

## DHS Privacy Notice

**AUTHORITIES:** The information requested on this survey is collected under 6 U.S.C. 271 and the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Public Law 104-208, Sec. 401-405 (Sept. 30, 1996), as amended and codified at 8 U.S.C. 1324a note.

**PURPOSE:** The primary purpose for providing the requested information on this survey is assist USCIS with determining whether: (1) new and revised questions for the E-Verify National Survey of Employers are clear and easy to answer; (2) questions convey the intended meaning; (3) information requested is available; and (4) questions require an excessive amount of time to complete.

**DISCLOSURE:** The information you provide is voluntary.

**ROUTINE USES:** Westat, the authorized contractor acting on behalf of USCIS, may share an overall summary of the responses you provide on this survey with USCIS. However, there are procedures to protect the confidentiality of employer respondents' individual survey responses. DHS follows approved routine uses described in the associated published system of records notice [DHS/USCIS-011 E-Verify Program] and the published privacy impact assessment [DHS/USCIS/PIA-030 E-Verify] which you can find at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

### Paperwork Reduction Action Statement

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 40 minutes per response, including the time for reviewing instructions, and completing and submitting the form. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Research and Evaluation Division, Office of Policy and Strategy, 20 Massachusetts Avenue, N.W., Washington, DC 20529-2210. OMB No. 1615-0126. ***Do not return the completed form to this address.***

## Attachment A-2

### Pretest Draft of Survey for EEAs Verifying Clients Workers Only in the past 12 months

November 6, 2017

NOTE TO PROGRAMMER:

In section A of the base survey, employers self-identified as EEAs, answered questions about their current use of E-Verify and reasons for not using it before answering the following filter question to determine whether they should be routed to this survey. EEAs choosing option 1 remained in the base survey and those choosing option 2 were routed to this survey.

**(CURRENT USERS IDENTIFIED AS EEAs)**

**A9. Please indicate whether your company has used E-Verify for your own workers or clients' workers in the past 12 months.**

(Please choose all that apply)

- 1  This company has used E-Verify for its **own workers only (SHOW MESSAGE AND ROUTE TO SURVEY FOR EEAs VERIFYING OWN WORKERS ONLY)**
- 2  This company has used E-Verify for its **clients' workers only (ASK A10)**
- 3  This company has used E-Verify for **both** its own workers and clients' workers **(SHOW MESSAGE AND ROUTE TO DUAL EEA SURVEY)**

## SECTION A: Company Background (Continued)

### IMPORTANT INSTRUCTION

The remaining questions in this survey are for E-Verify Employer Agents that verified **only clients' workers during the past 12 months.**

If this information is not correct, please return to question A9 and change your answer. Otherwise, continue with question A10 below.

**(ALL EEAs ROUTED TO THIS SURVEY)**

<b>A10. Why is your company not verifying its <u>own</u> workers?</b> <i>(Please choose one response for each item)</i>	Yes	No
a. We did not have any new hires in the past year	<input type="checkbox"/>	<input type="checkbox"/>
b. We do not use E-Verify for our own workers, only for our clients' workers	<input type="checkbox"/>	<input type="checkbox"/>
c. We used E-Verify for our own workers in the past but decided to stop verifying our own workers	<input type="checkbox"/>	<input type="checkbox"/>
d. Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

**(ALL EEAs IN THIS SURVEY)**

<b>A11. Does your company access the <u>E-Verify website</u> in the following ways?</b> <i>(Please choose one response for each item)</i>	Yes	No
a. We go directly to the E-Verify website (( <a href="https://e-verify.uscis.gov/web/Login.aspx">https://e-verify.uscis.gov/web/Login.aspx</a> ) to use E-Verify	<input type="checkbox"/>	<input type="checkbox"/>
b. We have customized software (e.g., a human resource software system) to use E-Verify	<input type="checkbox"/>	<input type="checkbox"/>

**(WEB SERVICES USING BOTH BROWSER AND SOFTWARE)**

<b>A12. Does your company access the <u>E-Verify website</u> at least sometimes to perform the following E-Verify tasks to verify your workers?</b> <i>(Please choose one response for each item)</i>	Yes	No
a. Create E-Verify cases for employees	<input type="checkbox"/>	<input type="checkbox"/>
b. Conduct Photo Matching	<input type="checkbox"/>	<input type="checkbox"/>
c. Respond to requests to "Check Information"	<input type="checkbox"/>	<input type="checkbox"/>
d. Process Tentative Nonconfirmations	<input type="checkbox"/>	<input type="checkbox"/>
e. Conduct the referral process for DHS or SSA Tentative Nonconfirmations	<input type="checkbox"/>	<input type="checkbox"/>
f. Close cases	<input type="checkbox"/>	<input type="checkbox"/>
g. Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION B: Implementing the E-Verify System

**(ALL EEAs ROUTED TO THIS SURVEY)**

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

*(Please choose only one response)*

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

**(ALL EEAs ROUTED TO THIS SURVEY)**

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

(Please choose only one response)

- 1  I am the only user at this company..... **SKIP TO B4**
- 2  All of the other current users have completed the tutorial..... **ANSWER B3**
- 3  Some of the other current users have completed the tutorial..... **ANSWER B3**
- 4  None of the other current users have completed the tutorial..... **ANSWER B3**

**(EEAs USING E-VERIFY WEBSITE ONLY--MULTIPLE USERS)**

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

(Please choose only one response)

- 1  All users have their own unique user IDs
- 2  Some users share a user ID
- 3  Don't know

**(ALL EEAs ROUTED TO THIS SURVEY)**

**B4. For each of the statements below, select the answer that best represents your company's experience with the E-Verify enrollment process.**

*Enrollment refers to the initial process of signing up a company for E-Verify including signing the MOU, determining which access method to use, and providing company information. **Enrollment does not include taking the E-Verify tutorial or using E-Verify.***

(Please choose one response for each item)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
a. The online enrollment process was easy to complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The online enrollment process was too time-consuming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(ALL EEAs ROUTED TO THIS SURVEY)**

**B5. For each of the statements below, select the answer that best represents your company's experience with the E-Verify tutorial provided on the E-Verify website.**

(Please choose one response for each item)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
a. The content of the online tutorial on the E-Verify website was easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The tutorial adequately prepared us to use E-Verify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. The tutorial answered all of our questions about using E-Verify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The tutorial took too long to complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. It was a burden to have to pass the Tutorial Knowledge Test (previously called the Mastery Test) before being allowed to use E-Verify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(EEAs USING E-VERIFY WEBSITE)**

<b>B6. For your company, how helpful are each of the following resources and features that are provided as part of the E-Verify system?</b> <i>(Please choose one response for each item)</i>	Very Helpful	Helpful	Not Very Helpful	Not At All Helpful	Not Aware of Item	Never Used Item
a. The online E-Verify User Manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The online tutorial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Online webinars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. E-Verify Quick Reference Guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. E-Verify Self-Assessment Guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Reports to monitor the status of employee cases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Reports to monitor our company's use of the system and the use of individual users in our company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Mouse-over features on data entry fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Any other features (specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(WEB SERVICES EEAS)**

<p><b>B7. For your company, how helpful are each of the following resources and features that are provided as part of E-Verify?</b> <i>(Please choose one response for each item)</i></p>	Very Helpful	Helpful	Not Very Helpful	Not At All Helpful	Not Aware of Item	Never Used Item
a. The online E-Verify <b>User Manual M-775</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The online E-Verify <b>Web Services User Manual</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. E-Verify Quick Reference Guide for Web Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. E-Verify Self-Assessment Guide for Web Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The Interface Control Agreement (ICA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Any other features (specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(EEAs USING E-VERIFY WEBSITE)**

**B8. Thinking about system navigation and data entry, how user-friendly is the E-Verify system?**

*(Please choose only one response)*

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

## SECTION C: Experiences with E-Verify

**(ALL EEAs ROUTED TO THIS SURVEY)**

<b>C1. Please consider each of the following statements related to E-Verify and select the response that best represents the experiences at your company.</b> <i>(Please choose one response for each item)</i>	Strongly Agree	Agree	Disagree	Strongly Disagree
a. It is impossible to fulfill all the requirements in the E-Verify verification process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Overall, E-Verify is an effective tool for employment verification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. We believe E-Verify is highly accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. We are sometimes unsure about how to enter certain types of names (e.g., single or long names and compound/hyphenated last names)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Frequent technical assistance is required from the Help Desk to use E-Verify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. At times it is impossible to submit the information required by the deadline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. It is easy to make errors when entering employee information into the E-Verify system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**NOTE TO PROGRAMMER: IF WEB SERVICES EMPLOYER, GREY OUT PART (g) IN QUESTION C1**

**(EEAs USING E-VERIFY WEBSITE )**

<b>C2. Consider each of the following statements related to E-Verify and select the choice that best represents the experiences at your company.</b> <i>(Please choose one response for each item)</i>	Strongly Agree	Agree	Disagree	Strongly Disagree
a. USCIS usually provides adequate training when introducing new program features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. E-Verify is not always available because the federal system is 'down'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. E-Verify is not always available because our Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



system is unreliable				
d. System time-outs require us to re-enter information previously entered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The system closed a case that was started but not completed in E-Verify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(ALL EEAs ROUTED TO THIS SURVEY)**

<b>C3. How easy is it for E-Verify users at your company to address the following situations related to passwords?</b> <i>(If users did not experience the problem, select "Not applicable." Choose one response for each item)</i>	Easy	Somewhat easy	Somewhat difficult	Difficult	Not applicable
a. Reset the password using the self-service tool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Reset the password by calling the E-Verify Help Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(EEAs VERIFYING ANY CLIENTS' WORKERS (EXCEPT WEB SERVICES))**

**C4. To what extent was the overall cost of *setting up* E-Verify a problem for your company?**

*Examples of setup costs include costs for initial training of E-Verify staff, computer hardware and Internet access, filing cabinets and other office equipment, and any other related costs. We are interested in your general perceptions; no need to calculate costs.*

*(Please choose only one response)*

- 1  A large extent
- 2  A moderate extent
- 3  A small extent
- 4  Not a problem
- 5  Don't know

**(EEAs VERIFYING ANY CLIENTS' WORKERS EXCEPT WEB SERVICES)**

**C5. To what extent is the overall cost of *maintaining* E-Verify a problem for your company?**

*Examples of maintenance costs include costs for training of replacement E-Verify staff, wages for E-Verify staff, computer maintenance and Internet access, and any other related costs. We are interested in your general perceptions; no need to calculate costs.*

*(Please choose only one response)*

- 1  A large extent
- 2  A moderate extent
- 3  A small extent
- 4  Not a problem
- 5  Don't know

**(WEB SERVICES EEAs VERIFYING ANY CLIENTS' WORKERS)**

**C6. To what extent was the overall cost of *setting up* E-Verify a problem for your company?**

*Examples of setup costs include costs for develop or purchase Web services software, initial training of E-Verify staff, computer hardware and Internet access, filing cabinets and other office equipment, and any other related costs. We are interested in your general perceptions; no need to calculate costs.*

*(Please choose only one response)*

- 1  A large extent
- 2  A moderate extent
- 3  A small extent
- 4  Not a problem
- 5  Don't know

**(WEB SERVICES EEAs VERIFYING ANY CLIENTS' WORKERS)**

**C7. To what extent is the overall cost of *maintaining* E-Verify a problem for your company?**

*Examples of maintenance costs include costs for upgrading software to meet new E-Verify requirements, training of replacement E-Verify staff, wages for E-Verify staff, computer maintenance and Internet access, and any other related costs. We are interested in your general perceptions; no need to calculate costs.*

*(Please choose only one response)*

- 1  A large extent
- 2  A moderate extent
- 3  A small extent
- 4  Not a problem
- 5  Don't know

**(ALL EEAs ROUTED TO THIS SURVEY)**

**C8. Do you use any form of electronic I-9?**

*(Please choose only one response)*

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

**(ALL EEAs ROUTED TO THIS SURVEY)**

**C9. Does your company complete Section 2 of the Form I-9 for your clients' workers?**

*(Please choose only one response)*

- 1  Yes.....ANSWER C10

2  No.....**SKIP TO C17**

**(EEAs COMPLETING FORM I-9 FOR CLIENTS)**

**C10. Which of the following statements describes what USUALLY happens when your company completes the Form I-9 for clients?**

*(Please choose only one response)*

- 1  Our company is responsible for the entire process
- 2  Our clients are responsible for part of the process and we are responsible for other parts

**(EEAs COMPLETING FORM I-9 FOR CLIENTS)**

<b>C11. How often does each of the following activities occur when your company completes the Form I-9 for <u>clients</u>?</b>		<b>Always</b>	<b>Often</b>	<b>Sometimes</b>	<b>Never</b>
<i>(Please choose one response for each item)</i>					
a.	We receive copies of the documents from the client (e.g., by email, mail, or fax)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	We obtain the actual documents from the worker or the client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	We have contact with workers in-person or by Skype during the review process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	We refer questions about the documents to the worker directly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	We refer questions about the documents to the client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(EEAs COMPLETING FORM I-9 FOR CLIENTS)**

<b>C12. When completing the Form I-9 for your <u>clients'</u> workers, how often does your company take the following steps?</b>		<b>Always</b>	<b>Often</b>	<b>Sometimes</b>	<b>Never</b>
<i>(Please choose one response for each item)</i>					
a.	Examine the documents the workers provide to determine if they appear to be genuine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Examine the documents the workers provide to determine if they belong to the worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(EEAs EXAMINING CLIENTS' WORKERS DOCUMENTS TO DETERMINE IF GENUINE)**

**C13. When you examine workers' documents during the Form I-9 process to determine if they appear to be genuine, what do you check?**

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**(EEAs EXAMINING CLIENTS' WORKERS DOCUMENTS TO DETERMINE IF GENUINE)**

<b>C14. If you determine that the documents for your <u>clients'</u> workers are NOT genuine, what do you do?</b> <i>(Please choose one response for each item. If the situation has never arisen, select 'Not applicable.')'</i>	Always	Often	Sometimes	Never	Not applicable
a. Accept the documents and enter the information into E-Verify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ask for alternative documents before taking further action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Inform clients that the documents do not appear to be genuine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(EEAs EXAMINING CLIENTS' WORKERS DOCUMENTS TO DETERMINE IF BELONG TO WORKER)**

<b>C15. When you examine documents for your <u>clients'</u> workers during the Form I-9 process to determine if they belong to the worker, what do you do?</b> <i>(Please choose one response for each item. If the situation has never arisen, select 'Not applicable.')'</i>	Always	Often	Sometimes	Never	Not applicable
a. Look to see if information (e.g., date of birth or name) on IDs match information on Form I-9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Look to see if information (e.g., date of birth or name) on separate IDs match	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Look to see if date of birth on IDs is roughly consistent with person's appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Look to see whether the photo matches the person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(EEAs EXAMINING IF DOCUMENTS BELONG TO CLIENTS' WORKERS)**

<b>C16. If you determine that the documents for your <u>clients'</u> workers do not appear to belong to the worker, what do you do?</b>  <i>(Please choose one response for each item. If the situation has never arisen, select 'Not applicable.')</i>	Always	Often	Sometimes	Never	Not applicable
a. Accept the documents and enter the information into E-Verify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ask for alternative documents before taking further action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Inform clients that the documents do not appear to belong to the worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(ALL EEAs ROUTED TO THIS SURVEY)**

**C17. E-Verify sometimes returns a photo for Photo Matching, depending on the Form I-9 document provided by workers.**

**Has your company ever used E-Verify Photo Matching for your clients' workers?**

*(Please choose only one response)*

- 1  Yes.....**ANSWER C18**
- 2  No.....**SKIP TO SECTION D**
- 3  Don't know.....**SKIP TO SECTION D**

**(EEAs USING PHOTO MATCHING FOR CLIENTS' WORKERS)**

**C18. When you receive a photo from the E-Verify Photo Matching response, do you compare the photo to the document provided by your clients' workers?**

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  Don't know

**(EEAs USING PHOTO MATCHING FOR CLIENTS' WORKERS)**

**C19. Has Photo Matching influenced the types of documents your company asks for during the verification process for your clients' workers?**

*(Please choose only one response)*

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

## SECTION D: Verification Procedures

This section asks questions about your verification procedures for *your clients' workers*.

**(ALL EEAs ROUTED TO THIS SURVEY)**

<b>D1. For which of the following <u>client</u> workers does your company verify work authorization using E-Verify?</b> <i>(Please choose one response for each item)</i>	Yes	No	Not Applicable	Don't know
a. All new hires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Employees who started working for the client company because of merger or buy-out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Existing employees who worked at the client company prior to when the company began using E-Verify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Existing employees with work authorizations that are about to expire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Existing employees not believed to be work authorized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Other types (specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(ALL EEAs ROUTED TO THIS SURVEY)**

**D2. When is E-Verify *typically* used to verify work authorization for your clients' workers?**

*(Please choose only one response)*

- 1  Before a job offer is made
- 2  After a job offer but before the worker has accepted
- 3  After a job offer has been accepted but before the employee's first day of paid work
- 4  On the first day of paid work
- 5  On the second or third day of paid work
- 6  More than three days after starting paid work
- 7  Other times (specify): \_\_\_\_\_
- 8  Don't know

**(ALL EEAs ROUTED TO THIS SURVEY)**

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

*(Please choose only one response)*

- 1  Usually..... **ANSWER D4**

- 2  Sometimes..... ANSWER D4
- 3  Rarely..... ANSWER D4
- 4  Never..... SKIP TO D6

**(EEAs REPORTING CLIENTS' WORKERS PROVIDE EMAIL ADDRESSES)**

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

*(Please choose only one response)*

- 1  Always..... SKIP TO D6
- 2  Often..... ANSWER D5
- 3  Sometimes..... ANSWER D5
- 4  Never..... ANSWER D5

**(EEAs NOT ALWAYS SUBMITTING CLIENTS' WORKERS EMAIL ADDRESSES)**

<b>D5. Which of the following statements are reasons you don't always submit your <u>clients</u>' workers email addresses to the E-Verify system?</b> <i>(Please choose one response for each item)</i>	Yes	No
a. Clients ask us <u>not</u> to submit their workers' email addresses	<input type="checkbox"/>	<input type="checkbox"/>
b. Submitting email addresses provided by workers is not a requirement	<input type="checkbox"/>	<input type="checkbox"/>
c. We need to protect the worker's privacy	<input type="checkbox"/>	<input type="checkbox"/>
d. It is difficult to read workers' handwriting	<input type="checkbox"/>	<input type="checkbox"/>
e. Our staff is too busy to take this extra step of providing information	<input type="checkbox"/>	<input type="checkbox"/>
g. Other reasons (specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**(ALL EEAs ROUTED TO THIS SURVEY)**

**D6. As far as you know, did your company receive any Tentative Nonconfirmation findings because of a data entry mistake when entering the Form I-9 information for your clients' workers into E-Verify?**

*(Please choose only one response)*

- 1  Yes..... ANSWER D7
- 2  No..... SKIP TO D8
- 3  Don't know..... SKIP TO D8



**(EEAs WITH DATA ENTRY TNC) (D10 IN 2015)**

**D7. When a data entry error is found, how do you typically correct it?**

*(Please choose only one response)*

- 1  We close the original case as an invalid query and enter the corrected information as a new case
- 2  We enter the corrected information as a new case but do not close the original case as an invalid query
- 3  We submit the case as a revision of the original case when prompted by the system
- 4  Other (specify): \_\_\_\_\_

**(ALL EEAs ROUTED TO THIS SURVEY)**

**D8. Did your company receive any Tentative Nonconfirmation findings for clients' workers that were *NOT* the result of data entry errors?**

*(Please choose only one response)*

- 1  Yes.....**CONTINUE WITH D9**
- 2  No.....**SKIP TO D16**

**(ALL EEAs ROUTED TO THIS SURVEY)**

**D9. Do your agreements with your clients make you responsible for informing their workers about Tentative Nonconfirmatons?**

*(Please choose only one response)*

- 1  Yes, our company is responsible for informing workers about the Tentative Nonconfirmation for ALL of our clients
- 2  Yes, our company is responsible for informing workers about the Tentative Nonconfirmation for SOME of our clients
- 3  No, our company is not responsible for informing workers about Tentative Nonconfirmations for any of our clients.

**(EEAs RECEIVING TNCs FOR CLIENTS WORKERS)**

**D10. When your agreement with your client makes you responsible for informing their workers about Tentative Confirmations, how often does your company inform the worker about the TNC?**

*(Please choose only one response)*

- 1  Always
- 2  Often
- 3  Sometimes
- 4  Never

**(EEAs INFORMING CLIENTS' WORKERS ABOUT TNCs)**

<b>D11. How often does your company inform <u>clients'</u> workers about their TNC findings in the following ways?</b> <i>(Please choose one response for each item)</i>	Always	Often	Sometimes	Never
a. In-person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Telephone call or Skype	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Regular mail, FedEx, certified mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(EEAs RECEIVING TNCs FOR CLIENTS WORKERS)**

**D12. Considering your clients' workers, how soon after a Tentative Nonconfirmation is received does your company *typically* notify the worker or your client?**

*(Please choose only one response)*

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

**(EEAs INFORMING CLIENTS' WORKERS ABOUT TNCs)**

**D13. How often has your company used the Further Action Notice for your clients' workers that you notify about Tentative Nonconfirmations?**

*(Please choose only one response)*

- 1  Always
- 2  Often
- 3  Sometimes
- 4  Never

**(EEAs INFORMING CLIENTS' WORKERS ABOUT TNCS)**

<b>D14. How often does your company do the following when processing Tentative Nonconfirmations for your <u>clients'</u> workers that you are responsible for notifying</b> <i>(Please choose one response for each item)</i>	Never	Sometimes	Often	Always	Not Applicable
a. We discuss the Further Action Notice privately with workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. If needed, we provide workers with a translated version of the Further Action Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. We create a new case without closing the old one if the information on the Further Action Notice is not correct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. After workers sign the Further Action Notice, we sign it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. When workers decide to contest the Tentative Nonconfirmation and sign the Further Action Notice, we keep a copy in their file	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. We provide the worker with the Referral Date Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. We inform the worker that he/she has 8 federal working days to contact the Social Security Administration or Department of Homeland Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(EEAs WITH CLIENTS' WORKERS RECEIVING TNCs OTHER THAN DATA ENTRY TNCs)**

<b>D15. Considering only your <u>clients'</u> workers, how often does each of the following situations apply when persons receive Tentative Nonconfirmations?</b> <i>(Please choose one response for each item)</i>	Never	Sometimes	Often	Always	Not Applicable	Don't know
a. Employees quit before there is a chance to tell them about the finding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Employees do not return to work for clients when a Tentative Nonconfirmation is received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Employees are not told about Tentative Nonconfirmations but clients let them continue to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Clients hire employees receiving Tentative Nonconfirmations without telling them about the finding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Clients fire employees receiving Tentative Nonconfirmations without telling them about the finding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Employees quit rather than contest the Tentative Nonconfirmation finding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Employees tell clients that they plan to contest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Employees are unable to contest a Tentative Nonconfirmation because of barriers such as language or bureaucracy/'red tape'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(ALL EEAs ROUTED TO THIS SURVEY)**

**D16. How often does your company close E-Verify cases within 90 days of initial case submission?**

*(Please choose only one response)*

- 1  Always.....**SKIP TO D18**
- 2  Often.....**ANSWER D17**
- 3  Sometimes.....**ANSWER D17**
- 4  Never.....**ANSWER D17**

**(EEAs NOT ALWAYS CLOSING CASES)**

<b>D17. Which of the following statements describe why your company does not always close cases within 90 days.</b> <i>(Please choose one response for each item)</i>	Yes	No
a. Closing cases is burdensome or time consuming	<input type="checkbox"/>	<input type="checkbox"/>
b. Worker does not let us or the client know if Form I-9 information is correct when E-Verify asks us to confirm or change the change the information initially submitted to the system	<input type="checkbox"/>	<input type="checkbox"/>
c. Worker does not state whether he/she wishes to contest the TNC	<input type="checkbox"/>	<input type="checkbox"/>
d. A TNC case has not been resolved by Department of Homeland Security or Social Security Administration	<input type="checkbox"/>	<input type="checkbox"/>
e. The worker has quit before receiving a final finding from E-Verify	<input type="checkbox"/>	<input type="checkbox"/>
f. The worker was fired for a reason unrelated to E-Verify before receiving a final finding from E-Verify	<input type="checkbox"/>	<input type="checkbox"/>
g. Other (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

**(ALL EEAs ROUTED TO THIS SURVEY)**

<p><b>D18. The following statements describe possible changes that could be made to E-Verify procedures. Please select the answer that best describes your views for each of these possible changes.</b></p> <p><i>(Please choose one response for each item)</i></p>	Strongly Support	Support	Oppose	Strongly Oppose	No Opinion
a. Requiring all companies in the United States to use E-Verify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Eliminating the paper Form I-9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Including the ability to take and verify fingerprints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Increasing the types of documents that can be used with Photo Matching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Adding a formal appeal process that employers or their employees could use if they disagree with the final case finding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Allowing employers that are not federal contractors to verify existing employees hired prior to signing an MOU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Allowing all companies to verify job applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Having workers receive a text message from USCIS informing them of their TNC in addition to receiving the Further Action Notice from employers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Including information in USCIS email notifications for workers to contact SSA or DHS directly to resolve their TNCs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Adding employer's name to the E-Verify email notification letter to workers with Tentative Nonconfirmations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Sending separate email notification letters to workers who receive Tentative Nonconfirmations from SSA and DHS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Including contact information for workers to receive assistance to appeal Final Nonconfirmations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Any other changes you might want to suggest (specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(ALL EEAs ROUTED TO THIS SURVEY)**

**D19.** Please use the space provided below to provide comments or suggestions for improving E-Verify.

A large, empty rectangular box with a thin black border, intended for providing comments or suggestions for improving E-Verify.