2015 Survey for E-Verify Evaluation

Pretest Draft

Thank you for agreeing to participate in the pretest of the 2015 Survey for E-Verify Evaluation. The questions in this survey ask about your opinions and your experiences with how E-Verify works for your company. Your answers will be used to help us refine the questionnaire for the full survey later this year.

The accuracy of your answers is very important to us. In completing the questions, please respond based on your company's current practices and consider all of the business locations, branches, and divisions of your company as you answer questions.

Your individual responses will not be shared with the Government nor will you be identified in any way to anyone not on Westat's evaluation team.

If you have any questions about the survey, please call John Porton at xxx-xxx-xxxx or send an email to johnporton@westat.com.

Thank you for your help.

OMB # 1615-0126 Expires: 03/31/2016

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SECTION A: Contact and Company Background Information

(ALL COMPANIES)

A1. Please enter any corrections to the company address information listed below.

[MOST RECENT COMPANY INFORMATION IS DISPLAYED BELOW]

Company name: _____

Address: STREET _____

CITY _____ STATE ____ ZIPCODE _____

(ALL COMPANIES)

A2. This survey is designed to be completed by the person in your company who is most knowledgeable about your entire company's use of E-Verify. That person could be located at any company office and could operate as part of your company's human resources, security, or other services.

The following information was provided for the person who would be most appropriate to respond to this survey. Please note that this information will only be used by Westat staff in case we need to contact the person.

[MOST RECENT CONTACT INFORMATION IS DISPLAYED BELOW]

FIRST NAME _____LAST NAME _____

JOB TITLE _____

Is this the correct person to respond to the survey?

(Please choose only one response)

1 ☐ Yes..... **SKIP TO A4**

2 ☐ No..... **ANSWER A3**

3 ☐ Don't know…… **ANSWER A3**

(ALL COMPANIES IF NOT THE CORRECT CONTACT PERSON)

A3. We would appreciate it if you provide the contact information for the person at your company who could best answer our questions about your hiring and work-authorization procedures.

[NEW PERSON'S CONTACT INFORMATION]

FIRST NAME _____ LAST NAME _____

JOB TITLE _____

FULL PHONE _____ - _____-_____ Extension _____

EMAIL _____

SKIP TO QUESTION A5.

A4. Please review the contact information provided below and enter any corrections.

[MOST RECENT CONTACT INFORMATION IS DISPLAYED BELOW]

FIRST NAME _____ LAST NAME _____

JOB TITLE _____

FULL PHONE _____ - _____-_____ Extension _____

EMAIL _____

(ALL COMPANIES)

A5. Are you [RESPONDENT FIRST AND LAST NAME FROM A3 OR A4]?

(Please choose only one response)

1 ☐ Yes..... **ANSWER A6**

2 ☐ No..... **STOP, SURVEY ENDS**

(ALL COMPANIES)

A6. Which description below best fits your company?

(Please choose only one response)

1 ☐ Companies with a single location

2 ☐ Companies with offices at multiple locations

3 ☐ Don't know

(ALL COMPANIES)

A7. Is your company an E-Verify Employer Agent; i.e., a company that provides E-Verify and possibly other services to other companies for a fee? An E-Verify Employer Agent used to be called a Designated Agent or DA.

(Please choose only one response)

1 ☐ Yes..... **STOP, SURVEY ENDS**

2 ☐ No..... **ANSWER A8**

3 ☐ Don't know..... **ANSWER A8**

(ALL COMPANIES)

A8. Does your company use an E-Verify Employer Agent; i.e., another company that provides E-Verify and possibly other services for a fee? An E-Verify Employer Agent used to be called a Designated Agent or DA.

(Please choose only one response)

1 ☐ Yes..... **STOP, SURVEY ENDS**

2 ☐ No..... **ANSWER A9**

3 ☐ Don't know..... **ANSWER A9**

(ALL COMPANIES)

A9. Which one of the following statements best describes your company's use of E-Verify?

Note: Your answer here will determine which questions you will be asked as you go through the rest of this survey.

(Please choose only one response)

1 ☐ This company has never used E-Verify **(NEVER USED)**

2 ☐ This company has used E-Verify but has decided to no longer use it **(PRIOR USER)**

3 ☐ This company has used E-Verify and plans to continue using it in the future **(CURRENT USER)**

(ALL COMPANIES)

A10. Do the following statements describe your company?

(Please choose one response for each item)

		Yes	No
a.	This company provides workers on our payroll to work at our clients' sites (e.g., our company is a Temporary Staffing agency)	☐	☐
b.	This company refers job candidates for permanent placement to potential employers who may hire and pay them (e.g., our company is a Placement or Recruiting firm)	☐	☐

(ALL COMPANIES)

A11. Is your company a Professional Employment Organization (PEO); i.e., does your company provide a range of human resources services to clients (e.g., benefits, payroll, training, worker compensation) for a fee?

(Please choose only one response)

1 ☐ Yes

2 ☐ No

IF YOUR COMPANY HAS NEVER USED OR IS A PRIOR USER OF E-VERIFY (A9 = 1 OR 2), SKIP TO A13.
IF YOUR COMPANY HAS MULTIPLE LOCATIONS (A6 = 2), ANSWER A12.

OTHERWISE, SKIP TO A14.

(ALL USERS WITH MULTIPLE LOCATIONS)

A12. Which of the following best describes how your company uses E-Verify?

(Please choose only one response)

1 ☐ Headquarters handles all E-Verify submissions for all locations (i.e., all branches)

2 ☐ One location, but not headquarters, handles all E-Verify submissions for all locations

3 ☐ All locations use E-Verify, but not all submissions are done from a single location

4 ☐ Individual locations may use or not use E-Verify at their own discretion

5 ☐ Certain locations use E-Verify because of federal, state, or local mandates but it is not used company-wide

6 ☐ Other (specify): _____

SKIP TO A14.

(NOT CURRENTLY USING E-VERIFY)

A13. Why isn't your company currently using E-Verify? *(Please choose one response for each item)*		**Yes**	**No**	**Don't Know**
a.	The person who originally wanted to use E-Verify has left the company	☐	☐	☐
b.	We decided it would be too burdensome to use the system	☐	☐	☐
c.	We decided that there was a better way to improve our verification process	☐	☐	☐
d.	We have had no new hires in the past 6 months	☐	☐	☐
e.	Using E-Verify would reduce our number of job applicants	☐	☐	☐
f.	Using E-Verify would result in the loss of some existing employees	☐	☐	☐
g.	Using E-Verify would damage the employee/management relationship	☐	☐	☐
h.	Using E-Verify would make us less competitive in the market place	☐	☐	☐
i.	The financial costs of using E-Verify outweigh the benefits of using it	☐	☐	☐
j.	Other (specify): _____	☐	☐	☐

(ALL COMPANIES)

A14. Before we continue with the survey, we would like your comments or suggestions for improving E-Verify.

[IF FEWER THAN 100 EMPLOYEES: We are particularly interested in your experiences and suggestions as a small company.]

SECTION B: Implementing the E-Verify System

(ALL COMPANIES)

B1. Have you personally completed the E-Verify online tutorial?

(Please choose only one response)

1 ☐ Yes
2 ☐ No
3 ☐ Don't know

IF YOUR COMPANY HAS NEVER USED E-VERIFY (A9 = 1), SKIP TO SECTION D.
IF YOUR COMPANY IS A PRIOR USER OF E-VERIFY (A9 = 2), SKIP TO SECTION C.
OTHERWISE, CONTINUE TO B2.

(ALL CURRENT USERS)

B2. Which staff members at your company who currently conduct verifications using E-Verify have completed the E-Verify online tutorial?

(Please choose only one response)

1 ☐ I am the only user at this company…… **SKIP TO B4**

2 ☐ All of the other current users have completed the tutorial..... **ANSWER B3**

3 ☐ Some of the other current users have completed the tutorial..... **ANSWER B3**

4 ☐ None of the other current users have completed the tutorial..... **ANSWER B3**

(ALL CURRENT USERS)

B3. Thinking about E-Verify system user IDs, at your company which of the following applies?

(Please choose only one response)

1 ☐ All users have their own unique user IDs

2 ☐ Some users share a user ID

(ALL CURRENT USERS)

B4. **For each of the statements below, select the answer that best represents your company's experience with E-Verify enrollment and start-up process.** *(Please choose one response for each item)*	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
a. The online enrollment process was easy to complete	☐	☐	☐	☐	☐
b. The online enrollment process was too time-consuming	☐	☐	☐	☐	☐
c. The content of the online tutorial was easy to understand	☐	☐	☐	☐	☐
d. The tutorial adequately prepared us to use the online verification system	☐	☐	☐	☐	☐
e. The tutorial answers all of our questions about using the online verification system	☐	☐	☐	☐	☐
f. The tutorial takes too long to complete	☐	☐	☐	☐	☐
g. It is a burden to have to pass the Tutorial Knowledge Test (previously called the Mastery Test) before being allowed to use the online verification system	☐	☐	☐	☐	☐

(ALL CURRENT USERS)

B5. **For your company, how helpful are each of the following resources and features that are provided as part of the E-Verify system?** *(Please choose one response for each item)*	Very Helpful	Helpful	Not Very Helpful	Not At All Helpful	Not Aware of Item	Never Used Item
a. The online E-Verify User Manual	☐	☐	☐	☐	☐	☐
b. The online tutorial	☐	☐	☐	☐	☐	☐
c. Online webinars	☐	☐	☐	☐	☐	☐
d. E-Verify Quick Reference Guide	☐	☐	☐	☐	☐	☐
e. Reports to monitor the status of employee cases	☐	☐	☐	☐	☐	☐
f. Reports to monitor our company's use of the system and the use of individual users in our company	☐	☐	☐	☐	☐	☐
g. Mouse-over features on data entry fields	☐	☐	☐	☐	☐	☐
h. Any other features (specify): _____	☐	☐	☐	☐	☐	☐

(ALL CURRENT USERS)

B6. Thinking about system navigation and data entry issues, how user-friendly is the E-Verify system?

(Please choose only one response)

1 ☐ Very user-friendly
2 ☐ Moderately user-friendly
3 ☐ Slightly user-friendly
4 ☐ Not at all user-friendly

(ALL CURRENT USERS)

B7. Have you personally ever tried calling the E-Verify Technical Help Desk (800-741-5023) or the E-Verify Customer Service number (888-464-4218)?

(Please choose only one response)

1 ☐ Yes..... **ANSWER B8**
2 ☐ No, we had problems but did not know the number to call..... **SKIP TO SECTION C**
3 ☐ No, we had problems but chose not to call..... **SKIP TO SECTION C**
4 ☐ No, we have not had any need to call..... **SKIP TO SECTION C**
5 ☐ Don't know..... **SKIP TO SECTION C**

(CURRENT USERS WHO TRIED TO CALL HELP DESK/CUSTOMER SERVICE)

B8. Which service did you try to contact?

(Please choose only one response)

1 ☐ E-Verify Technical Help Desk (800-741-5023) only..... **ANSWER B9**
2 ☐ E-Verify Customer Service number (888-464-4218) only..... **SKIP TO B10**
3 ☐ Both the Technical Help Desk and the Customer Service numbers..... **ANSWER B9**
4 ☐ Not sure which number..... **SKIP TO B11**

(CURRENT USERS WHO TRIED TO CALL HELP DESK)

B9. Generally, how satisfied were you with your experience in contacting the E-Verify Technical Help Desk?

(Please choose only one response)

1 ☐ Very satisfied
2 ☐ Satisfied
3 ☐ Unsatisfied
4 ☐ Very unsatisfied

IF YOU ALSO TRIED TO CALL CUSTOMER SERVICE, ANSWER B10. OTHERWISE, SKIP TO INSTRUCTIONS BEFORE B12.

(CURRENT USERS WHO TRIED TO CALL CUSTOMER SERVICE)

B10. Generally, how satisfied were you with your experience in contacting the E-Verify Customer Service number?

(Please choose only one response)

1 ☐ Very satisfied
2 ☐ Satisfied
3 ☐ Unsatisfied
4 ☐ Very unsatisfied

SKIP TO INSTRUCTIONS BEFORE B12.

(CURRENT USERS WHO TRIED TO CALL BUT NOT SURE WHICH NUMBER)

B11. Generally, how satisfied were you with your experience in contacting either the E-Verify Technical Help Desk or the Customer Service number?

(Please choose only one response)

1 ☐ Very satisfied
2 ☐ Satisfied
3 ☐ Unsatisfied
4 ☐ Very unsatisfied

IF YOU WERE UNSATISFIED OR VERY UNSATISFIED WITH THE E-VERIFY TECHNICAL HELP DESK AND/OR THE E-VERIFY CUSTOMER SERVICE NUMBER, ANSWER B12.
OTHERWISE, SKIP TO SECTION C.

(CURRENT USERS WHO WERE UNSATISFIED WITH EITHER NUMBER)

B12. Have you ever had any of the following problems with the E-Verify Technical Help Desk or the E-Verify Customer Service number? *(Please choose one response for each item)*	**Yes**	**No**	**Not Applicable**
a. I was given information that turned out to be incorrect	☐	☐	☐
b. They were unable to answer my question	☐	☐	☐
c. Their answer was hard to understand	☐	☐	☐
d. They were rude or discourteous	☐	☐	☐
e. I was unable to get through to a person	☐	☐	☐
f. I was referred to another phone number to get help	☐	☐	☐
g. I was given information that conflicted with another source (specify the other source): _____	☐	☐	☐
h. Other (specify): _____	☐	☐	☐

SECTION C: Experiences With E-Verify

(ALL COMPANIES)

C1. How did your company *first* learn about E-Verify?

(Please choose only one response)

1 ☐ USCIS website
2 ☐ Other USCIS or SSA materials, publications, or presentations
3 ☐ U.S. Immigration and Customs Enforcement (ICE) audit or visit
4 ☐ Information from a state or local office
5 ☐ Media coverage
6 ☐ Request from client to participate
7 ☐ Information from a business/professional association
8 ☐ Heard about it from other companies
9 ☐ Other (specify): _____
10 ☐ Don't know

(ALL COMPANIES)

C2. Which of the following was the *main* reason your company agreed to participate in E-Verify?

(Please choose only one response)

1 ☐ State or local government required participation
2 ☐ Federal government required participation
3 ☐ To satisfy a client's request
4 ☐ Believed that using E-Verify would allow us to avoid a U.S. Immigration and Customs Enforcement (ICE) audit, raid, or fine
5 ☐ To improve ability to verify work authorization
6 ☐ Believed it would make us more competitive with others in our industry
7 ☐ Trusted recommendation from someone at another company or organization
8 ☐ Other (specify):_____
9 ☐ Don't know

IF YOUR COMPANY HAS NEVER USED OR IS A PRIOR USER OF E-VERIFY (A9 = 1 OR 2), SKIP TO SECTION D.
OTHERWISE, CONTINUE TO C3.

(ALL CURRENT USERS)

C3. Please answer the following questions about your company's current use of E-Verify *(Please choose one response for each item)*	**Yes**	**No**	**Don't Know**
a. Our company has federal contract(s) requiring participation in E-Verify	☐	☐	☐
b. Our company does business in a state or locality that requires participation in E-Verify	☐	☐	☐

IF YOUR COMPANY IS REQUIRED TO USE E-VERIFY (C3a is 'Yes' OR C3b is 'Yes'), THEN CONTINUE TO C4.
OTHERWISE, SKIP TO C8.

(CURRENT USERS REQUIRED TO USE E-VERIFY)

C4. If your company were no longer required to use E-Verify, how likely is it that you would continue to use it?

(Please choose only one response)

1 ☐ Very likely..... **ANSWER C5**
2 ☐ Likely..... **ANSWER C5**
3 ☐ Maybe..... **SKIP TO INSTRUCTIONS BEFORE C7**
4 ☐ Unlikely..... **SKIP TO C6**
5 ☐ Very unlikely.... **SKIP TO C6**

(CURRENT USERS REQUIRED TO USE E-VERIFY LIKELY TO CONTINUE)

C5. Why would you be likely to continue using E-Verify? *(Please choose one response for each item)*	**Yes**	**No**	**Don't Know**
a. To possibly avoid a U.S. Immigration and Customs Enforcement (ICE) audit, raid, or fine	☐	☐	☐
b. To improve our ability to verify work authorizations	☐	☐	☐
c. To remain more competitive with other companies in our industry	☐	☐	☐
d. Our clients like that we use E-Verify	☐	☐	☐
e. Other (specify): _____	☐	☐	☐

SKIP TO INSTRUCTIONS BEFORE C7.

(CURRENT USERS REQUIRED TO USE E-VERIFY UNLIKELY TO CONTINUE)

C6. Why would you be unlikely to continue using E-Verify? *(Please choose one response for each item)*	Yes	No	Don't Know
a. Using E-Verify makes it difficult to attract qualified workers	☐	☐	☐
b. E-Verify is burdensome to use	☐	☐	☐
c. Using E-Verify makes us less competitive with other companies in our industry	☐	☐	☐
d. The financial costs of using E-Verify outweigh the benefits of using it	☐	☐	☐
e. We seldom have any new hires	☐	☐	☐
f. Other (specify): _____	☐	☐	☐

IF YOUR COMPANY IS REQUIRED TO USE E-VERIFY BECAUSE OF FEDERAL CONTRACTS (C3a is 'Yes'), THEN CONTINUE TO C7.
OTHERWISE, SKIP TO C8.

(CURRENT USERS REQUIRED TO USE E-VERIFY BECAUSE OF FEDERAL CONTRACTS)

C7. In response to the federal mandate, did you verify or are you verifying any of your existing employees who were working at your company prior to when the company began using E-Verify?

(Please choose only one response)

1 ☐ Yes, but only those working on federal contracts requiring E-Verify

2 ☐ Yes, including existing employees who are not required to be verified (e.g., because they do not work on federal contracts)

3 ☐ No

4 ☐ Other (specify): _____

(ALL CURRENT USERS)

C8. **Please indicate your own perceptions related to the impact that E-Verify has had on your company.** *(Please choose one response for each item)*	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Not Applicable**
a. The number of work-authorized persons who applied for jobs decreased because E-Verify was used	☐	☐	☐	☐	☐
b. The number of unauthorized workers who applied for jobs decreased because E-Verify was used	☐	☐	☐	☐	☐
c. Qualified workers were difficult to recruit because E-Verify was used	☐	☐	☐	☐	☐
d. Using E-Verify resulted in some existing employees choosing to leave (e.g., resignation or retirement)	☐	☐	☐	☐	☐
e. Using E-Verify resulted in the firing or termination of some existing employees	☐	☐	☐	☐	☐
f. Using E-Verify damaged the employee- management relationship	☐	☐	☐	☐	☐
g. Using E-Verify created a competitive advantage for this company	☐	☐	☐	☐	☐
h. Using E-Verify caused this company to be less competitive	☐	☐	☐	☐	☐

ANSWER ONLY IF E-VERIFY MADE IT DIFFICULT TO RECRUIT QUALIFIED WORKERS (C8c is 'Strongly Agree' OR 'Agree').

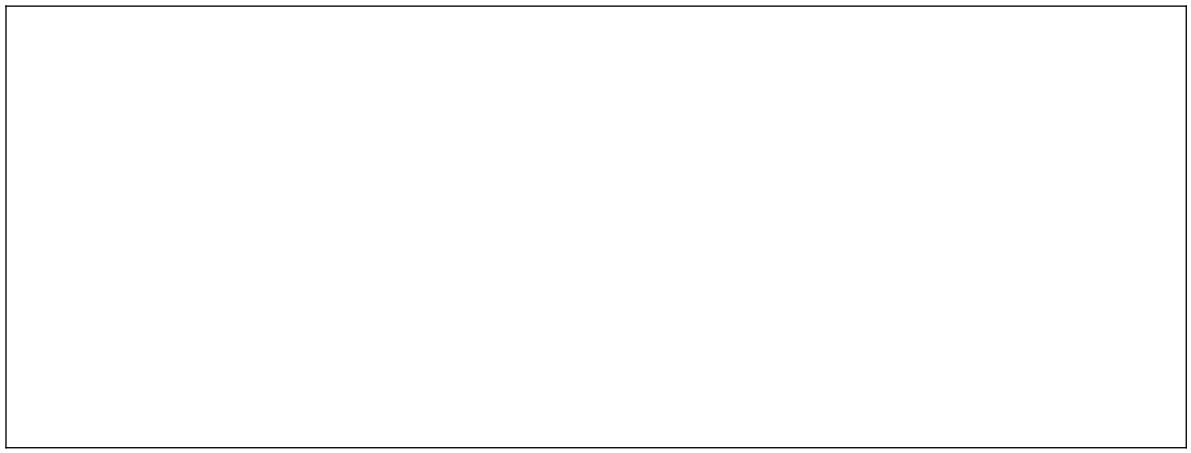
C9. How has using E-Verify made it harder for your company to recruit qualified workers?

ANSWER ONLY IF USING E-VERIFY CREATED A COMPETITIVE ADVANTAGE FOR THIS COMPANY (C8g is 'Strongly Agree' OR 'Agree').

C10. How has using E-Verify created a competitive advantage for your company?

ANSWER ONLY IF USING E-VERIFY MADE THIS COMPANY LESS COMPETITIVE (C8h is 'Strongly Agree' OR 'Agree').

C11. How has using E-Verify caused your company to be less competitive?



(ALL CURRENT USERS)

C12. Please consider each of the following statements related to E-Verify and select the response that best represents the experiences at your company. *(Please choose one response for each item)*	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Not Applicable**
a. It is impossible to fulfill all the company obligations required by the E-Verify verification process	☐	☐	☐	☐	☐
b. Overall, E-Verify is an effective tool for employment verification	☐	☐	☐	☐	☐
c. We believe E-Verify is highly accurate	☐	☐	☐	☐	☐
d. It is easy to make errors when entering employee information into the E-Verify system	☐	☐	☐	☐	☐
e. We are sometimes unsure about how to enter certain types of names (e.g., single or long names and compound/hyphenated last names)	☐	☐	☐	☐	☐
f. Frequent technical assistance is required from the Help Desk to use E-Verify	☐	☐	☐	☐	☐
g. At times it is impossible to submit the information required by the deadline	☐	☐	☐	☐	☐
h. E-Verify is difficult to use for hiring seasonal workers	☐	☐	☐	☐	☐

ANSWER ONLY IF AT TIMES IT IS IMPOSSIBLE TO SUBMIT INFORMATION BY THE DEADLINE (C12g is 'Strongly Agree' OR 'Agree').

C13. Which of these situations make it difficult for your company to meet the E-Verify deadline for submitting cases within 3 days of hire?

*(Please choose **ALL THAT APPLY**)*

1 ☐ We have to wait for social security numbers
2 ☐ We experience technical problems in submitting the cases
3 ☐ An audit revealed that the case was not run
4 ☐ We are a Federal contractor verifying an existing worker
5 ☐ We have too many new hires
6 ☐ We have too many seasonal workers
7 ☐ Other (specify): _____

ANSWER ONLY IF AT TIMES IT IS IMPOSSIBLE TO SUBMIT INFORMATION BY THE DEADLINE (C12g is 'Strongly Agree' OR 'Agree').

C14. Which ONE of these situations presents the most difficulty for your company to submit cases within 3 days of hire?

(Please choose only one response)

1 ☐ Having to wait for social security numbers
2 ☐ Experiencing technical problems in submitting the cases
3 ☐ Having an audit reveal that the case was not run
4 ☐ Having to verify an existing worker because we are a Federal contractor
5 ☐ Having too many new hires
6 ☐ Having too many seasonal workers
7 ☐ Other (specify): _____

ANSWER ONLY IF AT TIMES IT IS IMPOSSIBLE TO SUBMIT INFORMATION BY THE DEADLINE (C12g is 'Strongly Agree' OR 'Agree').

C15. How many days would you like to have to submit this information?

(Please choose only one response)

1 ☐ Four days
2 ☐ Five days
3 ☐ Six days
4 ☐ A week
5 ☐ More than a week (specify time):_____

ANSWER ONLY IF E-VERIFY IS DIFFICULT TO USE FOR HIRING SEASONAL WORKERS (C12h is 'Strongly Agree' OR 'Agree').

C16. Which of the following best describes your company's hiring pattern?

(Please choose only one response)

1 ☐ Our company hires only seasonal workers
2 ☐ Our company hires year-round workers throughout the year
3 ☐ Our company hires both seasonal and year-round workers

(ALL CURRENT USERS)

C17. Consider each of the following statements related to E-Verify and select the choice that best represents the experiences at your company. *(Please choose one response for each item)*	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
a. USCIS usually provides adequate training when introducing new program features	☐	☐	☐	☐	☐
b. E-Verify is not always available because the federal system is 'down'	☐	☐	☐	☐	☐
c. E-Verify is not always available because our internet system is unreliable	☐	☐	☐	☐	☐
d. System time-outs require us to re-enter information previously entered	☐	☐	☐	☐	☐
e. It is easy for system users to obtain a lost or forgotten password	☐	☐	☐	☐	☐
f. The available E-Verify system reports cover all of our reporting needs	☐	☐	☐	☐	☐

(ALL CURRENT USERS)

C18. To what extent do you agree or disagree with the following statements about the overall costs of E-Verify to your company? *(Please choose one response for each item)*	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
a. The overall cost of ***setting up*** E-Verify (e.g., training, computer hardware, Internet connection, office equipment/storage) is a burden for my company	☐	☐	☐	☐	☐
b. The overall cost of ***maintaining*** E-Verify (e.g., computer maintenance, Internet connection, training of replacement staff, wages for human resources specialist) is a burden for my company	☐	☐	☐	☐	☐

(ALL CURRENT USERS)

C19. E-Verify Photo Matching allows you to compare the picture on the person's Form I-9 documents to the one that is returned by E-Verify.

Has your company ever used E-Verify Photo Matching?

(Please choose only one response)

1 ☐ Yes..... **ANSWER C20**

2 ☐ No..... **SKIP TO C23**

3 ☐ Don't know…… **SKIP TO C23**

(CURRENT USERS USING PHOTO MATCHING)

C20. Has Photo Matching influenced the types of documents your company asks for during the verification process?

(Please choose only one response)

1 ☐ Yes

2 ☐ No

3 ☐ Don't know

(CURRENT USERS USING PHOTO MATCHING)

C21. To what extent do you agree or disagree that the use of Photo Matching reduced your responsibility to be certain that the person presenting the document is the right person?

(Please choose only one response)

1 ☐ Strongly agree

2 ☐ Agree

3 ☐ Disagree

4 ☐ Strongly disagree

(CURRENT USERS USING PHOTO MATCHING)

C22. Does this company compare the photo provided in the E-Verify Photo Matching response to the picture on the document the worker provided?

(Please choose only one response)

1 ☐ Yes

2 ☐ No

(ALL CURRENT USERS)

C23. Do you think that your company is more willing or less willing to consider hiring job applicants who appear to be foreign born *now* than it was *prior to starting* the use of E-Verify?

(Please choose only one response)

Note: Your responses will not be individually shared with the Government, nor will you be identified in any way to anyone not on Westat's evaluation team.

1 ☐ More willing….. **ANSWER C24**

2 ☐ Less willing..... **SKIP TO C25**

3 ☐ Neither..... **SKIP TO SECTION D**

4 ☐ Don't know…… **SKIP TO SECTION D**

(CURRENT USERS RESPONDING 'MORE WILLING' TO C23)

C24. Why is your company *more* willing to hire job applicants that appear to be foreign born?

(CURRENT USERS RESPONDING 'LESS WILLING' TO C23)

C25. Why is your company *less* willing to hire job applicants that appear to be foreign born?

SECTION D: Verification Procedures

IF PLACEMENT OR RECRUITING FIRM **[IF A10b is 'Yes']:** "This section asks questions about your verification procedures for *your own employees, including internal staff and other employees on your payroll even if they are working off site or as temporary help for another company.*"

ALL OTHER TYPES: The following questions are about your verification procedures for *your employees*. Do NOT include information about employees working at your company who are from temporary help agencies or contractors. Do include employees on your payroll who work off site.

IF YOUR COMPANY HAS NEVER USED OR IS A PRIOR USER OF E-VERIFY (A9 = 1 OR A9 = 2), SKIP TO D21.
OTHERWISE, CONTINUE TO D1.

(ALL CURRENT USERS)

D1. For which of the following does your company verify work authorization using E-Verify? *(Please choose one response for each item)*	**Yes**	**No**	**Not Applicable**
a. All new hires	☐	☐	☐
b. Employees who started working for this company because of merger or buy-out	☐	☐	☐
c. Existing employees who worked at this company prior to when the company began using E-Verify	☐	☐	☐
d. Existing employees with work authorizations that are about to expire	☐	☐	☐
e. Existing employees not believed to be work authorized	☐	☐	☐
f. Other types (specify):_____	☐	☐	☐

(ALL CURRENT USERS)

D2. When is E-Verify *typically* used to verify work authorization?

(Please choose only one response)

1 ☐ Before a job offer is made
2 ☐ After a job offer but before the worker has accepted
3 ☐ After a job offer has been accepted but before the employee's first day of paid work
4 ☐ On the first day of paid work
5 ☐ On the second or third day of paid work
6 ☐ More than three days after starting paid work
7 ☐ Other times (specify): _____

(ALL CURRENT USERS)

D3. How often would you say workers provide email addresses on their Form I-9?

(Please choose only one response)

1 ☐ Always..... **ANSWER D4**

2 ☐ Often..... **ANSWER D4**

3 ☐ Sometimes..... **ANSWER D4**

4 ☐ Never..... **SKIP TO D6**

(ALL CURRENT USERS)

D4. If workers provide their email addresses on the Form I-9, how often do you submit that information to the E-Verify system when creating a case for the worker?

(Please choose only one response)

1 ☐ Always..... **SKIP TO D6**

2 ☐ Often..... **ANSWER D5**

3 ☐ Sometimes..... **ANSWER D5**

4 ☐ Never..... **SKIP TO D6**

(CURRENT USERS THAT DO NOT ALWAYS SUBMIT WORKERS' EMAIL ADDRESSES)

D5. Why don't you always submit the workers' email addresses to the E-Verify system?

(ALL CURRENT USERS)

D6. E-Verify has implemented a new feature to alert employers when they are creating a duplicate case (i.e., when the social security number of the current case matches another recently submitted case).

How often have you had a duplicate case alert when creating a case in E-Verify?

(Please choose only one response)

1 ☐ Often..... **ANSWER D7**
2 ☐ Sometimes..... **ANSWER D7**
3 ☐ Rarely..... **ANSWER D7**
4 ☐ Never..... **SKIP TO D9**

(CURRENT USERS THAT HAD A DUPLICATE CASE ALERT)

D7. Generally, how useful was the duplicate case alert?

(Please choose only one response)

1 ☐ Very useful
2 ☐ Moderately useful
3 ☐ Slightly useful
4 ☐ Not at all useful

(CURRENT USERS THAT HAD A DUPLICATE CASE ALERT)

D8. When you received a duplicate case alert, how did you respond to it? *(Please choose one response for each item)*	**Yes**	**No**
a. We closed the case because it was created in error	☐	☐
b. We viewed the case details and closed the case because the incorrect information could not be updated	☐	☐
c. We viewed the case details, checked or edited the information, and clicked continue	☐	☐
d. We clicked continue without viewing the case details	☐	☐
e. Other (specify): _____	☐	☐

(ALL CURRENT USERS)

D9. As far as you know, did your company receive any Tentative Nonconfirmation findings because of a data entry mistake when entering the I-9 information into E-Verify?

(Please choose only one response)

1 ☐ Yes..... **ANSWER D10**

2 ☐ No..... **SKIP TO D11**

3 ☐ Don't know..... **SKIP TO D11**

(CURRENT USERS IF HAD A DATA ENTRY TNC)

D10. When a data entry error is found, how do you *typically* correct it?

(Please choose only one response)

1 ☐ We close the original case as an invalid query and enter the corrected information as a new case

2 ☐ We enter the corrected information as a new case but do not close the original case as an invalid query

3 ☐ We submit the case as a revision of the original case when prompted by the system

4 ☐ Other (specify): _____

(ALL CURRENT USERS)

D11. Did your company have any Tentative Nonconfirmation findings that were *NOT* the result of data entry errors?

(Please choose only one response)

1 ☐ Yes..... **ANSWER D12**

2 ☐ No..... **SKIP TO D21**

3 ☐ Don't know..... **SKIP TO D21**

(CURRENT USERS THAT HAD A TNC)

D12. USCIS recently implemented the Further Action Notice to replace the Tentative Nonconfirmation notice.

Has your company used the Further Action Notice to process Tentative Nonconfirmations?

(Please choose only one response)

1 ☐ Yes..... **ANSWER D13**

2 ☐ No..... **SKIP TO D15**

3 ☐ Don't know..... **SKIP TO D15**

(CURRENT USERS THAT USED THE FAN)

D13. Generally, how satisfied were you with your experience in using the Further Action Notice?

(Please choose only one response)

1 ☐ Very satisfied

2 ☐ Satisfied

3 ☐ Unsatisfied

4 ☐ Very unsatisfied

(CURRENT USERS THAT USED THE FAN)

D14. How often does your company follow the procedure in using the Further Action Notice and Referral Date Confirmation *(Please choose one response for each item)*	**Never**	**Sometimes**	**Often**	**Always**	**Not Applicable**
a. We discuss the Further Action Notice privately with workers	☐	☐	☐	☐	☐
b. We provide workers with the Further Action Notice in English	☐	☐	☐	☐	☐
c. If needed, we provide workers with a translated version of the Further Action Notice	☐	☐	☐	☐	☐
d. We ask workers to indicate on the paper form whether he/she will contest the Tentative Nonconfirmation	☐	☐	☐	☐	☐
e. We sign and ask the worker to sign the Further Action Notice	☐	☐	☐	☐	☐
f. We close the case and create a new one if the information on the Further Action Notice is not correct	☐	☐	☐	☐	☐
g. We provide the worker with the Referral Date Confirmation	☐	☐	☐	☐	☐
h. We inform the worker that he/she must contact the Social Security Administration or Department of Homeland Security within 8 federal government work days	☐	☐	☐	☐	☐

(CURRENT USERS THAT HAD A TNC)

D15. How often does each of the following situations apply to your company's use of E-Verify for persons receiving Tentative Nonconfirmations? *(Please choose one response for each item)* *Note: Select 'Not Applicable' if the situation has never arisen*	**Never**	**Sometimes**	**Often**	**Always**	**Not Applicable**
a. Employees quit before we have a chance to tell them about the finding	☐	☐	☐	☐	☐
b. Employees do not return to work when a Tentative Nonconfirmation is received	☐	☐	☐	☐	☐
c. We don't tell employees about Tentative Nonconfirmations but let them continue to work for us	☐	☐	☐	☐	☐
d. We decide not to hire employees receiving Tentative Nonconfirmations without telling them about the finding	☐	☐	☐	☐	☐
e. We decide to fire employees receiving Tentative Nonconfirmations without telling them about the finding	☐	☐	☐	☐	☐
f. Employees decide to quit rather than contest the finding	☐	☐	☐	☐	☐
g. Employees tell us that they plan to contest	☐	☐	☐	☐	☐
h. Employees are unable to contest a Tentative Nonconfirmation because of barriers such as language or bureaucracy/'red tape'	☐	☐	☐	☐	☐

(CURRENT USERS THAT HAD A TNC)

D16. How soon after a Tentative Nonconfirmation is received does your company *typically* notify the employee?

(Please choose only one response)

1 ☐ A day or less
2 ☐ Within three days
3 ☐ Within a week
4 ☐ More than a week
5 ☐ We do not usually notify the employee

(CURRENT USERS THAT HAD A TNC)

D17. Please consider each of the following statements related to Tentative Nonconfirmations received during employment verification using the E-Verify system. Select the answer that best represents the experiences of your company. *(Please choose one response for each item)* *Note: Select 'Not Applicable' if the situation has never occurred*	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Not Applicable**
a. Contesting Tentative Nonconfirmations is not encouraged because the process requires too much time	☐	☐	☐	☐	☐
b. Providing assistance to employees who contest Tentative Nonconfirmations is an excessive burden on staff	☐	☐	☐	☐	☐
c. Contesting Tentative Nonconfirmations is not encouraged because work authorization rarely results	☐	☐	☐	☐	☐
d. Establishing work authorization has become a burden because there are so many Tentative Nonconfirmations	☐	☐	☐	☐	☐
e. Work assignments must be restricted until work authorization is confirmed	☐	☐	☐	☐	☐
f. Pay is reduced until work authorization is confirmed	☐	☐	☐	☐	☐
g. Training is delayed until after work authorization is confirmed	☐	☐	☐	☐	☐

(CURRENT USERS THAT HAD A TNC)

D18. Has your company ever had a worker receive a Final Nonconfirmation (or unauthorized to work)?

(Please choose only one response)

1 ☐ Yes..... **ANSWER D19**

2 ☐ No..... **SKIP TO D20**

3 ☐ Don't know..... **SKIP TO D20**

(CURRENT USERS THAT HAD AN FNC)

D19. Which of the following affect how long a worker could remain on the job after receiving a Final Nonconfirmation? *(Please choose one response for each item)*	**Yes, Always**	**Yes, Sometimes**	**No**	**Not Applicable**
a. The worker's employment is terminated immediately	☐	☐	☐	☐
b. The worker's departure is linked to the company's pay period (e.g., the end of the month)	☐	☐	☐	☐
c. We time the departure to fall within a certain amount of time after receiving the Final Nonconfirmation (e.g., within 3 or 5 days)	☐	☐	☐	☐
d. Other (specify): _____	☐	☐	☐	☐

(ALL CURRENT USERS)

D20. Do you now use any form of electronic I-9?

(Please choose only one response)

1 ☐ Yes

2 ☐ No

3 ☐ Don't know

(ALL COMPANIES)

D21. The following statements describe possible changes that could be made to E-Verify procedures. *Please select the answer that best describes your views for each of these possible changes.* *(Please choose one response for each item)*	**Strongly Support**	**Support**	**Oppose**	**Strongly Oppose**	**No Opinion**
a. Requiring all companies in the United States to use E-Verify	☐	☐	☐	☐	☐
b. Eliminating the paper Form I-9	☐	☐	☐	☐	☐
c. Including the ability to take and verify fingerprints	☐	☐	☐	☐	☐
d. Increasing the types of documents that can be used with Photo Matching	☐	☐	☐	☐	☐
e. Adding a formal appeal process that employers or their employees could use if they disagree with the final case finding	☐	☐	☐	☐	☐
f. Allowing employers that are not Federal contractors to verify existing employees	☐	☐	☐	☐	☐
g. Allowing all companies to verify job applicants	☐	☐	☐	☐	☐
h. Any other changes you might want to suggest (specify): _____	☐	☐	☐	☐	☐

Thank you for taking the time to answer this survey.
Your effort and the information you have provided are greatly appreciated.