

Usability Testing and User Feedback: E-Verify Mobile Application Protocol





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1.0 Usability Testing Announcement (Alert)

To: Current E-Verify Users

From: E-Verify

Subject: E-Verify Mobile Application Usability Testing

Medium: Alert appears when E-Verify user logs into E-Verify

Interested in learning about E-Verify's new mobile product? E-Verify invites currently enrolled users to participate in a 90 day usability testing for the E-Verify mobile app. To participate, you will need access to an Apple iPad (2nd or 3rd generation) and to allow E-Verify to use your email address to send you information about the product testing.

Note regarding time burden:

USCIS estimates that participants will require a total **of 45 minutes to** download the app and participate in testing. Participants will require a one-time 25 minute period to volunteer for testing and download the app, including:

- Reading this usability testing announcement and instructions for volunteering to participate in usability testing (10 min)
- Emailing USCIS to volunteer for usability testing (5 min)
- Reading instructions and downloading the TestFlight App (5 min)
- Reading instructions and downloading the E-Verify App (5 min)

Once the App is downloaded, average case processing and providing comments should take approximately 20 minutes, including:

- Create E-Verify Case(s) (8 min/case)¹
- Providing feedback via TestFlight (12 min) *optional*

Feedback regarding your experience is submitted using the "Send Feedback" option in Apple TestFlight. Your feedback will help E-Verify evaluate and improve the App.

To learn more, send an email to MobileE-Verify@uscis.dhs.gov by [month, xx, 2016]. Participants will be selected on a first come basis.

¹ Case processing estimate was drawn from the June 11, 2015 Supporting Statement for E-Verify which was published in accordance with the Paperwork Reduction Act. A copy of the statement can be found at <http://www.regulations.gov/#!documentDetail;D=USCIS-2007-0023-0048>.

2.0 E-Mail Response to All Users Expressing Interest

To: E-Verify users responding to alert

From: E-Verify (mobile-verify@uscis.dhs.gov)

Subject: Mobile E-Verify

Medium: E-Mail response automatically sent to all users who sent an e-mail in response to alert

Hello!

Thank you for expressing interest in E-Verify efforts to better support mobile accessibility.

E-Verify invites currently enrolled users to test the E-Verify mobile app, a free native application that provides users a new method to access and create E-Verify cases from a mobile device.

E-Verify will select testers from those who have expressed interest in using and providing feedback on the mobile app. If selected, within 10 days, you will receive an email from Apple TestFlight with a link to download the beta E-Verify mobile app.

To participate in testing, you will need to:

- Have access to an iPad (2nd or 3rd generation).
- Install the TestFlight app* from the Apple App Store.
**This allows us to send you beta versions of the E-Verify mobile app.*
- Use the link provided in the email from Apple TestFlight to download the E-Verify mobile app.
- Log into the E-Verify mobile app using your existing E-Verify credentials to create and/or manage cases.

The app will be available to testers for 90 days. During this period, you may opt out of testing at any time. At the end of t, E-Verify will use tester feedback to inform future mobile support efforts.

Thank you,

The E-Verify Mobile Team

3.0 TestFlight Invitation

To: Testers

From: Apple TestFlight Program

Subject: You're invited to test E-Verify

Medium: Email sent to selected participants through Apple TestFlight



ITunes Store ▾ to: dlmcgraw07@gmail.com

from: do_not_reply@apple.com

2/3/15, 8:31 AM

Inbox × ☰

TestFlight: You're invited to test E-Verify



E-Verify

Mobile E-Verify Developer has invited you to test E-Verify.

You can accept this invitation with the Apple ID that you are currently using. Your Apple ID and the email address to which the invite was sent don't have to match. To accept this invitation, you must have TestFlight installed on your iOS device.

Open in TestFlight 

In order to use Tomorrow: A Focused To-Do List For A New Day, you agree that crash data as well as statistics about how you use Tomorrow: A Focused To-Do List For A New Day will be provided to David McGraw and linked to your email address. David McGraw may contact you regarding this information. You should review the Terms and Conditions of the TestFlight program, as well as the terms, policies, and practices of David McGraw. Beta apps may crash or result in data loss.

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4.0 Apple TestFlight Feedback Tool

