USCIS LETTER FOR POTENTIAL USERS DOING USABILITY TESTING

U.S. Citizenship
and Immigration
Services

April 2013

Dear Employer,

U.S. Citizenship and Immigration Services (USCIS) of the Department of Homeland Security (DHS) conducts evaluations of all facets of the E-Verify Program, an Internet-based system used by participating employers to determine the employment eligibility of new hires. USCIS is currently conducting a study to examine the effectiveness of our various communication methods and outreach activities used to make the public aware of the program and to educate them about it. Results from this study will be used to enhance our future communication and outreach efforts.

As part of this study, we have authorized Westat, a social science research organization, to conduct usability tests of the E-Verify website with employers in order to collect some basic data about our communication efforts.

I would very much appreciate your full cooperation with Westat's request to participate in a usability test for this study. If you have any concerns regarding this study, please call Natasha McCann, Project Manager, or me at (202) 272-8122.

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 company names or locations.

Sincerely,

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