

OMB #:
Exp.:



**Department of Homeland Security
E-Verify Evaluation, 2009
Employee Interview Protocol**

Conducted by:
Westat
Revised February 11, 2009

LABEL

INTERVIEWER: _____

DATE OF INTERVIEW: |__|__| |__|__| |__|
____|
MONTH DAY YEAR

START TIME: |__:__| a.m. or p.m. (circle one)

END TIME: |__:__| a.m. or p.m. (circle one)

RESULT CODE: |__|

Public reporting burden for this collection of information is estimated to average 60 minutes per response, including the time for reviewing DHS instructions, searching existing data sources and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB number. Send comments regarding this burden of estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Director, Regulatory Management Division, U.S. **Department of Homeland Security**, 111

Massachusetts Avenue NW., 3rd Floor, Washington, DC 20529. ***Do not return the completed form to this address.***

Instructions to Interviewer:

SAY TO EMPLOYEE:

Hello, I am (INTERVIEWER NAME) with Westat. [SHOW WESTAT ID BADGE]

[IF AT A HOME, CONFIRM THE ADDRESS] May I please speak with (R NAME)?

We are conducting interviews about employee experiences with verifying their eligibility to work in the United States. [PROVIDE R WITH COPY OF BROCHURE.] Your participation is voluntary and all the information you give us will be kept confidential as required by the Privacy Act. Your name will not be attached to any of your answers. In appreciation for your cooperation with the interview, you will receive a \$25 cash gift after completing the interview.

Do you have any questions before we start?

[INSTRUCTIONS TO INTERVIEWERS: IF THE RESPONDENT DOES NOT HAVE ANY QUESTIONS, PROCEED TO THE SCREENER QUESTIONS ON NEXT PAGE.]

Screener Section: Identifying the Person to Be Interviewed

INSTRUCTION TO INTERVIEWERS: BEFORE THE INTERVIEW, VERIFY THAT THE PERSON YOU ARE SPEAKING TO IS THE PERSON YOU SHOULD INTERVIEW. IF IT IS THE CORRECT PERSON, PROCEED WITH THE INTERVIEW. OTHERWISE, THANK THE PERSON, AND **(IF AT A RESIDENCE)** ASK THEM IF THE PERSON LIVES AT THIS RESIDENCE. IF THE PERSON LIVES THERE, FIND OUT WHEN YOU MIGHT BE ABLE TO CONTACT HIM/HER TO MAKE AN APPOINTMENT. MAKE SURE YOU EXPLAIN WHY YOU WOULD LIKE TO INTERVIEW THE PERSON. IF THE PERSON DOES NOT LIVE THERE, INQUIRE ABOUT A CURRENT PHONE NUMBER OR RESIDENCE OF THE PERSON TO BE INTERVIEWED, AND WITHDRAW FROM THE RESIDENCE.

S1. Let me confirm, did you talk to (NAME OF EMPLOYER) about a job during the last year or so?

YES..... 1
 NO..... 2

S2. To help make sure I am speaking with the correct person, I'd like to confirm your name, date of birth and the last four digits of your social security number. What is your full name?

NAME _____
 REFUSED..... 7

S3. Is your date of birth [R DATE OF BIRTH]?

YES..... 1
 NO..... 2
 CORRECT DATE OF BIRTH:
 | | | | - | | | | - | | | | | |
 REFUSED..... 7

S4. Are the last four digits of your Social Security number [R LAST FOUR DIGITS]?

YES..... 1
 NO..... 2
 CORRECT LAST FOUR DIGITS OF SOCIAL SECURITY
 NUMBER:
 - | | | | | |
 REFUSED..... 7
 DON'T KNOW..... 8

I. JOB APPLICATION AND HIRING PROCESS INCLUDING THE POSSIBILITY OF PRESCREENING

1. Did you fill out an application form for this job?
 - 1 Yes
 - 2 No

2. Did you have an interview?
 - 1 Yes
 - 2 No

3. In what order did these things happen? Which step happened first?
[SELECT ONLY ONE]
 - 1 Filling out the application
 - 2 Having an interview
 - 3 Submitting work documents
 - 4 Don't know/don't remember

- 3a. Which step happened second?
[SELECT ONLY ONE]
 - 1 Filling out the application
 - 2 Having an interview
 - 3 Submitting work documents
 - 4 Don't know/don't remember

4. Do you remember the month and year when you applied for the job?
 - 1 Yes
 - 2 No SKIP TO QUESTION 5

- 4a. What month and year did you apply for the job?
_____ Month _____ Year

5. After you applied for a job with [employer], did you ever receive a job offer?
 - 1 Yes
 - 2 No SKIP TO QUESTION 6

5a. How many days did you wait before getting a job offer from the employer?

1 _____ days [CODE 0 IF EMPLOYER OFFERED THE JOB AT THE INTERVIEW OR ON THE SAME DAY AS THE INTERVIEW]

2 Don't know/don't remember

5b. How did you first hear that you had gotten a job offer?

[SELECT ONLY ONE]

1 At the interview/In person

2 Phone

3 Letter in the mail

4 E-mail

5c. Did you accept the job offer?

1 Yes

2 No SKIP TO QUESTION 5e

5d. When did you accept the offer?

[SELECT ONLY ONE]

1 Within 1 day of receiving job offer

2 2-5 days after receiving job offer

3 6 days or more after receiving job offer

4 Don't know/don't remember

[SKIP TO QUESTION 6]

5e. Why didn't you accept the job offer?

1 Salary too low

2 Received a better job offer

3 Told I could not start immediately

4 Decided I did not want to work for this employer

5 Other (specify) _____

[SKIP TO QUESTION 9]

6. Did you ever have to show your identification and work documents to [employer]?

[PRESENT SHOW CARDS A AND B]

1 Yes

2 No SKIP TO QUESTION 8

3 Don't know/don't remember SKIP TO QUESTION 8

7. When did you show your identification and work documents to the employer?

[SELECT ONLY ONE]

1 At the same time that you applied for the job

2 After you applied but before you were told whether or not you had gotten the job

3 After you were told you had gotten the job

4 Don't know/don't remember

8. Did you ever fill out a Form I-9 for this employer? [SHOW CARD]

1 Yes

2 No

3 Don't Know

[IF RESPONSE IS 2 OR 3, SKIP TO QUESTION 11]

9. Did you fill out the Form I-9 at the same time you showed your work documents to the employer?

1 Yes SKIP TO QUESTION 11

2 No

3 Don't know/don't remember

10. At what point in the employment process did you fill out the Form I-9?

[SELECT ONLY ONE]

- 1 When you applied for the job
- 2 After you applied but before you were told whether or not you had gotten the job
- 3 After you were told whether or not you had gotten the job
- 4 On my first day of work
- 5 After my first day of work
- 6 Other (specify) _____
- 7 Don't know/don't remember

[IF Q5c = 2 (NO), SKIP TO Q16]

11. Did you ever actually work for [employer] or for someone [employer] placed you with?

- 1 Yes
- 2 No SKIP TO QUESTION 12

11a. How long after you were hired did you begin working?

- 1 1-2 days
- 2 3-5 days
- 3 6-10 days
- 4 More than 10 days

[SKIP TO QUESTION 19]

12. How did you find out you didn't get the job?

[SELECT ONLY ONE]

- 1 Contacted employer to find out
- 2 Employer contacted me
- 3 Never heard back from employer SKIP TO QUESTION 16
- 4 Told in person
- 5 Other (specify) _____
- 6 Don't know/don't remember

13. When did the employer tell you that you did not get the job?

[CODE 0 IF THE ANSWER IS IMMEDIATELY, THE SAME DAY, AT THE INTERVIEW, OR SIMILAR RESPONSE MEANING THAT THERE WAS NO DELAY.]

- 1 _____ days
- 2 Don't know/don't remember

14. What did the employer tell you about why you did not get the job?

[SELECT ONLY ONE]

- 1 Not authorized to work in U.S.
- 2 Problems with my paperwork, clearance, or SSA or USCIS records
- 3 Not qualified for job [INCLUDE ALL ANSWERS THAT RELATE TO SPECIFIC QUALIFICATIONS HERE]
- 4 Employer did not say anything specific
- 5 Other (specify) _____
- 6 Don't know/don't remember

15. Why do you think you did not get the job?

[SELECT ONLY ONE]

- 1 Not authorized to work in U.S.
- 2 Employer doesn't like people who are immigrants
- 3 Employer doesn't like people who are (specify category other than immigrants)
_____ [Blacks, Hispanic, not Spanish speakers, gays, etc.]
- 4 Didn't meet qualifications for job
- 5 Other applicants better qualified for job
- 6 Other (specify) _____
- 7 Don't know/don't remember

16. At the time you applied for the job, were you working for a different employer?

- 1 Yes
- 2 No SKIP TO QUESTION 18

17. Did you quit another job to apply for the job with [employer]?

- 1 Yes
- 2 No SKIP TO QUESTION 18

17a. Why did you quit the other job to apply for the job with [employer]?

[SELECT ONLY ONE]

- 1 This job paid more SKIP TO QUESTION 18
- 2 Didn't like old job
- 3 This job better than old job
- 4 Other (specify) _____

17b. Does the job with [employer] pay more?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

18. How long after you applied for the job with [employer] was it until you found another job?

[SELECT ONLY ONE]

- 1 Less than 1 week after applying for this job
- 2 1-2 weeks after applying for this job
- 3 More than 2 weeks but less than a month
- 4 1 Month
- 5 More than 1 month (please indicate how long) _____
- 6 Have not yet found another job

18a. Did the new job pay more, less, or about the same as the job we've been talking about?

- 1 More
- 2 Less
- 3 About the same
- 4 Don't know

[IF QUESTION 5C = 2(NO), SKIP TO Q103]

II. TENTATIVE NONCONFIRMATION

19. Did the employer ever tell you there were problems with your documents?

- 1 Yes
- 2 No SKIP TO QUESTION 20

19a. What did the employer tell you?

[SELECT ALL THAT APPLY]

- 1 The document problem was the reason I didn't get the job
- 2 I needed to go to SSA to fix the problem
- 3 I needed to call or fax USCIS to fix the problem
- 4 Other (specify)_____

19b. When did they tell you?

- 1 Before I started work
- 2 My first day of work
- 3 1-3 days after my first day of work
- 4 4-5 days after my first day of work
- 5 6-10 days after my first day of work
- 6 More than 10 days after my first day of work
- 7 Don't know/don't remember

19c. Did you find out what the problem with your documents was?

- 1 Yes
- 2 No SKIP TO QUESTION 20

19d. What was the problem with your documents?

[SELECT ALL THAT APPLY]

- 1 Not authorized to work in the US at the time I applied for the job
- 2 Work papers were expired at the time I applied for the job
- 3 Had become a US citizen and SSA had not been notified
- 4 Name had changed (e.g., due to marriage) and SSA was not aware of change
- 5 Used a name, SSN, or alien number that was not mine
- 6 The employer made a mistake in what he/she told SSA or USCIS
- 7 Other (specify)_____

20. Did the employer ever show you the notice of Tentative Nonconfirmation (TNC)?
[PRESENT SHOW CARDS C, D, E, and F]

- 1 Yes
- 2 No
- 3 Don't know/don't remember

21. Did you receive a copy of the TNC notice?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

22. Did the employer explain what the notice said?

- 1 Yes
- 2 No SKIP TO QUESTION 23
- 3 Don't know/don't remember SKIP TO QUESTION 23

22a. Did the employer explain the notice in such a way that you understood it?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

23. Did a translator help explain what the notice said?

- 1 Yes
- 2 No SKIP TO QUESTION 24

23a. Who provided the translator?

[SELECT ONLY ONE]

- 1 Employer
- 2 I brought the translator with me

24. The notice asks you if you want to contest the findings. Did you know what “contest” meant when it was first mentioned to you?

1 Yes

2 No [EXPLAIN THAT IT MEANS THAT YOU DON'T AGREE WITH THE FINDING AND WANT TO FIX YOUR PAPER WORK AT SSA OR USCIS]

25. Did your employer explain that you could contest the findings if you wished?

1 Yes

2 No

26a. Did your employer tell you that it was a good idea to sign the form saying you want to contest?

1 Yes

2 No SKIP TO QUESTION 26c

26b. What reason did your employer give you to encourage you to contest?

[SELECT ONLY ONE]

1 So I could work longer

2 My employer knew I was work-authorized

3 My employer said if I was truly work authorized, I should clear up my paperwork

4 Other: _____

[SKIP TO QUESTION 26e]

26c. Did your employer tell you that it was a good idea to sign the form saying you **did not** want to contest?

1 Yes

2 No SKIP TO QUESTION 26e

26d. What reason did your employer give you to discourage you from contesting?

[SELECT ONLY ONE]

- 1 He said that it was hard to fix records
- 2 He knew I was **not** work-authorized
- 3 Other _____

26e Did you sign the form telling the employer that you were going to contest?

- 1 Yes
- 2 No SKIP TO QUESTION 28

27. Did you actually call or fax USCIS or visit SSA?

- 1 Yes SKIP TO QUESTION 38
- 2 No

27a. What was the main reason you didn't call or fax USCIS or visit SSA?

[SELECT ONLY ONE]

- 1 Not authorized to work in U.S.
- 2 Too much trouble or too hard to contest
- 3 Found a better job
- 4 I didn't understand what I needed to do to contest
- 5 Other (specify)_____

[IF RESPONSE IS 1, 3, OR 4, SKIP TO QUESTION 35]

28. Were you concerned that you would lose too much time at work and too much pay if you took the time to correct your documents?

- 1 Yes
- 2 No

29. Were you concerned that if you contacted the government you might be punished/arrested/forced to leave the country?
- 1 Yes
 - 2 No
30. Did you decide that you would rather get another job with a different employer than take the trouble to correct your paperwork?
- 1 Yes
 - 2 No
31. Were you worried that your employer would not treat you fairly because you had paperwork problems?
- 1 Yes
 - 2 No SKIP TO QUESTION 32
- 31a. How did you think you might not be treated fairly?
32. Did you understand what you needed to do to correct your paperwork?
- 1 Yes
 - 2 No
33. (IF THE EMPLOYEE IS NOT FLUENT IN ENGLISH) Were you concerned at all because you do not speak much English?
- 1 Yes
 - 2 No
 - 3 Employee is fluent in English

34. How convenient (easy) was it for you to go to the Social Security Administration (SSA) or call or fax the U.S. Citizenship and Immigration Service (USCIS) to correct your paperwork?

[SELECT ONLY ONE]

- 1 Very convenient
- 2 Convenient
- 3 Inconvenient
- 4 Very inconvenient

[IF RESPONSE IS 1 OR 2, SKIP TO QUESTION 35]

- 34a. In what ways was it inconvenient?

[SELECT ALL THAT APPLY]

- 1 Transportation to the SSA office is a problem
- 2 Had to get child care
- 3 Employer wouldn't let me have time off from work/
- 4 Hard to get to SSA office during open hours
- 5 Didn't have access to a phone or fax machine
- 6 Other (specify)_____

35. Did your employer tell you that you would [lose your job/not get the job] if you did not contest?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

36. Since you decided not to contest, did your employer [fire you/tell you that you wouldn't be hired]?

- 1 Yes SKIP TO QUESTION 38
- 2 No
- 3 Don't know/don't remember

37. Did you quit this job?

- 1 Yes
- 2 No SKIP TO QUESTION 38

37a. When did you quit?

[SELECT ONLY ONE]

- 1 Same day I was told I needed to fix my records
- 2 _____ days after I was told about my records
- 3 Don't know/don't remember

37b. What was the main reason you quit?

[SELECT ONLY ONE]

- 1 Knew I was not authorized to work in U.S.
- 2 Too hard/inconvenient to contact SSA or USCIS
- 3 Other (specify)_____

III. IMPACT OF TNC ON EMPLOYEE

38. Did you understand what the notice of Tentative Nonconfirmation (TNC) said?

1 Yes

2 No

39. Did you understand the words used in the notice?

1 Yes

2 No

40. In what language was the notice?

[SELECT ONLY ONE]

1 English

2 Spanish

3. Other (specify)_____

40a. Was the language one that you can read and understand?

1 Yes

2 No

41. Were you able to ask your employer questions about the TNC?

1 Yes

2 No SKIP TO QUESTION 42

41a. Was your employer able to answer your questions to your satisfaction?

1 Yes

2 No

42. Besides you and your employer, do you know whether any of your co-workers knew about your TNC situation?

- 1 Yes
- 2 No SKIP TO QUESTION 43
- 3 Don't know/don't remember SKIP TO QUESTION 43

42a. How did they know?

- 1 Employer told me about the TNC where others could hear
- 2 Employer posted a list of people with TNCs
- 3 I told them
- 4 Other (specify) _____
- 5 Don't know/don't remember

42b. Does it bother you that other people knew?

- 1 Yes
- 2 No

43. What words best describe how you felt about your TNC?

[READ THE CHOICES TO THE RESPONDENT AND HAVE HIM/HER SELECT ONLY ONE]

- 1 Anxious or stressed
- 2 Surprised
- 3 Worried
- 4 Not concerned
- 5 Other (specify) _____

43a. Please explain your answer for how you felt about your TNC.

IF QUESTION 27 = 2 (NO), SKIP TO QUESTION 103

IV. INFORMATION FOR CONTESTING THE TNC

44. When you decided to contest the finding, did your employer give you a referral letter?
[PRESENT SHOW CARDS G, H, I, AND J TO THE EMPLOYEE]

- 1 Yes
- 2 No
- 3 Don't know

[IF RESPONSE IS 2 OR 3, SKIP TO QUESTION 45d]

44a. Which of these letters did you receive?

[SELECT ONLY ONE]

G

H

I

J

45. Did you understand what the referral letter was and what it said?

- 1 Yes
- 2 No

45a. Did your employer tell you what to do or who to call in order to solve the problem with your paperwork?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

[IF RESPONSE IS 2 OR 3, SKIP TO QUESTION 46]

45b. How well did the employer explain what to do or who to call in order to solve the problem with your paperwork??

[SELECT ONLY ONE]

- 1 Very well
- 2 Well/good
- 3 Poorly
- 4 Very poorly

45c. Did you ask your employer any questions about what to do?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

46. To which government agency were you referred, the Social Security Administration (SSA) or U.S. Citizenship and Immigration Service (USCIS)?

[SELECT ALL THAT APPLY]

- 1 SSA
- 2 USCIS

47. Did your employer tell you everything you needed to know in order to contact SSA/USCIS?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

47a. Did your employer give you the address of a nearby SSA office or the USCIS toll-free number?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

47b. Did your employer tell you how many days you had to contact SSA/USCIS?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

[IF RESPONSE IS 2 OR 3, SKIP TO QUESTION 48]

47c. How many days did the employer say you had to contact SSA/USCIS?

[SELECT ONLY ONE]

- 1 _____ days
- 2 Don't know/don't remember

47d. Was this enough time for you to take care of your paper work?

- 1 Yes SKIP TO QUESTION 48
- 2 No

47e. Why wasn't this enough time?

- 1 Sickness (self or family member)
- 2 No transportation
- 3 Trouble getting to SSA during office hours
- 4 Other (specify) _____

47f. Ideally, how much time do you need?

- _____
- 1 Days
 - 2 Weeks

48. In general, did you understand how to correct your SSA/USCIS record?

1 Yes

2 No

3 Don't know

49. Did your employer tell you that you would [lose your job/not get the job] if you did not correct your SSA/USCIS records?

1 Yes

2 No

3 Don't know

V. EFFECT OF CONTESTING THE TNC ON EMPLOYEE'S RELATIONSHIP WITH EMPLOYER

The next set of questions is about what happened with your job when you told your employer that you wanted to contest.

50. Were you allowed to keep working/start working or did your employer tell you that you had to correct the problems first?

[SELECT ONLY ONE]

- 1 Keep working/start working
- 2 Had to correct problems first

51. Were you able to begin training or did your employer postpone your training until you corrected the problems?

[SELECT ONLY ONE]

- 1 Begin training
- 2 Postpone training
- 3 No training needed

52. Were you paid for the work you did while you were correcting the problems?

- 1 Yes
- 2 No SKIP TO QUESTION 54

53. Were you paid the same amount as other employees doing the same job?

- 1 Yes
- 2 No
- 3 Don't know

[IF RESPONSE IS 1 OR 3, SKIP TO QUESTION 54]

53a. How much less were you paid?

- 1 \$1-3 per hour
- 2 \$4-6 per hour
- 3 \$7-9 per hour
- 4 \$10-12 per hour
- 5 More than \$10 per hour
- 6 Don't know

53b. How did you know that you were paid a different amount?

- 1 Less than originally promised
- 2 Co-worker told me what he/she was paid for same job
- 3 Supervisor told me
- 4 Other (specify) _____
- 5 Don't know

54. Did you receive the same work assignments as other employees or different assignments?

[SELECT ONLY ONE]

- 1 Same
- 2 Different
- 3 Don't know

[IF RESPONSE IS 1 OR 3, SKIP TO QUESTION 55]

54a. Would you say that your assignments were better or worse than those given to other employees?

[SELECT ONLY ONE]

- 1 Better
- 2 Worse
- 3 Don't know

55. Were you fired or not hired?

- 1 Fired
- 2 Not hired
- 3 Neither SKIP TO QUESTION 60

56. Why do you think you were [fired/not hired]?

- 1 Not authorized to work in U.S.
- 2 Company thought I was not work-authorized
- 3 No jobs available to match my skills
- 4 Missed too many days of work
- 5 Supervisor did not like me
- 6 Other (specify)_____

57. What did the employer tell you about why they [fired you/did not hire you]?

- 1 Not authorized to work in U.S.
- 2 Could only get the job if call or visit SSA or USCIS to fix problems with records
- 3 Not qualified for job [INCLUDE ALL ANSWERS THAT RELATE TO SPECIFIC QUALIFICATIONS HERE]
- 4 Didn't tell me anything
- 5 Other (specify)_____

58. Did you lose the job before you had a chance to correct your records at SSA or USCIS?

- 1 Yes
- 2 No
- 3 Don't know/don't remember

IF QUESTION 55 = 1 (YES, FIRED), ASK QUESTION 58a

IF QUESTION 55 = 2 (NOT HIRED), SKIP TO QUESTION 59

58a. How many days after you were told about the TNC were you fired?

[SELECT ONLY ONE]

- 1 Within 1 day
- 2 2 – 5 days
- 3 6- 10 days
- 4 More than 10 days
- 5 Don't know/don't remember

59. Were you paid for any work you had already done for the employer?

- 1 Yes
- 2 No

[IF 1 (SSA) IS SELECTED IN QUESTION 46, GO TO QUESTION 60.
IF ONLY 2 (USCIS) IS SELECTED IN QUESTION 46, SKIP TO QUESTION 71.]

VI. EXPERIENCES IN CONTESTING THE TNC

60. What was the problem with your SSA records?

[SELECT ONLY ONE]

- 1 Did not notify SSA when I became a US citizen
- 2 Changed my name (due to marriage, etc.)
- 3 Other (specify) _____
- 4 Nothing, it was my employer's mistake
- 5 Don't know

61. Were you able to solve the problem with your SSA records?

- 1 Yes SKIP TO QUESTION 62
- 2 No

61a. What happened so that you were unable to solve the problem?

- 1 I got another job offer before I was able to solve the problem
- 2 I decided it was too hard to do or too much trouble
- 3 I didn't have/couldn't get the documents they wanted
- 4 Other (specify) _____

[SKIP TO QUESTION 63]

62. How long did it take to straighten out the problem?

_____ days

63. Did you go to the SSA office?

- 1 Yes
- 2 No SKIP TO QUESTION 70

64. Did you have someone go to the SSA office with you?

- 1 Yes
- 2 No SKIP TO QUESTION 65

64a. Who went with you?

- 1 A friend or relative
- 2 A lawyer
- 3 Other (specify)_____

64b. What did they do?

- 1 Acted as a translator
- 2 Other (specify)_____

65. Did you take the referral letter with you?

- 1 Yes
- 2 No

66. How many times did you have to go to the SSA office to solve your problem?

[SELECT ONLY ONE]

- 1 Once SKIP TO QUESTION 67
- 2 Twice
- 3 3 times
- 4 More than 3 times

66a. What happened that caused you to go to the office more than once?

- 1 I needed to bring additional documents that I already had
- 2 I needed to bring additional documents that I needed to request from another agency
- 3 Other (specify)_____

67. How long did you have to wait to speak to someone at the SSA office?

___ hours [CODE 0 IF NO WAIT OR HALF-HOUR OR LESS]

68. Did you have to talk to more than one person before you talked to the “right person?”

1 Yes

2 No SKIP TO QUESTION 69

68a. How many people at SSA did you talk to altogether?

[SELECT ONLY ONE]

1 Two

2 Three

3 More than three (specify number) _____

69. How were you treated while you were at the SSA office?

[IF 2 (USCIS) IS SELECTED IN QUESTION 46, GO TO QUESTION 71. IF 2 (USCIS IS NOT SELECTED IN QUESTION 46, SKIP TO QUESTION 99]

70. What made you decide not to go to the SSA office?

[SELECT ALL THAT APPLY]

1 Not authorized to work in U.S.

2 Didn't think the job was worth the hassle

3 Might be deported

4 Might be punished

5 Other (specify) _____

[IF 2 (USCIS) IS SELECTED IN QUESTION 46, GO TO QUESTION 71. IF 2 (USCIS IS NOT SELECTED IN QUESTION 46, SKIP TO QUESTION 99]

71. What was the problem with your USCIS paperwork?

[SELECT ONLY ONE]

- 1 I had changed my name since getting the document I used but USCIS did not know
- 2 I had renewed my work permit but the information wasn't in the USCIS records
- 3 I'm a refugee or asylee with permission to work, but I received a TNC anyway
- 4 My employer had made a mistake in entering my information; my USCIS information was correct
- 5 Other (specify) _____

72. Were you able to solve the problem with your USCIS paperwork?

- 1 Yes SKIP TO QUESTION 73
- 2 No

72a. Why not?

73. Did you call the USCIS number?

- 1 Yes SKIP TO QUESTION 74
- 2 No

73a. What made you decide not to call?

[SELECT ALL THAT APPLY]

- 1 Not authorized to work in U.S.
- 2 Didn't think the job was worth the hassle
- 3 Might be deported
- 4 Might be punished
- 5 Didn't have access to a phone during USCIS business hours
- 6 Other (specify): _____

[SKIP TO QUESTION 80]

74. How easy was it to get through to someone who could help you?

[SELECT ONLY ONE]

- 1 Very easy
- 2 Pretty easy to get through
- 3 Had to wait a pretty long time
- 4 Waited for a very long time

75. Did you talk to the official yourself or did someone do it for you?

[SELECT ONLY ONE]

- 1 Myself
- 2 Family member
- 3 The employer
- 4 Someone else (specify) _____

76. How many times did you have to call USCIS to solve your problem?

[SELECT ONLY ONE]

- 1 Once SKIP TO QUESTION 77
- 2 More than once

76a. Why did you have to call more than once?

77. Did you have to talk to more than one person before you could talk to the "right person"?

- 1 Yes
- 2 No SKIP TO QUESTION 79

78. How many people did you talk to altogether?

[SELECT ONLY ONE]

- 1 Two
- 2 Three
- 3 More than three (specify number) _____

79. Do you think that the USCIS official understood your problem?

- 1 Yes
- 2 No

80. Did you visit a USCIS office?
- 1 Yes
 - 2 No [IF RESPONSE TO QUESTION 73 IS 1 (YES), SKIP TO QUESTION 84; IF RESPONSE TO QUESTION 73 IS 2 (NO), SKIP TO QUESTION 99]
81. What made you decide to visit the USCIS office to straighten out the problem?
82. How long did you have to wait before being helped?
83. Were you told you had to make an appointment and come back?
- 1 Yes
 - 2 No
84. Did you need to fax your documents to USCIS?
- 1 Yes
 - 2 No SKIP TO QUESTION 88
85. Did you use your employer's office fax?
- 1 Yes SKIP TO QUESTION 88
 - 2 No
86. Was it easy or difficult to find a place where you could fax documents to the USCIS official?
- [SELECT ONLY ONE]
- 1 Easy
 - 2 Difficult

VII. FINANCIAL BURDEN OF CONTESTING THE TNC

87. Did you have to spend money on sending faxes to USCIS?

- 1 Yes
- 2 No SKIP TO QUESTION 88

87a. About how much?

\$ _____

88. Did you lose any time at work in which you were not paid because you had to correct problems with your paperwork?

- 1 Yes
- 2 No SKIP TO QUESTION 91

89. How many days (or hours) did you lose at work in order to correct your paperwork?

- 1 Hours
- 2 Days

90. How much did you lose in wages by not working while the problem was being resolved?

91. Did you have to pay for any of the following in order to visit SSA?

[SELECT ALL THAT APPLY]

- 1 Parking
- 2 Public transportation
- 3 Gas for long distance driving
- 4 Lodging
- 5 Babysitting

91a. [IF ANY ITEM IN Q92 IS SELECTED]
What would be the approximate total cost for these items?

\$ _____

92. Did you have any other financial costs related to resolving your TNC finding?

- 1 Yes
- 2 No SKIP TO QUESTION 93

92a. What other costs did you have?

92b. How much were they?

\$ _____

VIII. BURDEN OF CONTESTING THE TNC

93. Were you concerned about going to the SSA office/calling USCIS/going to the USCIS office because they were government agencies?

- 1 Yes
- 2 No SKIP TO QUESTION 94

93a. What were your concerns?

[SELECT ALL THAT APPLY]

- 1 Might be deported
- 2 Might be punished
- 3 Other (specify) _____

93b. Please describe your concerns.

94. (FOR THOSE WITH LIMITED ENGLISH) Were you concerned because you do not speak much English?

- 1 Yes
- 2 No
- 3 Employee is fluent in English

95. Did you understand what the officials at SSA or USCIS were saying?

- 1 Yes
- 2 No

95a. Were you able to talk to someone who speaks your language?

- 1 Yes
- 2 No

96. Were the agency officials helpful?

- 1 Yes
- 2 No SKIP TO QUESTION 96b

96a. In what ways were they helpful?

[SKIP TO QUESTION 98]

96b. In what ways were the agency officials not helpful?

97. Did the officials treat you with respect?

1 Yes SKIP TO QUESTION 98

2 No

98. What makes you say this?

IX. TERMINATION IF THE TNC WAS NOT RESOLVED/JOB STATUS WITH THE EMPLOYER

99. Are you still working for the employer?

- 1 Yes [IF NEITHER QUESTION 61 NOR QUESTION 72 HAS A RESPONSE OF 2 (NO), SKIP TO QUESTION 103—IN OTHER WORDS IF THE TNC WAS RESOLVED]
- 2 No SKIP TO QUESTION 101

100. Did your employer ever say that [he/she] should fire you, but was not going to do that?

- 1 Yes
- 2 No SKIP TO QUESTION 103

100a. Did your employer explain why [he/she] wasn't going to fire you, even though your paperwork wasn't in order?

- 1 Yes
- 2 No SKIP TO QUESTION 103

100b. What did your employer say about this?

- 1 Said I was a good worker and did not want me to go
- 2 Said they needed me to complete the project first
- 3 Said they did not agree with the policy to fire people when documents were not in order
- 4 Other (specify) _____

[SKIP TO QUESTION 103]

101. Did you quit?

- 1 Yes
- 2 No SKIP TO QUESTION 102

101a. Why did you quit?

- 1 Found a better job
- 2 Didn't like working for the employer
- 3 Other (specify) _____

[SKIP TO QUESTION 103]

102. Were you fired from your job?

1 Yes

2 No SKIP TO QUESTION 103

102a. How many days after your employer told you there was a problem with your paperwork were you fired?

_____ days

102b. How long after you tried to contest the TNC finding were you fired?

_____ days

102c. Did you actually leave the job the day you were told you were fired?

1 Yes SKIP TO QUESTION 102e

2 No

102d. How long after you were fired did you leave the job?

_____ days

102e. Were you paid for the time you worked

1 Yes

2 No

X. EVIDENCE OF WORK AUTHORIZATION AT TIME OF APPLICATION

103. At the time you applied for this job, were you:

[SELECT ONLY ONE]

- 1 A U.S. citizen SKIP TO QUESTION 103a
- 2 A lawful permanent resident (i.e., you had a green card) SKIP TO QUESTION 105
- 3 A noncitizen with a work permit/EAD authorizing me to work SKIP TO QUESTION 105
- 4 Other noncitizen authorized to work SKIP TO QUESTION 103b
- 5 Not authorized to work because my work permit/EAD had expired SKIP TO QUESTION 103c
- 6 Other noncitizen without authorization to work SKIP TO QUESTION 103d
- 7 Not sure SKIP TO QUESTION 103d

103a Were you born in the U.S. or did you become a citizen later

- 1 Born in the U.S.
- 2 Became a citizen because my parents became citizens
- 3 Became a citizen later
- 3 Other (specify) _____

[SKIP TO QUESTION 105]

103b What kind of work authorization did you have?

- 1 Refugee or asylee
- 2 Temporary Protected Status (TPS)
- 3 Student authorized to work
- 4 Had an H visa that let me work for a particular employer
- 5 Other temporary (nonimmigrant) status authorized to work
- 6 Other (specify) _____

[SKIP TO QUESTION 105]

103c. When did you find out that your work permit [or other authorization document] had expired?

- 1 Before I applied for the job
- 2 When I applied for the job
- 3 After I applied for the job but before I started working
- 4 After I started working on this job
- 5 Don't know

103d When your employer asked for your documents, what did you show him/her?

- 1 Documents I had borrowed from someone else
- 2 Documents I had bought
- 3 My driver's license or other document that belonged to me
- 4 Other (specify) _____
- 5 Don't know
- 6 Refused to answer

104. Since you applied for this job, have you gotten documents that allow you to work?

- 1 Yes SKIP TO QUESTION 104a
- 2 No SKIP TO QUESTION 105

104a. How did you get these documents?

- 1 Got work-authorization from USCIS
- 2 Got a new Social Security card
- 3 Bought them
- 4 Borrowed them
- 5 Other (specify) _____
- 6 Don't know
- 7 Refused to answer

XI. EMPLOYEE OPINIONS ABOUT E-VERIFY

105. Did you know that this employer was using a program to help them determine if employees are legally allowed to work in the United States?

- 1 Yes
- 2 No SKIP TO QUESTION 106

105a. Did you know the name of the program?

- 1 Yes
- 2 No SKIP TO QUESTION 105c

105b. What was the name?

[ASK IF IT WAS E-VERIFY IF NECESSARY TO PROBE]

- 1 E-Verify
- 2 Other (specify) _____

105c. How did you know that this employer was using this program?

[SELECT ALL THAT APPLY]

- 1 Included in the job ad
- 2 Employer mentioned this during the application process
- 3 Saw a poster (or received a flier) when I was applying
- 4 Someone other than the employer told me, (e.g. a friend or relative)
- 5 I knew employers in Arizona use it SKIP TO QUESTION 106a
- 6 Other (please specify) _____

106. Have you told any of your friends or relatives that [employer] uses E-Verify?

- 1 Yes
- 2 No SKIP TO QUESTION 107

106a. What have you told them about E-Verify?

107. Did you know it is required by Arizona state law for employers to check government databases to help them figure out if employees are legally allowed to work in the United States?

- 1 Yes
- 2 No SKIP TO QUESTION 108

107a. How did you know it is required by Arizona state law for employers to check government databases to help them figure out if employees are legally allowed to work in the United States?

[SELECT ALL THAT APPLY]

- 1 Newspaper (article or ad)
- 2 Radio
- 3 TV
- 4 Billboard
- 5 Employer told me
- 6 Friend
- 7 Relative
- 8 Coworker
- 9 Other (please specify) _____

107b. Do you think most workers in Arizona know about this program?

- 1 Yes
- 2 No

108. Have you heard anything about whether other employers in Arizona use or don't use E-Verify?

- 1 Yes
- 2 No SKIP TO QUESTION 109

108a. What have you heard?

109. What would you tell someone to do if they were not authorized to work in U.S.?

[SELECT ALL THAT APPLY]

- 1 Move to a state that doesn't require employers to use E-Verify
- 2 Buy or borrow documents that will let them work
- 3 Apply to an employer that doesn't use E-Verify
- 4 Other (specify) _____
- 5 Don't know
- 6 Refused to answer

[IF RESPONDENT MENTIONS CATEGORY 2 (Buy or borrow documents that will let them work), GO TO QUESTION 110. IF CATEGORY 2 IS NOT MENTIONED, SKIP TO QUESTION 111]

110 What might they look for in a document?

[SELECT ALL THAT APPLY]

- 1 Make sure picture looks like them
- 2 Make sure the information in the documents describes a real person
- 3 Other (specify) _____
- 4 Don't know
- 5 Refused to answer

110a. How hard is it to buy or borrow such documents?

- 1 Very easy
- 2 Easy
- 3 Hard
- 4 Very hard
- 5 Don't know
- 6 Refused to answer

110b. How much do such documents cost?

- 1 Less than \$50
- 2 \$50-\$99
- 3 \$100-\$199
- 4 \$200-\$499
- 5 \$500-\$999
- 6 \$1,000 or more
- 7 Don't know
- 8 Refused to answer

111. Do you know anyone who has left Arizona or plans to leave because of E-Verify?

- 1 Yes
- 2 No [SKIP TO QUESTION 112]

111a. Where did they move?

- 1 Within the United States.
- 2 Mexico
- 3 Other (specify) _____

111b. How long along ago was this?

- 1 Before January 1, 2008, when the Arizona law went into effect
- 2 After January 1, 2008, when the Arizona law went into effect
- 3 Don't know

112. Do you think that the law that requires Arizona employers to find out more about whether people are work-authorized is a good law?

- 1 Yes
- 2 No SKIP TO QUESTION 112b

112a. Why do you think it is a good law?

- 1 Prevents people who aren't work-authorized to take jobs away from those who are
- 2 Other (specify)_____

[SKIP TO QUESTION 113]

112b. Why do you think it isn't a good law?

- 1 Denies jobs to hard-working people
- 2 Causes problems for Hispanics or other groups of workers
- 3 Gives employers too much power
- 4 Other (specify)_____

XI. EMPLOYEE DEMOGRAPHICS

INSTRUCTIONS TO INTERVIEWER: YOU ALSO NEED TO OBTAIN OR VERIFY THE EMPLOYEE'S DEMOGRAPHIC INFORMATION. SUGGESTED QUESTIONS FOR THIS AREA INCLUDE:

113. In what country were you born?

[SELECT ONLY ONE]

- 1 U.S.
- 2 Mexico
- 3 Other (specify) _____

114. What languages do you speak well?

[SELECT ALL THAT APPLY]

- 1 English
- 2 Spanish
- 3 Vietnamese
- 4 Chinese
- 5 Other (specify) _____

115. Do you consider yourself Hispanic or Latino?

- 1 Yes
- 2 No

116. What is your race?

[RESPONDENT MAY CHOOSE MORE THAN ONE]

- 1 American Indian or Alaskan Native
- 2 Asian
- 3 Black or African American
- 4 Native Hawaiian or Other Pacific Islander
- 5 White
- 6 Some other race
- 7 Not reported

Closure

INSTRUCTIONS TO INTERVIEWERS: AT THE END OF THE INTERVIEW, PLEASE

- *ASK IF THE RESPONDENT HAS ANY QUESTIONS ABOUT THE INTERVIEW OR ANYTHING HE/SHE WANTS TO SHARE WITH YOU RELATED TO THE TNC ISSUE;*
- *ANSWER THE QUESTIONS AS BEST AS YOU CAN;*
- *THANK THE RESPONDENT AGAIN FOR HIS/HER TIME AND FOR AGREEING TO TALK TO YOU; AND*
- *GIVE THE RESPONDENT \$25 AND HAVE THE PERSON SIGN THE CASH GIFT RECEIPT.*

~ END OF INTERVIEW ~

Questions to be completed by the interviewer after the interview

A. FROM EMPLOYEE INTERVIEWS:

INSTRUCTIONS TO INTERVIEWERS: COMPLETE THESE QUESTIONS AFTER YOU FINISH THE INTERVIEW. PLEASE ANSWER THEM USING BEST JUDGMENT.

1. Is the respondent:

- 1. Male
- 2. Female

2. Do you believe this respondent was authorized to work at the time he/she was verified?

- 1. Yes
- 2. No

2a. Please explain your response to Q2

3. How confident are you of your response to Q2 above? [CHOOSE ONE RESPONSE]

- 1. Very sure
- 2. Somewhat sure
- 3. Somewhat unsure
- 4. Very unsure

4. Based on your interview with the employee, in your opinion, how well does the employer follow the E-Verify procedures in hiring and verifying this employee? [CHOOSE ONE RESPONSE]

- 1 Very well (followed all or almost all of the requirements) SKIP TO Q7
- 2 Well (followed most of the requirements)
- 3 Mediocre (followed about half of the requirements)
- 4 Poor (followed less than half of the requirements)

5. How confident are you of your answer to Q4? [CHOOSE ONE RESPONSE]

- 1 Very sure
- 2 Somewhat sure
- 3 Somewhat unsure
- 4 Very unsure

6. Please identify the E-Verify requirements that were not met based on the interview with the employee:

6a. Employer prescreened employee (used E-Verify before job offer was made and employee accepted)

- 1 Yes
- 2 No
- 3 Not sure (Explain please: _____)

_____)

6b. Employer did not allow employee to work until after problem with their work documents was resolved

- 1. Yes
- 2. No
- 3. Not sure (Explain please: _____)

_____)

6c. Employer did not allow employee to be trained until after the problem with work documents was resolved

1. Yes
2. No
3. Not sure (Explain please: _____

6d. Employer told employee they could not pay them or would have to pay them less until after problem with work documents was resolved

1. Yes
2. No
3. Not sure (Explain please: _____

6e. Employer did not notify employee of tentative nonconfirmation notice

1. Yes
2. No
3. Not sure (Explain please: _____

6f. Employer did not provide employee with SSA or USCIS referral letter

1. Yes
2. No
3. Not sure (Explain please: _____

6g. Employer did not terminate employee if they chose not to contest

1. Yes
2. No

Not sure (Explain please: _____
_____)

7. Please rate the following qualities of the respondent, the interviewing situation, and the data. Please consider these carefully and code immediately after the interview. Many of these items will affect how we interpret the results.

7a. The respondent's ability to understand questions can be described as:

1. Clearly understood the questions
2. Understood the questions somewhat
3. Appeared to understand, but not sure
4. Hardly able to understand questions

7b. The respondent was:

1. Truthful in most of their responses
2. Somewhat truthful in most their responses
3. Unsure if they were truthful in most of their responses
4. Untruthful in about half their responses; truthful in the other half
5. Untruthful in most of their responses

7c. The respondent's level of interest in the interview was:

1. High
2. Average
3. Low

7d. The respondent's proficiency in speaking the English language can be described as:

1. Had no problems speaking English language
2. Had some problems speaking English
3. Spoke English with difficulty or not at all.

7e. The respondent's level of cooperativeness was:

1. Very cooperative
2. Somewhat cooperative
3. Uncooperative

7f. Did the respondent seem:

4. Very nervous
5. Somewhat nervous
6. Not nervous at all

7g. Was the respondent:

1. Very concerned about confidentiality
2. Somewhat concerned about confidentiality
3. Not concerned at all about confidentiality

7h. The respondent was interviewed:

1. Without interruptions
2. With some interruptions
3. With multiple interruptions

8. How would you rate the overall quality of the data collected from this interview?

1. High quality
2. Good quality

3. Unsure
 4. Poor quality
-
9. Describe any other circumstances surrounding the interview or information about the respondent that you think have affected the quality of the interview. Please provide information about the interview that helps describe unusual response patterns, the respondent's state of mind, the interview setting, and/or the respondent's understanding of the interview.
