

ATTACHMENT C:

USABILITY TEST SCREENER FOR IMMIGRANT RIGHTS GROUPS

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SECTION A. [INITIAL CONTACT]

Hello, 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 and outreach activities provided by USCIS and others about the E-Verify employment eligibility program. We want to include representatives of organizations such as (give name of organization) that address the needs of immigrant workers in our study.

QA1. The person we would want to talk with is the person most knowledgeable about the sources used by your organization to obtain information about E-Verify and who would also know about workers' understanding of E-Verify and ways to provide information to them about the program. Are you that person?

YES.....1 (SKIP TO 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**

QA3. May I speak with (INSERT NAME OF NEW CONTACT)?

YES.....1 (GO TO INTRODUCTION BEFORE 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]

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 and outreach activities provided by USCIS and others about the E-Verify employment eligibility program. We want to include representatives of organizations that address the needs of immigrant workers in our study.

QB1. You have been identified as the person at your company who is most knowledgeable about the sources used by your organization to obtain information about E-Verify and who would know about workers' understanding of E-Verify and ways to provide information to them about the program. 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 at (give name of organization)?

POSITION

QB3. 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 representatives of immigrant rights groups, interact with the E-Verify website. I want to arrange a time for a usability test with our project staff. 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 immigrant rights organizations. To thank you for your time, we are offering a \$50 incentive for participating in the session.

QB4. When are you available next week for the session?

[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.
