

OMB #:

Exp.:



**Department of Homeland Security  
E-Verify Evaluation  
Employer Interview Protocol**

**General Employers  
Revised July 31, 2013**

Conducted by:  
Westat

Public reporting burden for this collection of information is estimated to average 150 minutes per respondent, including the time for responding to the questions, demonstrating use of the E-Verify system, and pulling worker records. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB number. Send comments regarding this burden of estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Ms. Laura Dawkins, Chief, Regulatory Division, U.S. Citizenship and Immigration Services, 20 Massachusetts Avenue N.W., Washington, DC 20529.



## Introduction

### **SAY TO EMPLOYER:**

**[WELCOME.]** Thank you for agreeing to take the time to talk with me today. This interview is part of a study of E-Verify, a program sponsored by the U.S. Citizenship and Immigration Services (USCIS) of the Department of Homeland Security.

**[GOAL OF INTERVIEW.]** The goals of the evaluation are to understand how well E-Verify is working and to make recommendations to the U.S. Department of Homeland Security about how it could be improved. Your answers will be used to help us achieve this goal.

**[CONFIRM PRIVACY OF RESPONSES.]** Westat will take all precautions to keep your answers private by not disclosing individual responses or your company's name to anyone not on the Westat evaluation team. We will report the interview findings in group summaries, which will not permit identification of specific individuals. Westat evaluation staff have signed a confidentiality and nondisclosure statement, which attests that they will comply with these standards for protecting this information.

**[TIME.]** We anticipate that it will take about two hours to complete this interview and we may have to talk to more than one person at your company to obtain the information for some questions. In addition, during the process of our site visit, we may ask other questions for clarification.

**[INTERVIEW QUESTIONS.]** I'd like to ask you questions about the use of the E-Verify Electronic Employment Verification system at your company.

## **Introduction**

**[PROCEDURES FOR THIS WEEK'S ACTIVITIES.]** In addition to interviewing you and other staff members who are involved in the verification of new employees' work authorization, I'd like to have a chance to talk to the actual data entry person(s) for E-Verify and I'd also like to see the system in use. Would it be OK to do this after we finish talking or is there a more convenient time to do the observation during our visit?

We will also be reviewing the I-9 records for some of the verifications done by this company. These workers were listed in the information we provided to you prior to our visit today.

In addition to interviewing employers, we will be interviewing some workers whose information you have submitted to E-Verify. These interviews are planned to be conducted off site during nonbusiness hours.

Do you have any questions before we start the interview?

**I. GENERAL EXPERIENCE WITH USING E-VERIFY INCLUDING PROBLEMS**

**SAY TO EMPLOYER:** This first set of questions is about your general experience using E-Verify.

1. What are the reasons your company decided to use E-Verify?

[PROBE:] Anything else?

[SELECT ALL THAT APPLY]

- 1 STATE OR LOCAL GOVERNMENT REQUIRED PARTICIPATION
- 2 FEDERAL GOVERNMENT REQUIRED PARTICIPATION
- 3 TO SATISFY A CLIENT'S REQUEST
- 4 TO AVOID U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE) AUDIT, RAID, OR FINE
- 5 EASY AND/OR INEXPENSIVE WAY TO CHECK ON WORK AUTHORIZATION
- 6 TO ENSURE OUR WORKFORCE WAS LEGAL
- 7 TO MAKE COMPANY MORE COMPETITIVE IN THE INDUSTRY
- 8 TRUSTED RECOMMENDATION
- 9 OTHER (SPECIFY)\_\_\_\_\_

1a. Of these reasons, which one was most important?

[DISPLAY RESPONSES CHOSEN IN QUESTION 1.]

2. Does your company have a federal contract (or contracts) requiring your participation in E-Verify?

- 1 YES
- 2 NO

2a. Does your company do business in a state, county, city, or town that requires your participation in E-Verify?

- 1 YES
- 2 NO

[IF QUESTION 2 = 2 (NO), DON'T KNOW, OR REFUSED, AND QUESTION 2a = 2 (NO), DON'T KNOW, OR REFUSED (IF EMPLOYER IS NOT REQUIRED TO USE E-VERIFY THROUGH THE FAR CLAUSE OR A STATE OR LOCAL MANDATE), SKIP TO QUESTION 3.]

2b. Were you already using E-Verify prior to a federal, state, or local requirement, or did you sign up for E-Verify as a result of the requirement?

- 1 USING E-VERIFY PRIOR TO REQUIREMENT
- 2 SIGNED UP FOR E-VERIFY AS A RESULT OF THE REQUIREMENT
- 3 OTHER (SPECIFY) \_\_\_\_\_

3. Have you had any problems enrolling in, or using E-Verify?

- 1 YES
- 2 NO SKIP TO QUESTION 4

3a. Please describe the problems.

4. Have you had any problems communicating with the Department of Homeland Security about E-Verify?

- 1 YES
- 2 NO SKIP TO INTRODUCTION PRIOR TO QUESTION 5

4a. Please describe the problems.

4b. What suggestions, if any, do you have for ways to avoid these communications problems in the future?

Now, I'll ask about your communication with the Social Security Administration about E-Verify cases.

5. Have you communicated with the Social Security Administration about E-Verify cases?

- 1 YES
- 2 NO SKIP TO INTRODUCTION PRIOR TO QUESTION 6

5a. Why did you need to communicate with the Social Security Administration?

5b. How often were the Social Security Administration field office staff you communicated with able to help you?

[SHOW CARD]

- 1 All the time SKIP TO INTRODUCTION PRIOR TO QUESTION 6
- 2 Most of the time SKIP TO INTRODUCTION PRIOR TO QUESTION 6
- 3 Sometimes
- 4 Rarely
- 5 Never

5c. Why weren't they able to help you?

5d. What suggestions, if any, do you have for ways to improve communication with the Social Security Administration?

Now I will ask about E-Verify training.

6. How much of the E-Verify User's Manual have you reviewed?

[SHOW CARD]

- 1 All
- 2 Most
- 3 Some
- 4 A little
- 5 None

7. Did you participate in any webinars or other training provided by the Department of Homeland Security?

- 1 YES
- 2 NO

8. Have you ever participated in any E-Verify-related training provided by someone other than the Department of Homeland Security?

- 1 YES
- 2 NO SKIP TO QUESTION 9

8a. Who provided the training?

[PROBE:] Anyone else?

[SELECT ALL THAT APPLY]

- 1 STATE GOVERNMENT AGENCY
- 2 THE CHAMBER OF COMMERCE
- 3 AN OUTSIDE CONTRACTOR OR VENDOR
- 4 OTHER (SPECIFY)\_\_\_\_\_

8b. On a scale of 1 to 5, with 1 being very satisfied and 5 being not satisfied at all, how satisfied are you with the training you received about E-Verify that was provided by someone other than the Department of Homeland Security?

[SHOW CARD]

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Neutral
- 4 Somewhat dissatisfied
- 5 Very dissatisfied



9. How satisfied are you with the training you received about E-Verify that was provided by the Department of Homeland Security, including the tutorial, Knowledge test, and any webinars you may have taken?

[SHOW CARD]

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Neutral
- 4 Somewhat dissatisfied
- 5 Very dissatisfied

- 9a. What topics or issues, if any, would you like to see covered that were not included or adequately covered in the Department of Homeland Security training?

- 9b. Approximately how much time did you spend training to use E-Verify, both organized training such as webinars and in-person trainings, and training on your own such as reading the manual and taking the tutorial and Knowledge Test?

\_\_\_\_\_

- 1 MINUTES
- 2 HOURS

10. Which other staff at your company received any training on how to use E-Verify?

[SHOW CARD]

[SELECT ALL THAT APPLY]

- 1 All human resources (HR) staff in the company headquarters
- 2 Some HR staff in the company headquarters
- 3 All HR staff in the branch offices
- 4 Some HR staff in the branch offices
- 5 Management staff in the branch offices
- 6 Other (SPECIFY) \_\_\_\_\_
- 7 No other staff SKIP TO QUESTION 11b

[FOR EACH RESPONSE MENTIONED IN 10 (AND IF 6 WAS SELECTED, FILL IN THE TEXT RESPONSE), ASK QUESTION 10a]

[IF RESPONSE 7 AND ANY OTHER RESPONSE ARE SELECTED, DISPLAY ERROR MESSAGE: [YOU CANNOT SELECT "NO OTHER STAFF" AND ANOTHER ANSWER.]]

[IF RESPONSES 1 AND 2 ARE SELECTED, DISPLAY ERROR MESSAGE: [YOU CANNOT SELECT BOTH "ALL HUMAN RESOURCES (HR) STAFF IN THE COMPANY HEADQUARTERS" AND "SOME HR STAFF IN THE COMPANY HEADQUARTERS".]]

[IF RESPONSES 3 AND 4 ARE SELECTED, DISPLAY ERROR MESSAGE: [YOU CANNOT SELECT BOTH "ALL HR STAFF IN THE BRANCH OFFICES" AND "SOME HR STAFF IN THE BRANCH OFFICES".]]

10a. What was the primary type of training received by [RESPONSE IN Q10]?

[SHOW CARD]

- 1 E-Verify tutorial/test
- 2 Read the E-Verify manual
- 3 Webinars
- 4 Formal in-house training
- 5 Formal training from an outside vendor
- 6 Informal training by another staff person
- 7 Other (SPECIFY) \_\_\_\_\_

11. Approximately what is the total number of people in your company that have been trained to use E-Verify? Please include yourself in this number if you have been trained. Please do not include anyone who is no longer employed by the company.

11a. About how much total time was spent training all staff, other than you, to use E-Verify, both organized training such as webinars and in-person trainings, and training on your own such as reading the manual and taking the tutorial and Knowledge Test? (Please multiply the amount of time by the number of staff receiving each type of training.)

\_\_\_\_\_

- 1 MINUTES
- 2 HOURS

11b. What was the approximate total cost for staff time spent in E-Verify training? [ENTER DOLLAR AMOUNT.]

\$ \_\_\_\_\_

11c. Excluding the cost of staff time, what was the approximate total cost of all other training activities, such as formal training from an outside vendor? [ENTER DOLLAR AMOUNT.]

\$ \_\_\_\_\_

12. What is the total number of people who currently run E-Verify queries at this company?

13. On average, how much time does it take to run an E-Verify query for a case that does not receive a Tentative Nonconfirmation?

\_\_\_\_\_

- 1 MINUTES
- 2 HOURS

13a. On average, how much time does it take to handle a case that receives a Tentative Nonconfirmation? Please include only the actual time you spend managing the case from the time the Tentative Nonconfirmation is returned through case resolution.

- 
- 1 MINUTES
  - 2 HOURS

## **General Instructions for the Next Questions**

**SAY TO EMPLOYER:**

Next, I am interested in finding out more about your experiences with the various procedures required by the E-Verify Program.

I'd also like to find out if some of the requirements are burdensome from the employer's perspective since the Department of Homeland Security is interested in knowing whether it should consider modifying some of the procedures.

Finally, I'll be asking you for any specific changes you would recommend that the Department of Homeland Security make in the program procedures.

**II. USE OF E-VERIFY**

14. A temporary staffing agency provides temporary workers on its own payroll to work at its clients' sites. Is your company a temporary staffing agency?

**1** YES

**2** NO

14a. A permanent placement or recruiting firm refers job candidates for permanent placement to potential employers that may hire and pay them. Is your company a permanent placement/recruiting firm?

**1** YES

**2** NO

14b. A professional employer organization provides a range of human resources services, such as benefits, payroll, training, and worker compensation to clients for a fee. Is your company a Professional Employer Organization?

**1** YES

**2** NO

15. For what types of individuals does your company currently use the E-Verify Program?

[SELECT ALL THAT APPLY]

1 Job applicants

2 Newly hired employees

3 Existing/current employees

4 Other (SPECIFY) \_\_\_\_\_

[IF 1 (JOB APPLICANTS) IS SELECTED IN QUESTION 15, GO TO QUESTION 16.

IF 1 (JOB APPLICANTS) IS NOT SELECTED IN QUESTION 15 OR QUESTION 15 = DON'T KNOW OR REFUSED, AND QUESTION 14 = 1 (EMPLOYER IS A TEMPORARY STAFFING AGENCY), SKIP TO QUESTION 18

IF 1 (JOB APPLICANTS) IS NOT SELECTED IN QUESTION 15 OR QUESTION 15 = DON'T KNOW OR REFUSED, AND QUESTION 14 = 2, DON'T KNOW, OR REFUSED AND 14a = 1 (EMPLOYER IS A PERMANENT PLACEMENT/RECRUITING FIRM ONLY), SKIP TO QUESTION 19.

IF 1 (JOB APPLICANTS) IS NOT SELECTED IN QUESTION 15 OR QUESTION 15 = DON'T KNOW OR REFUSED, AND QUESTION 14 = 2, DON'T KNOW, OR REFUSED, AND 14a = 2, DON'T KNOW, OR REFUSED (EMPLOYER IS NEITHER A TEMPORARY STAFFING AGENCY NOR A PERMANENT PLACEMENT OR RECRUITING FIRM), SKIP TO QUESTION 17]

16. For what types of job applicants does your company currently use the E-Verify Program?

[SELECT ALL THAT APPLY]

- 1 ALL
- 2 THOSE SAYING THEY ARE CITIZENS
- 3 THOSE SAYING THEY ARE NONCITIZENS
- 4 APPLICANTS FOR HOURLY POSITIONS
- 5 APPLICANTS FOR SALARIED POSITIONS
- 6 THOSE WE SUSPECT MAY NOT BE WORK AUTHORIZED
- 7 THOSE WHO WILL BE WORKING ON FEDERAL CONTRACTS
- 8 OTHER (SPECIFY) \_\_\_\_\_

IF RESPONSE TO QUESTION 14 = 1 (EMPLOYER IS A TEMPORARY STAFFING AGENCY), SKIP TO QUESTION 18

IF RESPONSE TO QUESTION 14 = 2, DON'T KNOW, OR REFUSED, AND 14a = 1 (EMPLOYER IS A PERMANENT PLACEMENT/ RECRUITING FIRM ONLY), SKIP TO QUESTION 19

IF RESPONSE TO QUESTION 14 = 2, DON'T KNOW, OR REFUSED, AND 14a = 2, DON'T KNOW, OR REFUSED (EMPLOYER IS NEITHER A TEMPORARY STAFFING AGENCY NOR A PERMANENT PLACEMENT/RECRUITING FIRM), CONTINUE TO QUESTION 17.

17. At what point in the hiring process do you use E-Verify?

[SELECT ALL CATEGORIES MENTIONED BY THE RESPONDENT]

- 1 WHEN THE PERSON APPLIES FOR THE JOB
- 2 WHEN WE DECIDE THAT WE WOULD LIKE TO MAKE A JOB OFFER
- 3 AFTER THE WORKER ACCEPTS OUR JOB OFFER BUT BEFORE THE PERSON STARTS WORK
- 4 ON THE FIRST DAY OF PAID WORK
- 5 WITHIN THE FIRST 3 DAYS OF PAID WORK
- 6 AT THE END OF THE FIRST WEEK AFTER HIRING/PAID WORK
- 7 OTHER (SPECIFY) \_\_\_\_\_

[SKIP TO QUESTION 21]

18. For workers on your payroll, at what point in the hiring process do you use E-Verify?

[SELECT ALL THAT APPLY]

- 1 BEFORE A JOB OFFER
- 2 AFTER JOB OFFER IS ACCEPTED, BUT BEFORE WORKER IS PLACED WITH A CLIENT
- 3 AFTER THE FIRST PLACEMENT OFFER THAT THE WORKER ACCEPTS
- 4 AFTER FIRST ACCEPTED PLACEMENT, BUT BEFORE THE WORKER'S FIRST DAY OF PAID WORK
- 5 ON THE FIRST DAY OF PAID WORK
- 6 WITHIN THE FIRST 3 DAYS OF PAID WORK
- 7 MORE THAN 3 DAYS AFTER STARTING PAID WORK
- 8 OTHER (SPECIFY) \_\_\_\_\_

[IF QUESTION 14 = 1 AND 14a = 2, DON'T KNOW, OR REFUSED (EMPLOYER IS A TEMPORARY STAFFING AGENCY ONLY), SKIP TO QUESTION 21]

19. For job candidates for whom you try to find permanent employment, at what point in the hiring process do you use E-Verify?

[SELECT ALL THAT APPLY]

- 1 DON'T USE E-VERIFY FOR THESE WORKERS
- 2 AFTER A CLIENT HAS OFFERED THE WORKER A JOB
- 3 BEFORE REFERRING THE WORKER TO A CLIENT
- 4 WITHIN THE FIRST 3 DAYS OF PAID WORK FOR A CLIENT
- 5 MORE THAN 3 DAYS AFTER STARTING PAID WORK FOR A CLIENT
- 6 OTHER (SPECIFY) \_\_\_\_\_

[IF RESPONSE IS 1 OR 2, SKIP TO QUESTION 21]

[IF RESPONSE 1 AND ANY OTHER RESPONSE ARE SELECTED, DISPLAY ERROR MESSAGE: [YOU CANNOT SELECT "DON'T USE E-VERIFY FOR THESE WORKERS" AND ANOTHER ANSWER.]]

20. If a worker receives a Tentative Nonconfirmation, when during the Tentative Nonconfirmation process do you refer the worker for employment?

[SHOW CARD]

- 1 Don't refer worker
- 2 Only refer worker if the worker resolves the Tentative Nonconfirmation
- 3 Refer worker and notify the employer at the time of referral about the Tentative Nonconfirmation
- 4 Refer worker and only notify the employer later about the Tentative Nonconfirmation if the worker does not successfully resolve it
- 5 Hasn't happened yet

6 Other (SPECIFY) \_\_\_\_\_

21. Are there ever times when you find it difficult to use E-Verify within three days after new hires start work?

- 1 YES
- 2 NO SKIP TO QUESTION 23

22. Why is it sometimes difficult to use E-Verify within those three days?

[PROBE]: Any other reason?

23. Since you started using E-Verify, have you had any workers whose work-authorization documents expired while they were working for you?

- 1** YES
- 2** NO SKIP TO QUESTION 24

23a. How often do you use E-Verify to verify the work authorization of workers whose documents expire while working for you?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

24. During the Form I-9 process, how often do you (or an authorized agent) examine workers' documents to see if they appear to be genuine before entering the information into E-Verify?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never SKIP TO QUESTION 25



24a. Have any of the workers' documents looked fraudulent to you?

**1** YES

**2** NO SKIP TO QUESTION 25

24b. What has made you suspect that documents might be fraudulent?

[PROBE:] Anything else?

[SELECT ALL THAT APPLY]

1 PHOTO DOES NOT MATCH THE PERSON

2 PHOTO APPEARS GLUED ON OR SOMEHOW REPLACED

3 TYPING LOOKS ALTERED (I.E., CROOKED, INCONSISTENT, UNUSUAL TYPEFACE)

4 MISSPELLINGS OF WORDS

5 INFORMATION ON SEPARATE IDS DOES NOT MATCH (I.E., NAMES, BIRTH DATES)

6 OTHER (SPECIFY) \_\_\_\_\_

24c. What do you do when a worker presents a document that appears to be fraudulent?

1 ASK THE WORKER FOR ALTERNATIVE DOCUMENTATION

2 ACCEPT THE DOCUMENT AND ENTER THE INFORMATION INTO E-VERIFY

3 OTHER (SPECIFY) \_\_\_\_\_

25. Do you ever have difficulty entering certain types of names into E-Verify (for example, single names, compound/hyphenated last names, very long names, etc.)?

**1** YES

**2** NO SKIP TO QUESTION 26

25a. What difficulties do you have with these names?

25b. How do you handle the difficulty of entering these names?

26. For some cases, E-Verify returns an Employment Authorized result but the name returned by E-Verify does not match exactly with the name on the Form I-9. This is referred to in the system as a “Request Name Review.” Have you ever had this type of case?

**1** YES

**2** NO SKIP TO QUESTION 27

26a. When this occurred, how often did you compare the worker name returned by E-Verify to the name entered on the Form I-9?

[SHOW CARD]

1 All the time

2 Most of the time

3 Sometimes

4 Rarely

5 Never

26b. What did you do when you received this type of case?

27. What is your company’s definition of a worker’s hire date?

28. How often do you use the same hire date in E-Verify that you use on your other HR records?

[SHOW CARD]

- 1 All the time SKIP TO QUESTION 28b
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

28a. Why do you enter a hire date in E-Verify that is different from your HR records?

28b. As of June 2012, E-Verify allows you to enter a hire date that occurs in the future. Were you aware you could do this?

- 1 YES
- 2 NO SKIP TO QUESTION 29

28c. Did your procedures for entering information into E-Verify change as a result of being able to enter a hire date that occurs in the future?

- 1 YES
- 2 NO SKIP TO QUESTION 29

28d. How have your procedures changed?

29. The term "prescreening" refers to using E-Verify to find out about the work-authorization status of prospective workers before they are offered and have accepted a job. Do you think prescreening should be permitted or not?

- 1 YES
- 2 NO SKIP TO QUESTION 29b

29a. Why do you think it should be permitted?

SKIP TO QUESTION 30

29b. Why don't you think it should be permitted?

30. Are there times in the year when your company hires large numbers of workers at the same time?

- 1 YES

2 NO SKIP TO QUESTION 31

30a. Do you find it difficult to verify work authorizations when you are hiring large numbers of workers at the same time?

1 YES

2 NO SKIP TO QUESTION 31

30b. What difficulties does this type of hiring pose in terms of following the requirements of E-Verify?

31. Does this location of your company conduct verifications for any other locations of your company?

1 YES

2 NO

31a. Does your company conduct verifications for other companies?

**1** YES

**2** NO

[IF QUESTION 31 = 2, DON'T KNOW, OR REFUSED, AND QUESTION 31a = 2, DON'T KNOW, OR REFUSED, SKIP TO QUESTION 31h.]

31b. Of the total verifications conducted by your company, approximately what percentage of them is for this location?

\_\_\_\_\_ %

[IF QUESTION 31 = 2 AND QUESTION 31a = 1 (CONDUCT VERIFICATIONS FOR OTHER COMPANIES BUT NOT FOR OTHER LOCATIONS), SKIP TO QUESTION 31f.]

31c. How does your company verify workers when the hiring is done by another location?

[SELECT ALL THAT APPLY]

1 VERIFICATION DONE BY MAIL

2 VERIFICATION DONE BY TELEPHONE

3 VERIFICATION DONE BY FAX

4 WORKER COMES TO THIS LOCATION TO BE VERIFIED

5 RESPONDENT TRAVELS TO BRANCH OFFICE

6 OTHER (SPECIFY) \_\_\_\_\_

31d. Have you encountered any difficulties in verifying work authorizations for another location?

- 1 YES
- 2 NO SKIP TO INSTRUCTIONS BEFORE QUESTION 31f

31e. What difficulties have you encountered in verifying work authorizations for another location?

[PROBE:] Anything else?

[SELECT ALL THAT APPLY]

- 1 ACCESSING THE E-VERIFY WEBSITE
- 2 MAKING PHOTOCOPIES
- 3 REVIEWING OR TRANSFERRING I-9 DOCUMENTS
- 4 USING PHOTO MATCHING AND/OR TRANSFERRING PHOTOGRAPHS
- 5 EXPLAINING TENTATIVE NONCONFIRMATIONS TO WORKERS
- 6 PROVIDING/TRANSFERRING TENTATIVE NONCONFIRMATION NOTICES TO WORKERS
- 7 PROVIDING/TRANSFERRING SOCIAL SECURITY ADMINISTRATION OR DEPARTMENT OF HOMELAND SECURITY REFERRAL FORMS TO WORKERS
- 8 OTHER (SPECIFY) \_\_\_\_\_

[IF QUESTION 31 = 1 AND QUESTION 31a = 2 (CONDUCT VERIFICATIONS FOR OTHER BRANCHES BUT NOT FOR OTHER COMPANIES), SKIP TO QUESTION 31h.]

31f. Have you encountered any difficulties in verifying work authorizations for another company?

- 1 YES
- 2 NO SKIP TO QUESTION 31h

31g. What difficulties have you encountered in verifying work authorizations for another company?

[PROBE:] Anything else?

[SELECT ALL THAT APPLY]

- 1 ACCESSING THE E-VERIFY WEBSITE
- 2 MAKING PHOTOCOPIES
- 3 REVIEWING OR TRANSFERRING I-9 DOCUMENTS
- 4 USING PHOTO MATCHING AND/OR TRANSFERRING PHOTOGRAPHS
- 5 EXPLAINING TENTATIVE NONCONFIRMATIONS TO WORKERS

- 6 PROVIDING/TRANSFERRING TENTATIVE NONCONFIRMATION NOTICES TO WORKERS
- 7 PROVIDING/TRANSFERRING SOCIAL SECURITY ADMINISTRATION OR DEPARTMENT OF HOMELAND SECURITY REFERRAL FORMS TO WORKERS
- 8 OTHER (SPECIFY) \_\_\_\_\_

31h. How many locations does your company have?

\_\_\_\_\_

[IF RESPONSE IS OUTSIDE OF SOFT EDIT RANGE (1-999), DISPLAY UNLIKELY RESPONSE MESSAGE:

"[UNLIKELY RESPONSE]

You said that your company has ^Q31h locations.

Is this correct?

[SELECT <SUPPRESS> TO ALLOW ANSWER, OR <GO TO> TO EDIT RESPONSE(S).]"

31i. Where do you keep the instructions for using the E-Verify system?

[PROBE:] Anywhere else?

[SELECT ALL THAT APPLY]

- 1 SECURE LOCATION/LOCKED DRAWER
- 2 NEXT TO/NEAR THE COMPUTER(S) USED FOR E-VERIFY QUERIES
- 3 ONLY USE ONLINE INSTRUCTIONS
- 4 OTHER (SPECIFY) \_\_\_\_\_

31j. What do you do with the E-Verify participation notice or poster?

[SELECT ALL THAT APPLY]

- 1 POST IT ON A WALL/BULLETIN BOARD AT THE ENTRY TO OUR COMPANY
- 2 POST IT ON A WALL/BULLETIN BOARD IN THE RECEPTION AREA OF OUR HR DEPARTMENT/AREA
- 3 POST IT ON A WALL/BULLETIN BOARD ON OUR EMPLOYEE NOTICE BOARD WITH OTHER FEDERAL HR REQUIREMENTS
- 4 ATTACH IT TO THE APPLICATION FORM
- 5 EXPLAIN IT VERBALLY TO APPLICANTS
- 6 OTHER (SPECIFY) \_\_\_\_\_
- 7 NOTHING/WE DO NOT USE IT

32. Are you aware of the electronic I-9? This does not refer to PDF versions of the Form I-9.

- 1 YES
- 2 NO SKIP TO QUESTION 33

32a. Do you use any form of electronic I-9?

- 1 YES
- 2 NO SKIP TO QUESTION 33

32b. How satisfied are you with the electronic I-9?

[SHOW CARD]

- 1 Very satisfied SKIP TO QUESTION 33
- 2 Somewhat satisfied SKIP TO QUESTION 33
- 3 Neutral SKIP TO QUESTION 33
- 4 Somewhat dissatisfied
- 5 Very dissatisfied

32c. Please tell me why you have been dissatisfied with the electronic I-9.

33. Did you know that the E-Verify Program has a Monitoring and Compliance branch responsible for monitoring E-Verify use and ensuring that employers are using the system properly?

- 1 YES
- 2 NO SKIP TO QUESTION 35

34. Have you had any interaction with the Monitoring and Compliance branch?

- 1 YES
- 2 NO SKIP TO QUESTION 35

34a. Please describe your interaction with the Monitoring and Compliance branch.

35. How concerned are you that your company will get a visit from an enforcement agency such as U.S. Immigration and Customs Enforcement (ICE) as a result of participating in E-Verify?

[SHOW CARD]

- 1 Very concerned
- 2 Somewhat concerned
- 3 A little concerned
- 4 Not at all concerned

36. E-Verify frequently uses the term “newly hired employee” or “new hire.” What is your understanding of who is considered a new hire for verification purposes? You may select more than one response.

[SHOW CARD]

[SELECT ALL THAT APPLY]

A person who:

- 1 Has been offered but has not accepted a job
- 2 Has been offered and has accepted a job
- 3 Has started job training
- 4 Has begun the first day of paid work
- 5 Has never been employed by the company before
- 6 Other (SPECIFY) \_\_\_\_\_

37. Since you started using E-Verify, have you rehired any workers previously employed by your company?

- 1 YES
- 2 NO SKIP TO INTRO BEFORE QUESTION 38

- 37a. When do you use E-Verify to verify the work authorization of rehired workers?

[PROBE:] Any other times?

[SHOW CARD]

[SELECT ALL THAT APPLY]

- 1 Always
- 2 If they were last hired before we started using E-Verify at our company
- 3 If they had an unresolved Tentative Nonconfirmation last time we used E-Verify to confirm their work authorization
- 4 When they return to work after a specified period of time
- 5 If their previous work authorization expired
- 6 Never



7 Other (SPECIFY) \_\_\_\_\_

[IF RESPONSE TO QUESTION 37a = 1, 2, 3, 5, or 6 ONLY SKIP TO QUESTION 37c.

IF RESPONSE TO QUESTION 37a = 4, GO TO QUESTION 37b.]

37b. For rehired workers, how much time must pass since they last worked for your company before you use E-Verify?

\_\_\_\_\_

- 1 Days
- 2 Weeks
- 3 Months
- 4 Years

37c. Has your company ever rehired a worker who had a previously unresolved Tentative Nonconfirmation?

- 1 YES
- 2 NO SKIP TO INTRO BEFORE QUESTION 38

37d. Do you have any special procedures for verifying rehired workers who previously had an unresolved Tentative Nonconfirmation?

- 1 YES
- 2 NO SKIP TO INTRO BEFORE QUESTION 38

37e. Please describe the special procedures.

37f. Where did these special rehire procedures come from?

[SELECT ALL THAT APPLY]

- 1 INTERNAL COMPANY POLICY
- 2 E-VERIFY HELPLINE
- 3 E-VERIFY USER MANUAL
- 4 E-VERIFY TUTORIAL
- 5 FORM I-9
- 6 OTHER (SPECIFY) \_\_\_\_\_



**III. PROCESS OF NOTIFYING WORKERS OF TENTATIVE NONCONFIRMATIONS**

**SAY TO EMPLOYER:**

Next I would like to talk about what happens when your company receives a Tentative Nonconfirmation for a worker:

38. When creating new cases in E-Verify, have you ever been prompted by the E-Verify system to check the information you entered?

- 1 YES
- 2 NO SKIP TO QUESTION 39

38a. What have you done in these situations?

[PROBE:] Anything else?

[SELECT ALL THAT APPLY]

- 1 Nothing/continue
- 2 Check the data against the Form I-9
- 3 Ask the worker to verify the information
- 4 Other (SPECIFY) \_\_\_\_\_

[IF RESPONSE TO Q38a = 2, 3 OR 4, CONTINUE WITH QUESTION 38b. OTHERWISE, SKIP TO QUESTION 39]

38b. Have you ever edited the case information you entered as a result of this instruction?

- 1 YES
- 2 NO SKIP TO QUESTION 39

38c. After editing the case information, has any of these cases been immediately found work authorized?

- 1 YES
- 2 NO SKIP TO QUESTION 39

38d. Approximately what percentage of the edited cases was immediately found work authorized?

\_\_\_\_\_ %

39. When workers receive Tentative Nonconfirmations, how often does your company tell them?

[SHOW CARD]

- 1 All the time SKIP TO QUESTION 40
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

39a. What are the reasons your company does not always notify workers about Tentative Nonconfirmations?

[PROBE:] Any other reasons?

[SELECT ALL THAT APPLY]

- 1 WE DON'T NOTIFY WORKERS IF THEY HAVE NOT YET STARTED WORK
- 2 WE DON'T NOTIFY WORKERS WHO HAVE STARTED WORK BUT HAVE QUIT BEFORE WE HAVE A CHANCE TO NOTIFY THEM
- 3 WE TRY TO NOTIFY WORKERS WHO ARE NOT WORKING HERE, BUT CAN'T FIND THEM
- 4 WE ARE ABLE TO RESOLVE THE PROBLEM WITHOUT CONTACTING THE WORKER
- 4 WE DON'T BELIEVE THE WORKER IS WORK AUTHORIZED
- 5 OTHER (SPECIFY) \_\_\_\_\_

40. When workers receive Tentative Nonconfirmations, how often are they fired?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

[IF QUESTION 39 = 1, 2, 3, OR 4 AND QUESTION 40 = 5, SKIP TO QUESTION 41.]

40a. Why are workers fired?

- 1 THEY DO NOT CONTEST
- 2 WE ASSUME THEY ARE NOT AUTHORIZED TO WORK

**3** OTHER (SPECIFY) \_\_\_\_\_

[IF QUESTION 39 = 5 AND QUESTION 40 = 1, SKIP TO QUESTION 77.]

40b. On average, how many days after notifying workers of Tentative Nonconfirmations are they fired?

- 1 WITHIN 1 DAY
- 2 2-5 DAYS
- 3 6-10 DAYS
- 4 MORE THAN 10 DAYS

40c. Are workers paid for any work they have already done for the employer?

- 1 YES
- 2 NO

41. Who is primarily responsible for telling workers about the Tentative Nonconfirmations?

[SHOW CARD]

- 1 Worker's supervisor
- 2 HR representative
- 3 Other administrator or manager
- 4 Secretary/receptionist
- 5 Other (SPECIFY) \_\_\_\_\_

41a. How many of the people who tell workers of Tentative Nonconfirmations are trained in the E-Verify Program requirements?

[SHOW CARD]

- 1 All are trained
- 2 Most are trained
- 3 Some are trained
- 4 A few are trained
- 5 None are trained

42. How often does the person responsible for notifying workers of Tentative Nonconfirmations work at the same location as you?

[SHOW CARD]

[IF THE RESPONDENT IS THE ONLY PERSON WHO IS RESPONSIBLE FOR NOTIFYING WORKERS OF TENTATIVE NONCONFIRMATIONS, YOU CAN CONFIRM THIS AND THEN CODE 6 FOR NOT APPLICABLE. YOU DO NOT NEED TO ASK THIS QUESTION.]

- 1 Always SKIP TO QUESTION 43
- 2 Often
- 3 Sometimes
- 4 Rarely
- 5 Never
- 6 NOT APPLICABLE BECAUSE RESPONDENT IS ONLY PERSON WHO NOTIFIES WORKERS SKIP TO QUESTION 43

42a. How do you transfer documents (for example, the Tentative Nonconfirmation notice) back and forth?

[SELECT ALL THAT APPLY]

- 1 MAIL OR EXPRESS DELIVERY SERVICE
- 2 E-MAIL
- 3 FAX
- 4 HAND CARRIED (E.G., MESSENGER, INTERNAL MAIL, ETC.)
- 5 OTHER (SPECIFY) \_\_\_\_\_

42b. Have you had any problems in transferring documents?

- 1 YES
- 2 NO SKIP TO QUESTION 43

42c. What problems have you had in transferring documents?

[SELECT ALL THAT APPLY]

- 1 DOCUMENTS LOST
- 2 DOCUMENTS TAKE A LONG TIME TO TRANSFER
- 3 OTHER (SPECIFY) \_\_\_\_\_

43. For those workers whom your company notifies, how soon after receiving a Tentative Nonconfirmation are they normally notified?

- 1 ON THE SAME DAY
- 2 THE NEXT DAY
- 3 2-3 WORKDAYS LATER
- 4 4-5 WORKDAYS LATER
- 5 6-10 WORKDAYS LATER
- 6 MORE THAN 10 WORKDAYS LATER

[IF QUESTION 43 = 1, 2, OR 3, SKIP TO QUESTION 44]

43a. What are the reasons it takes [INSERT RESPONSE FROM QUESTION 43]?

[SELECT ALL THAT APPLY]

- 1 WORKER'S WORK SCHEDULE IS DIFFERENT FROM NOTIFIER'S SCHEDULE
- 2 WORKER IS AT A DIFFERENT LOCATION FROM NOTIFIER
- 3 WORKER IS OUT OF THE OFFICE DUE TO SICKNESS, VACATION, ETC.
- 4 THE NOTIFIER IS TOO BUSY TO DO SO IMMEDIATELY
- 5 OTHER (SPECIFY) \_\_\_\_\_

44. How do you notify workers when they receive a Tentative Nonconfirmation?

[SELECT ALL THAT APPLY]

- 1 IN PERSON
- 2 E-MAIL
- 3 LETTER
- 4 PHONE CALL
- 5 POST A LIST
- 6 OTHER (SPECIFY) \_\_\_\_\_

45. How often do you notify the person privately?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

46. For those workers you can locate, how often do you give them a copy of the Tentative Nonconfirmation notice?

[SHOW CARD]

- 1 All the time SKIP TO QUESTION 47
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

46a. What are the reasons you do not give the worker a copy of the Tentative Nonconfirmation notice?

[PROBE:] Any other reasons?

[SELECT ALL THAT APPLY.]

- 1 PERSON WORKS IN A DIFFERENT LOCATION FROM WHERE THE E-VERIFY QUERIES ARE DONE
- 2 WORKER CANNOT READ THE NOTICE
- 3 WORKER SIGNED THE TNC NOTICE INDICATING THAT HE/SHE WOULD NOT CONTEST THE FINDING
- 4 WORKER SIGNED THE NOTICE AFTER WE EXPLAINED THE CONTENTS
- 5 WE SUSPECT WORKER IS NOT AUTHORIZED TO WORK IN THE UNITED STATES
- 6 DID NOT THINK IT WAS IMPORTANT TO DO SO
- 7 OTHER (SPECIFY) \_\_\_\_\_

[IF RESPONSE TO QUESTION 46a = 5, ASK 46b.]

46b. What made you suspect the worker was not authorized to work in the U.S.?

[IF ONLY ONE RESPONSE WAS SELECTED IN QUESTION 46a, SKIP TO QUESTION 47.]

46c. What is the main reason you do not give the worker a copy of the Tentative Nonconfirmation notice?



[DISPLAY ONLY RESPONSES SELECTED IN QUESTION 46a.]

- 1 PERSON WORKS IN A DIFFERENT LOCATION FROM WHERE THE E-VERIFY QUERIES ARE DONE
- 2 WORKER CANNOT READ THE NOTICE
- 3 WORKER SIGNED THE TNC NOTICE INDICATING THAT HE/SHE WOULD NOT CONTEST THE FINDING
4. WORKER SIGNED THE NOTICE AFTER WE EXPLAINED THE CONTENTS [SKIP TO QUESTION 48]
- 5 WE SUSPECT WORKER IS NOT AUTHORIZED TO WORK IN THE UNITED STATES
- 6 DID NOT THINK IT WAS IMPORTANT TO DO SO
- 7 OTHER (SPECIFY) \_\_\_\_\_

47. For those workers you can locate, how often do you explain to them the contents of the Tentative Nonconfirmation notice?

[SHOW CARD]

- 1 All the time SKIP TO QUESTION 48
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

47a. What are the reasons your company doesn't always explain the contents of the Tentative Nonconfirmation notice?

[SELECT ALL THAT APPLY]

- 1 PERSON WORKS IN A DIFFERENT LOCATION FROM WHERE THE E-VERIFY QUERIES ARE DONE
- 2 WORKER SPEAKS A LANGUAGE THAT THE NOTIFIER DOES NOT SPEAK
- 3 WE SUSPECT WORKER IS NOT AUTHORIZED TO WORK IN THE UNITED STATES
- 4 DID NOT THINK IT WAS IMPORTANT TO DO SO
- 5 WE DON'T KNOW WHAT TO TELL WORKER
- 6 OTHER (SPECIFY) \_\_\_\_\_

[IF RESPONSE TO QUESTION 47a = 3, ASK 47b]

47b. What made you suspect the worker was not authorized to work in the U.S.?

[IF ONLY ONE RESPONSE WAS SELECTED IN QUESTION 47a, SKIP TO QUESTION 48.]

47c. What is the main reason your company doesn't always explain the contents of the Tentative Nonconfirmation notice?

[DISPLAY ONLY RESPONSES SELECTED IN QUESTION 47a]

- 1 PERSON WORKS IN A DIFFERENT LOCATION FROM WHERE THE E-VERIFY QUERIES ARE DONE
- 2 WORKER SPEAKS A LANGUAGE THAT THE NOTIFIER DOES NOT SPEAK
- 3 WE SUSPECT WORKER IS NOT AUTHORIZED TO WORK IN THE UNITED STATES
- 4 DID NOT THINK IT WAS IMPORTANT TO DO SO
- 5 WE DON'T KNOW WHAT TO TELL WORKER
- 6 OTHER (SPECIFY) \_\_\_\_\_

48. For those workers you can locate, how often do you explain to them that the finding can be contested?

[SHOW CARD]

- 1 All the time SKIP TO QUESTION 49
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

48a. What are the reasons you don't always explain to the workers that the finding can be contested?

[PROBE:] Any other reasons?

[SELECT ALL THAT APPLY]

- 1 PERSON WORKS IN A DIFFERENT LOCATION FROM WHERE THE E-VERIFY QUERIES ARE DONE
- 2 WORKER SPEAKS A LANGUAGE THAT THE NOTIFIER DOES NOT SPEAK
- 3 WE SUSPECT WORKER IS NOT AUTHORIZED TO WORK IN THE UNITED STATES
- 4 DID NOT THINK IT WAS IMPORTANT TO DO SO
- 5 WE DON'T KNOW WHAT TO TELL WORKER
- 6 OTHER (SPECIFY) \_\_\_\_\_

[IF ONLY ONE RESPONSE WAS SELECTED IN QUESTION 48a, SKIP TO QUESTION 49.]

48b. What is the main reason you don't always explain to the workers that the finding can be contested?

[DISPLAY ONLY RESPONSES SELECTED IN QUESTION 48a.]

- 1 PERSON WORKS IN A DIFFERENT LOCATION FROM WHERE THE E-VERIFY QUERIES ARE DONE

- 2 WORKER SPEAKS A LANGUAGE THAT THE NOTIFIER DOES NOT SPEAK
- 3 WE SUSPECT WORKER IS NOT AUTHORIZED TO WORK IN THE UNITED STATES
- 4 DID NOT THINK IT WAS IMPORTANT TO DO SO
- 5 WE DON'T KNOW WHAT TO TELL WORKER
- 6 OTHER (SPECIFY) \_\_\_\_\_

49. Have you ever tried to correct the problems with any of your workers' records yourself by contacting the Social Security Administration or Department of Homeland Security?

- 1 YES
- 2 NO SKIP TO QUESTION 50

49a. Under what circumstances did you try to correct the problems with a worker's record yourself by contacting the Social Security Administration or Department of Homeland Security?

[SELECT ALL THAT APPLY]

- 1 I FELT SORRY FOR THEM
- 2 THEY HAD NO UNDERSTANDING OF THE PROBLEM AND WHAT TO DO
- 3 THEY WERE AFRAID TO CONTACT THE SOCIAL SECURITY ADMINISTRATION OR DEPARTMENT OF HOMELAND SECURITY
- 4 THEY COULD NOT SPEAK ENGLISH WELL ENOUGH TO CONTACT THE SOCIAL SECURITY ADMINISTRATION OR DEPARTMENT OF HOMELAND SECURITY
- 5 I THOUGHT THE PROBLEM WAS WITH THE SOCIAL SECURITY ADMINISTRATION OR DEPARTMENT OF HOMELAND SECURITY RECORDS
- 6 I THOUGHT I KNEW WHAT THE PROBLEM WAS
- 7 OTHER (SPECIFY) \_\_\_\_\_

49b. What happened when you contacted the agency? (Please specify which agency you tried to contact.)

50. Does following the E-Verify procedures for notifying workers of a Tentative Nonconfirmation cause any problems?

- 1 YES
- 2 NO SKIP TO QUESTION 51

50a. Which of the following problems do you experience in following the E-Verify procedures for notifying workers of a Tentative Nonconfirmation?

[SHOW CARD]

[SELECT ALL THAT APPLY]

- 1 Time-consuming
- 2 Additional work for staff
- 3 Procedures unclear or confusing
- 4 Multiple sites involved
- 5 Communication problems with worker after hired
- 6 Other (SPECIFY) \_\_\_\_\_

51. Do you think that the procedures for notifying workers of Tentative Nonconfirmations should be changed in any way?

- 1 YES
- 2 NO SKIP TO QUESTION 52

51a. How do you think that the procedures for notifying workers of Tentative Nonconfirmations should be changed?

51b. Why do you think that the procedures for notifying workers of Tentative Nonconfirmations should be changed?

**IV. WORKERS' REACTIONS TO RECEIVING A TENTATIVE NONCONFIRMATION**

52. How often do your workers quit or simply not return to work once you notify them about receiving a Tentative Nonconfirmation?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never            SKIP TO QUESTION 53

52a. How often do they tell you why they are quitting?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never            SKIP TO QUESTION 53

52b. What are the reasons they say they are quitting?

[SELECT ALL THAT APPLY]

- 1 NOT WORK AUTHORIZED
- 2 FOUND ANOTHER JOB
- 3 JOB WAS NOT WHAT THEY HAD EXPECTED
- 4 OTHER (SPECIFY) \_\_\_\_\_

IF ONLY ONE RESPONSE WAS SELECTED IN QUESTION 52b, SKIP TO QUESTION 53

52c. What is the most frequently mentioned reason they say they are quitting?

[DISPLAY ONLY RESPONSES SELECTED IN QUESTION 52b]

- 1 NOT WORK AUTHORIZED
- 2 FOUND ANOTHER JOB
- 3 JOB WAS NOT WHAT THEY HAD EXPECTED
- 4 OTHER (SPECIFY) \_\_\_\_\_

53. After receiving Tentative Nonconfirmations, have any workers quit who you think were authorized to work?

- 1 YES
- 2 NO SKIP TO QUESTION 54

53a. Why do you think they were work authorized?

53b. Why do you think they decided to quit?

54. Do you encourage people to contest the Tentative Nonconfirmation if they indicate that it is incorrect?

- 1 YES, ENCOURAGE
- 2 NO, DISCOURAGE
- 3 NEUTRAL, DON'T ENCOURAGE OR DISCOURAGE
- 4 NOT APPLICABLE; NO ONE HAS INDICATED THAT THE FINDING WAS INCORRECT

55. How often do you think that workers understand the content of the Tentative Nonconfirmation notice?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

56. Have you provided workers with Tentative Nonconfirmation notices or referral letters in a language other than English?

- 1 YES SKIP TO QUESTION 57
- 2 NO

56a. What are the reasons you haven't provided workers with a notice or referral letter in another language?

[SELECT ALL THAT APPLY]

- 1 DID NOT KNOW THEY WERE AVAILABLE
- 2 NEVER HAD A TENTATIVE NONCONFIRMATION FOR A WORKER WHO DID NOT SPEAK ENGLISH
- 3 OTHER (SPECIFY) \_\_\_\_\_

[IF 1 OR 3 IS SELECTED, SKIP TO QUESTION 58; IF 2 IS SELECTED, SKIP TO QUESTION 58c]

57. In what other languages have you provided workers with Tentative Nonconfirmation notices or referral letters?

[SELECT ALL THAT APPLY]

- 1 ARABIC
- 2 CAROLINIAN
- 3 CHAMORRO
- 4 CHINESE
- 5 FRENCH
- 6 GERMAN
- 7 HAITIAN-CREOLE
- 8 ITALIAN
- 9 JAPANESE
- 10 KOREAN
- 11 MARSHALLESE
- 12 PALAUAN
- 13 PORTUGUESE
- 14 RUSSIAN
- 15 SPANISH
- 16 TAGALOG
- 17 VIETNAMESE

58. Have you ever provided a translator for workers who don't speak English?

- 1 YES
- 2 NO SKIP TO QUESTION 58b
- 3 HAVEN'T HAD THIS PROBLEM SKIP TO QUESTION 58c

58a. For what languages have you provided a translator?

[SELECT ALL THAT APPLY]

- 1 SPANISH
- 2 VIETNAMESE
- 3 CHINESE
- 4 OTHER (SPECIFY) \_\_\_\_\_

58b. Have you ever had a worker bring in a family member or friend to translate for them?

- 1 YES SKIP TO QUESTION 58d
- 2 NO

58c. Would you allow workers to bring in a family member or friend who can translate for them?

- 1 YES
- 2 NO

[IF QUESTION 56a = 2 (NEVER HAD A TNC FOR A WORKER WHO DOESN'T SPEAK ENGLISH), SKIP TO QUESTION 59. IF QUESTION 58 = 4 (HAVEN'T NEEDED TO PROVIDE A TRANSLATOR), SKIP TO QUESTION 59]

58d. Other than a translator, do you provide any other services for workers who cannot understand the languages that the notices are available in?

- 1 YES
- 2 NO SKIP TO QUESTION 58f

58e. What other services do you provide?



58f. How often do you think that workers who receive a Tentative Nonconfirmation and do not speak much English understand what they are being told?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

59. Do you think any of the wording in the Tentative Nonconfirmation notice is confusing or difficult to understand?

- 1 YES
  - 2 NO
- SKIP TO QUESTION 60

59a. What wording in the Tentative Nonconfirmation notice is confusing or difficult to understand?

60. If a person decides not to contest, what do you do?

[IF THE RESPONDENT ONLY SAYS "FIRE/TERMINATE/RELEASE WORKER," PROBE FOR WHEN THEY FIRE THE WORKER.]

[SELECT ALL THAT APPLY]

- 1 FIRE THE PERSON IMMEDIATELY
- 2 FIRE THE PERSON AS OF THE END OF THE CURRENT PAY PERIOD
- 3 FIRE THE PERSON WHEN THE WORK/PROJECT THEY WERE HIRED TO DO IS COMPLETED
- 4 ALLOW THEM TO WORK IF I THINK THEY ARE PROBABLY LEGAL ANYWAY
- 5 ALLOW THEM TO WORK IF WE WILL HAVE TROUBLE REPLACING THEM
- 6 KEEP THE PERSON'S E-VERIFY PAPERWORK FOR FUTURE REFERENCE IF THE PERSON RETURNS
- 7 NOT APPLICABLE; HAVEN'T HAD A WORKER WHO HASN'T CONTESTED
- 8 OTHER (SPECIFY) \_\_\_\_\_

[IF RESPONSE 7 IS SELECTED, GO TO INTRO BEFORE QUESTION 62. IF RESPONSE 2, 3, 6, OR 8 IS SELECTED, GO TO QUESTION 60a. OTHERWISE SKIP TO QUESTION 61.]

[ERROR MESSAGE IF RESPONSE 7 **AND** ANY OTHER RESPONSE IS SELECTED: "YOU CANNOT SELECT 'NOT APPLICABLE, HAVEN'T HAD A WORKER WHO HASN'T CONTESTED' AND ANOTHER ANSWER."]

60a. How much time typically elapses from the time the worker tells you that he or she is not contesting and the final day the person works?

\_\_\_\_\_

- 1      DAYS
- 2      WEEKS

61. As far as you know, have you ever had any workers who claimed to be work authorized decide not to go to the Social Security Administration or call the Department of Homeland Security to correct their records?

- 1      YES
- 2      NO      SKIP TO INTRODUCTION PRIOR TO QUESTION 62

61a. Why do you think these persons did not try to correct their records?

**V. WORKERS CONTESTING TENTATIVE NONCONFIRMATIONS**

**SAY TO EMPLOYER:** Next I am interested in hearing about what happens when workers decide to contest their Tentative Nonconfirmations.

62. Have any of your workers decided to contest their Tentative Nonconfirmations?

- 1 YES
- 2 NO SKIP TO QUESTION 70

63. When workers decide to contest their Tentative Nonconfirmations, how often do you enter this information into the E-Verify system?

IF NEEDED: This refers to indicating in the E-Verify system that the workers have decided to contest the Tentative Nonconfirmations.

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never SKIP TO QUESTION 64

63a. How many days after the worker tells you that he or she is contesting do you typically update the E-Verify case with this information?

- 1 ON THE SAME DAY
- 2 THE NEXT DAY
- 3 2-3 WORKDAYS LATER
- 4 4-5 WORKDAYS LATER
- 5 6-10 WORKDAYS LATER
- 6 MORE THAN 10 WORKDAYS LATER
- 7 NEVER

64. How often do you give the referral letter provided by the system to the worker?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

64a. How often do you explain the content of the referral letter to the worker?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

[IF 64 = 5 AND 64a = 5, DON'T KNOW, OR REFUSED (NEVER PROVIDE REFERRAL LETTER AND NEVER (DK, REFUSAL) EXPLAIN CONTENT OF REFERRAL LETTER), SKIP TO 64e.

IF 64 = 1, 2, 3, OR 4 AND 64a = 5, DON'T KNOW OR REFUSED (AT LEAST RARELY PROVIDE REFERRAL LETTER) AND NEVER (DK, REFUSAL) EXPLAIN CONTENT OF REFFERAL LETTER), SKIP TO 64c.]

64b. What do you tell them?

64c. At what point do you provide the worker with the letter about the referral?

[SELECT ALL THAT APPLY]

- 1 WHEN THE WORKER INDICATES HE/SHE WANTS TO CONTEST
- 2 AT THE SAME TIME THE WORKER IS GIVEN THE TENTATIVE NONCONFIRMATION NOTICE
- 3 OTHER (SPECIFY) \_\_\_\_\_

64d. How many days after receiving a Tentative Nonconfirmation do you normally provide the worker with this information?

- 1 ON THE SAME DAY
- 2 THE NEXT DAY
- 3 2-3 WORKDAYS LATER
- 4 4-5 WORKDAYS LATER
- 5 6-10 WORKDAYS LATER
- 6 MORE THAN 10 WORKDAYS LATER

64e. How often do you tell your workers how many days they have to contact the Social Security Administration or Department of Homeland Security?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never SKIP TO QUESTION 65

64f. What number of days do you usually tell them?  
\_\_\_\_\_ days

[IF RESPONSE IS OUTSIDE OF SOFT EDIT RANGE (1-30), DISPLAY UNLIKELY RESPONSE MESSAGE:

"[UNLIKELY RESPONSE]

You said that you usually tell workers that they have ^Q64f days to contact the Social Security Administration/Department of Homeland Security.

Is this correct?

[SELECT <SUPPRESS> TO ALLOW ANSWER, OR <GO TO> TO EDIT RESPONSE(S).]"

65. How often do you tell your workers that they will lose the job or not get the job if they don't contact the Social Security Administration or Department of Homeland Security?

[SHOW CARD]

- 1 All the time SKIP TO QUESTION 66
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

65a. What are the reasons you don't inform your workers that they could lose the job or not get the job if they don't contact the Social Security Administration or Department of Homeland Security?

[SELECT ALL THAT APPLY]

- 1 NEED THEM TO WORK ON THE PROJECT UNTIL IT'S OVER
- 2 DON'T THINK THERE IS A SERIOUS PROBLEM WITH THEIR RECORDS
- 3 DID NOT KNOW I HAD TO TELL THEM

- 4 DID NOT THINK IT WAS IMPORTANT TO TELL THEM
- 5 OTHER (SPECIFY) \_\_\_\_\_

IF ONLY ONE RESPONSE WAS SELECTED IN QUESTION 65a, SKIP TO QUESTION 66

65b. What is the main reason you don't inform your workers that they could lose the job or not get the job if they don't contact the Social Security Administration or Department of Homeland Security?  
[DISPLAY ONLY RESPONSES SELECTED IN QUESTION 65a]

- 1 NEED THEM TO WORK ON THE PROJECT UNTIL IT'S OVER
- 2 DON'T THINK THERE IS A SERIOUS PROBLEM WITH THEIR RECORDS
- 3 DID NOT KNOW I HAD TO TELL THEM
- 4 DID NOT THINK IT WAS IMPORTANT TO TELL THEM
- 5 OTHER (SPECIFY) \_\_\_\_\_

66. Are there ever any times when you do not or cannot follow the procedures for referring workers to the Social Security Administration or Department of Homeland Security?

- 1 YES
- 2 NO SKIP TO QUESTION 67

66a. Under what circumstances have you not followed the procedures for referring workers to the Social Security Administration or Department of Homeland Security?

66b. How frequently does this happen?

67. Do you think the procedures for referring workers to the Social Security Administration or Department of Homeland Security should be changed in any way?

- 1 YES
- 2 NO SKIP TO QUESTION 68

67a. In what ways do you think the procedures for referring workers to the Social Security Administration or Department of Homeland Security should be changed?

68. How often do you think workers understand what needs to be done to their Social Security Administration or Department of Homeland Security records?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

[IF 64 = 5, DON'T KNOW, OR REFUSED, AND 64a = 5, DON'T KNOW, OR REFUSED (NEVER PROVIDE REFERRAL LETTER AND NEVER EXPLAIN CONTENT OF REFERRAL LETTER), SKIP TO 70]

69. How often do you think workers understand what the referral letter is and what it says?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never

69a. About how many workers who receive Tentative Nonconfirmations ask you questions about the referral letter?

[SHOW CARD]

- 1 All of them
- 2 Most of them
- 3 Some of them
- 4 Only a few of them
- 5 None of them SKIP TO QUESTION 70

69b. What are the most common questions they ask and how do you respond?



**VI. IMPACT ON EMPLOYER WHEN A WORKER DECIDES TO CONTEST A TENTATIVE NONCONFIRMATION FINDING**

70. Are workers allowed to take either paid or unpaid time off from work to contest?

- 1 YES
- 2 NO SKIP TO QUESTION 71
- 3 NOT APPLICABLE BECAUSE WE DO NOT HIRE UNTIL THE TENTATIVE NONCONFIRMATION IS RESOLVED SKIP TO QUESTION 75

70a. Is this paid or unpaid time off?

- 1 PAID
- 2 UNPAID

71. How often do your employees continue to work for you while resolving their Tentative Nonconfirmations?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never SKIP TO QUESTION 73b

72. How often do these workers receive different assignments than other workers do?

[SHOW CARD]

- 1 All the time
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Never SKIP TO QUESTION 73

72a. How are the work assignments different?

73. Are the employees paid for work completed during this time?
- 1 YES
  - 2 NO SKIP TO QUESTION 73B
- 73a. Are they paid the same wage/salary they would be paid had they not received a Tentative Nonconfirmation?
- 1 YES
  - 2 NO
- 73b. Are you short-staffed because employees who are contesting Tentative Nonconfirmations are unavailable to work?
- 1 YES
  - 2 NO
74. How often do you postpone training until the workers have finished contesting?
- [SHOW CARD]
- 1 All the time
  - 2 Most of the time
  - 3 Sometimes
  - 4 Rarely
  - 5 Never
  - 6 NOT APPLICABLE
75. Does the worker contesting process cause problems for you, the employer?
- 1 YES
  - 2 NO SKIP TO QUESTION 76
- 75a. What problems has the worker contesting process caused for you?
76. Do you think any of the E-Verify program guidelines about how employers must treat workers during the time they are contesting should be changed in any way?
- 1 YES
  - 2 NO SKIP TO QUESTION 77
- 76a. What changes are needed in the E-Verify program guidelines about how employers must treat workers during the time they are contesting?

**VII. DEPARTMENT OF HOMELAND SECURITY (DHS) VERIFICATION IN PROCESS**

77. Have you had cases that received a Department of Homeland Security “DHS verification in process” response?

- 1 YES
- 2 NO [SKIP TO QUESTION 83]

78. What is your understanding of what it means when the initial response of “DHS verification in process” is returned?

79. What do you do when you receive a preliminary finding of “DHS verification in process”?

79a. Do you do anything different for these cases compared to what you do for Tentative Nonconfirmation cases?

- 1 YES
- 2 NO SKIP TO QUESTION 80

79b. What do you do differently for “DHS verification in process” cases compared to Tentative Nonconfirmation cases?

80. Were you able to follow the procedures for these cases based on your understanding of them?

- 1 YES SKIP TO QUESTION 81
- 2 NO

80a. Why weren't you able to follow the procedures for these cases?

81. What is the average number of days between the time you receive a “DHS verification in process” response and the time you receive a finding of work authorized or Tentative Nonconfirmation?

[PLEASE ENTER NUMBER OF DAYS]

\_\_\_\_\_ [CODE 0 IF RESPONDENT SAYS SAME DAY]

82. Does a “DHS verification in process” response create any problems for you?

- 1 YES
- 2 NO SKIP TO QUESTION 83

82a. What problems does a “DHS verification in process” response create for you?

**VIII. CASES PLACED 'IN CONTINUANCE' BY THE SOCIAL SECURITY ADMINISTRATION OR DEPARTMENT OF HOMELAND SECURITY**

83. Have you ever had a Tentative Nonconfirmation case where the worker contested and the Social Security Administration or Department of Homeland Security placed it "in continuance," that is, the worker had to request a birth certificate, marriage license, or other document from a government agency to straighten out his/her record?

- 1 YES
- 2 NO SKIP TO INTRODUCTION PRIOR TO QUESTION 87

84. About how many of these cases have you had?

84a. About how many of these cases were from the Social Security Administration?

84b. About how many of these cases were from the Department of Homeland Security?

85. Did you ever receive a final case resolution for the case(s)?

- 1 YES – FOR ALL OF THEM
- 2 YES – FOR SOME OF THEM
- 3 NO SKIP TO QUESTION 86

[IF Q85 = 1 OR 2 AND Q84a = 0 AND Q84b > 0 (IF RECEIVED A FINAL CASE RESOLUTION FOR AT LEAST SOME IN CONTINUANCE CASES AND NONE WAS FROM SSA), SKIP TO Q85b. IF Q85 = 1 OR 2 AND Q84a = 0 AND Q84b = 0, SKIP TO Q86.]

85a. On average, how long was it from the time the Social Security Administration placed the case(s) "in continuance" until you received the final case resolution?

- 
- 1 DAYS
  - 2 WEEKS
  - 3 MONTHS
  - 4 NEVER WAS NOTIFIED
  - 5 NOT APPLICABLE

[IF Q84b = 0 (IF RECEIVED A FINAL CASE RESOLUTION FOR AT LEAST SOME IN CONTINUANCE CASES AND NONE WAS FROM DHS SKIP TO 86)]

85b. On average, how long was it from the time the Department of Homeland Security placed the case(s) "in continuance" until you received the final case resolution?

\_\_\_\_\_

- 1 DAYS
- 2 WEEKS
- 3 MONTHS
- 4 NEVER WAS NOTIFIED
- 5 NOT APPLICABLE

86. Do these cases cause any problems for your company?

- 1 YES
- 2 NO SKIP TO INTRODUCTION PRIOR TO QUESTION 87

86a. How do these cases cause problems for your company?

[SELECT ALL THAT APPLY]

- 1 DELAY TRAINING
- 2 WITHHOLD PAY
- 3 INCREASES CONCERN THAT THE PERSON MAY NOT BE WORK AUTHORIZED
- 4 OTHER (SPECIFY) \_\_\_\_\_

**IX. WHEN WORKERS DECIDE NOT TO CONTEST OR ARE NOT FOUND TO BE WORK AUTHORIZED**

**SAY TO EMPLOYER:**

Next I would like to hear about what happens when a worker receives a Final Nonconfirmation or is not found to be work authorized.

87. Have you ever had any workers receive a Final Nonconfirmation or a not work-authorized finding?

- 1 YES
- 2 NO SKIP TO QUESTION 94

87a. When you are notified by the Social Security Administration or Department of Homeland Security that a worker has received a Final Nonconfirmation or is not found work authorized, do you fire them?

- 1 YES, WE TYPICALLY FIRE THEM SKIP TO QUESTION 88
- 2 NO, WE TYPICALLY DO NOT FIRE THEM
- 3 NOT APPLICABLE BECAUSE WE DO NOT HIRE UNTIL THE TENTATIVE NONCONFIRMATION IS RESOLVED SKIP TO QUESTION 93

87b. What are the reasons you don't fire them?

[SELECT ALL THAT APPLY]

- 1 ALREADY LEFT JOB BY THE TIME FINAL NONCONFIRMATION RECEIVED [SKIP TO QUESTION 91]
- 2 NEED THEM TO KEEP WORKING
- 3 NEED THEM TO FINISH A PROJECT
- 4 CANNOT AFFORD TO REPLACE THEM
- 5 THOUGHT THE FINAL NONCONFIRMATION WAS A MISTAKE
- 6 DID NOT KNOW THIS WAS A WHAT WAS SUPPOSED TO BE DONE`
- 7 OTHER (SPECIFY) \_\_\_\_\_

[SKIP TO QUESTION 91]

88. Typically, how long before you fire a person do you let that person continue to work after receiving a not authorized finding, or a Final Nonconfirmation?

[INTERVIEWER, IF EMPLOYER SAYS THEY FIRE IMMEDIATELY, ENTER 0 DAYS]

\_\_\_\_\_

- 1 DAYS
- 2 WEEKS
- 3 MONTHS

89. Who is responsible for firing employees who are not found work authorized?

[PROBE:] Anyone else?

[SELECT ALL THAT APPLY]

- 1 RESPONDENT
- 2 HR REPRESENTATIVE OTHER THAN THE RESPONDENT
- 3 WORKER'S SUPERVISOR [OR SUPERVISOR AT THE CLIENT COMPANY (IF TEMP/EMPLOYMENT AGENCY)]
- 4 ADMINISTRATOR OTHER THAN THE WORKER'S SUPERVISOR
- 5 OTHER (SPECIFY)\_\_\_\_\_

[IF ONLY 1 (RESPONDENT) IS SELECTED, SKIP TO QUESTION 90]

89a. [Is this person/Are these people] trained in the E-Verify program requirements?

- 1 YES, ALL ARE TRAINED
- 2 YES, SOME ARE TRAINED
- 3 NO

90. When you fire workers who receive Final Nonconfirmations, what reasons do you give them?

91. What is your understanding of the E-Verify Program termination procedures (that is, what you are supposed to do)? Please include the steps taken with the worker and in the E-Verify system itself.

91a. It is ever difficult to follow these procedures?

- 1 YES
- 2 NO SKIP TO QUESTION 92

91b. Please describe the situations when it is difficult to follow these procedures.

92. Has the Department of Homeland Security, Social Security Administration, or Office of Special Counsel (OSC) in the Department of Justice ever called you to tell you not to fire a worker who has been issued a Final Nonconfirmation?

- 1 YES
- 2 NO SKIP TO QUESTION 93

92a. What reasons did the Department of Homeland Security, Social Security Administration, or Office of Special Counsel give you for not firing these workers?

92b. Did your company still employ any of these workers at the time?

- 1 YES
- 2 NO

93. Have you or any of your workers ever contacted the Social Security Administration or Department of Homeland Security because the Final Nonconfirmation or not work-authorized finding was believed to be in error?

- 1 YES
- 2 NO SKIP TO QUESTION 94

93a. What circumstances led up to this situation?

[SELECT ALL THAT APPLY]

- 1 THE WORKER HAD BEEN UNABLE TO CONTACT THE SOCIAL SECURITY ADMINISTRATION/DEPARTMENT OF HOMELAND SECURITY BECAUSE OF ILLNESS OR OTHER PROBLEM
- 2 THE WORKER INSISTED AN ERROR WAS MADE
- 3 THE RESPONDENT WAS CERTAIN THE WORKER WAS WORK AUTHORIZED
- 4 OTHER (SPECIFY) \_\_\_\_\_

93b. What was the final result?

93c. How long did it take to correct the situation?

\_\_\_\_\_

- 1 DAYS
- 2 WEEKS
- 3 MONTHS

93d. Did the person continue to work during this time?

- 1 YES
- 2 NO



3 NOT APPLICABLE BECAUSE THE PERSON HAD NOT BEEN HIRED YET

X. SHORT-TERM WORKERS

94. Does your company hire short-term (or temporary) workers who are hired to work for three months or less?

- 1 YES
- 2 NO

[IF QUESTION 94=2 OR DK OR REFUSED, SKIP TO QUESTION 97]

94a. What is the length of time that short-term workers usually work?

\_\_\_\_\_

- 1 DAYS
- 2 WEEKS
- 3 MONTHS

95. Are you able to follow the procedures for short-term workers who receive Tentative Nonconfirmations?

IF NEEDED: "Procedures" refers to the procedures for notifying workers of the Tentative Nonconfirmation, referring them to the Social Security Administration or Department of Homeland Security, and determining their work assignments while they are contesting.

- 1 YES SKIP TO QUESTION 95b
- 2 NO

95a. What happens when a short-term worker receives a Tentative Nonconfirmation?

95b. Are you able to follow the procedures for short-term workers who receive Final Nonconfirmations or not work-authorized findings?

IF NEEDED: "Procedures" refers to firing workers within a specified timeframe.

- 1 YES SKIP TO QUESTION 96
- 2 NO

95c. What happens when a short-term worker receives a Final Nonconfirmation or is not found authorized to work?

96. When hiring short-term workers, what are the challenges, if any, of following the E-Verify requirements?

**XI. IMPACT ON THE EMPLOYER OF LOSING THE SERVICES OF WORKERS WHO QUIT OR ARE FIRED BECAUSE OF E-VERIFY**

97. Have you ever fired a worker, not hired a worker, or had a worker quit because of a Tentative Nonconfirmation, Final Nonconfirmation, or not work-authorized finding in E-Verify?

- 1 YES
- 2 NO SKIP TO INTRO BEFORE QUESTION 104

98. Did you have costs associated with having already trained these workers?

- 1 YES
- 2 NO

98a. How much of a problem has additional worker turnover due to E-Verify findings been for your company?

[SHOW CARD]

- 1 Big problem
- 2 Moderate problem
- 3 Small problem
- 4 Not a problem

99. Has the need to hire replacements for workers fired because of E-Verify findings changed your hiring costs?

- 1 YES
- 2 NO SKIP TO QUESTION 100

99a. How much do you estimate it costs to hire and train each new worker to replace those fired because of E-Verify findings? [ENTER DOLLAR AMOUNT.]

\$ \_\_\_\_\_

100. When workers quit or were fired because of E-Verify findings, did you have to pay other employees to work overtime?

- 1 YES
- 2 NO SKIP TO QUESTION 101

100a. How much more did paying overtime cost you to get the job done? [ENTER DOLLAR AMOUNT.]

\$ \_\_\_\_\_

101. Have any financial costs associated with using E-Verify made you change any of your hiring policies?

- 1 YES
- 2 NO SKIP TO QUESTION 102

101a. How have your hiring policies changed?

[SELECT ALL THAT APPLY]

- 1 HIRING ONLY CITIZENS AND GREEN CARD HOLDERS VS. OTHER NONCITIZENS
- 2 USING E-VERIFY TO CHECK JOB APPLICANTS
- 3 OTHER (SPECIFY) \_\_\_\_\_

102. Have you experienced any other problems or disruptions to your operations due to losing workers to E-Verify checks?

- 1 YES
- 2 NO SKIP TO QUESTION 103

102a. What were the problems or disruptions?

102b. What were the costs of these problems or disruptions? [ENTER DOLLAR AMOUNT.]

\$ \_\_\_\_\_

103. Do you have any suggestions for changing E-Verify to reduce the costs of losing workers due to E-Verify findings?

- 1 YES
- 2 NO SKIP TO INTRO BEFORE QUESTION 104

103a. What are your suggestions?

## XII. E-VERIFY TOOLS AND SERVICES

**SAY TO EMPLOYER:** In September 2007, the E-Verify Program introduced a photo screening tool that is now called Photo Matching.

104. Have you used Photo Matching?

- 1 YES
- 2 NO

In 2010, the E-Verify Program added U.S. passport and passport card photos to Photo Matching.

105. Were you aware that passport and passport card photos were added to Photo Matching?

- 1 YES
- 2 NO

105a. [IS THE EMPLOYER LOCATED IN MISSISSIPPI OR FLORIDA?]

- 1 YES
- 2 NO SKIP TO INTRO BEFORE QUESTION 107

**SAY TO EMPLOYER:** In 2011, the E-Verify Program launched the “Records and Information from Departments of Motor Vehicles (DMVs) for E-Verify (RIDE)” feature. This feature allows E-Verify to validate the authenticity of driver’s licenses used by workers as Form I-9 identity documents. The next few questions ask about your experiences with the RIDE program.

106. Were you aware that E-Verify had launched the RIDE program in your state?

- 1 YES
- 2 NO SKIP TO INTRODUCTION BEFORE QUESTION 107

106a. As a result of RIDE, have your policies changed about the type of documents you ask workers to provide?

- 1 YES
- 2 NO SKIP TO INTRODUCTION BEFORE QUESTION 107

106b. What kind of changes have you made regarding the type of documents you ask workers to provide?

[SELECT ALL THAT APPLY]

- 1 SUGGEST OR REQUIRE WORKERS TO PROVIDE DRIVER'S LICENSE
- 2 SUGGEST THAT THEY NOT PROVIDE DRIVER'S LICENSE
- 3 OTHER (SPECIFY) \_\_\_\_\_

**SAY TO EMPLOYER:** Self Check is a voluntary and free online service of the E-Verify Program that allows individuals to check their work authorization in the United States. The next few questions ask about your experiences with Self Check.

107. Have you heard about Self Check?

- 1 YES
- 2 NO SKIP TO QUESTION 113

107a. How did you hear about Self Check?

108. Have you used the Self Check service to check your own work-authorization status?

- 1 YES
- 2 NO

109. Does this company inform anyone about the Self Check service?

- 1 YES
- 2 NO SKIP TO QUESTION 110

109a. Whom do you inform about the Self Check service?

- 1 JOB APPLICANTS
- 2 NEW HIRES
- 3 CURRENT WORKERS
- 4 OTHER (SPECIFY) \_\_\_\_\_

110. Does this company require anyone to use the Self Check service?

- 1 YES
- 2 NO SKIP TO QUESTION 111

110a. Whom do you require to use the Self Check service?

- 1 JOB APPLICANTS
- 2 NEW HIRES
- 3 CURRENT WORKERS
- 4 OTHER (SPECIFY) \_\_\_\_\_

111. Have any job applicants told you that they have used Self Check?

- 1 YES
- 2 NO

112. What do you think about Self Check?

[IF NO COMMENT, ENTER N/A.]

113. Are you aware of the Self-Assessment Guides?

[SHOW EMPLOYER THE COVERS OF THE GUIDES.]

- 1 YES
- 2 NO SKIP TO QUESTION 115

114. Direct Access employers access and use E-Verify directly through a web browser. Web Services employers access and use E-Verify through custom-built or commercially available software. Have you used either one of the Self-Assessment Guides for Direct Access and Web Services Users?

[SHOW EMPLOYER THE COVERS OF THE GUIDES.]

- 1 YES
- 2 NO SKIP TO QUESTION 115

114a. How did you use the guides?

114b. What do you think of these guides?

[PROBE:] What makes you say that?



114c. Do you have any suggestions for improving the guides?

**XIII. OFF-SITE HIRING/TEMPORARY HELP AGENCIES**

115. Do you do some of your hiring off site?

- 1 YES
- 2 NO [IF QUESTION 14 = 1 OR QUESTION 14a = 1 (EMPLOYER IS A TEMPORARY STAFFING AGENCY OR PERMANENT PLACEMENT/RECRUITING FIRM), SKIP TO QUESTION 120; IF QUESTION 14 = 2 AND QUESTION 14a = 2, SKIP TO QUESTION 122.]

116. Do you conduct E-Verify queries off site?

- 1 YES
- 2 NO [IF QUESTION 14 = 1 OR QUESTION 14a = 1 (EMPLOYER IS A TEMPORARY STAFFING AGENCY OR PERMANENT PLACEMENT/RECRUITING FIRM), SKIP TO QUESTION 120; IF QUESTION 14 = 2 AND QUESTION 14a = 2, SKIP TO QUESTION 122.]

117. Do you experience any problems accessing the E-Verify website off site?

- 1 YES
- 2 NO SKIP TO QUESTION 118

117a. What problem(s) do you experience in accessing the E-Verify website off site?

117b. How do you handle the problem(s)?

118. Do you experience any problem(s) making photocopies when you hire off site?

- 1 YES
- 2 NO SKIP TO QUESTION 119

118a. What problem(s) do you experience in making photocopies when you hire off site?

118b. How do you handle the problem(s)?

119. Do you experience any additional problems in using E-Verify at off-site locations?

- 1 YES
- 2 NO [IF QUESTION 14 = 1 OR QUESTION 14a = 1 (EMPLOYER IS A TEMPORARY STAFFING AGENCY OR PERMANENT PLACEMENT/RECRUITING FIRM), SKIP TO QUESTION 120; IF QUESTION 14 = 2 AND QUESTION 14a = 2, SKIP TO QUESTION 122.]

119a. What additional problems do you experience in using E-Verify at off-site locations?

119b. How do you handle the problem(s)?

[IF QUESTION 14 = 1 OR QUESTION 14a = 1 (EMPLOYER IS A TEMPORARY STAFFING AGENCY OR PERMANENT PLACEMENT/RECRUITING FIRM), GO TO QUESTION 120; IF QUESTION 14 = 2 AND QUESTION 14a = 2, SKIP TO QUESTION 122.]

120. When a worker is not found authorized to work, how does this affect your relationship with your clients?

121. Do you have clients who request that you do not send workers who receive a Tentative Nonconfirmation finding until after it is cleared up?

1 YES

2 NO SKIP TO QUESTION 122

121a. How do you handle this situation?

#### **XIV. CONCLUDING QUESTIONS**

122. How much impact has E-Verify had on the way you recruit or hire workers?

[SHOW CARD]

- 1 Great impact
- 2 Moderate impact
- 3 Small impact
- 4 No impact SKIP TO QUESTION 123

122a. How has E-Verify changed the way you recruit or hire workers?

123. Has E-Verify had any other impact on your company that we haven't yet discussed?

- 1 YES
- 2 NO SKIP TO QUESTION 124

123a. What additional impacts has E-Verify had on your company?

124. How much impact do you think E-Verify has had on your industry overall?

[SHOW CARD]

- 1 Great impact
- 2 Moderate impact
- 3 Small impact
- 4 No impact SKIP TO QUESTION 125

124a. What impact has E-Verify had on your industry?

125. How much impact do you think E-Verify has had on unauthorized employment?

[SHOW CARD]

- 1 Great impact
- 2 Moderate impact
- 3 Small impact
- 4 No impact SKIP TO QUESTION 126

125a. What impact do you think E-Verify has had on unauthorized employment?

126. What suggestions, if any, do you have for improving E-Verify?

[IF NO COMMENT, ENTER N/A.]

127. What else, if anything, do you think we should include in our report to the Department of Homeland Security?

[IF NO COMMENT, ENTER N/A.]

128. **FOR INTERVIEWER ONLY: ARE YOU ABLE TO CONDUCT THE OBSERVATION?**

- 1 YES SKIP TO OBSERVATION QUESTIONS
- 2 NO GO TO QUESTION 129

129. ASK THE FOLLOWING QUESTION ONLY IF YOU ARE UNABLE TO CONDUCT AN OBSERVATION.

Where do you keep the password for using the E-Verify system?

[SELECT ALL THAT APPLY]

- 1 SECURE LOCATION/LOCKED DRAWER
- 2 NEXT TO/NEAR THE COMPUTER(S) USED FOR E-VERIFY QUERIES
- 3 MEMORIZED
- 4 OTHER (SPECIFY) \_\_\_\_\_

[IF QUESTION 128 = 2, SKIP TO CLOSURE.]

**Observation of E-Verify System Application and E-Verify Participation  
Poster**

***INSTRUCTIONS TO INTERVIEWERS:***

***YOUR ANSWERS TO THE FOLLOWING QUESTIONS SHOULD BE BASED ON YOUR OBSERVATIONS, NOT ON WHAT THE EMPLOYER TELLS YOU DURING THE INTERVIEW. YOU MUST OBSERVE THE FOLLOWING ITEMS IN ORDER TO RECORD SOMETHING AS OBSERVED.***

1. DID YOU SEE THE E-VERIFY NOTICE/POSTER?

- 1 YES
- 2 NO SKIP TO INTRO BEFORE QUESTION 5

2. WHERE WAS THE E-VERIFY NOTICE/POSTER LOCATED?

- 1 POSTED ON A WALL/BULLETIN BOARD AT THE ENTRY TO THE COMPANY
- 2 POSTED ON A WALL/BULLETIN BOARD IN THE RECEPTION AREA OF THE HR DEPARTMENT/AREA
- 3 POSTED ON A WALL/BULLETIN BOARD ON AN EMPLOYEE NOTICE BOARD WITH OTHER FEDERAL HR REQUIREMENTS
- 4 ATTACHED TO THE APPLICATION FORM
- 5 OTHER (SPECIFY) \_\_\_\_\_
- 6 DID NOT OBSERVE E-VERIFY NOTICE/POSTER

3. THE E-VERIFY NOTICE/POSTER IS LOCATED IN A PLACE WHERE JOB APPLICANTS ARE \_\_\_\_\_ TO SEE IT.

- 1 VERY LIKELY
- 2 SOMEWHAT LIKELY
- 3 NOT VERY LIKELY
- 4 NOT AT ALL LIKELY

4. IS THE E-VERIFY NOTICE/POSTER DISPLAYED IN BOTH ENGLISH AND SPANISH?

- 1 YES
- 2 NO

*YOU WILL NEED TO OBSERVE THE VERIFICATION PROCESS IN ORDER TO ANSWER THE FOLLOWING QUESTIONS. IF THE E-VERIFY USER IS ALREADY LOGGED INTO THE E-VERIFY SYSTEM, ASK THEM IF THEY WOULD PLEASE LOG OUT OF THE SYSTEM SO THAT YOU CAN OBSERVE THE E-VERIFY PROCESS FROM THE VERY BEGINNING - INCLUDING THE LOGIN PROCEDURE.*

5. WERE YOU ABLE TO OBSERVE VERIFICATION IN PROCESS?

- 1 YES
- 2 NO SKIP TO LOGISTICAL QUESTIONS FOR WORKER INTERVIEWS

6. WHERE IS THE PASSWORD FOR USING E-VERIFY LOCATED?

- 1 NOT SEEN – USER HAD PASSWORD MEMORIZED.
- 2 IN A LOCKED DRAWER OR OTHER SECURE LOCATION.
- 3 OUT OF SIGHT, BUT NOT IN A SECURE LOCATION (E.G., UNLOCKED DRAWER).
- 4 IN PLAIN SIGHT, BUT NOT NEXT TO A COMPUTER (E.G., IN BOOK CASE).
- 5 IN PLAIN SIGHT, NEXT TO THE COMPUTER
- 6 OTHER (SPECIFY)\_\_\_\_\_

7. HOW MANY ATTEMPTS DID THE USER MAKE TO CONNECT TO E-VERIFY?

- 1 THE USER WAS ABLE TO  
CONNECT TO THE  
SYSTEM ON THE FIRST  
ATTEMPT SKIP TO QUESTION 8
- 2 THE USER MADE MORE THAN ONE ATTEMPT TO CONNECT TO THE  
SYSTEM

7A. HOW MANY ATTEMPTS DID IT TAKE TO CONNECT TO THE SYSTEM?

\_\_\_\_\_

8. WHICH, IF ANY, OF THE FOLLOWING ACTIVITIES DID YOU OBSERVE? (SELECT MORE THAN ONE IF YOU OBSERVED MORE THAN ONE OF THE ACTIVITIES)

[SELECT ALL THAT APPLY]

- 1 THE USER MADE VERIFICATION INQUIRIES FOR WORKERS WHO HAD BEEN HIRED MORE THAN THREE WORKDAYS EARLIER
- 2 THE USER PRESCREENED APPLICANT(S) FOR EMPLOYMENT
- 3 THE USER VERIFIED A WORKER BEFORE HIS/HER FORM I-9 WAS COMPLETED
- 4 DID NOT OBSERVE ANY OF THE ABOVE ACTIVITIES

[IF RESPONSE 4 AND ANY OTHER RESPONSE ARE SELECTED, DISPLAY ERROR MESSAGE: [YOU CANNOT SELECT "DID NOT OBSERVE ANY OF THE ABOVE ACTIVITIES" AND ANOTHER ANSWER.]]

**COMMENTS:**

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## Closure

*Instructions to interviewers: At the end of the interview,*

- A. ASK IF THE EMPLOYER HAS ANY QUESTIONS ABOUT THE INTERVIEW;
- B. ANSWER THE QUESTIONS AS BEST YOU CAN;
- C. THANK THE EMPLOYER AGAIN FOR [HIS/HER] TIME AND FOR AGREEING TO TALK WITH YOU; AND
- D. TELL THE EMPLOYER THAT YOU MAY WANT TO [CONSULT/INTERVIEW] [HIM/HER] AGAIN LATER DURING YOUR VISIT IF ANY OTHER QUESTIONS ARISE.

**~ END OF INTERVIEW ~**