  
*Referral from a co-worker*  
*Regional Supervisor for US Census Administration*  
*Repeat customer*  
*Required as a provision of a Federal contract our company has*  
*Required as a subcontractor on construction job*  
*Required by a contractor*  
*Required by AZ for all new hires*  
*Required by city of ft myers in order to work for them*  
*Required by Contractor for Govt job*  
*Required by government contract*  
*Required by government contracts*  
*Required by law*  
**REQUIRED BY LENDER**  
*Required by state funder*  
*Required by State of Arizona*  
*Required by USDOE contract that was awarded to the company.*  
*Required for a state grant*  
*Required for Federal Project*  
*Required for government contract work*  
*Required for NAP credits through Mo Economic Development*  
*Required for the state of AZ*  
*Required in Arizona, don't remember specific source*  
*Required in AZ*  
*Required in order to apply for Missouri Customized Training Grant*  
*Required on State Funded project*  
*Required to be used by our corporate office*  
*Required to have on file by one of our customers*  
*Required to use as a federal contractor*  
*Required to use because I am a contractor for FedEx*  
*Required to use it by a government job we had*  
*Required under Arizona state law to uses E-Verify for hiring*  
*Requirement as a Sub Contractor*  
*Requirement for a government job we were awarded*  
**REQUIREMENT FOR GOV'T CONTRACT**

*Requirement in a contract*  
*Requirement in Arizona*  
*Requirement in contract with State of Georgia*  
*Requirement of Community Health System that all facilities use E-Verify*  
*Requirement of contract*  
*Requirement of current federal contracts - informed via US contracting officials*  
*Requirement of my contract*  
**REQUIREMENT OF OWNERS WHO ARE BIDDING CONSTRUCTION PROJECTS**  
*Requirement on Government Contract*  
*Research Foundation of SUNY Central Office elected to incorporate it into our policies*  
*Research Project via Childrens college*  
*Researching Government Contract Details*  
*Sales to MODOT*  
*Saw federal contractors had to do I*  
*SBA*  
*SC Employment Office Website*  
*Select Force (organization we use to perform background checks) alerted me to the E-Verify requirements*  
*Self - Ongoing company practice with keeping up with regulations etc*  
*Self educated as organization changed to federal contractor status*  
*Seminar*  
*Senate Chief Counsel for Employment*  
*Sent to me from our Home Office*  
*ServiceMaster corporate office*  
*SHRM*  
*SHRM (Society for Human Resources Mgmt.)*  
*SHRM updates*  
*SHRM website*  
*Sign up an Employee*  
*Society for Human Resource Management*  
*Society for Human Resource Management*  
*Society for Human Resources Management (SHRM)*  
*Some email I got from ? I don't remember*  
*Someone in our Company brought it to our attention; it was also in some of our customer contracts*  
*South Carolina Association of School Administrators Meeting (Personnel Division)*  
*SSA office in my area advised me of website*  
*Staffing Industry Association*  
*Started using E-verify when it was a pilot program*

*State gov't agency pilot program*  
*State law*  
*State law in Arizona*  
*State law requirement*  
*State mandate*  
*State Mandate, via payroll service*  
*State of Arizona*  
*State of Arizona*  
*State of Arizona required E-Verify on new hires effective 01/01/08*  
*State of Arizona requirement*  
*State of Arizona requirement*  
*State of Arizona Requirement*  
*State of Arizona Requires Participation*  
*State of Arizona, new law on hiring of illegal persons*  
*State of Mississippi required participation*  
*State of Missouri*  
*State of Missouri Department of Health and Senior Services requirements for contracts*  
*State of Missouri required us to register because we were enrolled in a state tax credit program*  
*State of Nebraska informed us it is a legal requirement to participate*  
*State of Rhode Island Dept of Human Services*  
*State of RI requirement*  
*State of South Carolina*  
*State Office of Administration*  
*State required participation*  
*State requirement*  
*State requirements for Universities*  
*Student who needed us enrolled in order to continue his training period*  
*Supervisor*  
*Supervisor*  
*Supervisor*  
*System currently used in our organization*  
*Talk radio*  
*Talk radio*  
*Television*  
*The business I purchased was already set up with the service*  
*The company I contract with*  
*The company I work for was already enrolled*  
*The company that performs our background checks-Acxiom*  
*The Company's project manager introduced this initiative to Human Resources*  
*The corporate office*  
*The HR department of the Diocese of Phoenix - we are part of that organization*  
*The Military requires us to E verify persons working on base*  
*The NC Office of State Personnel*  
*The State of Arizona said we had to E-Verify new employee's*  
*Three years ago, all business were contacted and told we must use E-Verify*

*Through a project we bid*  
*Through another member of HR department*  
*Through Manpowers corporate headquarters*  
*Through my company*  
*Through my employer*  
*Through my employer*  
*Through one of our employees who works with a Federal Grant*  
*Through our corporate office*  
*Through our corporation*  
*Through our headquarters in St Petersburg Florida*  
*Through the firm's immigration attorneys*  
*Told to sign up by State of Missouri, with whom I contract for consultation services*  
*Training*  
*Tried to apply for State contract*  
*University of Arizona HR and Systems Control*  
*unknown - The use of E-verify at our company was started with a former HR employee*  
*US Census Bureau*  
*US Citizenship and Immigration Services (USCIS) Website*  
*US Government*  
*Used at a previous job*  
*Used by our corporate offices*  
*Used e-verify with previous employer*  
*Used it previously at another employer*  
*Used the e-verify system for years under the pilot program*  
*USSOCOM REGIONAL CONTRACTING OFFICE FORT BRAGG, N. C.*  
*VENDOR*  
*Via the S.C. Office of Human Resources*  
*VP of HR*  
*Wal-Mart*  
*Was mandatory for a contract*  
*Was notified by e-mail from Corporate Headquarters*  
*Was originally on the Bpilot Program when this became available*  
*We are a government contractor*  
*We are a Government contractor and some contracts specify use of E-Verify*  
*We are a State agency/Information provided by HR*  
*We are one of the first 10 departments who volunteered to pilot the program*  
*We have an office in Arizona where it became a law to use the system as of 1/1/08*  
*We have been using this system since 2005 when it was the Basic Pilot program*  
*We have government contracts w/e-verify clause*  
*We have to use it per our Vendor contract with the State of Missouri*  
*We hold a GSA Contract and received notification about 03FAC contracts using E-Verify*  
*We participate in a job creation program with the State of MN which required participation in E-Verify*  
*We received a request to participate in the pilot program*  
*We sell to School Boards, many require it*  
*We started using it a few years ago when it was a 'pilot' program, later it turned into e-verify*

*We used in the past*

*We were instructed to enroll by the state of RI if we wanted to continue to be a vendor of the state*

*We were notified by our Central Office in Albany*

*We were notified by our Human Resources & Legal Group @ our Corporate Office located in St. Louis*

*Web email from a professional organization*

*Went to work for company using E-Verify*

*When it became required use in the state of GA. We do business in that state and began reviewing the service for use company wide.*

*When our corporate office rolled it out to all branch offices*

*While I had personally read about coming requirements, our company, on the corporate level is very proactive on doing what is required and certainly had prepared all HR personnel about this*

*With Dunkin Donuts requirement*

*Word of mouth*

*Work*

**Why did your company sign up for E-Verify? (Select all that apply) (Other Please Specify)**

*Aid in enrolling employees*

*An additional method to verify identity and citizenship status*

*Anticipation of required participation*

*As a national employer it became to difficult to keep track of which states required it and which did not*

*As a security professional, I think the e-verify system makes sense to help protect jobs for those authorized to work in the U.S.*

*As a 'value added service' to something we are providing to clients*

*At employee request*

*Bank required it for our loan*

*Because we are a federal contractor*

*Because we feel compliance with the law is important and to protect jobs for people who work in this country and do things the lawful way*

*Began as Basic Pilot Program and wanted to be Designated Agent. Want to ensure GIS is hiring employees legally authorized to work*

*Being proactive with the law*

*Believed it would assist us in our compliance with following the required law*

*Believed it would enable us to hire Americans before illegals*

*Believed some clients would be required to use E-Verify. Wanted to be prepared.*

*Believed would become required and standard for all employers*

*Client participation required as well*

*Comply with modern practices*

*Contract obligation*

*Contracting company is requiring this*

*Contractor required our participation as a subcontractor*

*Corporate requirement*

*Corporation company required participation*

*Desire to assure compliance with US immigration laws*

*Documentation of verifications*

*DoD Contractual Requirement*

*DOD directed use*

*Don't remember*

*E-Verify is a great tool and it assists contractors to comply with regulations and it also gives employees the opportunity to work, and get assistance on being authorized to work.*

*FAR E-Verify clause in a contract*

*FAR required us to everify employees for Federal Contracts*

*FAR requirements on government contract*

*Federal contractor*

*Federal Contractor*

*Federal contracts*

*Federal Gov contract*

*Federal Grant we applied for required it*

*FedEx Ground required it because they have a federal contract*

*FEDEX REQUIREMENT*

*Felt it was the right thing to do*

*For H1B visa applicants*

*Future requirement*

*Good, efficient tool to ensure compliance*

*Government Contract Requirement*

*Had a new hire who required DHS authorization*

*Haven't had a client request yet but we want to be prepared if they do require it.*

*Help eliminate illegal immigration, protect American workers & jobs*

*Help F1 visa to extend their stay legally*

*Higher Education w/ Federal Contracts*

*Homeland security and keep up with current rules policy and procedures of government*

*I am a Bookkeeper, I wanted to be able to verify my client's new hires. System was too cumbersome so never used.*

*I cannot speak for my company on this issue*

*I did not know it was optional*

*I do not know*

*I don't know*

*I guess State law required it*

*I honestly thought it was a requirement rather than voluntary*

*I want to be patriotic and help protect our sovereignty*

*I wanted to know enough about its use to recommend and explain it to others*

*Illegals driving down wages for American workers (construction)*

*In anticipation companies would use me as a Notary Public*

*In anticipation of receipt of a qualifying federal contract*

*In order to work in GA I had to*

*Initially to be able to extend a F1 visa*

*It appeared to be the right thing to do*

*It is the right thing to do*

*It was a contract requirement*

*It's called, being an American*

*It's effective and user a user friendly on-line process*

*It's the right thing to do. We believe in this country and it's laws.*

*Job requirement*

*Joined Pilot Program anticipating eventual required use by federal/state contractors*

*LENDER REQUIRED FOR LOAN*

*Many clients being required due to Govt. contract requirements*

*Misunderstood requirement - do not have required number of employees*

*National Notary Association / I am a Background Screened Certified Notary Signing Agent*

*Needed to enroll because of employees working on STEM extensions and because of federal contracts*

*Our company wants to comply with employment laws*

*Our corporate office*

*Parent company voluntarily decided to participate*

*Parent Contractor required*

*Primary goal was to enable the unemployed and discriminated against (3-4 year old criminal history) to return to work*

*Private Investigator*

*Received a work order with 'FAR' language*

*Required by a contract*

*Required by general contractor for subs on Govt. Construction Projects*

*Required in order to file F1 visa OPT/STEM extension*

*Required under a newly signed contract with FAR clause*

*Requirement from Harper Construction*

*Requirement to hire a College graduate with special visa requirement*

*Safety for employees working with children*

*Same as last question*

*So we would not have to rush to H1B's on our employees on OPT's*

*State (AZ) government required 1/1/08 and Federal contract requirement 10/1/09*

*Stem requirement*

*Tax incentive*

*This will allow us to do our jobs better*

*Thought it was going to be required*

*Thought it was mandatory*

*Thought it was part of H1-B application*

*Thought it was required*

*Thought it was required for government contracts*

*To allow extension OPT*

*To avoid hiring those in the country illegally*

*To be sure we were doing the right thing and not become a place where people thought we would hire anyone*

*To check all employees hired are able to work for us*

*To ensure accuracy in our required reporting*

*To get ready for implementation*

*To insure we were hiring legal employees*

*To meet requirements of the work visa of the person we hired*

*To offer the service to our clients. We do accounting for businesses.*

*To pinpoint phony s.s. card use*

*To provide employment for those who are legally able to work.*

*To provide E-Verify services to other companies*

*To remain in satisfactory compliance with current regulations*

*To satisfy a Employee Application for Resident status*  
*To satisfy potential customers*  
*To support Immigration Filings*  
*To test it*  
*Two of the three states we perform work in have mandated E-verify*  
*Visas*  
*Wanted to be prepared if bid documents and/or job required participation*  
*Wanted to check it out*  
*Wanted to make sure we had name of new employees matching legal name for W2s*  
*Was required to use e-verify to keep employees on OPT (Optional Practical Training, after Masters degree)*  
*Was told at a conference that it was required*  
*We are a federal contractor*  
*We are a federal contractor*  
*We are a Federal Contractor and read about the new E-verify requirement going into effect on Sep 8, 2008*  
*We believe in the program and its ability to weed out illegal employment*  
*We hired an employee who's ssn started with 9 & had calls that our employees was using someone else's ssn in another state*  
*We participated in the Pilot Program by state requirement*  
*We started when it was piloted to help improve the process and add an extra layer of checks to our verification process*  
*We strive to be correct, legal and fair in all of our activities*  
*We thought it was a requirement of our contract*  
*We wanted to do our part to help with illegal immigration*  
*We were required to sign up because a new employee was on a visa requiring it*

**Why do you say that?**

*3 day timeframe to complete. All hires are done remotely nationwide, getting I-9 docs to HQ to everify in 3 days is costly and problematic. If we could everify within first 30 days we would likely continue.*  
*Additional administrative burden.*  
*Adds administrative burden to our hiring process*  
*Adds another administrative task to a very limited administrative workforce.*  
*Administrative burden.*  
*Administrative burden.*  
*Administrative hassle. TNC too common for individuals who we sponsor for visas and need to start quickly. To my knowledge no TNC has resulted in an unauthorized worker being 'caught' in our organization.*  
*Airport - all associates have airport ID badges - fingerprint and background check performed by TSA/FBI -seems redundant.*  
*All of our applicants are researched in great detail by our parent company. There is no need for this step other than government regulation.*  
*All our employees are local and we have known them for years.*  
*Almost all of our employees are American citizens and we have very little turnover.*  
*Almost all of our employees have security clearances already and do not require verification in e-verify.*  
*Although we signed up, before we used the service we closed our facility in that state so never really had the opportunity to use it. We will look into using it, but haven't at this time.*  
*An I9 seems sufficient.*

*As a small business owner, it is very cumbersome to use. It requires too much of my very limited amount of time.*

*Based on our industry it seems unnecessary.*

*Because at least 90% of our work force is made up of cleared professionals.*

*Because I already have plenty of paperwork to do.*

*Because I believe we do a good job of monitoring and eligibility of workers.*

*Because I still have to fill out the I-9 on our employees. If I could fill out one document vs. filling out the form and online it would make administration easier. If E-Verify wasn't required, why would I fill out the same information twice?*

*Because if I don't use the sight every one month or so I have to call to get a new user id number and/or password to access the program to E-Verify my next employee. I don't hire very frequently and this is a real problem to have to basically start over when I do hire someone.*

*Because I'm not allowed to use it as a screening tool but at the same time I'm not allowed to employ individuals that haven't been screened using this tool. Although I agree that it is a method to find individuals that are here illegally and try to get them processed, I feel that it should be a direct approach instead of this round about methodology. There should be a blanket 'everyone who wants to work must be registered with e-verify.' Not registered then can't work. Isn't that the result the fed is looking for anyway?*

*Because it is a little time consuming! Most people that apply here are legal residents of USA.*

*Because it is a personal value not to break the law and the law says we should not hire illegal aliens*

*Because it is time consuming due to the password necessity in getting into the system.*

*Because it's a hassle to change your password frequently. Often times the technical errors occur, even if you are following the instruction on the website. It becomes frustrating and takes more time than should be necessary.*

*Because it's not the most reliable source.*

*Because its steps are cumbersome and require a lot more time and effort for no reason. I do not believe that this system thwarts illegal immigrants from taking advantage of our system but, rather, thwarts a real American citizen's application process - in our particular circumstance. If the system was simpler and had minimal steps and understandable terminology we might continue using it even if we didn't have to.*

*Because my role with the company is to check everify.*

*Because of our current interview process and subsequent verification of information about our employees in place already it would be unusual to miss someone who is illegal.*

*Because of the area we live in and the people we hire.*

*Because of the FAR E-Verify clause we were required to run all of our employees through the system which equated to about 9,500 individuals. The high workload was not something we would have volunteered to undertake, unless we were only required to verify new hires.*

*Because of the nature of our business, it is very unlikely that we would have someone that wasn't a legal citizen of the US.*

*BECAUSE SOMETIMES WE DO NOT HIRE FOR 6 OR 8 MONTHS AND THEN THE WHOLE SYSTEM HAS TO BE REINSTATED. WE SHOULD NOT HAVE TO RE DO ALL THE TIME IT SHOULD BE SET UP AND THEN USABLE.. NOT USER FRENDRY..*

*Because the borders should not be letting illegals into the country and government should be making it easier for illegals to become legal, it shouldn't be up to individual business owners to do a federal or state job.*

*Because the website goes down a lot which is a great inconvenience.*

*Because we also use a state required site*

*Because we are a small city.*

*Because we are not in an area that has little if any immigrations.*

*Because we are old school.*

*Because we have very little reason to suspect any one hired is not a legal citizen. We had other accountability measures in place that we thought were very effective. Our organization is in a very rural, remote area of the country.*

*Because we rarely hire anyone.*

*Being a Federal government agency, we can only hire US citizens. We don't have cases of a non US person applying for jobs.*

*Being a financial institution, we strictly follow the I-9 guidelines and practice extensive due diligence when hiring employees.*

*Believe it is unnecessary waste of time.*

*Beyond providing us with a false positive for a potential employee, all this process has done is add to our workload with no apparent benefit.*

*Company no longer exists.*

*Completing the I-9 fulfills the same obligation. If a company still has to complete the I-9, there is no benefit to the company to go online and essentially do double-work on e-verify.*

*Consumes too much time.*

*Created more questions than answers.*

*Difficult to remember to do because can not do until employee starts.*

*Do not like the rules and regulations. Changing of the password is very inconvenient. When I first enrolled, the program intimidated me. I was afraid of doing something wrong.*

*Doesn't seem necessary since I always check original employee passports.*

*Don't know how it would help anyone.*

*Don't think it is 100% accurate. There would have to be some major changes in the system for us to continue if it was optional. If the photo match tool was verified on everyone, then it would work.*

*Don't want to read those boring tutorials.*

*Duplication of I-9 information. I-9 works fine for our purposes.*

*Employees are demonstrably native, as attested to by their references and school records.*

*Employer does not have the right to deny employment to those who are not eligible to work in this country.*

*Error frequency.*

*E-verify requires additional tasks in the application process that would otherwise be unnecessary.*

*E-Verify was not very user friendly.*

*E-verify web site is not user friendly.*

*Extra administrative task.*

*Extra steps mean extra expense for clerical work. We try to minimize all costs.*

*For us, it's not necessary. We don't have many employees and the majority of the ones we have come to our church.*

*Formal paperwork sufficient, website too cumbersome, rigid, and not user friendly.*

*From hiring standpoint, no-value added. The process is redundant with I9 and provides no more info than our background checks.*

*Has not made a difference to us. Employment turnaround is minimal.*

*Have not found it to be beneficial at all. Not user friendly and the time requirements are hard to meet for a small company with very limited HR and administrative staff.*

*Have not hired Immigrants.*

*Having to have all this information from our subcontractors and keeping up with it.*

*I am a CPA filing for my clients who are employers of only 1 to 2 employees. This program is not beneficial or cost effective for them.*

*I am a single man company with no employees and no intention of being anything but a one-man company. I am a US citizen and the ONLY reason I had to register is that I cannot do work for states such as MO if I am not registered.*

*I am a small business in a small community that only employees one person at a time.*

*I am a small business. We have a stable workforce, and have found that just recently I had to hire another person. So I am required to retake the tutorial test because of new 'changes' in federal law. It is overly burdensome to the small business owner. Why would I jeopardize my livelihood by hiring a person who is in the US illegally?*

*I am not very computer literate and you have to keep changing your password, it closes down if you are on too long and is just another step to go through when you hire someone. In our area there are not very many immigrants.*

*I believe that it gives HR Professionals a false sense of security when hiring. Ex. When I first started using e-verify, I accidentally entered the wrong date of birth...the system told me that the employee was eligible to work. There was no such person. I continue to use e-verify now...because it is mandatory that I do.*

*I don't feel that's its my job to verify that the people are hear legally. I use their information to take out their taxes and if the Government wants to deport the illegals then they should come get them and deport them. I'm not trained to make the decisions on whether someone's papers or id's are legal. I find it very suspect that the Government will take the tax payments from illegal's on one hand and then turn around and fine an employer for hiring an illegal. The Government should come up with a sane solution to this problem and have the employers help document who is here in the US and close our border so we can know who is here. Nothing can be done until we protect the border, then work on a sane immigration and guest worker policy.*

*I don't feel we have an issue of hiring employees from outside the U.S.*

*I feel the safeguards provided by the I-9 process are sufficient.*

*I have a small employee pool and most people are related. It is one more additional red tape step for someone who I know their grandmother or their great grandfather.*

*I have found no benefit from the system.*

*I have never been asked about it by my client or needed to use it. (As far as my knowledge goes)*

*I know my employees are legal so it really is just a hassle I have to go through.*

*I verify through the social security admin site and this works well.*

*I would have no need for the service.*

*I would not be required to use under existing laws.*

*If it is not required but a customer or by law we would eliminate one less task to have to perform. It's all about 'time'.*

*If it is not required, there would be no reason to use it.*

*if it not required I would not use it.*

*If it's not required for Government agency to complete the E-Verify, then we can spend that time completing tasks that are required.*

*If it's not required why take the additional step.*

*If my company did not use it I would have no reason to use it.*

*If no longer required, no reason to do it.*

*If the company tells us not to use it we have to comply.*

*If the state government no longer required our participation, it would change our agency's policy regarding participation.*

*If we could pre verify potential employees we would be more likely to use it.*

*If we weren't required to use it on our federal contracting jobs, I'm not sure we would continue using it. Someone higher up would be making that decision, not I.*

*I'm not comfortable relying on it because I've encountered some inappropriate matches and nonmatches.*

*It adds time to the hiring process and is not a legal requirement.*

*It adds to my workload during the day.*

*It causes an extra step in the new hire paperwork process.*

*It creates extra work, and I at times am too busy to log in and verify an employee within 3 business days.*

*It currently is an additional business process that duplicates other new hire business processes already in place, i.e. I-9 check, background check, etc.*

*It is a lot of trouble.*

*It is a State of MO requirement.*

*It is an extra process.*

*It is an extra step in the hiring and implementation process. It's not too time-consuming, but with a busy schedule, if I can eliminate an extra step I will.*

*It is an extra step in the new hire process.*

*It is an extra step that adds to our administrative time/effort. So far all of our employees have passed so it appears our risk is low.*

*It is an unnecessary process. By the time someone updated their information at the Social Security office, their operation was over. People already have to fill out tons of paperwork. This is just one more annoyance.*

*It is another time consuming step and staff has been downsized.*

*It is cumbersome and extra process to the already heavy amount of work to do, I follow the law and the requirements and this is one more step that in the industry and area of work we do is not found to be beneficial.*

*It is difficult to log in to and not all that helpful considering once you have the id the site seems not worthwhile.*

*It is extremely difficult to select a password that meets the security requirement. It is required to change frequently. We hire only a few times a year.*

*It is just an extra step in the hiring process.*

*It is just another step to remember and do in a busy environment.*

*It is just more work. We gather I-9s, social security cards, passports work authorizations, drivers licenses and any other documents required, so we feel we have reviewed all necessary documents to determine they are eligible to work in the US.*

*It is more government intervention in private business. We checked immigration status before e-verify. I now hire a separate company to properly e-verify new employees. It is expensive and not useful to me.*

*It is not user friendly and my partner who did the verifications the first time can't remember how to do it now (could be him).*

*It is not user friendly.*

*It is regarded as extra work/time/labor by the management of our company.*

*It is time consuming and we have never found an individual who was ineligible to work in the United States.*

*It is time consuming, sometimes difficult and confusing.*

*It is time consuming.*

*It is time consuming.*

*It is too time consuming. The processing of the I-9 into E-verify is not time consuming it is how we accept the I-9's and all the notifications we need to give our departments and all the log's we need to keep.*

*It is WAY too much work to even be ready to use this program. Plus we are a very small company and hiring is infrequent. Plus we require all the federal documents (I9, social security card, drivers license, etc) so I find it pointless for our company to use this.*

*It seems to be an extra step in an already intensive paper trail for new hires. We have had no problems with employees not being who they present themselves to be so it has not been beneficial to us as a company. Our answer would have been different had we uncovered employees presenting fake I-9 documents.*

*It takes too long to get trained. My computer was stalled trying to download so I never completed training. I have gone through on-line Dept. of Homeland Security Training earlier as an elected City Councilman preparing for emergencies and this was more difficult, perhaps because I used my own laptop.*

*It was a big hassle.*

*It would be one less piece of paperwork to remember.*

*It would eliminate one of many steps in hiring a new employee.*

*It's a waste of time. We are a small company that employs known individuals at this time.*

*It's a waste of time. We are a small company that employs known individuals at this time.*

*It's an extra administrative step that would not provide much benefit to us as we screen all our new employment applicant's before hire.*

*It's an extra step beyond the I-9 and we have not had problems with it.*

*It's an extra step we have to follow that seems unnecessary for our needs.*

*It's an extra step.*

*It's just additional steps required by the government that impose extra work on us. We believe an EE supplying us the proper identification, and making notation of it on the I-9 should be sufficient.*

*It's just an added security step and we are national, some states require and others are fighting the requirement.*

*It's just another step in the process and doesn't bring value to the employer.*

*It's kind of inconvenient, too small of a window from hire date to time you have to put in everify information.*

*It's time consuming and cumbersome to navigate. It's not set up efficiently.*

*It's time consuming for the amount of new hires we get.*

*It's too complicated to use.*

*Just another step in the background check that we already conduct.*

*Just one extra thing you need to remember to do and it doesn't necessarily apply to the majority of our workforce.*

*Just one more thing to do.*

*Lack of resources.*

*Many issues arose that created lots of time to address, and extra time that employees had to go to SSA offices because SSA had not been notified of a change to LPR status. Our employees were work authorized, but because SSA did not have that info they received TNC and often had to make multiple trips to SSA office, missing work, to address the issues. Again, they were all work authorized.*

*Most employees are required to have a clearance in order to work on our contracts, so we only have a small handful every once in a while that we must confirm through E-Verify. We already submit New Hire Reporting through MD New Hire Registry and feel this would be more beneficial to determine eligibility.*

*No benefit of doing so.*

*No need to do extra paperwork if not required by state or federal law and/or requirement to perform contract work.*

*No real value to our company.*

*Not Hiring.*

*Not really necessary for employees that we hire.*

*Not required and I'm a small firm.*

*Not required.*

*One less thing to do.*

*One less thing to do.*

*One less thing to have to do to start new employees. Plus having to change the overly-complex password so frequently is annoying.*

*One more thing to do - the tight deadline for completion.*

*OUR BUSINESS IS NOT YOUR BUSINESS.*

*Our company has not had an issue verifying employment eligibility prior to this.*

*Our company has very few employees. Those who are employed are well known by owners usually through business contacts. We have no reason to question their eligibility for employment.*

*Our company hires employees daily. E-Verify is time consuming, and with an overload of employees, it is sometimes forgetful.*

*Our company is a designated agent, if we no longer had consumers to check employees eligibility for there would be no need for E-Verify.*

*Our workforce is largely professional and our risk of employing a illegal worker is minimal.*

*Part-time bookkeeper/payroll and low volume of staff without much turnover. Don't believe it necessary.*

*Personal information required is accessible by others. The verification does not guarantee it is the correct person, only correct information.*

*Rather cumbersome - 'training' was absurd.*

*Requirement of my job.*

*Rumored high ratio of error - makes using system a bit uncomfortable especially if one of your staff were one of the errors. Could potentially be detrimental to a US citizen who's just screwed up in the system leaving that individual unemployed.*

*Seems like a lot of trouble.*

*Seems to be no point in it for us.*

*Small business that doesn't have need for it.*

*Small company few employees, rare turn over. Each time I log on to the website it is all new again.*

*Small company, with small staff, a time thing.*

*Small organization. No hiring. Little turnover. Professional Licensed Staff.*

*Stupid.*

*Takes time.*

*The majority of our staff and new hires carry security clearances or are in the process of applying for a clearance, which is a far more rigorous screening tool than e-verify. Staff without clearances usually have access to sensitive employee information and is also screened appropriately to protect employee's private information as well as our company's financial security.*

*The process is cumbersome and doesn't seem effective.*

*The process is cumbersome and duplicative since we are also still required to fill out an I-9. Also, the online program keeps requiring long, unhelpful training sessions in order to process new accounts.*

*The process is cumbersome and the information isn't completely up to date.*

*The state has other requirements for us to use.*

*The system is not user friendly and we verify using the I9 forms provided by the government.*

*There are too many rules and regulations.*

*THERE IS AN ENORMOUS AMOUNT OF PAPERWORK REQUIRED ON EVERYTHING SO IF I COULD ELIMINATE ANY, I WOULD.*

*This is a duplication of information for us. We verify this information through our background screening service and it is priced as part of a package, so we are paying for it anyway.*

*This is time an employee could spend on other work.*

*Time and when I need employees I need them know.*

*Time consuming.*

*Time consuming.*

*Time consuming.*

*Time.*

*Time.*

*Too hard to work with and understand.*

*Too many regulations on small business.*

*Too much personal information on the internet.*

*Too much record keeping.*

*Too time consuming.*

*Very low risk of right to work issue.*

*Very small company that can keep tract of employees.*

*Very small company, currently laying off employees rather than hiring.*

*Very small company....no need.*

*Very small organization - can satisfy requirements easier using paper forms.*

*We already completed the required I-9 documents, and this is an additional step - more work.*

*We already do so many checks and paperwork on new employees. This would eliminate one step in our hiring process.*

*We already verify work status with other forms.*

*We are a consulting company, and our employees are professionals. The I-9 program provided us with a means of ensuring that employees are eligible to work in the US.*

*We are a federal agency and our participation is mandatory. There is no personal use of this system.*

*We are a general contractor and it is hard to regulate our subcontractors employees.*

*We are a gov't contractor. If we were not - probably wouldn't do the work/effort.*

*We are a non profit with no employees and most of our work is done with service companies.*

*We are a non-profit that does so much with so little that we would be likely to save the money of paying my position to conduct the E-Verify and use it elsewhere.*

*We are a professional organization - It is unlikely that we would even attract a candidate that was not eligible to work in the US.*

*We are a professional services firm and don't have problems with potential employees not being a legal resident of the U.S.*

*We are a small business and only have experienced service technicians that have been in the industry for years.*

*We are a small community and know most of the people we hire. There may be instances where E-verify would be useful, but, of course, we can not be selective about its use.*

*We are a small company and need to avoid tasks that do not create value for the company.*

*We are a small company with very few new hires.*

*We are a small firm in a small town in the Midwest and require new employees to file an I-9 Form which, to us, is satisfactory.*

*We are a small organization in a small town and we know almost all of our applicants.*

*We are a small shop with only one non-US citizen employee. The less regulations the better.*

*We are a staffing agency and it is a lot of work to e-verify our employees for sometimes what is a one day assignment.*

*We are a temporary staffing agency for healthcare providers with 40 branch offices nation wide. If it weren't for the regulations we would not participate at this time because it would be difficult too manage. We do see the benefits of the program though and are not discounting those.*

*We are a union employer.*

*We are a very small business with very little employee turnover.*

*We are a very small company and we know the people that we are hiring before we hire them. The type of work we do is highly specialized requiring advanced degrees and security clearances. I'm terribly worried about any of the people that I hire being in the country illegally.*

*We are a very small company. We hire our employees locally.*

*We are a very small organization. We can comply with the law without using E-verify.*

*We are a very small school district, and are usually familiar with the applicants. Very small chance of hiring someone illegally.*

*We are enrolled, but aren't required to use it currently.*

*We are located in a very small town. This normally is not an issue for us.*

*We are vigilant with I-9 compliance including the need to obtain employment authorization for foreign workers and e-verify has never added further value.*

*We conduct background checks on all employee's.*

*We currently do not capture I9 information electronically, to verify everyone by hand one at a time is brutal, we are in a high turnover industry and a high employment volume...*

*We do complete background checks.*

*We do it as a courtesy for some of our bookkeeping clients. The fact that you have to change your password every 3 months is too complicated and time consuming.*

*We do not employ, but operate with only long-time volunteers.*

*We do not have a large issue with migrant workers.*

*We do not have the man power to continue this time consuming process.*

*We do other background checks that provide sufficient information.*

*We do separate background checks to verify information anyway.*

*We don't do much hiring and when we do it's often a strong referral.*

*We don't find it to be necessary.*

*We don't hire a lot of staff so we don't use it very often. We draw a college age group as employees.*

*We found out that for our work e-verify is not required. We are currently not using e-verify.*

*WE HAVE 2 EMPLOYEES - A VERY SMALL CITY.*

*We have just signed up. I think you should have had a face to face meeting to go over this so that questions could be asked. There is a great deal of information that you need to be aware of and doing something that is required over the internet is not very user friendly.*

*We have never hired undocumented persons. Our people must comply with MSHA, OSHA, CPA certs, NIOSH, EPA guidelines. We are compliant citizens, and will do what we are told to do. We do not see a need for e-verify for our company, but faithfully follow it, as required.*

*We have not had to renew any of our contracts since we enrolled in e-verify. Therefore, we have not we are not required to use the e-verify system.*

*We have not hired any employees since we joined due to the construction industry slow down.*

*We have so few employees, and most are family.*

*We hire professionals and conduct background investigations on all new hires. Everify provides no value to our hiring process just additional costs.*

*We maintain our own I9's and have not had a problem in the past with maintaining compliance.*

*We only hire our electricians from the union hall. Their backgrounds have been checked out before we hire them.*

*We really do not hire off of the street, our employees are sent to us by their individual union offices.*

*We see this as the industry policing the SS# process.*

*We use a reliable company to check criminal backgrounds and verifying SS is part of that package.*

*We use other background information already.*

*We verify all documentation and have very little problem with illegal aliens trying to work here. The process is very time consuming.*

*We verify by I-9 and our community does not have a lot of immigrants.*

*We would have no reason to verify the information because all employees are require to have a social security card and they must be a US citizen.*

*We would have to follow the protocol set up by our Corporation.*

*We would use the social security administration database as confirmation.*

*We wouldn't have the need.*

*We're overworked and underpaid.*

*When we have all the information in front of us, Drivers License, U.S. passport, Social Security card, U.S. Birth Certificate, and we can see that is all U.S., it's time consuming to keep doing the tutorials and use the program. It's when you don't have all the information provided to you and you know they are not U.S. born...yes, that's when to do it.*

*Who wants 1 extra step in the new hire process?*

*Why would I want to pass up good employees and impose an additional burden on myself that other employers are not required to comply with?*

*Would continue using I-9 to verify status.*

### **What is your reason for rating ease of registration process overall lower than '6'?**

*Again, I think something that is required should have a class offered to go over all of this face to face so that the employers feel more comfortable with e-verify and have a better understanding.*

*All the limitations with acquiring a password is too time consuming especially if you have never worked for govt or not familiar with passwords restrictions. The testing is too long and then the fact that I had to do it all over again after 1 year because of the upgrade is too much.*

*As I remember, it was very time consuming and if I was interrupted mid stream, I had to begin all over.*

*At times, it is difficult to understand the questions and how the SBU's under the parent company need to be set up.*

*Because it took a very long time. I feel the information could have been presented in a shorter and easier format.*

*Because it was a long tedious process.*

*Because taking the test was very time consuming and you could not access the program unless you took the test.*

*Because there was a time laps of enrolling and actually being able to use the system.*

*Complicated.*

*Cumbersome, hard to get through. Too long of a process.*

*Didn't know beforehand what information was needed, so when I was registering there were several times when I didn't have the necessary information present and the process became one of starting/stopping to get information.*

*Do not really think taking a test is necessary.*

*Don't have time to jump through training/testing hoops- if process is that complex then change the process.*

*Far too cumbersome.*

*Forcing the tutorial took too much time that I do not have.*

*Hard to get a usable password.*

*Having to re-register every 6 months for a new password.*

*Having to take the quiz etc when one is so busy is not helpful. However its important for those that its their first time enrolling in the program. I have used Everify in 3 different companies.*

*I did not like the fact that the tutorial was broken up into segments and seemed to take a very long time.*

*I don't use e-verify often but every time I do I have to take another test that is time consuming.*

*I felt the tutorial was unusually long.*

*I have had to take the required testing 3 different times, as the website has made updates.*

*I just remember having difficulty getting started with the testing part.*

*I spent two hours trying to register and never completed forms. I gave up.*

*I still can't access the site.*

*I still do not fully understand my responsibilities as a small businessman and I have been unable to spend the time necessary right now in becoming comfortable with it especially in verifying Social Security status. I really need to talk to a representative to straighten out some procedures.*

*I thought it was cumbersome, and despite paying attention did not pass the required testing first time around.*

*I thought it was difficult.*

*I thought the process was a bit lengthy.*

*In my opinion the testing was extremely long and it took a lot of time. I constantly I had to stop the testing and later go back to complete.*

*Instructions are not easy to read, I signed up and then was told I signed up for the wrong one. I already passed a tutorial and then was made to complete another tutorial before being allowed to work in the system.*

*Instructions were not clear.*

*It is time consuming, some of the directions were not clear and it was really not clear about what type of entity to enroll as.*

*It repeats a lot of the same stuff.*

*It takes way too much time to go through the entire process and is somewhat elementary but you can't take the test without going through all of the slides.*

*It took a long time to finish.*

*It took too long and taught me nothing. Anyone with simple computer skills does not need to go through such a long process.*

*It was incredibly long, not to mention the second I finally got on, you change the website and I had to take another test. It was a time waste in my opinion. The site should be smart enough to tell or guide you on most of the things it quizzed you on anyway.*

*It was not easy to understand how to register different subsidiary companies that belonged to the same parent organization. Each time I called to understand the process, I got a different response and was told that this was something I had to talk to our attorney. I think this should have been clarified for the purpose of registrations so that companies understood how to enroll various subsidiary companies that belonged to the same parent company. Because of this confusion, I enrolled the company incorrectly and then had to seek help to get the company terminated and reenrolled the correct way.*

*It was very time consuming.*

*It wasn't very clear and it was difficult.*

*Length of time it took to complete all requirements.*

*Many times could not get into program efficiently. Once I was in the messages were not clear enough to make time in the program time effective.*

*My registration process fell apart with the testing process.*

*Needing a new browser was inconvenient, especially for a Mac user, and when I tried to take the final section of the exam, it took several tries before the system recognized that I had completed the final step.*

*Never took the tutorial to register. Tutorial is lengthy-do not have the time. We do not use the e-verify system.*

*No real direction what to do.*

*Not pleased with website user interface, not user friendly.*

*Not that this was difficult, but it was time consuming. Not really convenient for a small office to give up that time.*

*NOT USER FRIENDLY, DOESN'T PREVENT WHAT THIS PROCESS IS TRYING TO CATCH.*

*Not user friendly.*

*Not very interactive.*

*Our organization has a parent company with 9 subsidiaries. We have to set up an account for each subsidiary - which means that each of our HR staff must be set up multiple times on eVerify and have*

*multiple log-on profiles. Also, since each location has to be set up as a separate company, it becomes a true nightmare to administer. It is nice that we can waive the testing requirements for additional subsidiaries, but it is a pain to have to call in and request that waiver each time.*

*Overload of information.*

*Password very difficult to initialize, computer glitches, ambiguous web pages, needs to be more user friendly, more logical, more step by step clarity to allow the user to fear it less and finish it with less frustration.*

*Password.*

*Required testing seems redundant. When things change you seem to have to go through more testing.*

*Same things repeated over & over again!*

*Some of us are not great with computers.*

*Takes too long.*

*Test preparation time was too time consuming.*

*Testing is to long and confusing.*

*Testing/tutorial.*

*The exam was far too massive for the responsibility bestowed.*

*The original on-line training hideously tedious and time-consuming.*

*The process took entirely too long; too much information to read and then take test.*

*The process took way too long, the program would time out, forcing me to log in again later, the instructions were overly wordy and the need for testing took way too much time.*

*The process was a major pain. Very time consuming and difficult to understand.*

*The process was extremely time consuming.*

*The process was EXTREMELY time consuming.*

*The registration process and multiple tutorials were quite time intensive.*

*The registration process, including the training and quiz portion, were a complete hassle and the fact that the government can not keep track of our own citizens is ridiculous. This whole program should not need to exist. It is much more of a pain than it is worth. It is in fact, such a hassle that we are considering not doing business with contractors that require e-verify in the future.*

*The required testing is fairly arduous, especially given how many HR staff members needed to complete.*

*The required testing part was excessive and redundant.*

*The required testing was too long.*

*The required training time.*

*The required tutorial takes a long time to complete and a lot of the tutorial doesn't apply to day to day entries.*

*The test seemed very long.*

*The testing is complicated and not user-friendly.*

*The testing is really way too long and not very useful. Also, the set up of a password is overly complicated and often takes several attempts to get one accepted.*

*The testing that was required after upgrades to the system was very inconvenient since there was no prior warning that the additional testing would be required.*

*The testing/tutorial is extensive in content. The test is fairly easy but wording is tricky at times.*

*The time it took to read through everything was longer than I would have liked.*

*The time needed to attend web tutorial and take tests was substantial. Questions which came after and required phone support were many, and required a number of transfers, long hold times and uncertain answers.*

*The time to test, review materials and passwords is extremely long.*

*The tutorial was really long.*

*The whole set-up and training just seemed to be something designed, probably at a great cost, to fleece the government and therefore the taxpayer. Entirely too cumbersome.*

*There is a lot of reading involved in the process of registering. If you are unable to complete the process in the same day, to return to complete the registration, getting back to the point in which you left off (with reference to the location on the icons on the screen, is not clear and precise). The registration process could be a little more smooth in transitioning from one step to the next.*

*This is the most confusing and overwhelming process I've ever seen. I regularly work with the government and have never seen a more intimidating process before. What also struck me is that my immigration attorney is equally unnerved by the process. E-Verify needs a thorough makeover for employers to willing use it.*

*Though it was not hard to follow, there were a lot of steps and the general users I signed up had a hard time establishing usernames and passwords, and taking the tutorial and reading and understanding the manual.*

*Time consuming and overly complicated.*

*TIME CONSUMING.*

*Time-consuming; too complicated; more paperwork. We should be able to register with a one page form.*

*To be honest it took a long time to get through the testing.*

*To me it was just hard to understand.*

*To read and understand the complete process would take days. Then it reminds you that you could be sued for making assumptions about the persons legal status. We just want to hire good employees, the government should protect our borders and implement a sane guest worker and immigration program. Small businesses don't want to be caught in the middle of the madness. When a man ask for a job to feed his family, I don't want to be making the judgment call on his legal status even with the help of E-verify. Now if I could get him a guest worker ID when their fake ID's don't pass for real then that would be great, otherwise it puts us doing the Government's jobs of immigration law.*

*To require that level of 'testing' to be able to comply with regulations REQUIRING enrollment was unreasonable, especially for smaller companies.*

*Too complicated and time consuming. I am unsure whether the effort I expended will be worth the (supposed) rewards.*

*Too difficult to understand.*

*Too long & to many questions!!*

*Too long of process. Nothing was very clear, and having to submit to a test was just plain stupid.*

*Too many tested modules...*

*Too much material to read through and then know to pass the tutorial test. Changing passwords is too often.*

*Too much time for question answering and information gathering.*

*Too much to read, test to take, lots of time to spend when we don't regularly hire non citizens--basically a lot of time wasted.*

*Training materials and testing was overkill.*

*Training was very lengthy. In assisting other companies with instructions on how to determine if they were required to use it contractually, instructions on register for the system, determining which type of employer they were, etc... I ran into a lot of difficulties. The instructions were not clear to many people. I had to reference multiple documents, provide multiple links, pretend to re-register my own company to try to walk them through the registration process, etc.*

*Tutorial/testing was cumbersome.*

*Typical government website that is not very user friendly.*

*Unable to understand the program well enough to use it. Don't believe registration was ever completed correctly.*

*Uncertainty of whether we are required to enroll.*

*Very clunky process, need for repetitive entry for multiple companies.*

*Very confusing process. Poor interface and instructions.*

*Very cumbersome, time-consuming, legalese-full. I got NOTHING in return for my time & frustration, other than the 'right' to contract with State of Missouri and the ability to continue to use the independent contractors with whom I had already been working.*

*Very cumbersome...maybe it is the legislation...but it is not very intuitive.*

*Very long process.*

*Very slow process.*

*Very time consuming in getting started.*

*VERY time consuming to perform all of the training sessions.*

*Very time consuming.*

*Was very difficult to classified our company and when we try to called customer service took a long time and the agent had no idea about what was the answer.*

*We had a lot of questions on the Memorandum before registering. You should also be given a warning that you will need to take a refresher in the next (so many days). You should be required to take the refresher course NOW, maybe the user doesn't have time right then but they need to verify that an employee is eligible to work in the USA within the required time.*

*We have multiple sites on eVerify and each time I register a new site, I have to go through the testing AGAIN. I have done it over 15 times... I know the questions by heart!*

*When I took the test, I got distracted and skipped a question and had to take the entire test over again. It took another hour. It did not seem 'easy.'*

*While the actual enrollment process is simple, if there are any issues that need to be resolved it then gets very unclear and complicated as to what to do next and it is very hard to get a knowledgeable person on the phone who can help.*

*Why are you asking?*

*Your question included the 'required testing'. I didn't like the testing portion. Long and tedious.*

### **What is your reason for rating ease of training lower than '6'?**

*A long tedious process that really doesn't help in the long run because the site is not easy to understand.*

*Again not good with computers.*

*Again the length of the testing. Also the new site was very difficult to work with due to the new graphics, etc.*

*Again the training was time consuming.*

*Again, it was OVERKILL that I was REQUIRED to do. I guess you must have people of low intelligence on this site because of the material presented.*

*Again, overkill for skill level required to use the system.*

*Again, there should have been a face to face training session concerning this.*

*Again...very cumbersome and not intuitive.*

*Because I can't remember. And currently we are laying off not hiring employees.*

*Because it was middle of the road and I had to call with questions.*

*Believe the tutorial is standard (a lot of reading must be helpful to have PowerPoint via-slid show with voice).*

*Complicated & very time consuming.*

*Cumbersome and overbearing.*

*Cumbersome.*

*Every time I log in to use, it's another test.*

*Far too cumbersome and involved.*

*Had difficulty finding the info. I needed.*

*Had to print out a large training manual and time consuming.*

*Horribly time-consuming! Volume of training material excessive. This program will fail unless this can be streamlined.*

*I just thought it was difficult at first.*

*I was given a time deadline for my registration, and hundreds of pages of instructions and information are difficult to deal with.*

*Instructions lacked clarity, and contained some erroneous information.*

*Instructions were not clear.*

*It takes a lot of time if you are very thorough.*

*It takes far too much time and we should not be verifying citizenship for the government. It should be done by a government employee, not wasting my time taking a training tutorial simply to satisfy a contract.*

*It took a lot of time and was very repetitive.*

*It took way too long.*

*It was hard to follow. Too broad, as immigrant rules are complex and training didn't really clear up what we are supposed to do when there is a 'problem' with a registration. Therefore, It is hard for me to explain process to employee other than to hand out a printout in there native language.*

*It was too lengthy. Needs to be simplified.*

*It was too long and tedious.*

*It was very time consuming.*

*It would be extremely helpful to offer a webinar especially regarding pending non-confirmations.*

*It's a long process and puts too much responsibility on the employer.*

*It's all in writing.....not visually pleasing. It's lengthy....signing in is crazy.*

*It's unnecessarily long and boring.*

*Most of the training is very obvious and the web site wasted time.*

*Not used to computers.*

*NOT USER FRIENDLY, PROCESS TO LONG AND DOES NOT AVOID FRAUD..*

*Overload of information, time consuming.*

*Please see previous response.*

*Refers more to tedium of the process and requirement, rather than ease of training. The training process is not difficult, just too restrictive and slow.*

*Same as before, this is a required compliance and to make companies go through this time consuming and difficult process in order to be in compliance is unreasonable, especially with the results not guaranteed.*

*Same as before.*

*Same as page before.*

*Seemed more complicated than it needed to be.*

*Somewhat complicated.*

*Takes entirely too long.*

*Takes too long and the training is not clear and to the point. Was difficult to understand at first whether or not someone was confirmed as a U.S. citizen... The E-Verify training did not really discuss if someone was a U.S. citizen and all you need to do is complete the process instead of waiting to confirm they were or were not a U.S. citizen. (words are too abstract not clear and to the point)*

*Takes too long to take the tutorial.*

*Takes too much time to complete the material and exam.*

*The amount of time involved, the lack of a useful index for the user manual, first time participant in a webinar; it was quite confusing to get started.*

*The first time I set it up I followed the instructions and ended up having to redo the set up all over again.*

*The process no matter how you train, is ridiculously slow.*

*THE QUESTIONS WERE IN SUCH A WAY THAT POSSIBLY COULD HAVE HAD SEVERAL ANSWERS, VERY CONFUSING.*

*The training process was time consuming and monotonous.*

*The training took too long.*

*The training was common sense to take the test and I had to read through every section before I could test. Some sections could have been passed over instead of consuming my time with readings.*

*The training was extremely long for such a simple process. The newest training segment (refresher course) is better.*

*The tutorial was very long and seemed to repeat the information.*

*There was so much redundancy that it caused more confusion than a more straight-forward training. Adults required to do this should be able to understand the basics without it being spelled out so tenuously.*

*Time commitment.*

*Time consuming.*

*Time consuming.*

*Time consuming.*

*Too long of a test, hard to get through it all.*

*Too many choices and steps.*

*Too many pages, too complicated, too time consuming, too long. We should be able to register with a one-page form.*

*Too many requirements and time wasted. Now that we joined we have to enter everyone we hire and we typically hire citizens.*

*Too much material.*

*Too much technical information in the test questions.*

*Too much time.*

*Too time consuming. The software is pretty self explanatory.*

*Too time consuming. The software is pretty self explanatory.*

*Took a long time. Time that I didn't have.*

*Took so much time.*

*Took too long and was very involved!*

*Took too long to go through all the materials and take the test to use E-verify - very un-necessary.*

*Training cumbersome.*

*Training was a little confusing. Not all questions were answered.*

*Training was a waste of time.*

*Training was easy, I felt like I was forgetting things, or wasn't sure I was doing everything correctly.*

*Training was fine but once you have completed it was a waste of time to have to complete a 'refresher' especially when it was only months in between.*

*Tutorial is way too long.*

*Tutorial was too lengthy.*

*Tutorials were time intensive.*

*Useless complexity- don't hire that often so whatever I have 'learned' is lost by the next time anyway.*

*User interface not friendly. Information way to cumbersome.*

*Very slow, lots of detail that did not apply to our situation.*

*Very time consuming and much is repetitive.*

*Very time consuming, training was very repetitive.*

*Way too much time needed to complete the entire process. I could have just taken the quiz and passed 100%.*

*When I first enrolled our company it was my understanding that I had to enroll as a company vs. a site, so I had two accounts. It was very confusing. Then the training required certain passwords to participate which was childish. Using the site is relatively easy.*

*When I go to the site to use e-verify, is always signing me off, before I can even finish a verification.*

*Why are you asking?*

*Yet to get a hang of the system.*

**Why haven't you used E-Verify within the past six months? (Select all that apply) (Other Please Specify)**

*All of our employees are Americans*

*Business closed*

*Business sold*

*Cannot get access code*

*Changed position within the company*

*Company has gone out of business*

*Company out of business - no employees*

*Corp background product currently in use, allows criminal, SSN, MVR, employment search in one source. EVerify used in the event of discrepant SSN verification. LexisNexis on-line product.*

*Delegated that responsibility*

*Did not place consultants with client who requested we used E-Verify*

*Do not have time*

*Expired and we never got a notice*

*Forgot about it*

*Forgot the system was in place*

*Haven't hired anyone recently*

*Higher echelon now does it*

*I am no longer with J Brian Day, Inc*

*I switched roles, we hired a full time HR person*

*I was laid off and I don't know if the next person used everify or not*

*Keep putting it off*

*Laid off all employees*

*Merged with another company that does the background checks*

*My HR Asst does all e-verifications*

*Need additional trained staff*

*New job doesn't require hiring*

*No current contracts require us to use the e-verify procedure to verify I-9 information*

*No longer with this organization? I was the only one who was trained and qualified to use the system.*

*No office staff any longer*

*No work for my company*

*Not mandatory*

*Not needed*

*Not required*

*Now using electronic I-9 with first advantage which automatically does E-Verify check for us*

*Other staff is now verifying*

*Others at company use it*  
*Project that required participation is complete*  
*Social Security verification site works well and everify not required*  
*Someone else in the dept, is now doing it*  
*State govt said we could no longer use*  
*The trained staff member left for 8 weeks medical leave. Also was concerned about some professional organization controversy regarding E-Verify.*  
*Time constraints*  
*Tried several times to complete reqmns*  
*Use a payroll service*  
*Using employee screening company which includes SS verification*  
*Verification is done by other staff*  
*Was no longer required*  
*We have not needed to do any verifications recently. We generally just use it when submitting W2s.*  
*We merged with a LARGE corporation and I am not permitted to verify employment. That is done at the Corporate Office.*  
*Why waste my time when Washington is going to over rule it anyway*

**Why have you never used E-Verify?**

*Another employee handles this for us*  
*Client dropped request for e-verify*  
*Co-employee does it*  
*Confusion during the online training*  
*Could not get through the sign up process. Too complicated.*  
*Currently verifying identity with SS Admin.*  
*Did not hire any employees for the client that requires it. Would want to use this as a screening tool instead of after hiring.*  
*Did not know about tutorial*  
*Disparity between directions for proper use, as instructed - not clear on what is allowed and what is not.*  
*Difficult to ascertain what we are permitted to do when using the EVerify system.*  
*Do not know the login & password*  
*Done by a 3rd party*  
*Employment placement agency verified new hire*  
*E-Verify is used by the company that does our background checks for all new staff.*  
*Forgot password*  
*Have not had any client requests*  
*Have not had time for a 100 page tutorial*  
*Have not hired any employees since it became mandatory July 1st*  
*Have not hired for an e-verify required job*  
*Hiring done through agency*  
*I am a one man firm and have no employees*  
*I don't always remember to use E-Verify*  
*I have never rec'd password information after registration*  
*I tried to use the system but couldn't figure it out.*  
*I'm not a company and don't have any employees. I wanted to be able to convince others to use E-Verify and show them how to enroll.*

*It is used almost daily by one of our depts.*  
*It's not yet mandatory for our company to use E-Verify as of now.*  
*Lease our employees from a staffing administrator*  
*My clients do thorough background check on the candidates that we place.*  
*Never finished the training*  
*Never implemented*  
*No employees of my own - I used it in conjunction with verifying employees with our sub-contractors.*  
*No longer required by contract with gov't*  
*No new lease applications*  
*No requests for the service*  
*No time to take all the hours to even complete the tutorial - just pointless and a waste of time*  
*Not able to access*  
*Not able to do inquiries within 3 day time limit*  
*Not getting any customers. Those I talk to have their own E-Verify people.*  
*Not user friendly, never completed registration. Too time consuming.*  
*Others have used the system on our behalf just not me*  
*Others perform task*  
*Our HR staff does it for the company. I am a back-up.*  
*Payroll dept takes care of it*  
*See comment previously made. Extremely low probability of mis-classification of potential employees was too low to justify time expenditure.*  
*Someone else in our company uses it for new hires, and I only am her back up.*  
*The president of the company passed away recently. Usually, she was the one who did it.*  
*There is another person in our office responsible for checking employment status.*  
*This system should be automatic for every employer in the US. One should not have to jump through so many hoops of apology and disclosure to be able to use the system.*  
*Time consuming process (lengthy)*  
*Too difficult with 3 locations but one central office that administers payroll. Required too much time and separate accounts for each location. No internet access at each location only intranet access due to security issues.*  
*U.S. Government contract barred us from using it.*  
*USE GA. NEW HIRE WEBSITE.*  
*Was told that since we don't hire directly we do not have to use this system at this time.*  
*We do not have any employees. We use contractors.*  
*We don't believe that we are required*  
*We have just signed up. I will be glad to let you know how it goes once I sign up the next new hire.*  
*We hired two foreigners and we applied visa for them so think it is not necessary to e-verify.*

**What is your reason for rating ease of resolving case lower than '6'?**

*A lot depends on the hired associate and their response for our request to contest/not contest the Tentative Nonconfirmation. If a hired association doesn't respond to our request then the case remains open for 10 federal working days before we can close it as self-terminated. For first time users or even season users, there are too many variables that could occur and it is difficult to navigate to find out how to handle each situation if it isn't something we usually deal with.*  
*A lot of effort for the employee to rectify when it was more of the system needing updating.*  
*Applicant's often never respond.*

*Because I still have cases that are not resolved or not sure what steps I need to take to get them authorized.*

*Because of the amount of time it takes to receive a response from DHS on any individual who needs additional documentation.*

*Being a designated agent makes the process more difficult as timeliness is important and reaching the necessary and appropriate person is not always easy. I would like it to be eliminated to a one step process so I don't have to wait for them to send the non-confirmation notice back, then send the referral letter, and then wait for the results. I also wish you could mandate that the employee take care of the issue immediately instead of waiting 8 business days.*

*Cases not resolved had to be closed out and resubmitted.*

*Confrontation with employee.*

*Cooperation with the employee.*

*Did not get timely response. Ended up making phone calls to get online results.*

*Difficult to get notifications to remote employees who do not have fax/email.*

*Employee not able to comply with instructions due to language barrier.*

*Employee was returned a 'SSA Final Nonconfirmation' and required further communication with DHS and was given the Third Step Letter stating that he was authorized to work. The 'Case Details Report' does not update to include this information. His last follow-up status is incorrect. The Case Details Report should include the Third Step Letter stating that the employee is authorized for employment.*

*E-Verify does not provide updates on TNCs for name / birth date issues. I do not see updates posted for any of our issues. In addition, we have directed our Associates to SSA and they have been told to not bring the letter or 'read it themselves.' I am not sure that SSA is fully trained on the process and how to manage solutions.*

*Feedback very poor.*

*Following the instructions, I sent employee to SS office for resolution, employee told that employer needs to call (INS?). I called and was told they couldn't help me and i didn't need to comply with everify. It was a while ago that I used it and I can't remember exactly the steps but it only resulted in a circle of one agency saying to call the other agency and I got no where.*

*For some reason did not get resolution of some of the nonconfirmations.*

*I am still not confident in what to do when I receive a TNC or a Verification in process. Do I wait? Do I send the employee if we get a VIP? Finding the phone numbers for USCIS are difficult on the wordy document and it is a complicated form for many employees.*

*I did not receive a response from the SSA via e-verify. We kept waiting and waiting and waiting.*

*I don't think we are using the resolving case screens to their full potential.*

*I feel that it is a confusing process.*

*I find the communication to the employee and the steps that need to be taken are difficult.*

*I have never had a tentative confirmation that was actually someone taking advantage of the system. It's always name conflicts with the SSA. A complete waste of time.*

*I would like to see a speedier return.*

*Information provided on your site does not clarify how to resolve a case and when calling your support line it seemed that the contacts were unclear and the next steps to resolve a case.*

*Instructions and locations of SSA for employees to dispute claims should be listed.*

*Instructions are not clear enough. Need step-by-step instructions.*

*It is impossible to get a 'live' person to speak with when calling the 800 number for assistance. No one updates the website with pending, follow-up or resolved information.*

*It required a lot of effort on the part of our HR department and the employee involved. The process was cumbersome and the employee and manager were frustrated by how much work time had to be missed for the employee to correct an error in SSA's records.*

*It seems there is always much ado about nothing. We receive the Tentative Nonconfirmation which puts our hiring process on hold, and then it gets cleared up.*

*It takes a very long time.*

*It took approximately three weeks before I got any further information from e-verify regarding the new hire.*

*It was not clear to me how to resolve the case.*

*It wasn't made easy to understand the process and once the process was completed I never got a answer. I had to redo the process and reprint everything to give to my employee again. Making this a little more difficult than it should be.*

*It's confusing as to what to provide to the employee when a non-confirm comes through if they are contesting or not. We don't get that many and you don't want to do the wrong thing. Also, I recently had a non-confirm on a Work Authorization Card, it showed the photo but did not let me verify the photo, seemed strange. In this case the photo on the card and the photo on e-verify did not match but I was not given the option to verify the photo. I guess other things more important did not match.*

*Just not getting back to me.*

*Many times myself or another e-verify user has had to contact the e-verify help desk. Usually, we are passed around to several different phone numbers and/or people and are given different answers to the same standard questions every time we speak to a different person. If a representative must get back with us, it usually takes in excess of two to three weeks to hear back from someone.*

*Multiple trips to local SSA offices for people who were work authorized yet system said something else. Mostly LPRs that SSA still showed as visa holders.*

*Name change due to marriage -SS is backed up and hard to get into waste of time - sitting here staring at US passport yet can't 'e-verify'. Triumph of form over function.*

*Need to know if someone is going to contest before printing out the next form - have to have access to E-Verify in order to do this.*

*Never have confirmation from E-verify on resolution.*

*No response from SS.*

*Not really e-verify's fault. Waiting on client and client's employee affects my rating of speed and ease.*

*One case we were given three different answers .. it was frustrating.*

*One of the two Tentative Nonconfirmation cases which we had has been 'in Continuance' for over 5 months.*

*Other govt agencies are not prepared. One case involved a green card holder that failed to change their name after being married. ICE took 8 weeks to get the issue resolved internally - which caused us to have to terminate the employee because we ran out of time for the TNC to be resolved...that's a bad experience for a new hire to have to experience...we did rehire them once it was all sorted out - but if we are going to have to do this - the government agencies need to be QUICK about resolving things or we need a more realistic timeframe allowed in the TNC process for us to respond on our final disposition. Not nice at all.*

*Other than handing printout to employee who then is confused.....not sure what I am supposed to do next especially when they don't return with anything. Can I fire them? Or do I let them keep working? Can they work during the resolution period?*

*Paperwork, speed of resolving the case.*

*Poor call back follow up.*

*Poor Social Security follow-up and having to use phone interventions to promote them to resolve.*

*Preferred to speak to someone and they were not very helpful. Preferred that I just read the manual instead.*

*Process is very lengthy and requires applicants to come into the office which isn't always convenient.*

*Providing the information to the client, sometimes the printed instructions are not clear, I am unsure who to forward their questions.*

*Required contacting DHS by phone to resolve case after multiple attempts through online system.*

*Required physical visits.*

*Resolution is vague. Employee calls number provided, then what? The updated site is much more confusing than last year.*

*Sent the person to the SSI office. They looked her up, said it was ok, keyed something into the computer, but never got a confirmation in the system it was ok. For other reasons, she is no longer with the company.*

*Since I only have had two it is hard to know what I needed to do and what the company's responsibility was vs. the employee.*

*Since it was my first time, I was unclear about all the instructions.*

*Some of our employees work off-site so notifying the employee of about the Tentative Nonconfirmation and having the EE sign the notice and referring them to the appropriate agency all had to happen more or less at once instead of in the steps indicated in the instructions. Had to place call for further clarification of the process.*

*Sometime it takes to long to solve the case.*

*SSA not good at updating cases.*

*The applicant did not wish to pursue resolving the non conformance so we have not completed the total non confirmation resolution process.*

*The employee contacted us and told us the issue was resolved but the system would not let us resolve the case for two weeks or more.*

*The particular case took a long time to resolve due to the necessity of employee accessing information from another state. The problem was probably not with e-verify itself.*

*The process of Tentative non-confirmation and then Final Non- Confirmation is flawed. I had a case where SSA failed to update their system and the system automatically converted the case to Final SSA non-confirmation. In my mind this step is flawed. The SSA office or the DHS office as the case may be must be required to update their system before the case goes to the Final non-confirmation stage. If the system automatically updates the status then it is prone to error since the company can still not verify if the individual in employment authorized or not. Something should be done to close this loop hole of human error.. in my case the SSA office did not update status even though the employee did go to the SSA office.*

*The Social Security Admin. office was not as knowledgeable as I would have liked. The e-Verify help line personnel were not as knowledgeable as I would have expected.*

*The SSA often times does not respond in a timely matter and many of our employees have complained about the customer service they have received from the SSA office in Santa Fe, NM.*

*The SSA was not understanding that they needed to clear the applicant in the system therefore continuing to cause a non-match which is not true.*

*The waiting period for the response from the agency...you also must continue to log in to check on it-would be nice if you could have an email alert to let you know that there was some sort of response.*

*Those having had to resolve have told me that it was a difficult process (working through SSA). I have had one case where we were told by SSA that the employee's number was valid and yet through the e-verify program it came back as not valid. I attempted to contact administrators at e-verify and received a reply that some will contact you shortly. I never received any calls or follow up.*

*Time consuming.*

*Too hard to use this system.*

*Too many steps and waiting on the SS office and DHS.*

*Unsure of what steps to take next. Do not understand what someone is to bring back to us after we send them to the Social Security Administration with a TNC.*

*Wait period.*

*Was unclear about what the employee needed to do.*

*We had sent one individual to SSA, he told us he went. We had no way of knowing he didn't. Issue wasn't addressed in the manual, no correspondence from DNS, called several times, received no help. We finally resolved the case but are still unsure that we did it correctly and no one seems to be able to help us, we just get the run-around with the same non-useful information whether by letter or phone request.*

*We have had problems with sending employees to the Social Security office, and the office just gives them a printout verifying their SSN. This doesn't resolve the E-Verify case. I feel that more cooperation is needed with the SS office. Also, people who recently naturalize as US citizens almost always come up as 'not a US Citizen' with the SS office. Sometimes it takes up to a year for the database to be updated! This is really inconvenient for both the employee and the employer.*

*We have had several issues recently that have required our staff to call and talk on the phone with a person at E-verify because the case has not been resolved. The person at E-verify was very helpful but E-verify did not resolve the case in time so we had to go through extra steps in order to be compliant.*

*When I had problems or issues, it truly seemed that no one cared or could be bothered. Very disheartening for something so important and urgent.*

*When the TN appears, it is not always clear what needs to be communicated to the employee - and resolving the case is unclear. I think this is largely due to the infrequency in which they appear. A step by step self-help section would be very helpful.*

**What caused you to be dissatisfied with your experience when you contacted E-Verify customer service?**

*A representative read from the book and did not understand my questions. I had to ask to speak to her supervisor, because she did not have a clue!*

*Asked them a question regarding E-verify users and government contracts. The customer service representative could not answer my question.*

*Because they had no idea what I was inquiring about.*

*Couldn't get anyone to return my phone call so I sent an e-mail and someone finally responded.*

*Customer Service Rep tends to answer questions by quoting from a manual that I have already read and did not understand. The reason I called was because I didn't understand the manual. Therefore, my question was not really answered.*

*Did not give a clear cut answer to question. Was very vague as if read from a manual.*

*Each time I called I got a different response. I trace it as a training issue. Each time I had to be transferred to a specialist.*

*Every time I call my call gets transferred to multiple levels of stupidity. No one understands the system and will keep transferring you to people until someone just 'accidentally' hangs up on you so that someone else will have to handle your next call. Totally unprofessional! I call initially the contractor for E-Verify's phone system and they NEVER are capable of answering even simple questions. It's always; you need to call DHS directly. Well if that is so every time, why is the help desk # to the contractors? They are useless. Even when I get to a DHS person I get transferred up multiple tiers of people because the lower tier doesn't understand the problem because it's not on their script. By the end of my phone call with DHS I am usually so upset and unhelped I just quit. And forget emailing them. They don't respond except with a script with more scripted answers.*

*Every time that I have had to call, my call is elevated to another agent, taking up time. It seems like the first level of customer service can be eliminated since they never seem to be able to answer the question. In addition, many times it seems that they are just reading from a manual instead of trying to answer my question. It doesn't give me a lot of faith in the answers that they are giving me. FYI - My organization also listened to one of the webinars to gain an understanding of the program before we registered. We were very disappointed in the speaker, their communication skills were poor.*

*Every time you call it seems like you get a different answer.*

*Explanation of how to correct error was not as clear as it should be.*

*Have had a open case since October of 2009, unable to verify ss#, sent employee with all necessary docs to the SSA and still no resolution to the case, it is still open in E-Verify, called no one could give me an answer as to why it has not been resolved.*

*He didn't seem to be able to answer my question. I reviewed the guidelines myself to the answer. I CALLED WITH QUESTIONS, THEY PUT ME ON HOLD FOR NEXT AVAILABLE AGENT, TOOK 52 MINUTES, FIANLLY I HUNG UP, THAT IS ALOT OF TIME OUT OF ONES WORK DAY !!!!*

*I could not get a definitive response. Ask to wait for online response.*

*I do the e-verifications for 3 different companies. During my first phone call with customer service I was told to just ask for a tier 2 customer service rep so that I wouldn't have to re-take the test. When I called back to speak to the tier 2 rep. I was told that there was no way to get out of the test. I insisted that I be transferred to the tier 2 rep. and I was able to avoid taking the test 3 times. The first tier rep. who answered the phone the second time was very rude and nearly refused to transfer me.*

*I explained in a previous answer.*

*I felt that the individual I spoke was not thoroughly knowledgeable about the program.*

*I find that, in general, I am more knowledgeable about E-Verify and I9 processes than the representatives I am talking to. And many times, multiple representatives will give me different answers / information to the same question / issue.*

*I have several major issues with customer service. 1. Every time I call I am transferred at least three times, they always say they have to refer me to a specialist. More than once I have been transferred back to the first agency I spoke to. I have never called and had the first person I spoke to say...'I can help you with that'. 2. There is no communication of what my call is for, so I need to explain my question and reason for my call multiple times to every person I get transferred to. 3. By now I am at least 15 minutes into the call and I get to the 'specialist' who is supposed to help me. I never get a clear answer to my question but just someone reading from the same manual I have sitting in front of me. I don't need help reading...I need help applying the rules to our specific situation. I would use the term customer service very loosely...the people staffing the customer service either don't care or they are not educated on their job. Either way...shame on you.*

*I was just trying to figure out how to reset our password, and it was extremely difficult to do this simple task.*

*In resolving some cases, each rep presented different answers or contradicted each other.*

*It was hard to get in touch with a real person, and when I did it was likely they were unknowledgeable on my questions.*

*It's not actually dissatisfaction. I just don't have much turnover and it takes a while to get familiar with a system you rarely use.*

*I've contacted them twice and both times my questions were not able to be answered by the first representative and needed to be escalated. Even after escalation, the representatives did not seem knowledgeable on the more complex situations.*

*Lack of knowledge with a specific situation.*

*Left message, no return call.*

*Long hold time. Asked question to the first rep and was put on hold for a long time only to hear that I needed to talk to someone else in the policy department.*

*Never was able to connect with a real person who could answer my questions. Stayed on hold for over 20 minutes. Had to hang up and get back to work.*

*Not very helpful. Kept preferring that I just read the manual when I really needed to speak with someone and ask questions.*

*Overall my experience has been good, but the person I was dealing with on the tentative non confirmation was a total jerk - wouldn't even listen to me. Horrible to deal with.*

*Passed around and transferred to several different representatives; different answers to the same questions from depending on which representative we're talking to; takes a long time for an e-verify representative from DHS to get back with us.*

*Real person did not answer the phone.*

*Representative misinformed me definition of New Hire & Rehiring process.*

*Requested a new account. Still waiting for a response.*

*See previous comment. When I first called that number, they took my information, then called me back several days later and told me I needed to contact someone else. They gave a different number, I called that number, it took several days to get an answer and it was not at all helpful.*

*The 2 agents I spoke to had no idea of the company classifications and they transfer the call but didn't care about the client holding in the line for a long time.*

*The agents give a number and rarely state their name. They talk so quickly, as though they are reading from a script and almost never can they assist. They are always forwarding your call to a 'specialist' of some sort and even they have trouble answering the questions. The initial people answering the phones need some sort of training. They are not able to answer even the basic questions about the E-Verify process. Thank you.*

*The agents read from the manual verbatim. I can do that. They are clueless. I find it very frustrating.*

*The customer service person was very pleasant but I was not able to get my problem solved.*

*The customer service personnel were not well informed.*

*The initial contact was uninformed and put me on hold numerous times but when I reached supervisory level, I received an answer within 10 seconds*

*The issue was the memo of understanding. Very unclear instructions online. A lot of time waiting for someone to answer the phone. Then got transferred. Ended up they couldn't help because it was 'blocked pop-ups'. Why would gov't create a mandatory site, then design it in such a way that everyone can't use because many companies' internal security doesn't allow pop-ups? Just don't put pop-ups in the site.*

*The lack of knowledge they had....did not answer my question....*

*The numerous times one is transferred through one person to another.*

*The representative was not knowledgeable about the regulations and process of E-Verify. I asked a specific question and kept getting a canned response that did not come close to answering my question. I told her she was not answering my question and she referred me to the online resources which i had already accessed. What I needed was someone who DID know the answer! ...which I never did get.*

*The representatives only read from a prepared script or responses and do not seem to know the information in any depth. Any question that goes beyond the FAQs is generally more than the rep can provide a lucid answer to.*

*There are too many options to choose from and I could not figure out how to reach a 'live' person. Either I had to keep selecting an option or I was hold for longer than 10 minutes.*

*They didn't answer the questions - they referred me back to the website to get the info. If I could have found it on the website, I'd have not bothered to make the call.*

*They never answered an e-mail I sent asking a question.*

*They seem to give conflicting answers. Level one generally does not have the answers and I'm forced to talk to the before being transferred to tier two.*

*They were not able to answer the question, 'Why are we required to use this system to satisfy our contract?'*

*They were not helpful in solving a problem on getting onto the system. Referred me to read the computer screen.*

*They were only able to tell me things that were already in the manual. I called because I had a very unique situation and I already knew it was not addressed in the written materials. When I asked for a supervisor, it took some time before the person I was speaking with to agree to move my question to a the supervisory level.*

*Vagueness of response and non-committal of clarification to the point where it was often useless to having called in the first place.*

*We had a difficult time getting usernames and passwords for additional users. The emails never came and I tried setting them up multiple times. we did not get much assistance from the customer service. I had to provide the information to the users myself.*

*We were told that they could not provide the answer to our question.*

*When I call it is usually because I need expert clarification. I am afraid I just reach a call center of folks who have no understanding of the battles I am facing. They try and I commend them for that, but usually doesn't answer my questions.*

*When the system was updated without warning and had to do the tutorial again....since the volume was enormous because we couldn't e verify without completing first..this process took more than 2 or more hours. This should have been done so co's had a period of time to complete the tutorial then there would not have been such an issue...and the customer support had no help whatsoever...and didn't seem to be aware..*

*Your customer service supports were not very knowledgeable on next steps to resolving a case, was passed around from one person to the next had to call back 3+ times for information.*

**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.**

*1) If the company has signed up there should be some activity in the system, I am aware of companies who had signed up but never processed any data. 2) On a periodic basis there should be a comparison of an employee record processed through EVerify vs. taxes paid to SSA by the employer. 3) Audit/analysis of hired vs. applicants to ensure people are not prescreening. 4) Audit/analysis of Resolved cases that indicate employment termed prior to system results. 5) Or change the MOU and allow it to be used as a prescreening tool.*

*Allow employees to register/login with E-Verify directly, instead of having employer do it. If employees do it directly, employer just has to provide employees email/login id and fill-in any other information. This would avoid problems at multiple levels and streamline the entire process, and make it far more easier for both the employer and employee.*

*An employee at E Verify told us that they were not able to guarantee their result. Some companies therefore don't trust the system. We should be allowed to use the E-verify statement for an individual who was e-verified at another company. When they come to us for a job they should be able to present their e-verify printout with their application. That will give us confirmation they are eligible to work. Now the applicant does not have the form, it remains with the papers of the company. This system is only a 'check' on a 'check'. Why can't we e-verify a person? If it authorizes them to work in the U.S. why do we still have to go through the I-9 process? This is double work and pointless. We should ask the applicant for their form of ID and work eligibility document (Driver License and SS card) and do the e-verification. Surely that should be enough. We can then do away with the I-9 form.*

*Clarify in law so there is not double understanding.*

*Communication via e-mail will help. I was not aware of the new changes.*

*DK.*

*E-Verify should not authorize employment if information such as Date of Birth is entered incorrectly.*

*For the most part they have enough guidelines in place with the online tutorials and the updated manuals. I answered 'no' because I didn't know that other changes had recently been made to the system, and I think you should do a better job at advertising that so people can remain updated on these changes in case the changes involve procedures for using E-verify.*

*Generate a report as to the mistakes made by the user.*

*Have more prompts to make sure information in E-Verify is correct.*

*Have the government report to the Everify System when an award that includes a certain number (5+)positions direct to that contract award requirement.*

*I don't know what they do now, so how does anyone know? They should explain things better. It's too long a process when you have I-9's that have to be done anyway. Why do both????*

*I don't like the system.*

*I DON'T THINK THERE ARE ENOUGH SAFEGUARDS TO ENSURE E-VERIFY IS NOT BEING ABUSED.*

*I don't think we should be required to use E-Verify. I have not found it beneficial to my company.*

*I think anyone required to participate in the E-Verify program should be issued a certificate stating that they are enrolled. Also, I think the government agencies should request a copy of this certificate to verify their compliance in the program. Although we are required to participate in E-Verify, no one has asked for verification.*

*I think there should be more emphasis/information on e-verifying existing employees. Also there is nothing to let you know if an employee has already been e-verified. Especially when you have 2000+ employees and good percentage of them are rehires*

*IF ITS NOT BORKE, DONT FIX IT, THEY HAD US SPEND SO MUCH TIME TO LEARN, THEN TURNED AROUND AND CHANGED IT, NOT NECESSARRILY FOR THE GOOD....*

*If this were at state level as well, there would be more incentive. We have to fill out I-9s, W-4s, and fill out county of residence, etc, if the state also was required to verify Eligibility, then 2 organizations would be checking over the program, and make catching infractions much more likely. Now, companies only fill these out from fear of an inspection. If it was more likely they would be caught, they would pursue this more.*

*It seems like one of the most important parts of using E-Verify is consistently applying it to all new hires. As far as I can tell, there is no double check to ensure that employers are doing this. Of course, I am diligent about doing this, but it would be easy to profile only certain new hires or not check others.*

*It would be GREAT if there were a way to receive alerts for unresolved cases requiring additional action.*

*It would help if E-Verify sends periodic compliance, tips and other information to employers. This need not be 'strict' compliance information and could server as periodic reminders for 'best practices' for employers.*

*Make it simple and easy. There should be no training process required. Plug in a SS# or other unique ID and get a printable answer immediately. in the case of a TNC require more information, but only in that case.*

*Make it simple!*

*Make tutorial short and to the point.*

*Make very clear bullet pointed regulation list. Provide written policies that will help employers. In clear, simple language.*

*Mandate that government contractors use the system.*

*More communication and timely outreach to users.*

*More user friendly and more alignment with Homeland Security and Social Security Administration (which are far behind and no help locally and nationally at times in resolving cases...) I have had local office unaware and not trained in E-Verify.*

*My response is based more on media reports than first hand accounts, but I hear that there are employers who (despite the rules against it) use e-Verify as a candidate screening tool or discriminate against the candidate. There needs to be a better way to identify those employers who are abusing it as it creates a bad name for e-Verify with other employers who are following the rules.*

*No mama and papas.*

*Not all companies require E-Verify for government work. Need to have a uniform system to identify employees who are contracted to perform work on military bases, and then make it a requirement for all contractors to use that system.*

*Not sure; you would have to be able to catch unverified SS numbers through the IRS or somehow recognize forged drivers licenses or SS cards.*

*One of the best systems I have seen is the Walmart process they use on their job sites. This is the system all company's should use.*

*Physically check companies to be sure we do not hire people who come in with bad social security cards. This will cause employers to stop using people who are breaking the law.*

*Prevent or question duplicate cases.*

*Randomly checking to make sure the system isn't pinned directly to latino/a, but used fair and across the board for all persons.*

*Remembering to Resolve the case has been an issue for our users. This issue may be addressed in the recent changes.*

*Report anyone using false identification to authorities.*

*Should be linked to state databases, SS and IRS.*

*The employer has too many regulations put on them 'if' they get a negative match back.*

*There is not enough clarity of time frame/gap of someone being gone before it being considered a layoff. In the construction trades world, how does a company designate a layoff? If a person is called back within one day of gap and the employers fails to report that as a layoff/rehire then the system has no checks and balance in place to catch that. On the other hand the system does not clarify how re-verification is not the same as verifying some one who is hired multiple times (sometimes) 52 times a year.*

*There needs to be some sort of a 'Warning' if an individual has already received an 'Employment Authorized' in the system. This would avoid accidental duplications in the system.*

*There should be some type of follow up and/or security to ensure companies adhere to the programs, etc.*

*They need to have a system of notification to the employer when the employee shows up to resolve their issue. All we have to go on is the employee's word (and we cannot terminate them). We were more afraid of wrongfully terminating the employee than we were of violating E-Verify policies. Had their been a notification system to the employer in place, we would have prevented this illegal from working during the period we were trying to get the issue resolved through E-Verify, and were never successful in getting anything more than double talk.*

*They should advertise more its use.*

*They should allow more than 3 days for the information to be entered in the system. I hired several employees in June. However, I was on vacation when two started so it was too late to enter their information when I returned. Also, since I didn't enter their information, I didn't enter information for the other four hires.*

*Use e-verify on all employees every six months, not just new hires.*

***WE ONLY HAVE ONE PERSON DOING IT AND YOU MAKE IT SO HARD TO GET IN AND THIS ALWAYS HAVING TO CHANGE PASSWORDS AND THE DEMANDS ON WHAT IS NEEDED FOR A PASSWORD IS NOT GOOD FOR US.***

*When I used the system it did not alert you that you only have three days to verify the employee (you should know this prior, but if you don't you should not run that employee). Also, we have AmeriCorps members who may be eligible to work but who can not participate in the program so I think their verification should be different.*

*When someone gets a non-confirmation and doesn't follow through with the proper procedures, I think DHS or SS Administration should look into the case with both the employee and employer.*

*You put different first names in and still get verification.*

**How would you prefer to get information about changes or updates to E-Verify? (Other Please Specify)**

*Both email and the E-Verify Website would be good*

*Both email and via the e-verify website*

*E-Mail & Fax*

*E-mail, e-verify website both*

*I don't need this info anymore as I am no longer employed by the company I was using everify for*

*I don't want any*

*I hire out to e-verify*

*Never*

*Not at all - I have quit my position*

*Not Interested in receiving anything*

*Same as it is now*

*Through our Corporate Office*

*Through our corporate office*

*Website and email*

**How would prefer to contact E-Verify for help? (Other Please Specify)***All methods just in case one option doesn't work**Any of the above**Both phone and email**Call or e-mail**E-Mail and/or Fax**Email or phone whatever is faster**Email, web chat or telephone**I contract out to e-verify**I will not be contact everify for any reason either this month or in the near future**N/A, Corporate will handle**Not at all; I've no need**Phone and web chat**Website or email**What help I just register me and that's it!**Whichever has quickest response time**Would prefer choices. Not all companies have user friendly website interface, not all answer email...sometimes a phone call is the only way. But if done well, I'd prefer website, then email, then chat, then phone. Please no fax or mail.***What is the primary industry in which your company or organization conducts business (select one)? (Other Please Specify)***501(c)3 non-profit**A/V Room Designers**accounting**Accounting**Accounting**Accounting**Accounting**Accounting and Tax Preparation**Accounting and Taxes**Accounting Firm**Accounting Firm**Advertising**Aerospace**Aerospace**Aerospace and Defense**Aerospace Maintenance**Aerospace/Defense**Aerospace/Military**Airline Catering**Airport restaurants - food & beverage**All of the above**Amusement**Amusement*

*Apartments*  
*Architectural*  
*Architectural/Engineering & Design*  
*Architecture*  
*Architecture*  
*Architecture*  
*Architecture*  
*Architecture*  
*Architecture*  
*Architecture*  
*Architecture*  
*Architecture & engineering*  
*Architecture/Design*  
*Architecture/Engineering*  
*Arena & Conference Center*  
*Asbestos Abatement*  
*Assisted Living Facility*  
*Association Management*  
*Auto collision repair*  
*Auto Dealership*  
*Auto Repair*  
*Automation/IT support for manufacturing*  
*AUTOMOBILE DEALER*  
*AUTOMOBILE DEALERSHIP*  
*Automotive*  
*Automotive Accessories*  
*Automotive Industry*  
*Automotive repair*  
*Automotive repair*  
*Automotive repair*  
*Automotive retail*  
*Automotive retail*  
*Automotive sales/service/parts/bodyshop*  
*Aviation*  
*Background screening services*  
*Bar*  
*Behavioral Health, Counseling*  
*Behavioral Healthcare/social services*  
*Bio Repository/ Bio Pharma*  
*Bio Technology*  
*Biometric Security Solutions*  
*Biotech*  
*Biotechnology*  
*Boiler and mechanical repair*  
*Boiler service and repairs*

*Both defense and manufacturing*  
*Bridge Construction*  
*Brokerage and Transportation*  
*Building Construction*  
*Building Material Supplier*  
*Building/Trades - Acoustical Subcontractor*  
*Bulk fuel jobber & convenience stores*  
*Business information services*  
*Business Services*  
*Business Services*  
*Business/Administration*  
*Cabinet Construction*  
*Cable Advertising Sales*  
*Cable construction*  
*Calibration/Engineering*  
*Call center*  
*Center for Independent Living*  
*Certified Accountants Office*  
*Chamber of Commerce*  
*Child Care*  
*Child Care Center*  
*Children's Preschool (ages 2-5)*  
*Christian mission ministry*  
*Church*  
*Church*  
*Church*  
*Civil and Geotechnical Engineering*  
*Civil engineering*  
*Civil Engineering Consulting*  
*Cleaning*  
*Coal Mining*  
*Commercial & Industry Building*  
*Commercial Construction*  
*Commercial Construction*  
*Commercial Construction*  
*Commercial Construction*  
*Commercial construction*  
*Commercial Construction*  
*Commercial Construction Contractor*  
*Commercial Construction Industry*  
*Commercial Construction-Mechanical*  
*Commercial Electrical Construction*  
*Commercial Electrical Subcontractor*  
*Commercial General Contractor*  
*Commercial Heat Treating*











*Construction*  
*Construction - asphalt repair and maintenance*  
*Construction - buildings*  
*CONSTRUCTION - COMMERCIAL*  
*Construction - Electrical contractor*  
*Construction - General Contractor*  
*Construction - Painting*  
*Construction - Roofing*  
*Construction - Roofing*  
*Construction (Contractor)*  
*Construction (Electrical)*  
*Construction / commercial roofing*  
*Construction / home building*  
*Construction / River Transportation*  
*Construction and Engineering*  
*Construction and steel erection*  
*Construction company*  
*Construction Contractor*  
*Construction Contractor*  
*Construction contractor*  
*Construction for Federal and State government*  
*Construction Industry*  
*Construction Industry*  
*Construction Industry*  
*Construction Management*  
*Construction Management/Commercial*  
*Construction Materials Testing & Inspection*  
*Construction products and services*  
*Construction supply*  
*Construction work*  
*CONSTRUCTION WORK*  
*Construction(Industrial, commercial, residential)*  
*Construction/ Industrial*

*Construction/Contracting*  
*Construction/contracting*  
*Construction/Engineering*  
*Construction/Engineering*  
*Construction/Mechanical/Sheet Metal/HVAC/plumbing*  
*Construction/Mining*  
*Construction/plumbing*  
*Construction/plumbing*  
*Construction/Warehouse*  
*Construction/water and sewer lines*  
*Construction-General Contractor*  
*CONSTRUCTON, ROAD WORK*  
*Consulting*  
*Consulting*  
*Consulting*  
*Consulting*  
*Consulting*  
*Consulting*  
*Consulting - Historic Preservation Tax Credits*  
*Consulting engineering and architecture firm*  
*Consulting Engineers*  
*Consulting services to the Federal government*  
*Consulting-environmental & archaeology*  
*Contract janitorial services*  
*Contract Manufacturer*  
*Contracting*  
*Contracting Prime*  
*Contractor*  
*Contractor*  
*Contractor*  
*Contractor*  
*Contractor*  
*Contractor providing services to Federal Government*  
*Contractors*  
*Convenience retail*  
*Convenience Store/Gas*  
*Correctional*  
*Correctional Facility*  
*Corrections*  
*Corrections*  
*Courier*  
*CPA firm*  
*CPA Firm*  
*Creative/Marketing Staffing*  
*Defense and Aerospace and Manufacturing*



*Education*  
*Education - Publishing*  
*Education - school district*  
*Education, Vocational/Technical School*  
*Education/Career Training*  
*Education/Day Care*  
*Educational*  
*Educational*  
*Educational Institution*  
*Educational Services*  
*Educational Services, University*  
*Educational/vocational training*  
*Electrical Construction*  
*Electrical Contractor*  
*Electrical Contractor*  
*Electrical Contractor*  
*Electrical Contractor*  
*Electrical Contractors*  
*Electrical Engineering*  
*Electrical/construction*  
*Electrical/Construction*  
*Electronic Systems Design and Manufacturing*  
*Employment Agency*  
*Employment Agency*  
*Employment Agency*  
*Employment Agency*  
*Employment Services*  
*employment services*  
*Employment Services*  
*Engineer/Survey*  
*Engineering*  
*Engineering*

*Engineering*  
*Engineering*  
*Engineering*  
*Engineering*  
*Engineering*  
*Engineering*  
*Engineering & Construction*  
*Engineering & Construction Company*  
*Engineering Consulting*  
*Engineering Consulting Firm*  
*Engineering Consulting, Design-Build*  
*Engineering Services*  
*Engineering Services*  
*Engineering services/R&D*  
*Engineering/Architecture*  
*Engineering/Construction*  
*Engineering/Construction*  
*Entertainment*  
*Entertainment (Wildlife Park)*  
*Environmental*  
*Environmental*  
*Environmental*  
*Environmental Clean up*  
*Environmental Conservation - Non Profit*  
*Environmental Consultants*  
*Environmental Consulting*  
*Environmental consulting and remediation*  
*Environmental Protection*  
*Environmental Regulatory Compliance and Permitting*  
*Environmental Remediation*  
*Environmental Services*  
*Excavation*  
*EXCAVATION*  
*Facilitate the implementation of conservative policy solutions to improve the lives of all North Carolinians. Towards that end, Civitas provides research, information and training*  
*Fast food*  
*Fast Food Restaurant*  
*Federal Contractor*  
*Federal government*  
*Federal Government Contractor*  
*Finance/Accounting & Information Technology*  
*Financial/Money Orders/Walk-In Bill Pay/ other services*  
*Fine Arts performing group*  
*Fire and Safety*  
*Fire Protection*  
*Fire protection contractor*

*Fire Protection Services*  
*Fire Sprinkler Contractor*  
**FLEET MAINTENANCE**  
*Flight Training School*  
*Flooring installation*  
*Food broker*  
*Food Service*  
*Food service*  
*Food service*  
*For-profit company contracted to run job corps program*  
*Full service car wash*  
*Gaming*  
*Garage door and dock equipment*  
*General Aviation*  
*General construction*  
**GENERAL CONSTRUCTION CONTRACTOR**  
*General Contracting*  
*General Contractor*  
*General Contractor , Homebuilder*  
*General Residential Contractor*  
*Global technology company helping people and organizations store, protect and connect their digital world.*  
*Government*  
*Government Contractor*  
*Government Contractor*  
*Government Contractor*  
*Government Electrical Contractors*  
*HazMat Consulting*  
*Health Insurance*  
**HEALTHCARE STAFFING**  
*Healthcare staffing agency*  
*Heavy / Highway Construction*  
*Heavy construction - Road/Bridges*  
*Heavy Highway Construction*  
*Heavy Highway Construction*  
*High Tech - Software*  
*Higher Education*  
*Higher education*  
*Higher education*



*Hotels and Restaurants*  
*Household Employers*  
*Human Resources*  
*Human Resources for the Department of the Army*  
*Human Service Agency*  
*Human Services*  
*Human Services*  
*Human Services*  
*HVAC*  
*HVAC Construction*  
*HVAC CONTRACTOR*  
*HVAC mechanical*  
*HVAC service/construction*  
*HVACR Service repair*  
*I am a Bookkeeper and have clients who hire all the time and frequently hire foreign workers*  
*Imaging Technology*  
*Import/Export*  
*Import/Export - Whole sale distribution*  
*Income tax preparation and accounting services*  
*Independent Living Center*  
*Industrial Automation Systems Integrator*  
*Industrial Cleaning*  
*industrial construction*  
*Industrial gas supplier*  
*Industrial Laundry*  
*Industrial/Commercial Construction*  
*Information Technology and Government Services*  
*Information technology services to the federal government*  
*Insurance*  
*Insurance*  
*Insurance*  
*Insurance*  
*Insurance*  
*Insurance Brokerage*  
*Integrated pest management*  
*Internet / New Media*  
*Internet Retail*  
*Inventory and Special man power services*  
*Investigations & security*  
*IT Consulting*  
*IT Services*  
*Janitorial*  
*Janitorial*  
*Janitorial*  
*Janitorial*

*Janitorial Distributor*  
*JANITORIAL SERVICES*  
*Job Corps*  
*Labor union*  
*Laboratory services*  
*Landscape contracting*  
*Landscape Contractor*  
*Landscape Contractor And Wholesale Nursery*  
*Landscaping*  
*Landscaping & Property Management*  
*Landscaping Company*  
*Laundry*  
*Law Firm*  
*Law firm*  
*Law Firm*  
*Law office*  
*Law practice*  
*Legal*  
*Legal and Financial Planning Services*  
*Legal Services*  
*Liberary Supplies*  
*Light Industrial.*  
*Loan Documents*  
*Local Education Agency*  
*Lodging*  
*LODGING*  
*Logistics*  
*Lumber Industry*  
*Manufacture Sales Representative*  
*Marine Construction & Dredging*  
*Market Research*  
*Mechanical Construction*  
*Mechanical contractor havoc and plumbing*  
*Mechanical/construction*  
*Media*  
*Medical billing*  
*Medical Device*  
*Medical Devices*  
*Medical research*  
*Mental Health Non-Profit Organization*  
*Metal fabrication for the military*  
*Mineral exploration*  
*Motel*  
*Motel/Hotel and management company*  
*Movers, warehousing, installations*

*Municipality*  
*Museum*  
*Museum*  
*Museum/Attraction*  
*Music school*  
*Newspaper/Printing*  
*Non Profit*  
*Non Profit*  
*Non Profit*  
*Non Profit - Foster Care*  
*Non profit Human Services*  
*Non Profit Residential Program*  
*Non profit sheltered workshop*  
*Non Profit Social Services*  
*Non Profit Social Services*  
*Non Profit, Church*  
*Non-emergency ambulance transport*  
*Non-Profit, Social Services, Children's Services*  
*Nonprofit*  
*Nonprofit*  
*Nonprofit*  
*Non-profit*  
*Non-Profit*  
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*Non-Profit*  
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*Non-Profit*  
*Non-profit*  
*Non-profit 501c3*  
*Non-profit education*  
*Nonprofit foundation*  
*Non-Profit Gardens*  
*Non-profit human services and workforce training*  
*Nonprofit museum*  
*Non-Profit Organization*  
*Non-Profit Research*  
*Non-profit youth organization*  
*Non-profit, volunteerism and educational*  
*Non-Profit/Education*  
*Non-profit--educational*  
*Not a business, semi-activist promoting E-Verify*  
*Not for profit*  
*Not for Profit*  
*Not for profit-social services agency*  
*Notary Public and Real estate sales*

*Oil/Gas Services and Equipment*  
*Oilfield Service*  
*Oilfield services*  
*OPERATION & MAINTENANCE OF GOVERNMENT*  
*Painting Contractor*  
*Parts and Service Company*  
*Payroll*  
*PEO for many small to large businesses in Mult states*  
*PEO/ HRO*  
*PEO/ASO*  
*PEST CONTROL*  
*Petrochemical Electrical Construction*  
*Pharmaceutical*  
*Pharmaceuticals*  
*Piano sales*  
*Plastering*  
*Playground installation company*  
*Plumbing*  
*Plumbing Contractor*  
*Pool service*  
*Power Generation/Engineering & Construction*  
*Pressure cleaning /maintenance*  
*Printer*  
*Private Club*  
*Private non-profit - human services*  
*PROFESSIONAL EMPLOYER ORGANISATION / ADMINISTRATION OF HR & PAYROLL*  
*Professional Engineering Consulting Services*  
*Professional Services*  
*Professional Services*  
*Professional Services Consulting*  
*Professional Services/Training*  
*Professional Staffing and Outsourcing Services*  
*Professional; staffing agency*  
*Program Management*  
*Promotional Products Supplier*  
*Property Management/Hotels/Apartments*  
*provide a sales force to medical manufacturer*  
*Public Accounting, Business Advisory, Tax Consulting*  
*Public Charter School*  
*Public Education*  
*Public Education*  
*Public Education*  
*Public Education*  
*Public Library*  
*Public Library*

*Public Library*  
*Public School*  
*Public School*  
*Public School*  
*Public School District*  
*Publication printer*  
*Publishing of ADS*  
*Quick Service Restaurant*  
*Quick Service Restaurant*  
*R&D Technical Services*  
*Radio Broadcast*  
*Radio Broadcast Station*  
*Real Estate*  
*Real Estate*  
*Real estate development*  
*Real estate management*  
*Real estate rental & development*  
*Real estate/mobile homes*  
*Recreational*  
*Recreational & Park Equipment*  
*Recruiting & Placement*  
*Religious Organization*  
*Resale (dealer rep for certain manufacturers*  
*Research & Development*  
*Research and development*  
*Research and Education*  
*Research Energy*  
*Research Institution*  
*Residential building*  
*Residential Property Management*  
*Resort*  
*Restaurant*  
*Restaurant*



*Retail, food*  
*Retail/Automotive*  
*Retail/wholesale plant nursery*  
*Road and site construction*  
*Road construction*  
*Road construction*  
*Road construction*  
*Roadway markings & traffic control*  
*Robotics*  
*Robotics*  
*Roofing*  
*Roofing*  
*Roofing Contractor*  
*Roofing contractor*  
*Sale and Service of Industrial Equipment*  
*Sales*  
*Sales*  
*Sales and distribution*  
*Salon and Day Spa*  
*Salvage*  
*Scaffold Services*  
*Scaffolding & Painting*  
*School*  
*School District*  
*School education services*  
*Science, Defense, Nuclear Nonproliferation, among many others*  
*Scientific Research*  
*Seasonal entertainment venue*  
*Security*  
*Security alarm systems - protect homes & business with security systems*  
*Security and Investigations*  
*Security Consultant*  
*Security systems*  
*Semiconductor*  
*Senior citizen nutrition site.*  
*Service*  
*Service industry*  
*Shelter Provider*  
*Ship Repair/Shipyard*  
*Shipyard*  
*Signs*  
**SITE WORK CONTRACTORS**  
*Small Community College*  
*Small nonprofit providing adult daycare*  
*Small Temporary Agency*

*Snow Plowing Contractor/Landscaper*  
*Social Service*  
*Social Service Agency*  
*Social Service Organization*  
*Social Service/Rehabilitation*  
*Social Services*  
*Social Services*  
*Social Services*  
*Social Services*  
*Social services - senior centers*  
*Soft drink Beverage distribution*  
*Software*  
*Software Development*  
*Software Development & Telecom Consulting*  
*Solid Waste*  
*Specialty construction*  
*Specialty construction*  
*Specialty Construction Industry*  
*Sponsored research administration*  
*Staff Services*  
*Staffing*  
*Staffing*  
*Staffing*  
*Staffing*  
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*Staffing*  
*Staffing*  
*Staffing*  
*Staffing Agency*  
*Staffing Agency*  
*Staffing and Employment*  
*Staffing and Payroll Services*  
*Staffing and Recruiting Agency*  
*Staffing firm*  
*Staffing industry*  
*Staffing Organization*  
*Staffing service*  
*Staffing Services*  
*Steel contractor*  
*Steel Fabrication*  
*Subcontractor*  
*Supplemental Educational Services*  
*Surface mining, non-metallic*  
*Surveying/engineering/planning*  
*Swimming Pool Care & Repair*

*Tax and Accounting*  
*Tax and Accounting Office*  
*Technical Consulting & Engineering for Commercial & Gov't clients*  
*Technical/Engineering Staffing Services*  
*Temp Help Company*  
*Temporary Employment Service*  
*Temporary Labor Service*  
*Temporary services*  
*Temporary Staffing*  
*Temporary staffing*  
*Temporary Staffing*  
*Temporary Staffing Agency*  
*Third Party Fee Management / Real Estate*  
*Third Party Logistics*  
*Timeshare*  
*Title Co.*  
**TRACTOR SALES & SERVICE**  
*Trade Association*  
*Training & Technical Assistance*  
*Tree Trimming*  
*Truck bodies and equipment*  
*Trucking and Grading (both)*  
**UNDERGROUD CONSTRUCTION**  
*Underground Utility Contractor*  
*University*  
*University*  
*USFS - Wildfires*  
*Valet Parking*  
*variety of industries*  
*Veterinarian*  
*Veterinary clinic*  
*Veterinary Supply Distributor*  
*Vocational and Rehabilitation Services*  
*Warehousing*  
*Warehousing and Freight Handling*  
*Waste Recycling*  
*Waste/Landfill,*  
*Water & Wastewater*  
*We are a non-profit and provide many services to the Tribes of Arizona.*  
*We are a PEO company*  
*We are a staffing company*  
*We provide perm and temp placements in several industries*  
*Wholesale*  
*Wholesale*  
*Wholesale - Produce*

*Wholesale Cash and Carry*  
*wholesale dist of maintenance supplies*  
*Wholesale Distribution*  
*wholesale distributor*  
*Wholesale distributor/Beauty Industry*  
*Wholesale Food Service*  
*Wholesale store*  
*Wholesale warehouse*  
*Wholesale/Distributor*  
*Wholesale/retail*  
*Workers Compensation*

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

*(1) Make the decision: Do either an I-9 form or E-verify. This is nothing but duplicating work. I recommend we use only the E-verify system and do away with the I-9. If we get the Federal approval that a person is legally entitled to work in the U.S. why do an I-9? (2) Make the access into the E-verify simpler by doing away with the first page. We have a secure password etc, to get in. We don't still have to do the first page and say 'I agree' After reading it the first time, no one reads it anymore. (3) Change the 'Exit' tab to a more appropriate place. Next to the two tabs at the bottom of the E-verify is more appropriate. Some users don't click on it and they leave the authorization pending. Move it from the top right hand corner to the bottom of the page and say, 'Exit this applicant'. (4) This must be the best system any country has ever introduced. Its a pity it does not guarantee the result. I recommend it become the only way we should be allowed to use to verify employment eligibility. Scrap the old style paper system (I-9)and let's move into the paperless (green) method and get electronic. There is something to be said when an H/R director pulls off a printout and shows it to an applicant that they are verified and approved by the federal government's USCIS department to work in the U.S. You guys are doing a tremendous amount of good work and my compliments on going the extra mile to secure U.S citizen's jobs. As a recent immigrant myself, I am thrilled to see that something is being done to make sure only approved applicants can work. Keep it up, great job. Let's go green!!!!*

....

*1) Prior to enrolling, it would have been very helpful to be able to get sample copies of TNC Notice, Referral letters, FNC Notice. I had to present the e-verify process to my management without adequate visual aids. 2) I hate the drop-down lists for dates--I'm doing 8 times more mousework/keystrokes than I used to do, and it is much, much slower to get through.*

*3 days time is too less for a company like us where one person has to do many tasks.*

*A better, more definitive answer from your staff when we have someone who lies to us, presents fraudulent credentials. We need clear guidance on whether to terminate or not based on the information we presented.*

*A simple log-on and enter info - get answer- would be perfect - none of the regular government hoops that take an hour to complete would be great!*

*A step by step flow chart on how to enter a request would be most helpful.*

*Additional background information statistics to indicate employees right to privacy. Example: Driver's Privacy Act of 1984. Any felony records in the US.*

*Adds no value to I-9 process. Training and process assumes someone using regularly so a) time commitment is worth it b) training and use stay fresh - not small biz friendly. Waste of time. Only 'catch' has been to harass someone who got married.*

*After closing a case, the system prompts the user to enter Yes or No as to whether or not the verified person is 'currently employed with the company.' If yes, the user is then prompted to choose from 3 options -'continues to work,' or 'case is invalid' under 2 circumstances. These added two steps seem redundant, unnecessary, extraneous, etc. with the exception of the ability to mark the case as Invalid due to incorrectly entered data. In the case of the first question, it seems wholly obvious to us that of*

*course the employee continues to work for us since we are completing this process at the time of hire. In the instance of the option in the second step ' case is invalid due to another case w/ the same data already existing' - we have been instructed to perform this E-Verify process on ALL rehires as well as new hires, so technically all of these cases should be invalid, as the same data already exists from the last time(s) we entered it for the same employee.*

*All companies should be using E-Verify and enforcement should be happening. If we do not see companies fined for using people with bad social security numbers we will never put Americans back to work in our own country and stop the law breakers. Or maybe we should all stop paying our taxes and then someone would do something about the law breakers.*

*Allow tabbing between fields. Make the print option faster and have it on the same page. Currently it opens a new browser to print which slows the process. Anything to speed the process. I complete 40-70 of these a week so speed is key.*

*Although e-verify is very useful it still does not address identity fraud. It would be very nice if each state could also have Driver's license/ID cards pictures available to view.*

*Although I have been enrolled in E-Verify for less than 2 months I am very satisfied with the results. I had previously had difficulty getting enrolled - I would get 'kicked off' the site before I could finish the test - and had given up! The improvements are very much appreciated. Thanks!*

*Although we strictly adhere to the hiring policy of e-Verifying everyone, we were still 'raided' twice by ICE who made us provide lists, home addresses, etc. of our employees causing us several hours of work. They also took away our original employment application forms and made us stop work and make photocopies of the applications to keep in our files. Every single person in our employ (70+) has the legal right to be in this country and to work here.*

*An email stating that the tutorial is needed prior to running E-Verify on a new employee.*

*Appear to be a high incident of registered aliens not being accepted on first entry.*

*As a 'Federal Contractor' we chose to verify all of our existing 79 employees. I was unable to get them all done at once and when I had set time aside to return to E-Verify to finish is when I learned that the website had changed and I needed to take a new tutorial before I could use the new features. While I understand the need for the tutorial, an e-mail alert before hand would have been appreciated. It made me think that if I was within my 3-day window of verifying a new employee I may have missed my deadline because I had not allowed enough time to complete the verification not knowing I had to complete the tutorial first. The tutorial took nearly 30 minutes to complete and since it was 'unscheduled' that could cause quite a disruption of the work day. Had I known the tutorial was going to be required, I could have planned accordingly.*

*As a new employee, I would like to receive the training.*

*As a temporary employment agency, we sometimes have employees that apply with us and then apply with us again 2 years later. It would be great if the system could let you know that you already e-verified that person.*

*As I said before, I think instead of e-verify you should better train the HR Professionals to fill out the I-9 correctly and show them how to look for the correct documents.*

*As long as the central government keeps pandering to the lobbies and group of interest meanwhile trying to enforce the immigration laws there will be no a regulation to follow.*

*As our company mandates e-verify on all new hires; it would have made sense to include verification of their SSN#'s as well! So not only do we have to e-verify all new hires, but then we have to go online to the SSN online verification and verify their ssn, name, dob and gender which adds another time consuming step to make sure that the new employee's information is correct as well. If we are taking the time to verify each person, why can't the SSN process be included as well?*

*As with any government program, I find the explanation and steps involved to be a bit convoluted. I wasn't happy recently that there had been a change to the e-verify system which required me to do some kind of tutorial before I did anything. I didn't have time right then to perform the tutorial and have yet to enter in that employee's data. Having some sort of heads up would have been great.*

*Be more to the point in questions and instructions. Reduce the time required for training and use.*

*Because we receive federal funding we are required to use E-Verify. It is a more sure system of verifying someone's eligibility to work in the US. All employers/companies should be use it. Not just a select few.*

*Being clearer about steps for tentative nonconfirmation.*

*Best I can remember, tutorial took a long time to complete, possibly because it was so thorough.*

*Better communication of changes. Faster communication on non-confirmations.*

*Better guidelines on how to handle contract and temp employees and specific instructions for verifying your entire workforce.*

*Better help with the tentative non-confirmed.*

*Business that have multiple hiring locations – the three day rule to sometime difficult to maintain. Other than that you have a well thought out program.*

*Bye.*

*CANCEL IT.*

*Cannot recommend any changes at this time.*

*CAN'T SEEM TO GET THROUGH TUTORIAL. IT IS LONG AND CONFUSING.*

*Changing passwords is a pain....have to re-enter numerous times to obtain new password while following the guidelines provided.....*

*Changing the format and demanding a tutorial before you can proceed was not appreciated.*

*Communication would have been appreciated about the change. I don't have time for 'surprises' of that nature when doing my work.*

*Changing the user password is very difficult and normally requires about 15-20 minutes to complete.*

*Clarification on how to initially classify the company. How and when to change that classification.*

*Setting up Everify without the current contracts to require current employees was not very clear.*

*Clarifying the non-confirm process a little more. Maybe when a tentative non-confirm comes through have a mini check list show up to show what steps you will take next, i.e. A tentative non-confirm has resulted print out letter for employee to contest or not to contest results. If not contesting do blah blah blah. If contesting print out next document, have employee sign, employer sign, blah blah blah. Right now you get the first step of printing out the document about contesting or not contesting the temp non-confirm and an addition letter. Depending on what their decision is, you go back update the system, then you find out if they contest you have another letter, which you have all ready been given something that looks like what you would give them but is a different letter. It's just confusing in an awkward situation. Also, I hope something is being done with all the data you are collecting from this database to help with the illegal alien situation in this country. With all the verified non-confirms and non-contested tentative non-confirms you are collecting a huge amount of information as to where possible illegal aliens are attempting to gain work and where they are living to aid in their deportation process. These individuals at a minimum have broken our immigration laws and are committing identity theft. My family immigrated to this country legally, they should have to also.*

*Communicate tutorial requirements prior to change.*

*Consider use of webinar access for updates and assistance.*

*Constant requirement to change the password is annoying for non-frequent users.*

*Consult best web sites of this type in the private sector to get good ideas for improvements, not other government agency websites.*

*Currently do new hire paperwork with an applicant before their start date and would like the ability to do this at the same time which is usually 3-4 days prior to their start date.*

*Customer service agents need to be able to provide an answer to questions, not just tell them to keep checking the site for updates, after 9 months that answer is not good enough.*

*Design site so that you can use other browsers like Chrome to access E-Verify.*

*Despite what some say, this system WORKS, it's quick with a response and you can confidently see if someone is legal to work in AZ. This should be required by all States.*

*Didn't know what to expect. The system is quick and efficient. Very easy to use.*

*Difficulty in the setup and startup. Need to get back into the system to actually use it.*

*Do away with time restriction for verification.*

*Do not expect any new hires in 2010, so probably will not be using anytime this year.*

*Do not like the fact that when you are assigned a new user name you must retake training exam. Too time consuming when you all ready know the program and how it operates.*

*Do not like the new format, preferred the old format and screen layout.*

*Do some marketing to show the general public that e-verify works, and is necessary.*

*Documents provided to non-resident/permanent residents need to clarify their last name. Some have several last names and I need to try each name before I am sure that I have the correct information so that the employee does not need to visit SSA.*

*Doing a great job, just takes practice. Thank you.*

*Don't care for the 'reason info not entered in the system in less than 3 working days'. Many of our clients do not provide required info in a timely manner - I don't see the purpose of this, unless it is to gather data for an audit target. If that is the case, such use of the system will quickly cause distrust and a backlash against it's use.*

*Don't have comments, it works for me, that's all I need. I'm happy with it.*

*Don't like how often you are asked to take the tutorial over and over again. It's bad enough that you have to change your password more often then not, which can be aggravating. We are a fast paced company and our time should be spent on other tasks. Email notifications of any changes should be sent to all E-Verify users as well as keeping the updates listed on the E-verify site.*

*Don't like new 'date' process. Selecting from drop down lists for month, day, year slows down process. Like the new social security section, however.*

*Don't like the idea of changing my password so frequently and it is hard to create a password that is acceptable to the system.*

*Don't make me take tests every time something changes.*

*Don't make users take a tutorial for every change made in the system. It's very annoying and not necessary.*

*Don't redo the whole tutorial. Just summarize the changes and query on those. If my state did not require E verify, I would not use it, b/c I need trained staff, not repetitive factory workers.*

*DUE TO THE PROBLEMS OF ILLEGAL IMMIGRATION IN THIS COUNTRY I BELIEVE THAT EVERY STATE SHOULD BE REQUIRED TO UTILIZE THIS SYSTEM AS ARIZONA DOES. TOUGHER POLIICIES MAKE AMERICANS HAVE MORE JOBS. THANK YOU FOR HAVING THIS SYSTEM IN PLACE.*

*During the testing phase, when a question is answered incorrectly the program needs to provide the correct answer with explanation.*

*Easier and quicker tutorial.*

*Easier passwords.*

*Easier to understand instructions and examples.*

*Easy to use. Just add another step to our work.*

*Easy to use. Fast. Does everything I expect it to. And I am in compliance with the state of AZ.*

*ELIMINATE THE DROP DOWN DATE ENTRY.... IT SLOWS DOWN THE ENTRY PROCESS.*

*Employers should be able to verify data prior to the employee start date. In most cases, a potential hire must be entered in to internal software before actually starting work, having to wait until after they start requires an extra step which must be done days later. Very inconvenient.*

*Encourage more employer participation.*

*Even this survey is over burdensome.*

*Even though we are not required to use E-Verify, it is a comfort to know that our new hires are legal. I wish I was allowed to go back through and check the current staff, but I understand this is not allowed.*

*E-Verify has been an excellent experience. We have used the E-Verify for three years with very few problems and excellent customer service and technical support.*

*E-Verify has taken the correct steps to provide a more friendly user application. Nice upgrade!*

*E-Verify has turned out to be much more 'user friendly' than I anticipated!*

*E-Verify is a good system. I wish we were able to verify more than one SSN# at a time.*

*E-Verify is a great tool and very user-friendly to verify employment. I love the program!*

*E-Verify is a terrific and accurate service.*

*E-Verify is an outstanding tool to be in compliance with government laws and keep of mind when hiring new labor.*

*E-Verify is fine, but this survey was lacking in aesthetics as well as the question 'What best describes your organization as a user with E-Verify?'*

*E-Verify is fine, except that I made a typing error in an entry and didn't notice it until the end, and there is no way of getting rid of it. It still shows as an open item.*

*E-Verify is fine. It's just the tutorial needs to be shortened. It's very time consuming.*

*E-Verify may not be perfect, but it is a good start. This survey indicates a willingness to improve which is great.*

*E-Verify must provide a web/data service so that it can be integrated into HR systems to prevent duplicate work.*

*E-Verify needs to allow a company to verify current employees on a one time program.*

*E-Verify new system changes are harder to do, but it still gets the job done. The previous version was a lot easier than now.*

*E-Verify program is very helpful especially for small businesses and its a very nice program.*

*E-Verify should be a national hiring requirement!*

*E-verify should be made mandatory for EVERY employer in the USA!*

*E-Verify should be mandated for all companies. I like how small cities are mandating if they want to do business in their cities. It is simple and very user friendly. I love the tutorial on the right side of the page and it navigates extremely well.*

*E-Verify was essential in correcting any employee working without authorization, and it gives the employee who want to work an opportunity to get authorization and current papers to do so... Great Job.*

*E-Verify works fine to satisfy the needs of our company.*

*E-Verify works for us. :)*

*E-Verify works great the way it is. I don't know of any changes that would make it better.*

*E-Verify would be much better if the log on was not such a pain. They require very difficult passwords and require them to change every time you log on. For that reason alone I would stop using the web site.*

*E-verify's COMPLICATED requirement of WAY TOO FREQUENT password changes and how those passwords are structured is totally ridiculous and unnecessary. For infrequent users like our small business (4-6 times a year), let us keep our password for two years. Password changes should be based on frequency of use. I can understand that misuse might be more of an issue in a large company.*

*Every employer should be required to use e-verify for every employee walking in the door. I have in the past caught people black, white, and brown that have skipped out on child supports and changes names and social security numbers trying to get out of paying. It should and can be used for wants, warrants, etc.*

*Everything is fine as is and serves me well.*

*Everything is great with the website and set-up. Just make sure that every customer service rep is completely trained the system AND that they have good customer service skills (know to transfer if they don't have the answer instead of saying the same response over and over).*

*Everything is wonderful so far!*

*Everything works fine for our company.*

*Excellent sys.*

*Extend the 3-day period to check newly hired employee.*

*Extremely User Friendly. Easy to use and understand.*

*For initial set-up, an easier guide in understanding the differences between access/authority for Corporate Administrators, General Users, and Program Administrators would be helpful.*

*For our company, the expectation that new-hire paperwork will be submitted and available to enter into E-verify within the 3 day period expected is very difficult to achieve. A one week period would be more user friendly, providing for the 3 day period the employee has to submit his/her proof of identity, and the channels which hiring documents must go through before available for entry into E-Verify. Technically - the new drop down menus on the updated E-Verify need to be honed in order to be helpful (i.e.: date of birth drop-down menu begins with 2010). In this format, drop-down menus slow the process in general.*

*From an end-user's perspective, E-verify works very well. Given that, make efforts to insure (and improve?) the accuracy of the databases used by this system. I have not had an experience with E-verify that indicates to me that these databases contain errors. I imagine, however, that their sheer size makes that likely.*

*Get more company to be forced to use it. This should be part of every companies procedures.*

*Getting through on the phone is very difficult. Still a good system though.*

*Glad to have the ability.*

*Good job overall.*

*Good program; however as of last use not confident in its utility.*

*Good Verification system. Easy to use.*

*Good.*

*Government sponsored things just always seem to be so tedious. There is so much repetition in the manuals. A quick user guide without all the legal jargon would be helpful.*

*Great job... keep it up.*

*Great system and easy to use.*

*Great system.*

*Great System. Well thought out.*

*Guarantee accuracy. Although the latest version upgrade helped, it still needs better idiot-proofing for users that don't use the system often and don't know what they are doing.*

*Had trouble getting setup on the program due to poor communication 1 to 2 years ago. Would be interested in using the program if improvements have been made. Thanks for asking, J.*

*HAPPY WITH THE WAY IT IS.*

*Has improved the simplicity of the process for us, works great.*

*Have a blog maybe.*

*Have a 'mouse-over' feature on the I9 documents page that shows where to find the numbers we always need to fill in, instead of taking us to a new window.*

*Have been surprised at how comparatively user friendly E-Verify is. Pleasantly surprised.*

*Have been waiting since 10/12/09 for a confirmation. Was told that 'SSA In Continuance' means more than ten business days are needed to confirm citizenship. I have been waiting for nine months... Not a very good turnaround.*

*Have had limited practical experience with the system, (3-4 times monthly), therefore not enough data to make valid comments at this time.*

*Have individuals get e-verified directly. Once they are e-verified, they can give the authorization string (or email/login id) to any employer. The e-verify requirement is far more burdensome on small business (which are the only businesses to add employees in the past 10 years), try to make it a 2-second process for the employer. Decouple the onerous burden of verifying someone's authorization, have them authorize themselves.*

*Have not used the system too much as we have not been hiring. But appreciate the fact it is available so we can hire legally.*

*Have the Case Authorization numbers in Bold print or larger Font.*

*Haven't had any issues, enjoy using the verification process.*

*Haven't used it as of yet, so difficult to give you feedback. Like the idea of it.*

*Having a photo ID or fingerprint match of all individuals who are have permanent resident cards would be very helpful. The photo ID verification is very helpful in preventing fraud. In speaking with one of the customer service reps we received incomplete information and a second call was required to get the complete/correct information. Training CSR's to understand how the system is used and the issues the people have who are calling would help them have a better understanding and perspective of what people are asking. The other times we've called the assistance we received was good.*

*Having always received Employment Authorized, I cannot not comment on accuracy. I assume its accurate, but I have no way of knowing...that is why we use E-verify. If you doubt the accuracy of your check, please let us know. It is extremely easy to use, and the responses are almost immediate. I remember from the tutorial that if initial authorization was not given there might be hoops to jump through, but luckily I have not experienced those difficulties.*

*Having to do the tutorial after the last update was unexpected and a pain.*

*Having to do tutorials without prior notification is not good when you do not have time in that day to do so.*

*Having used e verify and received back an ok for employment the employee when confronted with a child support garnishment turned out to NOT be the person they represented. Photo would be great for this system. This system is not good for stolen or borrowed identity without photo to substantiate. Also, the two week waiting period that a person has to rectify the problem is starting to get around and a person knows they can be employed getting a paycheck without any retribution by employer or government for two weeks and then quit. Too much paperwork involved in employment to have to deal with this type of fraud which e-verify cannot solve.*

*Help in clarifying Mexican's FULL name. There are many in use and it is confusing.*

*I absolutely love the E-Verify system. It gives me confidence that I am following the rules. It also educated me and I feel good that the people we are hiring are work authorized. I love it and will use it or recommend its use to any future employers I may have. Keep up the good work!*

*I am 65 years old and not good on computers and was afraid when I started but I think the instructions must have been excellent because the only time I have had trouble was when I didn't type in the correct number. I was given a prompt and was able to re-type in the numbers correctly.*

*I am a DA, using web services. I also track the system online via the website. I would like to see better reports broken down by separate clients. The client setup process needs to better when it comes to the state setup and number of worksites.*

*I am a one person operation and have not found time to do the tutorial yet.*

*I am a small business and the extent and time required for the tutorial after I signed up was ridiculous.*

*I am of the understanding we don't have a choice as to whether we want to use E-Verify, I thought it was mandatory. I wouldn't mind using it if we could keep our passwords and user ID's consistently.*

*Having to call every time I need to hire is not productive.*

*I am somewhat surprised the E-Verify can turnaround so quickly the verification or an employee. We had an issue with a DOB on an employee yet E-Verify verified eligibility. What flaws has the government found?*

*I am surprised how fast the system processes a request, it doesn't seem like it's taking enough time to actual check the data. I like the improvements, the close case makes more sense.*

*I am very pleased with E-Verify - It a completely user friendly. Thank you.*

*I am very satisfied with the program. The response is great! I have not had any problems, in the contrary, anytime something was not confirmed, it was due to may error.*

*I believe E-Verify to be a wonderful program. This program should be mandatory to all companies for it would help with our illegal immigration problem immensely.*

*I believe that the list 'B' section photo identification picture should show up on the E-Verify system just like the permanent resident cards do.*

*I believe the program should be mandatory.*

*I can't complete ALL the hours to get through the tutorial... it's unbelievable... especially for small companies who do not have an HR department.*

*I can't think of any additional improvements at this time. The system is easy to use and meets our needs.*

*I can't think of anything at this time.*

*I couldn't figure out how to use the website. I signed up and I probably got a user id and password but I just couldn't figure it out. I went with the I9 form to verify my employees.*

*I do not like the password system and the time period between changes.*

*I do not understand why E-Verify was passed when all it does is to let you know that the person is not hireable, but nothing is done to that person. They don't get picked up or anything. So, I just don't see the purpose in E-Verify. Also I have entered in people and have received a verification on employment and then gone back into E-Verify a day or two later and they are no longer ok to work. I don't understand why that happens.*

*I don't do survey's. I only answered this one out of fear of reprisal from BIG SIS.*

*I don't like changing passwords so often.*

*I don't like the on-line tests - too time consuming!!*

*I don't see why we have to keep taking the quiz.*

*I don't think the E-Verify takes in to consideration that not all of our employees work on site. Our employees work all over the US.*

*I don't think we have to use it anymore and I'm very happy about that.*

*I don't think you will be able to find a process that works for everyone, but I believe a timeline of 'if this, than this' - steps - would be helpful.*

*I don't want to be in the position of sending a man that wants to work away because his paperwork isn't correct. Many times these people have family's. The Government allowed this to happen and now the Government needs a fair and compassionate solution to the problem. Don't make us the bad guys, give us a way to hire these people and document who they are and where they work.*

*I feel as though the new E-Verify System takes to much time to complete, especially when we have to many to check a day in the Staffing Industry.*

*I feel that in the future if the need for hiring outright was needed this system is easy to use, and makes me feel safer about employees that would be hired.*

*I feel that the 3-day time limit is too short. When an employer is responsible for many other duties, sometimes it puts a burden on them to meet the 3-day time limit.*

*I feel that the last two questions that were added are unnecessary. Why would you ask if the employee is currently employed, if we only use it for new employees?*

*I feel the system is necessary, and hope all businesses will adhere to it. However, the tutorial and test were excessively long and could use some work.*

*I felt the tutorial & test for this last update was a complete waste of my time. The changes should have been shared when I logged in, but to spend the 10 or 15 minutes to go through each page and then test, when everything was basically the same, the only thing that changed was the look of some screens. Total waste of my time, but couldn't by pass it.*

*I find challenges with receiving TNCs for naturalized US Citizens who provided US passport for the I9s. This is a challenge and an affront to those who have been through the naturalization process and I am not sure that it is the responsibility of the employer to resolve these issues.*

*I find E-Verify to be very user friendly and feel confident when I receive the release to work that we are good to offer employment to our candidates.*

*I find E-Verify very user friendly and it currently is doing a good job of meeting the objective.*

*I find the system fast and easy to use.*

*I find the tutorial process to be repetitive - having to retake it every time a new establishment is set up.*

*I found the tutorial/quiz process somewhat lengthy.*

*I had a problem when you keyed in a wrong number on the SS it goes into a pending file and when you try to key in the right number it will not allow you to do that. I figured it out but it took a while.*

*I had an LPR that hired on in April. On his I-9 he indicated that he was a citizen and we entered him into E-Verify as such. He provided his Driver's License and Social Security card for verification. When this individual came back in for his badge he provided us with a I-551 Permanent Resident Card. I asked the individual why they had a I-551 if they checked that they were a US Citizen. E-Verify gave us a Employment Authorized result as a US citizen. The person in question indicated to me that he checked the wrong box and was in fact an LPR. This situation really made me second guess the credibility of the data in the E-Verify system. When I called customer support they informed me that I could run a double query on this individual as a US citizen and Lawful Permanent Resident. This seemed odd to me but I went ahead and did it. In the end this individual was terminated for failure to disclose the proper citizenship because the job required a government clearance that required US citizenship. If E-Verify had accurate data we could have let go of this individual based on the fact that he received a TNC for indicating that he was a US Citizen. It just makes me question whether the data that we are being provided by E-Verify is entirely accurate.*

*I hate changing my password so often and all of the password requirements. I read an article that stated changing passwords often is not helpful in the prevention of unauthorized access because people end up writing their passwords down in order to remember them, which actually made them more at risk. As previously noted, e-verify doesn't really help my company because most of our staff and new hires have security clearances. We are required to use e-verify because of our govt. contractor status, however it is only an administrative burden because the security clearance process is far more rigorous than e-verify. It would be nice if organizations like ours could apply for and receive exemptions in order to save everyone associated time and money.*

*I hate how we have to change our password so often and all the special requirements/characters for creating a new password. I also don't like how we have to constantly take tutorials every time something has changed before we can proceed with submitting verifications.*

*I HATE THE FACT THAT YOU HAVE TO CHANGE PASSWORDS EVERY QUARTER. IT IS THE MOST IRRITATING AND INCONVENIENT PART OF THE ENTIRE PROGRAM. IT DOESN'T HELP SECURITY AT ALL. IF YOU HAVE TO KEEP A PASSWORD LIST SOMEWHERE TO KEEP UP ON THE CHANGING PASSWORDS!*

*I have appreciated the customer service help that I have received during this time.*

*I have been trying to get certification to be able to use the verification for months. Getting setup to use the system is too confusing and difficult.*

*I have been using e-verify for a few months ago, please enfize benefits for employees and employers.*

*I have been very happy with E-V.*

*I have no issues with the Everify system.*

*I have not really used e-verify so do not have comments.*

*I have only used E-Verify through a Designated Agent, but I have had no negative issues with using E-Verify to date.*

*I have only used it once since signing up, but it seemed to work very well. I will use it the next time when I am in hiring mode. I did think the tutorial was too long and detailed when I first signed up...it made it sound more difficult than it really is.*

*I just need some help in the tutorial section so I can pass the review and proceed with the actual verification process. I find it confusing and often misleading because I simply do not understand what seems like repetitive steps.*

*I know when I need second level assistance from customer service and wish I could get there directly. Instead I always have to go through the entire explanation of what I want and wait for them to confirm they can not help me before they will pass me on. Other than that all is good.*

*I like the new format/input changes - much easier to use. Thank you!*

*I like the program and am confident it serves the purposes of my clients.*

*I like the program, it takes any guess work in terms of employment eligibility.*

*I liked the initial process better than the changes made recently.*

*I love the E-Verify system! However, when the TNC shows up, it is difficult to use and difficult to explain to an employee, especially if they speak very little English. Many times they shake their head 'yes' but have no idea what is needed by them.*

*I LOVE the improvements you made to the website and verification process.*

*I might have given more '10"s but had an extremely bad experience with one phone call for information. He was rude and uncooperative. All other phone calls were courteous and helpful. You are only as good as your worst employee. :(*

*I no longer am responsible for the background check, other than gathering the necessary info...all is handled by the central business office.*

*I really dislike changing my password every time I log on, especially since I can't go back to any former password. I actually thought I was required by law to do this, and was surprised it was optional. Otherwise I am satisfied enough with the program.*

*I really do not know what steps you could take to improve E-Verify.*

*I really don't think business owners should be doing the job the border people missed! There needs to be a different avenue for people to use before they go looking for a job, instead of putting it on the business owners shoulders. I just think that's wrong.*

*I really like the E-verify system. It makes us as an employer feel a little more at ease because are new hires are going through a system to check their documents to make sure that they are ok to work in US.*

*I really love this system.*

*I really loved using E-Verify. It made my job easier. I don't think that it needs any improvement. I just hope that I will be able to use the system again in the future.*

*I recently read that the information submitted to E-Verify will be released to the public. I don't believe this is a wise move. The Government should never be in the position to release people's personal information without their individual written consent.*

*I should be able to enroll, complete training, and use to verify employees within 30 minutes.*

*I support E-verify and all efforts to substantiate employment eligibility. Employers who hire unauthorized workers steal from all Americans. They exploit the circumstances of the workers. They dodge taxes and gain an unfair advantage in the bid proposal process. As Design-Build Contractors hiring subcontractors we have witness that those small businesses - mom and pop employers who hire unauthorized workers also fail to learn the laws that govern the work place. Their behavior impacts wage and hour, safety, unemployment benefits, workers compensation system, families, communities and other businesses.*

*I think E-Verify could be more user friendly by implementing the same format as this survey. It could ask you questions and then you could move on to the next page. By having all the information on one page you may have to search for what you need if you have not used the system in a while.*

*I think E-Verify is excellent and has gotten much better since I started using it in January of 2008. It has saved our company many times!*

*I think e-verify should be mandated by all companies to use to verify employee. It will protect jobs and create a level playing field for all companies in the hiring process. It will also provide support for the many law abiding immigrants who come to this country and let them know that how they going about their business is the right way. We them immigration to our great country, but we also need to show them we care about doing it the right way and will protect them.*

*I think E-Verify should be mandatory in all 50 states.*

*I think E-Verify, or similar system, should be a requirement for all employers regardless of the number of employees.*

*I think for a government program it is the best I have ever seen.*

*I think if the technical issues were resolved, it would be easier to use.*

*I think it is a great tool & easy to use. I would want to continue using it even if not mandated by law.*

*I think it is fine the way it is.*

*I think its a great system and provides us an employer and extra layer of comfort regarding employment eligibility. I am also hearing a lot of commercials on 1010WINS in NYC, your advertising dollars are working!*

*I think that overall the system is great! Keep up the good work!*

*I think that when states required this programs their should be exception with one man firms.*

*I think the system is very easy to use except when you encounter a problem with a verification. I find the instructions for what we are to do are not very clear.*

*I think the system works wonderfully for our needs. Can't think of any needed improvements at this time.*

*I think the time frame of 3 days after employment is to short of a time to e-verify.*

*I think this is a good idea to have a database like this to help employers know that the person they hire is able to work securely.*

*I thought the process was better the first time around. We were able to eVerify our employees prior to them actually starting their first day. Now, we have to wait until their first day of work to verify their citizenship. I would prefer to know my employee's eligibility beforehand.*

*I tried enrolling & received information that someone else had already enrolled us. I have not received a response from our employees on who did. I need a new login & PW & don't know how to go about getting that.*

*I use e-verify because I am required to. Because I could not navigate the on-line system for my small company, I hired an outside payroll company to e-verify for me. I now pay hundreds of dollars more each month, and am entirely dissatisfied with the onerous requirements placed on small businesses.*

*I use E-verify because it is a requirement of our government contract and my employer requires it. I have heard lots of contradicting news media regarding the effectiveness and accuracy. It would be great to get something straight from E-Verify on the possibility of false positives.*

*I verified all our employees including myself using E-verify. It was very straight forward to use. The complexity of the website could be reduced for beginners and new enrollees.*

*I was the initial contact to enroll our company in the e-verify program. Since our registration, my HR assistant processes all the hires so my access to the system is limited. She would be better to answer some of the daily user questions...my answers are based upon the initial few hires that I processed which was more than 9 months ago.*

*I was very disappointed when our state agency said we could no longer use e-verify. I thought it was a wonderful tool.*

*I wasn't aware that changes were being made in June until I had to enter some new cases. Before I could enter the new cases, I had to go through another tutorial which was frustrating because I was under time constraints.*

*I will like to receive more specific answers about Resident Alien Cards & TPS.*

*I will recommend e-verify to others?*

*I will use it because I am required to.*

*I wish as an employer, we received accurate information about whether this is a required process or optional.*

*I wish E-Verify could somehow prevent those individuals who steal identities but still show as employment authorized. If they provide documentation in B & C that appears valid and they have the correct information then they'll pass E-Verify. I also don't like the Close Case portion since the update, too many steps and takes additional time that isn't necessary.*

*I wish for every person that is E-Verified there is a photo, this is the only way fraud will not be commented. Since fraud seems to be the biggest issue.*

*I wish someone will call me back, I think it's a good tool, however I have not been able to use it.*

*I wish there was a photo tool that allowed photo comparison for other forms of ID such as passports, state issued Id cards and driver license. I think the photo tool is the best verification tool around.*

*I wish there was a way to identify stolen identification.*

*I would be much happier with E-Verify if errors in the databases, such as newly-naturalized US Citizens' status not being updated, could be updated more quickly. I have lost two employees because they were unable to resolve these issues within the allowed time frame!*

*I would like an explanation on the media reports that e-verify is in 50% inaccurate. My experience was each employee tested as a problem with information did not contest it, therefore appearing to be illegal.*

*I would like to be able to run e-verify on current employees who have had issues or expiring I-9 paperwork.*

*I would like to have a Q&A page with common usage questions and what if scenarios. For example - I need to run an employee through everify but I was on vacation during the first three days of this new hire's employment. Can I still run them through without causing a problem. OR what if an employee with a clearance gets run through everify and comes back with tentative nonconfirmation? These would be helpful to users.*

*I would like to have system send me an email reminder to me shortly before my password expires. 90 days is a long period of time to remember to change it.*

*I would like to say that for general run of the mill verifications the system is fast and effective. I always cringe when I get an I-9 when the individual has used a permanent resident card as their document. I know there will usually be some type of problem or issue. Those issues usually have to do with numbers, names and social security numbers. To be completely fair, many times the issues are from the completed I-9 form.*

*I would like to see a check system in place regarding duplicate social security number data entries. Something like 'This file already exists' or 'This social security number has already been verified by your Company'.*

*I would like to see the Photo Match options for the List B documents, i.e., state drivers license.*

*I would prefer to have numbers when entering the date of hire and date of birth of an employee for example March 27, 1976 (03/27/1976).*

*I would really like to see the companies listed in Alphabetical order as apposed to scrolling through.*

*If a company can't screen out illegals immediately, there is no reason to use the system.*

*If a person has been deemed employment eligible, not sure why we are continued to answer whether the employee is working or will continue to work for our company.*

*If any changes please send information so we can be up to date.*

*If not forced to use this to satisfy my clients needs I would never use it and based on the rules of use it is silly.*

*If the employer needs to re-verify documents (i.e. authorized workers) upon renewal of the person's new permit, there should be a way to do so in your website, which could be printed and a copy place in the employee's personnel record instead of having to do so by going back years and years of I-9s.*

*If the federal government can accept copies of documents, then employers should be able to accept a copy of a document to verify eligibility to work and identity. When employees work 2 hours away from the main office, it's nuts they have to drive to the corporate office their first day of work to complete the I9, because we have to see the 'originals'.*

*If the survey came sooner, I would be able to give better and more accurate responses. It's been a while since I used E-Verify.*

*If we can't use the system to screen employees prior to hiring what is the use? Once we hire someone and find out we need to get a visa for them it is too late.*

*I'm completely satisfied.*

*I'm glad USCIS came out with E-verify. I will definitely recommend all employers to take advantage of it and I hope USCIS plan on keeping it.*

*I'm still not quite sure in how well the program works.*

*I'm very happy with E-Verify. It provides a comfort level that the documents I have verified are verified again by a third party. The immediate response is very appreciated. Whenever I have asked for assistance, I have been treated with courtesy and respect. Keep up the good work!*

*I'm/We/Amtrak HR are very satisfied with the current service and quality of service provided by E-Verify. I really can't think of anything of how it can be improved. It works.*

*In all honesty...e-verify scared me at first. I was afraid I was going to do something wrong such as forget to close a case and get in trouble. The tutorials are good. After doing several I feel confident. I am glad I had several in the last year.*

*In no way have I felt that this system 'verified' the citizenship of any employee I have ever entered. It is very apparent beforehand whether an employee is a legal citizen or not due to the documentation that they either do or do not give you to enter into the system. If someone has a stolen SS# or Birth Certificate, the government should be tracking that down and dealing with it, not me. I am just here to employ smart, hard workers; which does not have anything to do with citizenship.*

*In order to not discriminate, require it for ALL employers so we don't lose a valuable employee that just goes down the street and works for the competition.*

*In the handbook, add a section explaining if an employer hires a temporary worker - are they required to e-verify that temporary worker. Also, everything on e-verify should be entered on one page not have to go to several pages to complete. Otherwise, it is great.*

*Include Photo's of State Drivers Licenses & ID's. So we can match up with the ID Employee gives us. To include photos of Military and Native American ID's for viewing as well.*

*Including criminal background information on this would be awesome.*

*Instead of column blocks that you need to tab through when entering the employee's name and ID information, make it one column that you can 'return' to the next line by entering, instead of continual tabbing.*

*Is a great tool.*

*It appears that if I find someone who is not legal, I can not discharge this person without going through a ton of legal problems. The bureaucracy associated with this program is out of control.*

*It appears to be improved and if/when I have a case that doesn't get immediate authorization I hope it is easy to get the information needed to share with the tentative employee to resolve.*

*It is a complicated website, with a ridiculously complicated password requirement that makes it hard to even use it.*

*It is a good tool for employers. Hopefully we will use in future to validate employees.*

*It is a great system with no payment.*

*It is a very good program with lot of useful information.*

*It is an excellent system. We have been a user since it's inception. Don't know why everyone doesn't use it.*

*It is an exceptional system and works well. It is not difficult or time consuming.*

*It is an extremely quick and efficient way to verify status.*

*It is difficult to register clients who have no employees to get into the sign-up process. They have to claim an employee to access on-line. We have to provide additional instructions to each of our clients who are developers of historic properties, but they may have no employees at the time of registration and hire sporadically for common laborers.*

*It is disgusting to have to redo the tutorial and retake a test each time a change is made. It wastes time I don't have.*

*It is fine.*

*It is just extra paper work for us, we have only a few employees and all have been with us for years, several are family. We only use it because many school systems require we show that we have used it.*

*It is just one more bureaucratic hurdle to the self sufficiency efforts of a small business that is counter productive and completely unnecessary.*

*It is unnecessary. We have a good screening process in place. E-verify didn't add anything to the process.*

*It is very aggravating that when there is an update to the E-verify system that users are required to go through a tutorial and a test. There has been no notice that the system is changing. We are an infrequent user of e-verify, but are required by federal contracts to use the system. I may log in several*

*times in one month or only every 6 months depending on if we are hiring. I usually plan to spend 10 minutes on the web site, but with the updates I end up spending an hour or more reading the new tutorials and taking the quiz. When employees must be verified on-line within 3 days and I have to adjust my work schedule to take the tutorials, so that I can comply, it is a huge inconvenience. I also struggle with verifying employees on the e-verify system within 3 days. All employees submit their paperwork within 3 days of their hire date, but I usually do have time to input the information in the computer until Friday, with most employees beginning work on Monday, this exceeds e-verify's time line, even though internally the employee has been verified. The only reason our company uses e-verify is because it is required.*

*It is way to hard to use, so I no longer use it.*

*It needs to be user friendly. It's almost impossible to get anything done as it seems that care has been taken to make it difficult.*

*It seem really easy and works very well. We are satisfied with the program.*

*It should be a simple thing to use, I started the training but never went back to finish it because it seemed very complicated.*

*It should be mandatory for all businesses to use this system and report to someone to be sure all employees are legal.*

*It was a definite time burden to have to complete the tutorial before using E-Verify the last time. Since the process is easy to use, it seems very unnecessary to a busy business owner to have to do the tutorial (especially when the information tells you the system was changes to 'make it more intuitive').*

*It was a little hard to sign up for. Maybe in the future classes or a phone number for questions on how to use it. I haven't used it yet and am not sure of the procedure if we did hire any employees.*

*It works better than I expected. Only thing that is difficult is scanning the I-9 forms into proper format and we have learned to do it better since the beginning.*

*It works for us. Very fast and easy to use.*

*It would be better if I didn't have to change my password so often but since I do they make it very easy and fast to do so.*

*It would be great if it was more of a one-stop background check site.*

*It would be great to have a 'Designated (Employer Representative) Agents' User Group to share experiences. Also, the Technical Support group has not called me back yet and I reported the issue several weeks ago.*

*It would be helpful if E-Verify employers were placed on a referral list for prospective businesses who are looking for employee verification service. Some business may not know who to call or where to go for this service. It would help the E-verify Agent to drum up business especially if he or she works for themselves.*

*It would be helpful if we were able to print a certificate of participation from the E-Verify site for vendor submittal.*

*It would be nice to be able to enter a future date as the date of employment. For example, I would like to run e-verify on the Friday or weekend before a Monday start date.*

*It would be nice to be able to verify BEFORE the person is hired.*

*It would be nice to have an option to upload an electronic file with several employees in order to make verification faster for designated agents. Right now I have to manually enter each employee for verification, and it is very time consuming.*

*It would be nice to have photo's of driver licenses to compare with.*

*It would be useful to be able to view a case by using other criteria than the SS number.*

*It would be very beneficial if other Federal and State agencies could use one source for employers to submit verification and other employee data.*

*It would be very helpful for people that are already have a user ID and password not to have to take the tutorial again if they are assigned to a new job. We have multiple subsidiaries and I have had to take the tutorial numerous times to have the appropriate access to each site.*

*It would help to know that this is a secure site, it was released that we are required to use this site, but then shortly afterwards there were security breaches. I never read that those were fixed or assured that this is a secure site.*

*It's a useful tool in making sure we give jobs to citizens.*

*It's a great system, so easy to use and free to employers. It literally takes a couple of minutes to check and there is no excuse to not use it. I think it should be required by law.*

*It's good.*

*It's hard to get answers from rep's about some of the immigration laws when it comes to payroll. I wish they would get more involved with the state in controlling illegals from entering into the country and obtaining a state drivers license which the employer counts on as a legal document. We as company owners work diligently at following the laws. Why does the government get to slide??????????????*

*It's perfect the way it is. The best I-9 employment verification ever created for employer use, I hope it never goes away. Anyone who employs in any of our US States should be required to use it.*

*Just a little more explanatory of what a person needs to do.*

*Just make it quick, easy and to the point. Make it so you do not have to be a lawyer to understand.*

*Keep improving the system.*

*Keep it as simple as possible.*

*Keep it efficient- don't governmentalize it- make it clear and error-proof training- limited redundancy.*

*Keep it simple, for those who do not have a need to use it often, if you change it a lot, when we do go into the system it is like starting over again and you can't process a new employee because you have to take a tutorial and pass a test. With the deadline of when you have to conduct the e-verify on a new hire it makes it a problem.*

*Keep making it better.*

*Keep trying.*

*Keep up the good work*

*keep up the good work!*

*Keep up the good work; Notify any changes on E-Verify website and also via e-mail to all the E-verify program participants.*

*LAW ENFORCEMENT VERIFICATION WOULD BE HELPFUL.*

*Let firms know that Notary Publics are available.*

*Like the improved system better, much easier to input information.*

*Love the system, I have no comments at this time.*

*Maintain stringent guidelines with correct information being input so as to not cause undue burden to those being searched for compliance issues.*

*Make changing password more user friendly.*

*Make it a requirement for all companies for all employees in the U.S.*

*Make it easier to select a password.*

*Make it MANDATORY for ALL businesses so the illegals will be unable to secure work and return to their own countries, freeing up jobs for CITIZENS.*

*Make it mandatory for all employers to use it and require it to be used for all current and future employees.*

*Make it mandatory nationwide with stiff penalties & enforcement for non-users.*

*Make it more transparent in it's use and everyday workings.*

*Make it more user friendly.*

*Make the process of registration a lot faster and not so detailed. Other than that I like the system.*

*Mandatory tutorials cannot be required every time the system is upgraded. That takes time and money and is not convenient when trying to meet a very tight deadline. Users must be notified in some other manner such as email prior to the 'go live' date.*

*Manual is very vague in explaining new hires & re-hires.*

*Maybe add a process for when people terminate from being actively employed to close the inquiry as a company.*

*Maybe condensed tutorial. Was pretty long.*

*Maybe provide for direct entry to a computer screen then print out I-9 equivalent info when making the query. That would remove one manual step in the process - filling out an I-9 before entering the info and making the query.*

*More assistance when it comes to 'unique situations'. Resource with examples of all different types of acceptable ID.*

*More descriptive answers to the FAQs.*

*MUST SEND E-MAIL ALERTS/REMINDERS FOR EXPIRING WORK AUTHORIZATIONS, PENDING OPEN CASES, ETC.*

*My biggest complaint is that it took hours and hours to read all the bureaucratic BS included in the tutorial, most of which was repetitive and unnecessary. A large part of that tutorial centered around the fact that we couldn't use the system to verify current employees, only to have the law changed to force us to use it to verify current employees if we work on a federal contract. I just want the federal government to enforce immigration law and close our borders and quit wasting time with lawsuits against states that want the same thing.*

*My employer has advised that they want us to use Social Security's Business Services Online program but I prefer E-Verify.*

*My hope would be that the employer would be better informed as to where in the process employees are when their cases need to be referred.*

*My only BIG complaint about e-verify is their password requirements. They are unreasonably complicated in my opinion. Sometimes it takes me five or six tries to get one that meets their requirement and I am not talking about the obvious no no's. I still don't know why they are rejected because they are nonsensical passwords. I think they need to either clarify the 'rules' for the passwords or not require they be changed as often as they currently do. i.e. Clear instructions to me mean: 1. 14 characters long 2. No numbers in the first or last space 3. Use at least one capital letter and one specialty letter etc. I read theirs and I think I am following everything to the 't' and still it doesn't pass muster.*

*My only complaint about E-Verify is the length and redundancy of the tutorial. Very frustrating!*

*My only complaint about the e-verify system is the password piece. I have trouble finding an acceptable password and then once I do, it changes every 3 months. That is very frustrating.*

*My only complaint is that when you 'upgraded' the website... I had to retake the training and certification test... ordinarily no problem... but I had signed on to verify a new employee then found out I would have to spend a half hour going thru the info and test... If I had been warned ahead of time, I could have gone through the material and test when I had more time.*

*My only complaint/issue with the modifications to the Everify system: When entering in dates (DOB, hire date, expiration dates) the drop down boxes are more cumbersome than the original system's method of writing in the date. I understand this is probably eliminating some degree of error (people listing the day instead of month--and with the drop down box being the month written out, you can no longer do that)--but it is a bit more difficult. Overall, I believe the system is easy to use and helpful in maintaining/ensuring a workforce of authorized workers.*

*My only concern had been in how the cases for indexed for future access - reporting, etc. It is clearer with the new changes.*

*My only suggestion would be to better educate the first level of customer service representatives so they can better direct phone calls.*

*My poor ratings are due to my incomplete registration, training. It seemed to be taking too long, so I put it aside and as a result, have not finished training and registration. I do, however, expect that I will and that it will be more convenient to verify accuracy in my employment process.*

*My small company only has 1 'employee' and 4 partners...the administrative effort to comply with the myriad USDOE contract requirements and E-Verify registration initially was significant...but after the first use of E-Verify, no other activity was necessary...if a new employee must be verified, I will likely have to do a refresher in order to use the system correctly.*

*N/A at this time*

*N/A.*

*N/A.*

*N/A.*

*N/A.*

*Need to allow more than 3 days to e-verify a new employee. Time allowed should be 5 to 7 days.*

*Next time have a class not online.*

*No answer.*

*No comment, do not use it very much.*

*No comments - site has been adequate to meet & address our needs.*

*No comments at this time.*

*No comments, because I am OK with E.Verify website, to me its easy enough.*

*No comments.*

*No comments.*

*No comments.*

*No comments. I am satisfied with the program.*

*No response.*

*No suggestions at this time.*

*No suggestions.*

*No.*

*None and thank you.*

*None at this time*

*None at this time.*

*None at this time.*

*None at this time.*

*None that I can think of right now.*

*None, the system works fine for me.*

*None.*

*Not happy with the system.*

*Not sure I was clear on all the questions, and answered to the best of my knowledge. We are a legal, compliant company, and will remain so. If not required to use e-verify, I do not know what we will do??? Thank You.*

*NOT USER FRIENDLY ONCE A COMPANY IS SET UP I SHOULD NOT HAVE TO KEEP GOING IN AND CHANGING PASSWORDS AND THE DEMANDS ON WHAT TO USE IN PASSWORD STINK.*

*Nothing at this time comes to mind.*

*Nothing at this time, as the system to me it working great with new changes and look.*

*Nothing at this time.*

*Nothing at this time.*

*Nothing at this time.*

*Nothing at this time.*

*Nothing further.*

*Nothing that I can think of.*

*Notification BEFORE any changes are made to the system would be extremely helpful. Additionally, if we could be notified of the areas that will be changing and the reasons for those changes, that would be helpful.*

*Notify us by email when tutorials required so additional time can be allocated when logging in to use eVerify program.*

*Of all the web based government services I use, and I use many, this is the best, i.e.; most efficient, easy to use, non-complex, no time wasting elements. Thank you.*

*Of course making the system more user friendly would be a big help! There is far too much information in the tutorial.*

*Old system was quicker to enter multiple employees at a time. New version requires you to scroll down to hit continue to go to next screen. Also the follow up questions seem redundant, if they were not employed, I would not be entering their information. New version would be easier for a new employer or someone who uses the system infrequently. As a taxpayer, I think it is a great idea and should be required for all employers. If I mis-enter data, it always kicks back for data corrections to be made.*

*On a normal enrollment, explain better if we need to 'submit' final entry.*

*On more than one occasion I was unable to get into the system to check on status. Also it seems useless to verify after the hire. We should know before we hire. Other laws make it difficult to discharge right away.*

*On my screen, the 'log out' function is hard to see and find. I like E-Verify and believe it is a great service and it meets our needs.*

*On the identification entry screen the form fields are divided into 3 columns. It is not always clear which data should go in which fields due to it's placement in these columns.*

*On the input screen where listing birth month and hire date month it would be much quicker to be able to tab and type in the month versus having to hit the drop down menu to select the month.*

*Otherwise...the system is working great. Great job.*

*Once a one man Ltd Co is registered there is no point in this type of correspondence as my status is verified and I have no employees!*

*Once an employee is 'Authorized' one of the next screens asked is whoever you just verified is going to continue to work for us, etc. It seems like an unnecessary question that wastes my time answering because why would I bother to EVerify someone if they weren't going to be working for us?*

*Online training / tutorial is too long.*

*Online training is far too time consuming.*

*Our company feels E-Verify provides secure, fast info at our fingertips and the safeguarding of accessing your website is added security.*

*Our company likes the old system better. This new system does not included certain items that the old system had.*

*Our company uses a designated agent so that we can report at a corporate level. At the time we signed up for E-Verify, it did not have the capability for users to enter data in the field and allow the corporate office to have company-wide access. It would be a benefit if E-Verify would introduce that capability.*

*Our E-verify is contracted through a 3rd party so we do not navigate it ourselves. We are required to e-verify to be eligible for various customer bids.*

*Our hiring rate is very low so I have not use the system very often.*

*Our only real question that is not clearly answered is concerning current employees. If they were employed before it became mandatory to use E-Verify, are we required to check on them also? And if so, what is the time frame?*

*Overall it works fine, but some of the terminology used is not clear. It is obviously designed by those steeped in the legalese, as opposed to by someone trying to make it user friendly.*

*Overall the e-Verify tool is very easy to use. The difficulty is in the internal processes needed to gather the data and process e-Verify timely. I am the only person running e-Verify for a geographically diverse organization. The logistics of getting the I-9 to me before day 3 is where I spend the majority of my time. I also have real concerns about the accuracy of the data within e-Verify particularly surrounding identify theft.*

*Overall the system is easy to use and pretty easy to get around in. When a tentative report came up, we usually got a response in a timely fashion.*

*Overall, E-Verify was easy to use and input employees into the system. However the 'Interface Control Document for Customer Processing System (CPS)'is for computer scientists only. This manual is not user friendly and is intimidating. Thank you.*

*Overall, I've had no problems using E-Verify.*

*Password always needs to be reset when E-verify has not been used. Training was way too long and involved!*

*Password changes are required far too often and are complicated. They could be simplified.*

*Passwords are difficult, creating, the special characters alpha/numeric, symbols, & required it to be changed way too often.*

*Passwords are very difficult to get the system to take. Too many requirements. There is no way to remember passwords that have to be used, unless you write them down.*

*Photos would be useful on all documents that require photos, driver license, state ID cards, all alien cards, to appear in E-verify when entered.*

*Please allow corrections to be shown in the Case Details Report if employee is authorized to work as in the Third Step Letter. Mistakes will be made and they need to be acknowledged in the E-Verify program the employer has access to.*

*Please change the requirements for the password. It takes so long to figure out a password that works, then I always have to write it down so I don't forget it. Writing it down means that someone else can get it. Also when it has to be changed so frequently it is really a pain.*

*Please change the ridiculous password restrictions- you would think I was gaining access to the launch codes! It was difficult to come up with the first password following all the parameters, however, when I was required to change it - it was even worse! I must have 15 different passwords for things I access as the controller of our company- and you system is the most bothersome I have ever encountered in the 20 yrs I have been doing this.*

*Please correct your records to reflect [EMAIL] as the person responsible for e-verifying employees.*

*Please include Puerto Rico in the list of states for the next page, since I had to indicate Florida (the closest state to Puerto Rico).*

*Please reduce the complexity and the related training associated with the program. This should not be brain surgery and the easier you make the system...the more people/companies would like it and therefore use it. Also the rules seem VERY EMPLOYEE friendly. Making it a little less so would make employers want to use it more. With so many companies cheating...make it simple and make it mandatory. Problem(s) solved.*

*Prefer to enter date information with all numbers (using 10 key) instead of word/numbers combo.*

*Prior to employment screening.*

*Provide an alphabetized list of the company's employees who have been verified showing only names and the last 4 social security numbers.*

*Provide the tutorial info in bullet point form and let me take the test then. Only make me go through full tutorial if unsuccessful in test.*

*Provide timely information about system updates or changes.*

*Question: Must I dis-enroll with E-Verify if I am using another source for primary SSN & E-Verify as auxiliary? [EMAIL]*

*Questions at the end of the EVerify that were added do not make sense. They cause confusion.*

*Recent improvements made to E-Verify makes it easier to use.*

*Regarding ID card numbers - state how many of the letters and numbers must be used to confirm verification.*

*Replace us having to complete an I-9 and doing E-Verify. It's duplicating work and having to go back and check is too much when you're busy.*

*Require all employers use everify. Level the playing field. Not fair to those of us that do to have to compete with liars and cheats.*

*Required to use it by law. If you make it more intuitive you will get more participation. The test takes WAY too long. No one has time for a pop quiz in the middle of their workday.*

*Requirement to change my password just about every time I use the system is highly annoying and not necessary for a small business. Frequently have to request new password.*

*Satisfied with system except customer service lacks the ability to understand and answer questions.*

*Screens are 'prettier' but it seems slower now. There is some new terminology. The final 2 questions are confusing and not covered in training. Thanks for asking!*

*Seems to be a 'lag' time between DHS and Social Security for verification with our J-1 students.*

*Send email to user when DHS TNC is resolved to alert user.*

*Setting up and having to change passwords which require so many requirements makes my use of Verify frustrating when I am required to change.*

*Shorten the waiting time, return messages.*

*Should allow the optional use of digital keys for sign in rather than the complicated passwords. It is very difficult to recall a complicated password when you only need to access the system every couple of months.*

*Should be expanded/window is too narrow.*

*Should be mandatory - no exceptions.*

*Should be mandatory for all employers to use this system.*

*Should be mandatory for 'ALL' employers, and should be used to verify ALL employees, no matter how long ago they became employed.*

*Should be required by law for anyone who hires someone - mandatory in USA.*

*Since it has been sometime since I used E-Verify, maybe you should send this survey out (or make it part of the process) for a time period. This would insure a more 'real time' experience.*

*Small business. Easy to obtain all required documents upon hire. This system is far too complicated to ever use.*

*So far so good, I would love to be able to do a background check through E-verify also.*

*So far so good.*

*Some nationalities use multiple names (sometimes hard to determine which is middle name and which is last name) and I often find myself entering their name information several ways to ensure that the TNC is not due to a name issue. E-verify only gives you one opportunity to make a name alteration without having to close the case and start over. More flexibility in this area would allow me to feel confident that I have explored every possible scenario before sending them to a Social Security office.*

*Some of these questions are silly for federal contractors since E-Verify is not an optional program - participation is mandatory. E-Verify adds admin burden to an already federally and state burdened hiring process and gives nothing in return to the employer. It's redundant with the I9 process as it works now and provides no direct benefit to the employer. I suppose there are scurvy dog employers who will accept sketchy IDs for the I9, but how about going after them and leaving the honest one's alone?*

*Some questions I didn't know the answer to but was forced to pick one. Your survey can not be exact.*

*Someone needs to revamp this idea. It doesn't work. I can't even say it's a nice try. I think it's just something the government uses to say 'Yeah, we're addressing the issue of illegal immigrants, see? We have E-Verify!' Except I think it's a complete failure on all parts. Try making it simpler in terminology AND process. Then, at least, it wouldn't be cumbersome to use. What does the term 'tentative nonconfirmation' even mean to the average person? I mean I know it's government but can't we come up with something better than that so that employees can understand?*

*Sometimes an employee has two last names. The Perm. Res. Card will have their names and sometimes they'll present a SS Card with the names in a different order. It's not clear through E-Verify (that I've noticed) which order the last names should be entered in. Other than that, everything else seems to work. Speed of website is a plus too!*

*Sorry. I am new in this and therefore cannot really provide much information, honestly speaking.*

*Spanish version: All government & business communications is done in 'English'; the Spanish version negates the official use.*

*Stop making so many updates to this system. It seems every time I turn around something new is going on with E-Verify. I think changes are made to this system too often.*

*Streamline testing to make it as easy to use as the actual E-Verify is.*

*Streamline the process; is it really necessary to click on the 'refresh' button numerous times (10-30+) to complete the verification process?*

*Swire Coca-Cola support this program. Thank you.*

*System does not catch identity theft!!!*

*Tab features on web template rather than pull down menus. Strengthen customer service phone support.*

*Thank you.*

*Thanks for moving online and electronic! This saves huge amount of cumbersomeness for a small organization like ours.*

*Thanks.*

*Thank-you for this service.*

*The active cases are in First name alphabetical order. Please Please change it to Last name alphabetical order and make the company list SEARCHABLE so I don't have to go through page after page to edit or terminate a company.*

*The changes in which you added drop-down menus for dates is slowing the process. Let us either go back to inputting the dates in numeric format, or give us an option to use the pull-downs or a manual entry of the dates.*

*The changes that have been made have really helped to make E-Verify easier to use.*

*The changes to the system make it simple to understand. The system is quick and efficient.*

*The concept is a great idea but it appears they were not really ready to launch the program yet.*

*The current system is wonderful with the new up-dates. Thank you.*

*The customer call center help folks simply read from the material available on line. I can do that. If anything above that is required they are untrained for such.*

*The DHS side of E-Verify is great, but you truly need to improve the SSA side. It is too easy to obtain stolen SSN cards. Also the SSA needs to improve their card. Put a photo on it so the photo ID tool of E-Verify can be used.*

*The drop down dates for year of birth and year of expiration of passport is very cumbersome. It was much less time consuming to just type in the date.*

*The E-Verify system is not difficult to use but we hire employees so infrequently that revisiting the site after long absences makes recalling how to navigate the system a little difficult.*

*The E-Verify system met all our expectations.*

*The home page is too busy.*

*The I-9 form allows employees to submit any document they wish to provide. It makes no sense to me that E-Verify makes it a mandatory entry to input the Alien Number on all permanent Residents. What if*

*the employee does not write down the alien Number or have their resident card with them? Because the alien number is a required field, are we to ask that all permanent residents give us their alien number or card? This makes it seem like we are specifying the type of document to be provided.*

*The improvements made to the site for closing a case was made easier already. That would have been my suggestion. The site is easier to use now.*

*The initial program itself is great, however when we re-certify individuals who have updated their work authorizations cards, we cannot re-Verify and have come across instances where the updates were frauds. I would like to see a policy for re-certifying some forms of work authorizations card with the ability to re-Verify staff that had not separated employment.*

*The initial training took too long. I think more could be covered in a shorter time.*

*The last improvement to the database was great, but I know there can always be room for improvement as changes come.*

*The latest upgrades have made E-Verify so much easier to use, especially the new search feature. By fixing the search feature, you improved the only thing I didn't like.*

*The more information that I can enter on the 1st screen after clicking Verify Employee would be best rather than having to click continue or next. I usually tab through the prompts and now find myself accidentally entering on the 'back' button instead of the continue or next and then I need to reenter the information. Plus on days when the internet is slower because of high traffic, it takes longer to load each screen. The more you can have on one screen would be much better. Same for the Tutorials and Tests - have all the questions on one screen to make it faster for the user.*

*The most recent changes to the E-Verify website have really slowed down the verification process. It is a lot more time consuming when entering employees, especially the final 2 questions that must be answered to close the case. I much rather prefer the older website style, as it was easier to navigate and more time efficient.*

*The negative about e-verify is that there is a very short window of 3 days to enter a person's info after they start work with the company. This window needs to be extended as it may be tough to meet this due to other workload.*

*The new E-Verify site is a great improvement - easier to use and understand. I like the tutorials - well done, Downside... I have had employees 'verified' who were later found to have had stolen documents.*

*The new e-verify uses the months as letters instead of numbers, which differs from everything else. I would like it to go back to the use of numbers.*

*The new improvements are much better than what they had before.*

*The new website is very hard to navigate. It does not fit to the screen (pages are too big) and the 'Log-Out' button is the same color as the background (blue) on the upper right side of the page which makes it very hard to find.*

*The one irritation is the password. It takes WAY too long to find an acceptable password when you're notified that your password needs to be changed when you begin a verification. My password contains various expletives that indicate the level of my frustration at having to find an acceptable password when I'm in a hurry. Oddly enough, the expletives are accepted as viable components in constructing the new password.*

*The only challenge that I faced is that I oversee HR for 3 different companies. There was not a way to have them all incorporated so I had to do everything three times e.g. test/tutorials. If there were a way if contact information was the same to have it transfer over to other companies with the same contact, that would have saved me a lot of time initially. But I do like the system! Please verify that you have [NAME] as the main contact. Thank you.*

*The only comment that I would like to make is that I have to change my password every 90 days when I do not use the program but maybe three times a year.*

*The only part I have a problem with is the password. This seems to want to be updated more than I think it should be. And I don't like how difficult it is to set up a password or update it.*

*The only problem I had was finding out exactly what I needed as proof to show the government we were enrolled in E-Verify. I think I had to call someone at E-Verify and they emailed me a document.*

*The only problem I have is when I need to change password...must have a capital letter, lower case letter, \*,!, @, etc.. Just too time consuming for me.*

*The only problem with the E-Verify service that I have come across in the last few years, is one case I had that I type the last name wrong and employment was verified. When I verified with the correct spelling the system verified it too. Now I just don't understand how you can have different last names with the same SS#???? However this has only happened once so my overall impression is a score of 10.*

*The only reason I am using E-Verify is that my client is forcing me to do so. The process should be allowed to be used to screen potential candidates BEFORE you hire them, not after. If they are illegals, then E-Verify should be used to send them out of the country.*

*The only reason I used E Verify was because it was a FAR requirement for a contract working on military bases. If it wasn't for a FAR I would have never used E Verify.*

*The only suggestion I have is the question marks which have explanations of document numbers to use from Visas, Passports, etc. Some have example pictures of the document and the numbers circled that you would use. This would be useful for all of the ' question marks ' so you can locate them easier on the actual document.*

*The only thing I do not care for is constant tutorials and password changes.*

*The only thing I have is how many times it repeats the same thing over and over. It seems to just drag out the process. Other than that I think it is a great process.*

*The only thing that can improve with E-Verify is when calling customer service. I would speak to the first person and waste my time to explain to them my situation only to transfer me to another person. I think if E-Verify has a designated number that would be ideal. Thanks for a great program.*

*The only thing that I question is when a small mistake is made with a name, sometimes I still get a 'employment authorized' I just suspect that reason is because everything else is an exact match and it is easy to misspell a name due to so many being difficult. That is the only reason I down graded my score on how I felt about accuracy. The last comment I have is I think it would be a perfect system if employers were allowed to screen current employees when they first start the program. That was the most frustrating for me when I started years ago is not being able to do that. Even today with our high turnover I still suspect that with the clever way some people use to steal identity that we may still have a few employees in various places working for us that are not authorized to work in the United States and I would love to be able to discover who they are and be able to certify my entire workforce is authorized to work in the United States.*

*The passport expiration date should be a required field if the documentation is required to be unexpired. Leaving the field as optional creates the potential for someone with an expired passport to still get through the system as being verified. Response time on Tentative Nonconfirmations is slow. People get more nervous the longer it takes for the final result to come back. If it could be shortened to 3-5 days instead of a week, it would be very helpful.*

*The password configuration is very cumbersome, I understand the reasons but still, there has to be an easier way.*

*The password has too many credentials to go by maybe less to get a make the login process simple.*

*The password requirements and password expiration requirements are a bit annoying, especially if you don't use the system that often. It seems like every time I need to do a verification, I have to change my password, which is hard to come up with considering the requirements that the password must meet.*

*The password requirements are over the top! Too restrictive to have to change it so often.*

*The password requirements are too complex. It can take an inordinate amount of time to come up with a viable password. As I have access to accounts for multiple locations, this is cumbersome.*

*The password requirements make it impossible to 1) choose a password and 2) remember your password.*

*The password selection and change process is very cumbersome.*

*The posters that E-Verify participants are required to use use a lot of ink to print. A poster with a full color background is wasteful, whether printed in black and white or in color. Please revise these so they are not so costly to print.*

*THE PROGRAM HAVE MANY CLICKET THAT NEED TO FIX IN ORDER TO USE THE E-FILE SYSTEM FAST, WITHIN 10 MINUTES PER SAID. THE SYSTEM BRING YOU BACK TO THE SAME PAGE FOR CORRECTIONS OVER AND OVER.*

*The program meets our needs very well. I would continue to use e-verify even if our corporate office said it wasn't required.*

*The program seems to work fine. Hope you don't make to many more changes.*

*The program works, ALL employers need to use the system.*

*The recent enhancements have made the system a lot easier to use and I'm satisfied.*

*The recent updates to entering the information for each case are more cumbersome than the previous process. The fields are easier to understand, but the actual input (drop down's and ssn entry) are more cumbersome.*

*The required 3 day limit to input the information is extremely hard to comply with since we hire in remote locations and at times rely on the I-9 being mailed to us. The time frame should be extended to at least 7 business days.*

*The requirements for creating a password are overcomplicated. I followed the instructions, yet it still would not accept my password - even though it followed all the rules. Simplify the password and shorten the tutorial. Other than that - using the website is not difficult.*

*The restriction of not using Everify until AFTER hiring a new employee is ridiculous! Who wants to hire a subversive and THEN determine that they should be discharged??? It is simply not logical.*

*The set of recent changes was definitely not communicated with enough advance notice. I did not receive any emails and only happened to hear about it through reviewing an HR Professional news alert email, and this was only a few days before the changes. Future communications need to be provided directly, and at a minimum a few weeks in advance. Major changes should have more advance notice than that.*

*The sign up took way too long and they wanted information I didn't have and it was way too complicated. I was hoping to enter an employees ss # and get an immediate yes or know if they were legal citizen.*

*The single most challenging aspect is ensuring we run the I-9's within the designated 3 business days. With locations across the US it often challenging for us to obtain the paperwork within this time frame.*

*The survey system is too slow.*

*The system does not allow me to verify prior to the start date with our company even though the employee has accepted the offer. This would make it much easier to complete all my processes for a new hire at once.*

*The system enhancements that was completed by E-verify recently has made reports and using the system more difficult, but we are getting used to the new version.*

*The system is broken when you have someone using a valid ss#, it's just not their ss#.*

*The system is fine it is just another step we have to do.*

*The system is great!*

*The system is not user friendly and there is no training offered to help learn how to use it. If there was a workshop or class that explained the operations of the system, it would probably get better response.*

*The system is Slow, Cumbersome, not user friendly.*

*The system is very easy to use and it only takes 5 minutes to verify a new hire.*

*The system is very hard to navigate. If this was made a little less complicated, I would be more interested in using the system.*

*The system is very sufficient and easy to utilize.*

*The system itself works well, but the lacking customer service department detracts from the overall experience. You have a great program but you also need to support the companies using it.*

*The system seems to have a very strict parameter in the window of three days for verification which is not always good for my particular hires. There is an underlying space for error in this respect...not sure of the penalty or consequences in such a case. This information is entered by humans and thus that factor is not a REAL consideration. I administer my office alone and this is a concern.*

*The system should be easier to use without completing a long tutorial.*

*The system should not send information of ex-employees documents.*

*The system was easier before you made the drop down boxes for the date of birth and hire date. It takes longer to use the drop down boxes than to enter date.*

*The Tentative and Final Non-confirmation process should be manual and not automated. E-Verify should provide more guidance to employers with different hierarchy structures and how to implement E-verify.*

*The terminology does not match what is being used in the HR/ Business community.*

*The testing should be more simplified. Keep it short and simple is the best way to go. The heavy testing is not necessary. Thanks.*

*The training is too lengthy and boring. That could be shored up to provide the necessary information to people. No one is going to remember all of the steps they need to take in those rare incidences where an employee is kicked back. Instead, you should focus on training people so they know where they can go to find answers. I would honestly say that the training was a waste of time.*

*The tutorial has too many pages to go through. Please try to reduce that material. Then it will be fine.*

*The tutorial is time consuming but I don't really know how you can get around it. ...my 2 cents.*

*The tutorial process is entirely too long and a complete waste of time.*

*The tutorial program should be reduced to 10 minutes...not the hours that it took me initially to go through the program, read and understand the voluminous documentation associated with the program. The actual documentation for users should be reduced to under 500 words (2 type written pages). In addition, the password requirements are too difficult to maintain (a symbol, cap letter, non-cap letter, no repeats...etc.)*

*The tutorial seems too long when you are busy and just go straight to the point. That's why I was not able to use the program yet. I would rather have the possibility to use it right away and have an 'online help' if something is unclear.*

*The tutorial took a lot of time to get through yet the - verify process itself is very fast. I think the tutorial could be cut in half.*

*The tutorial was set up so I had to learn about everything even if I would never use it. I would have appreciated the ability to skip the parts I didn't need (and not be tested on them.) The whole process took a lot longer than it needed to. Also, it seemed to be written for people who are not well educated. Is that your target audience?*

*The tutorials could be a little less time consuming.*

*The updated Everify report is very difficult to read - extremely small fonts needed to print all the info - the print-out from the prior version before update was a lot better.*

*The updates currently made are definitely more user friendly than the original version.*

*The website sometimes runs really slow. The tutorial takes a long time to complete when the system is running slow. I would rather be able to enter the dates (like the pervious version) for date of birth and date of hire vs. using the pull down menus. I find that opens it up more for errors by clicking on the wrong date.*

*The willingness of a company to use the system properly is more dependent on the company than the website. If the company wants to use the system properly, they will. I rated a '9' in my confidence of the accuracy of E-Verify. My only hesitation is that I have heard there are issues with the accuracy of the system; however, I have not experienced any inaccuracies first-hand.*

*There is no need for a test to be able to copy the I-9 in the system.*

*There needs to be advance notice when a tutorial update and test are given. When there are only 3 days to verify employment, there is not time sometimes to take a tutorial and test before verifying employment. Also, changing the password so often is very inconvenient and becomes an ordeal to try to come up with a new one.*

*There seem to be major gaps in the Everification process - for instance if using B and C documents it's up to the employer to check on the authenticity of these documents. So in essence the Everify system only authenticates those who have US passports/ Resident Alien cards. The rest is still open to the interpretation of the employers where B and C documents (can't be authenticated as well).*

*There should be a greater ability to go back and correct a mistake without significant repercussions. Having a preview screen before submitting the data would be very helpful.*

*There was definitely a learning curve, but I am getting more comfortable using the system with each time I verify a new employee. I printed out the manual and refer to it when in doubt. Good system, and I feel pretty confident that I am following what I need to do to stay within governmental guidelines for verifying an employees eligibility to work for us.*

*This is a great program that every employer should be taking advantage of. Thank you.*

*This is a great tool for our company. Good job!*

*This is a joke - the fact that the employer has a 'set of procedures' to follow if there is a no match-puts the pressure on the wrong person- the employer should be given the option to just let this employee go if there is a no match- it's obscene that you must keep someone 30 days, you must give them written notice and I can't remember all the other steps. And the time it takes is a real drawback- those passwords are really annoying- I imagine that mine has expired and I can only imagine the pain it will be to get another one.*

*This is a start to solve the current issues facing America today. But the process is too complicated and involved for small business participants.*

*This is better answered by someone in a larger organization. It has worked well for us.*

*This program helped/helping our company in ensuring the work authorization for each new employee we hire. Its easy to use and results are almost instant in most cases. Thanks.*

*This program protects the employer and that is vital.*

*This program relieves a lot of possible future headaches and issues when it come to new hires. Once I have ran an individual I can relax and be assured they are good to go.*

*This questionnaire prompted me to run all of my staff. I will run this weekend. Too good a tool to not take advantage of.*

*This should be the job of the Federal government not that of the individual employers!*

*This system cannot possibly be set up to catch illegals when it requires companies to post notices in English and Spanish that we participate in the E-Verify program. If an illegal came up and read one of these posters, there is no way they would continue to fill out an application so to me, it defeats the purpose. It feels like a system set up by the government to make it look like we are trying to resolve the problem instead of actually doing something to resolve it. Also, why is this not mandatory for every business? Perhaps making it mandatory for all businesses would resolve the illegal immigration issue this country continues to face.*

*This system is considerably more user-friendly than I expected it to be. It is a very quick and accurate way to ensure that we are complying with the law. I do not dread using the system like I thought I would.*

*This system should be mandatory for every employer in the US. It needs to be refined and made easier to use. Every employer should be required to use it for every new hire.*

*This very good process with USCIS and Social Security Administration Office.*

*Thus far we have not experienced any issues with the e-verify system. However, all of our candidates we are 100% sure are US citizens since they all have US security clearances. We are still working to ensure we process our candidates in the e-verify system within their first 3 days of employment, which has been a challenge for us in the past.*

*Time consuming because of redundancy - otherwise not so bad.*

*To often my team is asked to take a new tutorial before we can enter into E Verify. Please try and limit this, it is frustrating to the team to have to continually take new tests for E Verify.*

*To prevent fraud the system should integrate all passport and DMV photos and do photo verification 100% of time.*

*Too complicated. Huge burden on a small employer. For less than 20 employees, there should be an office to send an applicant to or a phone number they can talk to to navigate the system. It should not take me 4 or 5 hours to go through the process.*

*Too difficult tried my own ss number and could not figure out how to use //way to complex //I should be able to plug in a ss number and like checking a driver license number// e verify is a loser.*

*Too many steps have been added and might to be looked at.*

*Try it yourself and you'll see. Run a focus group and watch their reaction. It is disheartening how much you have to do. Not everyone has a week to fill out a form.*

*Try to streamline the tutorial so more employers can use it. Right now you bend over backwards to protect employee rights and the result is to make the process very slow. Find a better balance.*

*Tutorial was very confusing.*

*Typically over-built, over-complex bureaucratic burdened and costly system designed to support government weenies rather than the employment community.*

*Unable to suggest improvement, as have not used system to date.*

*Unknown.*

*Unless you go back to the main page of the site to view the updates, there's no alternative method for finding out that information. It would be helpful if you had some kind of monthly newsletter, or at least regular alerts, when updates are made to the system.*

*Until photographs of all US Citizens are included, the risk of fraud is present.*

*Use of the system seems cumbersome, time consuming, and risky if we somehow get it wrong. We've decided it isn't worth the risks, and have continued using the legally required I-9 identification verifications and form instead.*

*User passwords are made to be difficult to remember and yet we are not suppose to write them down. If you don't want them written down then you need a system where users can create a password they can easily remember.*

*Verification of employment within 5 days instead of 3 days.*

*Very easy to use and quick response is great!*

*Very good facility to verify the status of the newly hired.*

*Very good system have used it for about 3 years and am very satisfied with the results.*

*Very good system.*

*Very impressed during the time I used it. I think it should be mandatory for all companies to use this service, it's fast, accurate and easy. It provides assurance to a company that they have done all they could to comply with the law regarding hiring.*

*Very inconvenient to log on to use and find out you can't until you take a training and test.*

*Very user friendly system. Customer Service rep was FABULOUS!!*

*We actually put our info in a third party system that transmits data to e-verify.*

*We are a company with 3 fast food restaurants and around 200 employees. Due to security issues our parent company does not allow us internet access at the restaurants, only intranet. For this reason all payroll is handled at a separate office location as well as an outsourced payroll company. The payroll company does run SS# to verify for us but we thought E-verify would help us BEFORE we hired an employee rather than after the information is sent to the payroll company. Recalling the set up process it was too difficult to check all three locations through one office which prevented us from implementing the program. The set up process was extremely cumbersome from my recollection.*

*We are a designated agent and it would be helpful to be able to run a search for the employer for the individual being hired; instead of looking through a long list.*

*We are a small company - the site acts like you are out there looking at it every day. Would like to know about tutorials ahead of time so as to be able to complete those prior to having to enter a newly hired employee. Also would like more than three days from date of hire to enter a new hire - need like seven working days.*

*We are a small company & we have previous knowledge of our employees.*

*We are a small Federal agency - so we don't use it very often. But I have not had any problems with this system since we began.*

*We are a very small office with limited manpower. We cannot always get new people on the system within the specified time frame. It is also difficult when you think you are going to just put in a name and there is a tutorial you have to go through. It is hard to plan that time in your schedule.*

*We are prompted to change the password too often.*

*We are required to participate and therefore will continue to participate. It might be interesting overall to know what effect this program has had in the hiring of illegal aliens. If there isn't a requirement for all employers to use the program it seems unlikely that it would be effective. It may be that the role this program plays is limited to the Government and it's contractors which is important given immigration and security concerns.*

*We are using E-Verify because we are required to use it. It is good that we are able to submit social security numbers and I-9 information to have some type of background check performed before employees are hired.*

*WE ARE VERY HAPPY WITH E-VERIFY AND RECEIVE ANSWERS IN A TIMELY FASHION.*

*We do not hire very frequently, so not a ton of experience. We have never had anything but a verification of the I-9 information. In our area, illegal workers are not much of an issue. It is nice to have this program, though, when we are bidding on government jobs. It helps to know that other contractors aren't able to underbid because they are using cheaper, illegal workers.*

*We do not know when processing a new hire if a problem arises from a legitimate fault with a person's info, or if it is a 'false positive' because the information input was done wrong, 'user error' because we do not know exactly how literal the system takes input. The old system was more straightforward.*

*We enrolled in e-verify because it was a requirement of our GSA schedule. For anyone that has dealt with the I-9 process or e verify in the past, the tutorial is somewhat unnecessary.*

*We enrolled in the E-verify program because we have a Federal Contract.*

*We feel most of the required process is put in place on Everify website and we don't see anything new needs to be done. It is a very efficient site to every employer who wants to hire a new legitimate employee.*

*We found it easier to enter the hire date and DOB instead of scrolling and choosing day, month, year.*

*WE GO THROUGH A SERVICE FOR OUR VERIFICATION.*

*We have been very satisfied with the program and will likely continue using it through our HR dept. We believe it adds to our credentialing process and helps to identify individuals who may cause adverse activity within and for our company.*

*We have had to take the tutorial multiple times in order to continue to use e-verify. Except for a first time user, the tutorials should be optional. The information conveyed is not sufficiently complex enough to require it every time something changes.*

*We have hired seasonal employees that have a ss card and visa but whenever I put them in the system comes back no good. It would be nice to make sure these people are in they system they are only here for 3 months and it takes so long for your response of any kind and I don't know because I get no notification that there are cases awaiting attention. But sometimes if the employee doesn't work out and we need more information from them they are unlikely to help us out, so that is where the program doesn't work very well. Thank you.*

*We have multiple companies. It would be nice to not have to do the test every time we set up a new company.*

*We have no confidence in any government programs to provide complete and accurate information.*

*We have read in SHRIM and heard E-Verify isn't always reliable. None of our company's new hires have had any issues, so I don't have first-hand experience in any one not having their employment authorized.*

*We have registered, but have not had any new hires so have been unable to actually use the system. I thought the registration process was excellent as it required you to actually read and comprehend the data, having the test at the end. Very clever. I think it's a good program theoretically, and I look forward to getting to utilize it when we hire again.*

*We have very little turnover, so I do not get to use the program frequently. Even with lapses in time I can easily get back into the system and verify new hires.*

*We just don't hire people who do not poses an American drivers license and a social security card. They must provide copies of these or we do not hire them. We used e verify for one part timer and he*

*quit. Even he had an American drivers license when we were thinking that he would only have a green card.*

*We like the improvements that were made within the past month.*

*We needed to seek outside counsel (at our expense) for advice and training on the implementation of E-Verify.*

*We participate because it's a requirement for Government Contractors.*

*We receive federal grants and are required to use the system.*

*We should be able to verify before hiring to avoid unnecessary costs of drug screening and other time and dollar costs associated with hiring.*

*We signed up to use the system but never formally implemented the process.*

*We sometimes have a hard time getting the signature page to scan to you. It sometimes says the file is too big. They are all the same size.*

*WE THINK THIS WILL BENIFIT THE GOVERNMENT NOT THE COMPANIES. TELL OBAMA TO GET LOST, WE DO NOT NEED HIM OR WANT HIM IN OUR BUSINESS.*

*We use e-verify very infrequently, therefore every time we use it I have to learn it all over again. If it were much more intuitive to use it would be much easier. As is it is not very intuitive, much too complex in terms of logical branches.*

*We use our payroll service to E-verify, so many of these questions really do not apply to how we use the service. We contact our Payroll provider if we have questions or problems. That is easiest for us.*

*We will continue to use this program as long as it remains the law. If the law was no longer in force we would not continue.*

*We will have to use e-verify as long as we have federal contracts. That is the only reason we use it.*

*We will only continue to use E-Verify because we are required by the state to do so. If it was not a requirement we would not use it.*

*Well, the last time I logged on and saw there was a tutorial and how much time it would take to complete that just to check out one employee out of an office of two employees, I gave up! I felt it was worth my time as an Executive Director to pay \$25 to an employment agency to do the e-verify check for me instead!*

*When closing the case, the 3 questions at the end are useless.*

*When I hit a wall regarding TNC, I want to be able to work with someone who cares, can offer direction and take initiative to get matter resolved. This significantly impacts peoples' lives - someone should care.*

*When I used e-verify it was great but I am no longer employed by either company that I used it for so right now it is not necessary to use the service.*

*When new E-Verify features are introduced, I'd prefer not to be forced to go through a tutorial before accessing basic functioning; I'd prefer to be able to visit the tutorial at my timing.*

*When several employees rcvd non-confirmation, they were not sent to SSA, instead they continue to work here, possibly illegally.*

*When the social security number does not match, have ICE come and verify as there could be identity theft or fraudulent ID.*

*When you have issues being able to call in or email them and then have someone send you the response in writing on how to handle the matter or a link to your resource library or website where the information is housed. That would be helpful.*

*When you made the site easier, you still required tutorial and test, which made no sense. Changing passwords so often is cumbersome. SS#'s can be stolen/sold, so E-Verify isn't going to be totally reliable until that aspect is resolved.*

*While the tutorial is helpful, making a mandatory 'pass' as the qualifier for using the system is a bit juvenile.*

*Why do you have to do resolve case when there is no problem?*

*Why is it necessary to enter an e-mail address after log-in? This seems to be a redundant and inconvenient step.*

*Why would you ask if I will recommend e-Verify? If I will participate? I have to use E-Verify to keep my business legal. I don't have a choice. E-verify seems to work well enough. I have only run a check on 6 or 7 employees at two different jobs. So I don't have very much experience with it. It took a long time (days in between my regular work) to read through the rules the first time in order to be allowed to verify 1 employee. I found it very frustrating. Though once I was allowed to verify people it was fine.*

*Will be great if we can use and get the benefits from it.*

*Wonderful program. Needs to be more clear about sending unauthorization documentation to possible employee, especially if they do not give the employer the correct home address. I know it is sent to SSA, and others when this notification is given for unauthorized individuals to work in the United States. Would like to know how the full process works after that information is e-verified. I strongly believe if they are not a United State Citizen or have a Valid Green Card no employer should hire that individual when the US company can be fined for higher illegal aliens in the first place.*

*Works fine for me.*

*Works very well for my company.*

*Works well.*

*Would have used the tutorial if I had known it was there. Will go back and try again.*

*Would like E-Verify to email me once the result of a contested case have been confirmed. It always takes longer than the 8 days E-Verify promises when working on a TNC and I forget to go into the system and check for results. So, it would be extremely helpful to receive emails.*

*Would like to have ability to verify state ID's and driver's license.*

*Would like to see a warning indicating 'Need Green Card' when tentative disapproval happens. We waste time trying to figure out what is wrong when the Social Security system shows a valid SSAN for the employee with the correct birth date, spelling, etc & we get a reject from E-verify. Those are green card issues.*

*Would like to see better reporting tools. As Corporate Administrator for a national company of 300+ hiring sites, I would like to be able to manage the overall use of the system better. Reports that include nonconfirmations needing attention (by company, not hiring site), who has not used the system within specific timeframes, which hiring sites have not used the system within specific timeframes, as well as any open cases.*

*Would prefer pre-employment E-Verify to avoid trouble and expense in putting ineligible employees on the payroll.*

*You all are doing a wonderful job, keep up the good work.*

*You are doing a great job.*

*You need a skip button on the tutorial it is a pain to watch when you already know how to use.*

*You need greatly increased server bandwidth. The system goes down far too often. For example, the mandatory training required by your recent changes caused endless downtime as too many users tried to access at the same time.*

*You needed to include a percentage completed chart because I was growing antsy about continuing the survey - glad it was over when it was because I was about to zone out!*

*You require changing the password way tooooooo often. Coming up with a new password that is that complex is a waste of time and a pain in the [XX] to do all the time!!!!*

*Your phone support is superb (initial registration questions 01/2010).*