

ATTACHMENT A:

USABILITY TEST SCREENER FOR CURRENT AND INACTIVE USERS

Employer ID: _____

USABILITY TEST SCREENER FOR E-VERIFY USERS

SECTION A. [INITIAL CONTACT]

Hello, my name is _____ and I'm calling from Westat, on behalf of the U.S. Citizenship and Immigration Services (USCIS). I am calling regarding the E-Verify work eligibility program.

QA1. May I speak with (INSERT NAME OF CONTACT)?

YES.....1 (SKIP TO INTRODUCTION SECTION C)

NOT AVAILABLE.....2 (IF CONTACT IS NOT AVAILABLE, REQUEST A CALL BACK TIME.
RECORD TIME ON CALL RECORD. **END.**)

NEED NEW CONTACT..3 (IF CONTACT IS NO LONGER THE APPROPRIATE PERSON,
GO TO QUESTION QB1.)

SECTION B. [IF CONTACT IS NOT THE CORRECT RESPONDENT]

QB1. Who is the person most knowledgeable about the E-Verify program?

NAME: _____

[IF ASKED WHY, EXPLAIN BRIEFLY THAT WESTAT IS CONDUCTING A STUDY FOR USCIS ON THE COMMUNICATION AND OUTREACH FOR THE E-VERIFY PROGRAM AND THIS PERSON WOULD PROBABLY BE THE BEST PERSON TO SPEAK TO.]

QB2. And what is that person's phone number?

PHONE NUMBER: (_____) _____ - _____

QB3. May I speak with (INSERT NAME OF NEW CONTACT)?

YES.....1 (GO TO QUESTION QC1)

NOT AVAILABLE.....2 (IF CONTACT IS NOT AVAILABLE, REQUEST A CALL BACK TIME.
RECORD TIME ON CALL RECORD. **END.**)

SECTION C. [SPEAKING TO CONTACT PERSON]

INTRODUCTION

[IF NEEDED: Hello, my name is _____ and I'm calling from Westat, on behalf of the U.S. Citizenship and Immigration Services (USCIS).] A few days ago, you should have received an email from Westat with an attached letter from USCIS authorizing us to conduct a study on the communication and outreach for the E-Verify program.

[IF EMAIL NOT RECEIVED, SAY WE WILL RESEND IT (CONFIRM EMAIL ADDRESS) AND CONTINUE RECRUITING, IF POSSIBLE. IF UNWILLING TO LET YOU CONTINUE WITHOUT EMAIL, SAY YOU WILL SEND IT AND THEN CALL BACK AFTER IT HAS BEEN SENT.]

This study of the communication methods used to inform and educate employers about the E-Verify program will help USCIS improve its communication and outreach activities. For this part of the study, we are conducting usability testing of the E-Verify website. This involves observing how different types of people, including employers such as yourself that use E-Verify, interact with the E-Verify website.

QC1. You have been identified as the person at your company who is familiar with your company's use of the E-Verify program. Are you also the person most knowledgeable about E-Verify?

YES.....1 (CONTINUE with QC2)

NO.....2 (SAY: We are really looking to speak with that person. Could you give me that person's name and phone number?

NAME _____ PHONE _____

Thank you for taking time to talk with me and providing us with this information. We will contact [NEW CONTACT]. **END**

QC2. What is your position in the company?

POSITION

If your company is eligible, we would like to invite you to participate in one of our usability tests which we would schedule with you.

QC3. Do you have a few minutes for me to ask you a few questions to determine if your company is eligible for the session?

YES.....1 (CONTINUE)

NO 2 When would be a good time to call you back? Thank you. I will get back to you on[DAY] at [TIME].

QC4. Is your company a Federal Contractor?

YES.....1 (CLASSIFIED AS FEDERAL CONTRACT) (CONTINUE)

NO.....2 (CONTINUE)

QC5. Is your company required to participate in E-Verify by either state or local law?

YES.....1 (CLASSIFIED AS MANDATED) (CONTINUE)

NO 2. (CLASSIFIED AS NON-MANDATED) (CONTINUE)

QC6. Is your company an E-Verify Employer Agent; that is, does your company provide E-Verify services to other companies for a fee?

YES1 (CLASSIFIED AS EEA) (SKIP TO QC8)

NO, NOT EEA.. 2 (CONTINUE)

QC7. Does your company use an Employer Agent; that is another company that provides E-Verify and possibly other services for a fee?

YES..... 1 (CLASSIFIED AS UEEA) (CONTINUE)

NO..... 2 (CONTINUE)

DON'T KNOW 3 (CONTINUE)

QC8. Approximately how many employees does your company currently have?

OF EMPLOYEES

QC9. Approximately how many employees does your company typically hire in a year?

OF EMPLOYEES

QC10. In what industry is your company?

INDUSTRY

QC11. Is your company a permanent placement or recruiting firm; that is, does your company refer job candidates for permanent placement to employers who may hire and pay them?

YES.....1 (CLASSIFIED AS EMPLOYMENT AGENCY) (CONTINUE)
NO..... 2 (CONTINUE)

QC12. Is your company a temporary staffing agency; that is, does your company provide workers on your own payroll to work at your clients' sites?

YES.....1 (CLASSIFIED AS TEMPORARY STAFFING) (CONTINUE)
NO..... ..2 (CONTINUE)

Thank you for taking time to answer our questions. Your company is eligible to participate in the usability testing. The session will take about 75 minutes at our office/with an internet connection and telephone line. Your participation in the session and the information we collect will be kept private, in that we will not identify you or your organization by name. The report will summarize responses from various employers. To thank you for your time, we are offering a \$50 incentive for participating in the session.

QC13. Would you be willing to participate in a session?

YES.....1 (CONTINUE)
NO 2 Thank you for your time.

QC14. [SCHEDULE INTERVIEW]

Thank you very much for agreeing to participate. Is there a convenient date and time for you to do the usability test within the next week?

[IF SUGGESTED DATE/TIME CORRESPONDS WITH STAFF AVAILABILITY, SCHEDULE FOR THAT DATE/TIME. IF NOT, SUGGEST ANOTHER TIME WHEN STAFF ARE FREE CLOSE TO RESPONDENT'S SUGGESTED TIME.]

Thank you. We'll schedule you for the session on [DAY, DATE, TIME].

Can I have your email so we can send you the confirmation? [OR, IF YOU ALREADY HAVE EMAIL] Let me confirm your email so we can send you a confirmation email.

EMAIL

I'd like you to know that in addition to the staff member who will be conducting the session, other Westat staff will be taking notes and, with your permission, recording the session.

Also, can I have the address where you would like us to mail your check after the session?

Street address

Suite (unit #)

City/State/ Zip

Lastly, can I confirm that (give the phone number just called) is the best number to reach you if we need to contact you?

Alternate phone number, if given _____

Thank you again. Goodbye.
