

ATTACHMENT B:

USABILITY TEST SCREENER FOR POTENTIAL USERS

Employer ID: \_\_\_\_\_

## USABILITY TEST SCREENER FOR **POTENTIAL USERS**

### **SECTION A. [INITIAL CONTACT] POTENTIAL USERS-ALL**

Hello, my name is \_\_\_\_\_ and I'm calling from Westat, a social science research company (NOT a telemarketer), on behalf of the U.S. Citizenship and Immigration Services (USCIS). We are conducting a study of employers for USCIS and I'm calling to see if your company would be able to participate. [IF ASKED WHAT IT'S ABOUT] It's about hiring policies. [IF ASKED WHY] It's part of an evaluation of communication about a USCIS program for employers.

QA1. Can you tell me who makes the decisions or is the most knowledgeable about your company's hiring policies? That person might be someone in charge of HR or the president of the company.

NAME: \_\_\_\_\_

QA2. And what is that person's phone number?

PHONE NUMBER: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

QA3. May I speak with (INSERT NAME)?

YES.....1 (GO TO QUESTION QB1)

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

### **SECTION B. [SPEAKING TO CONTACT PERSON] POTENTIAL USERS-ALL INTRODUCTION**

[IF NEEDED: Hello, my name is \_\_\_\_\_ and I'm calling from Westat, a social science research company, on behalf of the U.S. Citizenship and Immigration Services (USCIS). We are conducting a study of the communication methods used by USCIS to inform and educate employers about work authorization.]

QB1. You have been identified as the person at your company who makes the decisions or is the most knowledgeable about your company's hiring policies? Is that correct?

YES.....1 (CONTINUE WITH QB2)

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**

QB2. [IF NOT ALREADY KNOWN] 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.

For this part of the study, we are conducting usability testing of the E-Verify website with different types of employers, including employers that do not use E-Verify.

QB3. Do you have a few minutes for me to ask you a few questions to determine if your company is eligible for the interview?

YES.....1 (CONTINUE WITH QB4)

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

QB4. Have you heard of E-Verify?

YES.....1 (CLASSIFIED AS HEARD OF E-VERIFY) (CONTINUE)

NO.....2 (CLASSIFIED AS NEVER HEARD OF E-VERIFY) (CONTINUE)

QB5. Is your company a Federal Contractor?

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

NO.....2 (CONTINUE)

QB6. 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)

QB8. Approximately how many employees does your company currently have?

\_\_\_\_\_  
# OF EMPLOYEES

QB9. Approximately how many employees does your company typically hire in a year?

\_\_\_\_\_  
# OF EMPLOYEES

QB10. 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 (CONTINUE)(CLASSIFIED AS **EMPLOYMENT AGENCY**.)  
NO.....2 (CONTINUE)

QB11. 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 (CONTINUE)(CLASSIFIED AS **TEMPORARY STAFFING**.)  
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.

QB12. Would you be willing to participate in a session?

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

QB13. [SCHEDULE INTERVIEW]

Thank you very much for agreeing to participate. Is there a convenient date and time for you to do usability test with 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.

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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?

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Street address	Suite (unit #)	City/State/ Zip
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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.

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