

ATTACHMENT E:

USCIS LETTER FOR CURRENT AND INACTIVE USERS DOING
USABILITY TESTING



U.S. Citizenship
and Immigration
Services

April 2013

Dear E-Verify User,

The Department of Homeland Security is pleased that you are participating in the E-Verify Program which is administered jointly by United States Immigration and Citizenship Services (USCIS) and the Social Security Administration.

Evaluating all facets of E-Verify is an integral part of this Program, as described in the Memorandum of Understanding that you signed when you registered to participate in the program. To this end, USCIS is undertaking a communication study to examine the effectiveness of the various communication methods and educational activities used to inform E-Verify employers about new program features and increase their understanding of the Program, as well as for making potential users aware of the Program and educating them about it. Results from this study will be used to enhance the effectiveness of our future communication and outreach efforts.

As part of this study, we have authorized Westat, an independent social science research organization, to conduct usability tests of the E-Verify website with E-Verify users. Your participation in the usability tests will help Westat collect some basic data about how E-Verify users experience and utilize the E-Verify public website.

We have instructed Westat to provide us and others who are not part of the study team with summary results only. These results will not permit identification of individual respondents or corporate names or locations.

I would very much appreciate your full cooperation with Westat's request that you participate in a usability test for the USCIS Communication and Outreach Study. On behalf of USCIS, I would also like to take this opportunity to thank you for your participation in the E-Verify employment verification program. If you have any concerns regarding this evaluation of the program, please call Natasha McCann, Project Manager, or me at (202) 272-8122.

Sincerely,

A handwritten signature in black ink that reads "Tiffany Lightbourn".

Tiffany Lightbourn, Ph.D.
Chief, Research and Evaluation Division