



## U.S. Citizenship and Immigration Services

# E-Verify Receives High Ratings in Customer Survey

*Online employee verification program lauded for ease of use, customer support*

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**WASHINGTON**—U.S. Citizenship and Immigration Services Director Alejandro Mayorkas today announced that users of E-Verify, the free Internet-based system that allows businesses to determine the eligibility of their employees to work in the United States, have given the program high marks in a recent customer survey.

More than 1,300 randomly selected employers across the nation who use E-Verify evaluated key program aspects, including registration, the online tutorial, ease of use, technical assistance and customer service. They rated the program as exceptionally high in overall customer satisfaction, with an average score of 86 out of 100 on the American Customer Satisfaction Index (ACSI) scale.

“We are proud of the advancements we have made in the E-Verify program,” said Director Mayorkas. “This customer survey validates the success of our efforts, which we have undertaken in collaboration with the business and labor communities and other key stakeholders.”

CFI Group, a consulting firm specializing in customer satisfaction measurements, conducted the survey. According to CFI Group’s latest figures, the average score for government agencies is 67.

Other key survey findings revealed that the overwhelming majority of users were:

- Likely to recommend E-Verify to other employers;
- Confident in E-Verify’s accuracy; and
- Likely to continue using the program.

With E-Verify, almost all employees are automatically confirmed as authorized to work. More than 99 percent of work-authorized employees are automatically confirmed as employment authorized.

President Obama’s recent commonsense immigration reform proposal includes stricter penalties for companies that hire undocumented workers. Employer enrollment in E-Verify has more than doubled since January 2009, with more than 432,000 participating companies representing more than 1.3 million hiring sites. Approximately 1,500 new employers enroll each week. More than 20 million queries were processed in E-Verify during FY 2012, allowing businesses to determine the eligibility of their employees to work in the United States. Thus far during FY 2013, more than 8.4 million queries have been run

through the system.

View the entire [E-Verify ACSI report](#). For more information about USCIS and its programs, please visit [www.uscis.gov](http://www.uscis.gov) follow us on Twitter ([@uscis](#)), YouTube ([/uscis](#)) and the USCIS blog [The Beacon](#).

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