

2013 Survey on E-Verify Web Services Software Packages

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2013 Survey on E-Verify Web Services Software Packages

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OMB No. xxxx-xxxx Expires: xx/xx/xxxx

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U.S. Citizenship and Immigration Services, Regulatory Coordination Division, Office of Policy and Strategy, 20 Massachusetts Avenue, NW, Washington, DC 20529-2140.

2013 Survey on E-Verify Web Services Software Packages

Introduction:

The U.S. Citizenship and Immigration Services (USCIS) of the Department of Homeland Security (DHS) has contracted Westat to initiate a study of E-Verify Web Services employers and software/application developers. The survey is one part of that study and it is designed to collect general information about the types of web services software and how they are being used.

Privacy – Your individual responses will not be identified in any way to anyone not on Westat's evaluation team, unless required by law.

Your Answers –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. If there are any items that you are unable to answer, we would appreciate your obtaining the necessary information.

After submitting your completed survey, you will have an opportunity to print a copy of it for your records. If you have any questions about the survey, please call our Help Desk at xxx-xxx-xxxx or send an email to our project mailbox, E-VerifyWS@westat.com.

Thank you for your help.

2013 Survey for E-Verify Evaluation

Instructions:

- Answer each question, then click the “Save & Continue” button to save your responses and move to the next question. If you prefer not to answer a question, you may choose to leave the question blank.
- **Warning:** If you exit the survey **without saving**, you will lose any unsaved answers.
- **Note:** After 20 minutes of inactivity, your session will end and a new screen will be displayed with instructions on how to log back into the survey.
- To begin, click the “Continue” button below.

Links near the top of each screen will take you to:

- **Introduction** screen
- **Instructions** (this screen)
- **Contact** email message: Fill in and send an email to the study staff.
- **Print Survey:** Displays your responses in a format for printing.
- **Sign Out:** Allows you to exit the survey.

When you are **finished**:

1. You may print and review a copy of your answers.
2. Make any answer changes needed.
3. Click the “Submit” button.
4. Print your final completed survey for your records.

Contact 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 company's web services software package. The following information was given for the person to be contacted.

Are you this person?

[MOST RECENT CONTACT INFORMATION IS DISPLAYED AS READ-ONLY BELOW.]

FIRST NAME _____ LAST NAME _____

JOB TITLE _____

(Please choose only one response)

1 Yes

2 No

[IF A2 = '1' THEN SKIP TO Q1 in the next section]
[ALL OTHERS, INCLUDING A2 = 'BLANK', ASK A3]

(ALL COMPANIES IF NOT THE CORRECT CONTACT PERSON)

A3. We would appreciate it if you provide the contact information for the person who is most knowledgeable about your company's web services software package.

[NEW PERSON'S CONTACT INFORMATION]

New name: FIRST NAME _____ LAST NAME _____

New title: JOB TITLE _____

New telephone: FULL PHONE (_____) - _____ - _____ Extension _____

New email address: _____

SHOW 'THANK YOU' SCREEN. THEN SURVEY ENDS

How was the software package obtained and what help resources are available for its use?

(ALL COMPANIES)

Q1. Which of the following statements **best** describes how your company obtained the web services software package used to verify employment eligibility (i.e., whether individuals are authorized to work in the U.S.)?

- 1 We developed the web services software
- 2 We paid another company for the basic web services software and have had it modified to its current form
- 3 We paid another company for the web services software that is currently used

[IF Q1 = '2', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q1 = 'BLANK', SKIP TO Q3]

(COMPANIES THAT BOUGHT SOFTWARE AND MODIFIED IT)

Please describe how the software package was modified from the one you bought.

(COMPANIES THAT BOUGHT SOFTWARE AND MODIFIED IT)

Q2. Who modified the web services software package?

(Please choose one response for each item)

| | Yes | No |
|--------------------------------------|--------------------------|--------------------------|
| a The company providing the software | <input type="checkbox"/> | <input type="checkbox"/> |
| b Our company | <input type="checkbox"/> | <input type="checkbox"/> |
| c Other (specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

(ALL COMPANIES)

Q3. Does your company sell the web services software to **other** companies?

(Please choose only one response)

- 1 Yes
- 2 No

(ALL COMPANIES)

Q4. Does your company use its web services software to verify employment eligibility for employees from **other** companies?

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q1 = '1' or '2' AND Q3 = '1' AND Q4 = '1', THEN GROUP = '1 WEB SERVICES EEA']
 [IF Q1 = '1' or '2' AND Q3 = '1' AND Q4 = '2', THEN GROUP = '2 SOFTWARE DEVELOPER']
 [IF Q1 = '1' or '2' AND Q3 = '2' AND Q4 = '1', THEN GROUP = '1' WEB SERVICES EEA']
 [IF Q1 = '1' or '2' AND Q3 = '2' AND Q4 = '2', THEN GROUP = '3' REGULAR WEB SERVICES']
 [IF Q1 = '3' AND Q4 = '1', THEN GROUP = '1' WEB SERVICES EEA']
 [IF Q1 = '3' AND Q4 = '2', THEN GROUP = '3' REGULAR WEB SERVICES']

[IF Q1 = '3' THEN CONTINUE TO Q5]
 [ALL OTHERS, INCLUDING Q1 = 'BLANK', SKIP TO Q9]

(COMPANIES THAT BOUGHT CURRENT SOFTWARE)

| | A. Provides resource? | | B. How helpful is the resource? | | | | |
|--|--------------------------|--------------------------|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Yes | No | Very Helpful | Helpful | Not Very Helpful | Not At All Helpful | Don't Know |
| <p>Q5. In column A, indicate whether the company providing the software also provides the following help resources for using the software. For each resource provided, indicate in column B how helpful you believe the resource is to your company.</p> | | | | | | | |
| a. Web services user manual | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Web services online tutorial | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Web services Help Desk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Other web services resources (specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Links to user manual on the USCIS E-Verify browser | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Links to the Help Desk on the USCIS E-Verify browser | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Links to other help resources on the USCIS E-Verify browser (specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(COMPANIES THAT BOUGHT CURRENT SOFTWARE)

Q6. Did the company that provided the software also provide any **training** for your staff on how to use the software?
 (Please choose only one response)

- 1 Yes
- 2 No

[IF Q5 = '1', THEN CONTINUE TO Q6]
 [ALL OTHERS, INCLUDING Q5 = 'BLANK', SKIP TO Q9]

(COMPANIES THAT BOUGHT CURRENT SOFTWARE AND RECEIVED TRAINING)

Q7. About how many hours did the training last? *(Please choose only one response)*

- 1 Less than 4 hours
- 2 4 to 8 hours
- 3 More than 8 hours

(COMPANIES THAT BOUGHT CURRENT SOFTWARE AND RECEIVED TRAINING)

Q8. How helpful was the training for using the software to process employment verification of your employees? *(Please choose only one response)*

- 1 Very helpful
- 2 Helpful
- 3 Not very helpful
- 4 Not at all helpful
- 5 Don't know

What types of web services software do the companies use?

(ALL COMPANIES)

Q9. Does the software package use an electronic Form I-9 to enter the information needed for employment verification (e.g., employee name, DOB, SSN)?

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q9 = '1' AND GROUP = '1' OR '3', THEN CONTINUE TO Q10]

[ALL OTHERS, INCLUDING Q9 = 'BLANK', SKIP TO Q12]

(EEA OR REGULAR WEB SERVICES COMPANIES USING ELECTRONIC FORM I-9)

Q10. Who is typically responsible for entering information into Section 1 of the electronic Form I-9? *(Please choose only one response)*

- 1 Employee
- 2 Employer

(EEA OR REGULAR WEB SERVICES COMPANIES USING ELECTRONIC FORM I-9)

Q11. Who is typically responsible for entering information into **Section 2** of the electronic Form I-9? *(Please choose only one response)*

- 1 Employee
- 2 Employer

(ALL COMPANIES)

Q12. To run cases through E-Verify, does the web services software extract data from another software component/system that is not an electronic Form I-9?

(Please choose only one response)

- 1 Yes
- 2 No
- 3 Don't know

[IF Q12 = '1', THEN CONTINUE TO Q13]

[ALL OTHERS, INCLUDING Q12 = 'BLANK', SKIP TO Q15]

(COMPANIES WITH SOFTWARE EXTRACTING DATA FROM OTHER SYSTEMS)

| Q13. Does your company's web services software extract information from the following software components/systems? <i>(Please choose one response for each item)</i> | Yes | No |
|--|--------------------------|--------------------------|
| a Scanning a paper Form I-9 | <input type="checkbox"/> | <input type="checkbox"/> |
| b Background Screening Interface | <input type="checkbox"/> | <input type="checkbox"/> |
| c Onboarding Interface | <input type="checkbox"/> | <input type="checkbox"/> |
| d Interface Designed for E-Verify use only | <input type="checkbox"/> | <input type="checkbox"/> |
| e Other component/system <i>(specify):</i> _____ | <input type="checkbox"/> | <input type="checkbox"/> |

(COMPANIES WITH SOFTWARE EXTRACTING DATA FROM OTHER SYSTEMS)

Q14. Please describe the types of information extracted from the separate component/system (e.g. contact information, DOB, SSN)?

What specific features does the E-Verify web services software have and how are they used?

(ALL COMPANIES)

| Q15. Does the software provide internal links for quick access to the following types of cases requiring employer action? <i>(Please choose one response for each item)</i> | Yes | No |
|---|--------------------------|--------------------------|
| a Cases with completed Forms I-9 to be submitted to E-Verify | <input type="checkbox"/> | <input type="checkbox"/> |
| b Cases with result updates | <input type="checkbox"/> | <input type="checkbox"/> |
| c Cases to be closed | <input type="checkbox"/> | <input type="checkbox"/> |
| d Cases with expiring work authorization | <input type="checkbox"/> | <input type="checkbox"/> |
| e Other <i>(specify)</i> : _____ | <input type="checkbox"/> | <input type="checkbox"/> |

(ALL COMPANIES)

| Q16. Does the software provide internal links to instructions on how to enter the following types of names? <i>(Please choose one response for each item)</i> <i>(This question refers to help provided on the screen or in help text where the name is entered into the system. It does not refer to help located in a user manual, separate help screen, or other training materials that would require the user to move away from the screen where the name is entered.)</i> | Yes | No |
|--|--------------------------|--------------------------|
| a Hyphenated names (e.g., Lopez-Garcia) | <input type="checkbox"/> | <input type="checkbox"/> |
| b Multiple last names (e.g., De La Cruz) | <input type="checkbox"/> | <input type="checkbox"/> |
| c Suffixes (e.g., Jr., Sr., III) | <input type="checkbox"/> | <input type="checkbox"/> |
| d Abbreviations (e.g., St. John) | <input type="checkbox"/> | <input type="checkbox"/> |
| e Cultures that write surnames first and given names last (e.g., Nguyen Mai) | <input type="checkbox"/> | <input type="checkbox"/> |
| f Other <i>(specify)</i> : _____ | <input type="checkbox"/> | <input type="checkbox"/> |

(ALL COMPANIES)

Q17. Does the software provide an *on-screen* definition for Hire Date?

(This question refers to a definition provided on the screen or in help text where the hire date is entered into the system. It does not refer to a definition located in a user manual, separate help screen, or other training materials that would require the user to move away from the screen where the hire date is entered.)

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q17 = '1', THEN CONTINUE TO Q18]

[ALL OTHERS, INCLUDING Q17 = 'BLANK', SKIP TO Q19]

(COMPANIES WITH SOFTWARE SHOWING ON-SCREEN DEFINITION OF HIRE DATE)

Q18. Does the software define Hire Date as the date the employee began (or will begin) to work for pay?

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q18 = '2', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q18 = 'BLANK', CONTINUE TO Q19]

Please specify the definition provided by the software.

(ALL COMPANIES)

Q19. When a case is not submitted to E-Verify within three days of the employee's hire date, does the software package ask why verification was not initiated within three days of hire?

(Please choose only one response)

- 1 Yes
- 2 No

(ALL COMPANIES)

Q20. Does the software provide photo examples of List A, B, and C document types?

(Please choose only one response)

- 1 Yes, photo examples are provided for all documents
- 2 Yes, photo examples are provided for some documents
- 3 No, no photo examples are provided

[IF Q20 = '2', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q20 = 'BLANK', CONTINUE TO Q21]

Please specify for which documents photo examples are provided.

(ALL COMPANIES)

Q21. Does the software incorporate Photo Matching?

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q21 = '1', THEN CONTINUE TO Q22]

[ALL OTHERS, INCLUDING Q21 = 'BLANK', SKIP TO Q23]

(COMPANIES WITH SOFTWARE INCORPORATING PHOTO MATCHING)

Q22. Does the software instruct the employer to compare the photo generated by the E-Verify system to the photo on the document provided by the employee?

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q22 = '2', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q22 = 'BLANK', CONTINUE TO Q23]

Please specify the instructions provided by the software.

(ALL COMPANIES)

Q23. Does the software incorporate the Pre-TNC Check feature of E-Verify?

(Please choose only one response)

- 1 Yes
- 2 No
- 3 Don't know

(ALL COMPANIES)

Q24. When a case receives a Tentative Nonconfirmation (TNC) result, is the software capable of completing the TNC process (e.g., providing the TNC notice, indicating whether or not the employee wishes to contest, referring the employee to SSA or DHS, receiving authorization status updates)?

(Please choose only one response)

- 1 Yes
- 2 No, the user must sign into the E-Verify web browser to complete TNC cases

[IF Q34 = '1', THEN CONTINUE TO Q25]

[ALL OTHERS, INCLUDING Q24 = 'BLANK', SKIP TO Q28]

(COMPANIES WITH SOFTWARE PROCESSING TNCs)

Q25. At the time a TNC finding is received, does the software provide the employer with the following *on-screen* instructions on how to complete the TNC process?

(This question refers to on-screen instructions at the time of the TNC finding. It does not refer to instructions provided in a user manual, separate help screen, or other training materials that would require the user to move away from the screens where the TNC case is processed.)

(Please choose one response for each item)

| | Yes | No |
|---|--------------------------|--------------------------|
| a Print the TNC notice | <input type="checkbox"/> | <input type="checkbox"/> |
| b Review the TNC notice privately with the employee | <input type="checkbox"/> | <input type="checkbox"/> |

- | | | | |
|---|--|--------------------------|--------------------------|
| c | Have the employee indicate on the paper form whether he/she contests the TNC | <input type="checkbox"/> | <input type="checkbox"/> |
| d | Have the employer and employee sign the paper TNC notice | <input type="checkbox"/> | <input type="checkbox"/> |

(COMPANIES WITH SOFTWARE PROCESSING TNCs)

Q26. At the time of referral, does the software provide the employer with the following *on-screen* instructions on how to complete the referral process? *(Please choose one response for each item)*

(This question refers to on-screen instructions at the time of the referral. It does not refer to instructions provided in a user manual, separate help screen, or other training materials that would require the user to navigate away from the screens where the referral is processed.)

- | | | Yes | No |
|---|--|--------------------------|--------------------------|
| a | Print the Referral Letter | <input type="checkbox"/> | <input type="checkbox"/> |
| b | Review the Referral Letter privately with the employee | <input type="checkbox"/> | <input type="checkbox"/> |
| c | Ensure that the employee understands he/she must contact SSA/DHS within 8 federal government work days | <input type="checkbox"/> | <input type="checkbox"/> |
| d | Have the employer and employee sign and date the Referral Letter | <input type="checkbox"/> | <input type="checkbox"/> |

(COMPANIES WITH SOFTWARE PROCESSING TNCs)

| <p>Q27. Does the software provide access to TNC Notices and Referral Letters in the following languages?</p> <p><i>(Choose one answer for each row for TNC notice and one answer for Referral letter.)</i></p> | TNC Notice | | | | Referral Letter | | | |
|---|---|--------------------------|---|--------------------------|---|--------------------------|---|--------------------------|
| | Option to print notice customized with employee information | Link to generic notice | Instructions where to find generic notice | No access provided | Option to print letter customized with employee information | Link to generic letter | Instructions where to find generic letter | No access provided |
| a. English | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Spanish | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Arabic | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Carolinian | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Chamorro | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Chinese | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. French | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. German | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Haitian-Creole | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Italian | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Japanese | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Korean | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. Marshallese | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n. Palauan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| o. Portuguese | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| p. Russian | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| q. Tagalong | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| r. Vietnamese | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| s. Other (specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(ALL COMPANIES)

Q28. Does the software incorporate measures to prevent duplicate cases being created for the same employee?

(Please choose only one response)

- 1 Yes
- 2 No

(ALL COMPANIES)

| Q29. Does the software allow employers to perform the following batch functions? <i>(Please choose one response for each item)</i> | Yes | No |
|--|--------------------------|--------------------------|
| a Submit multiple cases to E-Verify at the same time (e.g., batch processing) | <input type="checkbox"/> | <input type="checkbox"/> |
| b Close multiple cases at the same time | <input type="checkbox"/> | <input type="checkbox"/> |

(ALL COMPANIES)

Q30. Does the software have specific capabilities related to processing cases for rehired employees?

(Please choose only one response)

- 1 Yes
- 2 No

Why use web services instead of the USCIS E-Verify browser to process employment verification?

[IF RESPONDENT = GROUP 2, THEN SKIP TO Q38]

(EEAs AND REGULAR WEB SERVICES COMPANIES)

Q31. Does your company use the USCIS E-Verify browser to process entire cases or parts of cases for employment verification?

(Please choose only one response)

- 1 Yes, entire cases
- 2 Yes, parts of cases
- 3 No

[IF Q31 = '1' OR Q31 = '2', THEN CONTINUE TO Q32]

[ALL OTHERS, INCLUDING Q31 = 'BLANK', SKIP TO Q33]

(EEAs AND REGULAR WEB SERVICES COMPANIES)

| | | |
|--|--------------------------|--------------------------|
| <p>Q32. Please indicate whether the following statements are circumstances under which your company uses the USCIS E-Verify browser to process entire cases or parts of cases for employment verification?</p> <p><i>(Please choose one response for each item)</i></p> | Yes | No |
| a Process cases that require languages other than English or Spanish | <input type="checkbox"/> | <input type="checkbox"/> |
| b Process existing employees | <input type="checkbox"/> | <input type="checkbox"/> |
| c Other circumstance <i>(specify)</i> : _____ | <input type="checkbox"/> | <input type="checkbox"/> |

(EEAs AND REGULAR WEB SERVICES COMPANIES)

| | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <p>Q33. Please indicate the extent to which you agree or disagree with each of the following statements related to the advantages of the web services software you use.</p> <p><i>(Please choose one response for each item)</i></p> | Strongly agree | Agree | Disagree | Strongly disagree | Not Applicable |
| a The web services software is easy to use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c The web services software can process employment verification more efficiently when it is integrated with other databases/software packages | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d The web services software can process employment verification more efficiently when it is integrated with other human resource services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e The web services software makes it easy to handle large numbers of hires | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f The web services software reporting features are robust than the USCIS E-Verify browser | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h Web services software that use an electronic Form I-9 can process employment verification more efficiently | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j Other advantages <i>(specify)</i> : _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(EEAs AND REGULAR WEB SERVICES COMPANIES)

| | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <p>Q34. Please indicate the extent to which you agree or disagree with each of the following statements related to the disadvantages of using web services software package.</p> <p><i>(Please choose one response for each item)</i></p> | Strongly agree | Agree | Disagree | Strongly disagree | Not applicable |
| a The web services software is very expensive to develop/purchase | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b The web services software is very expensive to upgrade | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c The web services software is very complex | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d Other <i>(specify)</i> : _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(EEAs AND REGULAR WEB SERVICES COMPANIES)

Q35. In general, how satisfied is your company with the web services software that your company currently uses for employment verification?

(Please choose only one response)

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied

[IF Q35 = '3' OR Q35 = '4', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q35 = 'BLANK', CONTINUE TO Q36]

Please provide reasons for why you are not satisfied with the web services software that you currently use.

(EEAs AND REGULAR WEB SERVICES COMPANIES)

Q36. Does your company have any plans to switch to another web services software in the future?

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q36 = '1', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q36 = 'BLANK', CONTINUE TO Q37]

Please provide reasons for why your company plans to switch to web services software in the future.

(EEAs AND REGULAR WEB SERVICES COMPANIES)

Q37. Does your company plan to make any changes to the web services software within the next year?

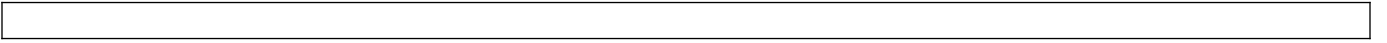
(Please choose only one response)

- 1 Yes
- 2 No

[IF Q37 = '1', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q37 = 'BLANK', CONTINUE TO Q38]

Please describe the other changes you plan to make.



What are your company's experiences with USCIS communication and support for web services?

(ALL COMPANIES)

Q38. How long has it been since your company registered as a web services company with USCIS?

(Please choose only one response)

- 1 Less than a year
- 2 1 to 3 years
- 3 4 to 6 years
- 4 More than 6 years

(ALL COMPANIES)

Q39. How satisfied was your company with the experience of registering as a web services company with USCIS?

(Please choose only one response)

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 5 Don't know

[IF Q39 = '3' OR Q39 = '4', THEN CONTINUE TO Q40]

[ALL OTHERS, INCLUDING Q39 = 'BLANK', SKIP TO Q42]

(COMPANIES NOT SATISFIED WITH REGISTRATION PROCESS)

| | Yes | No |
|--|--------------------------|--------------------------|
| <p>Q40. Indicate whether the following statements are reasons why you are not satisfied with the registration process with USCIS.</p> <p><i>(Please choose one response for each item)</i></p> | | |
| a It was too complicated | <input type="checkbox"/> | <input type="checkbox"/> |
| b The Web Services roles are not well-defined | <input type="checkbox"/> | <input type="checkbox"/> |
| c The process could be improved | <input type="checkbox"/> | <input type="checkbox"/> |
| d Other <i>(specify)</i> : _____ | <input type="checkbox"/> | <input type="checkbox"/> |

Q41. Please describe any suggestions you may have, if any, to improve the registration process with USCIS.

(ALL COMPANIES)

Q42. Has your company contacted USCIS in the past year?

(Please choose only one response)

1 Yes

2 No

[IF Q42 = '1', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q42 = 'BLANK', SKIP TO Q44]

Please describe reasons your company contacted USCIS.

(COMPANIES CONTACTING USCIS)

Q43. How satisfied was your company with the response you received from USCIS?

(Please choose only one response)

1 Very satisfied

2 Satisfied

3 Dissatisfied

4 Very dissatisfied

[IF Q1 = '1' OR '2', THEN CONTINUE TO Q44]

[ALL OTHERS, INCLUDING Q1 = 'BLANK', SKIP TO Q50]

(COMPANIES THAT DEVELOPED SOFTWARE)

Q44. Has your company ever contacted CSC?

(Please choose only one response)

1 Yes

2 No

[IF Q44 = '1', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q44 = 'BLANK', SKIP TO Q46]

Please describe reasons your company contacted CSC.

(SOFTWARE DEVELOPERS CONTACTING CSC)

Q45. How satisfied was your company with the response you received from CSC?

(Please choose only one response)

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied

(COMPANIES THAT DEVELOPED SOFTWARE)

Q46. How helpful is the Interface Control Agreement (ICA; previously called ICD) in developing the web services software?

(Please choose only one response)

- 1 Very helpful
- 2 Helpful
- 3 Not very helpful
- 4 Not at all helpful

(COMPANIES THAT DEVELOPED SOFTWARE)

Q47. Would you suggest adding any information to the ICA document provided by USCIS?

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q47 = '1', DISPLAY TEXTBOX BELOW]

[ALL OTHERS, INCLUDING Q47 = 'BLANK', SKIP TO Q49]

Please describe the additional information you would like to see in the ICA document.

(COMPANIES THAT DEVELOPED SOFTWARE)

Q48. How satisfied are you with the notifications for updates to the ICA document?

(Please choose only one response)

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied

[IF Q48 = '3' OR Q48 = '4', THEN CONTINUE TO Q49]

[ALL OTHERS, INCLUDING Q48 = 'BLANK', SKIP TO Q50]

(COMPANIES DISSATISFIED WITH NOTIFICATIONS)

| | Yes | No |
|---|--------------------------|--------------------------|
| Q49. Please indicate whether the following statements are reasons for your dissatisfaction with the notifications received on new updates to the ICA document? <i>(Please choose one response for each item)</i> | | |
| a We are not provided sufficient time to make updates to our web services system | <input type="checkbox"/> | <input type="checkbox"/> |
| b There are too many updates with each notification | <input type="checkbox"/> | <input type="checkbox"/> |
| c Insufficient information is provided with updates | <input type="checkbox"/> | <input type="checkbox"/> |
| d The method of receiving the update is not useful for our company | <input type="checkbox"/> | <input type="checkbox"/> |
| e Other (<i>specify</i>): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

Would you help us with the next part of the study—A review of web services software packages?

Thank you for participating in this survey, which is the first part of the study. Your input is very valuable.

The second part of the study is to obtain a better understanding of what the graphical user interface (GUI) of various types of web services software look like and how they work in relation to key verification processes (e.g., data input, initial verification, case results, and help instructions), To do so, **we are requesting permission to review your company's software** with the guarantee that we would be willing to sign a nondisclosure agreement (NDA) that has been used with other companies. This NDA will certify that:

- Westat will not provide DHS/USCIS or others outside of its study team with any identifiable information about companies or individuals that participate in the study;
- Westat will not share any screen shots with DHS/USCIS but only summaries of results, which do not permit identification of individual respondents or corporate names or locations; and
- The report DHS/USCIS will receive from Westat shall only be used for internal purposes to guide the Web Services program. It will not be used to improve the USCIS Web browser.

We expect it will take a few minutes for your company to provide access to a demo version of the software that is already available. It will take longer if you choose to conduct a webinar presentation (about 45 minutes) or screenshots (about 45 to 60 minutes).

(ALL COMPANIES)

Q50. Does your company offer a demo version of your web services software package for potential clients to view?

(Please choose only one response)

- 1 Yes
2 No

[IF Q50 = '1', THEN CONTINUE TO Q51]

[ALL OTHERS, INCLUDING Q50 = 'BLANK', SKIP TO Q52]

(ALL COMPANIES)

Q51. Would your company be willing to grant us permission to review the demo version of the software that you use for employment verification?

(Please choose only one response)

- 1 Yes, Westat can review the software we use for E-Verify
- 2 Not sure, we need to discuss this request further with Westat
- 3 Not sure, we need to discuss this request further with others at our company
- 4 No, we are not willing to grant access to our software
- 5 Other response (*specify*): _____

[IF Q51 = '1' OR Q51 = '2' OR Q51 = '3', THEN DIPLAY AND **END SURVEY** WITH THE TEXT "Thank you! We will contact you later."]

[IF Q51 = '4', THEN DISPLAY AND **END SURVEY** WITH THE TEXT "Thank You. Please let us know if you wish to reconsider your decision at a later time."]

[ALL OTHERS, INCLUDING Q51= 'BLANK', **END SURVEY** AND DISPLAY TEXT "Thank you."]

(COMPANIES WITH NO DEMO VERSION OF SOFTWARE)

Q52. If you do not have a demo version of your web services software, is it possible for someone to view your software via a webinar?

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q52 = '1', THEN CONTINUE TO Q53]

[ALL OTHERS, INCLUDING Q52 = 'BLANK', SKIP TO Q54]

(COMPANIES WITH SOFTWARE THAT CAN BE VIEWED VIA WEBINAR)

Q53. Would your company be willing to allow us to view your software package via a Webinar?

(Please choose only one response)

- 1 Yes, Westat can review the software we use for E-Verify
- 2 Not sure, we need to discuss this request further with Westat
- 3 Not sure, we need to discuss this request further with others at our company
- 4 No, we are not willing to grant access to our software
- 5 Other response (*specify*): _____

[IF Q53 = '1' OR Q53 = '2' OR Q53 = '3', THEN DIPLAY AND **END SURVEY** WITH THE TEXT "Thank you! We will contact you later."]

[IF Q53 = '4', THEN DISPLAY AND **END SURVEY** WITH THE TEXT "Thank You. Please let us know if you wish to reconsider your decision at a later time."]

[ALL OTHERS, INCLUDING Q53= 'BLANK', **END SURVEY** AND DISPLAY TEXT "Thank you."]

(COMPANIES WITH SOFTWARE THAT CAN BE VIEWED VIA WEBINAR)

Q54. Would your company be willing to provide screen shots for the **full** employment verification process?

(Please choose only one response)

- 1 Yes
- 2 No

[IF Q54 = '1', THEN DIPLAY AND **END SURVEY** WITH THE TEXT "Thank you! We will contact you later."]

[IF Q54 = '1', THEN DISPLAY AND **END SURVEY** WITH THE TEXT "Thank You. Please let us know if you wish to reconsider your decision at a later time."]

[ALL OTHERS, INCLUDING Q54 = 'BLANK', **END SURVEY** AND DISPLAY TEXT "Thank you."]