

## **WBP Interview Protocol – Non users who have transmitted cases, but terminated participation in the WBP**

*Hello, my name is \_\_\_\_\_ and I am calling from Westat, a research firm based in Rockville, Maryland. May I please speak with \_\_\_\_\_?*

*Westat is currently conducting an evaluation of the Web-based Basic Pilot (or WBP) Employment Verification Program under contract with the U.S. Citizenship and Immigration Services (USCIS). As part of our evaluation, we are conducting brief 15-20 minute phone interviews with employers who signed up for the WBP program and transmitted cases, but then terminated use of the program. Your company has been selected to participate in these interviews, and I am contacting you personally because our records show you were the person that had been designated to be responsible for the WBP program at \_\_\_\_\_. Is this correct? (If person states he or she was not to be responsible for WBP, ask for contact information of person who was responsible or would be knowledgeable about what happened, if that person is still with company.) I would like to assure you that your responses will be kept strictly confidential. You and your company will not be personally identified in any way. Your participation in this evaluation is completely voluntary. Would you be willing to participate in our brief survey?*

1. Our records indicate that your establishment used the Web-based Basic Pilot (or WBP) to verify employees' work authorization, but terminated your participation in the program. Is that correct? If not, have you ever used the WBP, or are you still using it?
2. How long did you use the Web-based Basic Pilot before you decided to terminate your participation in the program? How frequently did you use the system to verify employment?
3. Did your establishment use a verification pilot system prior to signing up for the WBP? If so, which one(s) and for how long? (e.g., SSNVS, original Basic Pilot system, Citizenship Attestation Verification Pilot, Machine-Readable Document Pilot (only if in Iowa))
4. What was your establishment's motivation for registering for the WBP?

PROBE, if not mentioned: Was it a mandatory requirement? Recommended by someone, or something else?

5. What were your establishment's reasons for terminating your use of the WBP?

PROBE if not mentioned: Too few (or no) employees to verify, found tutorial too difficult, could not pass Mastery test, found a new system, found costs of maintaining system prohibitive, manager/supervisor did not want to use, process too burdensome or time consuming, did not understand the TNC processes or results, not needed because using another system, etc.

6. How was the decision made to terminate your establishment's use of the WBP? Who was involved in the decision making process?

PROBE: Was it an administrative decision? Were actual system users involved in the decision?

- 6a. *[If the decision was not related to satisfaction]:* Were you satisfied with the WBP program? Please explain.

- 6b. If you were **not** satisfied, what, if anything, do you think could be improved about the WBP?

7. What did you think of the WBP online tutorial? Helpful? In what ways? Useful learning tool? Any ideas to make it more useful?

8. What about the mastery test? Helpful? In what ways? Useful review tool? Any ideas to make it more useful?

9. Do you recall if you understood the process for resolving tentative nonconfirmations with SSA? What about resolving tentative nonconfirmations with DHS? If you did not understand it, what was confusing about it?

10. What verification procedures are you currently using instead of the WBP?

11. What costs did your establishment experience in **setting up** the WBP?

*[If stumped give a few examples of possible costs: training, computer hardware, Internet connection and access charges, office equipment, or remodeling or restructuring of the physical plant; reassignment of employees, additional recruitment, delayed production?]*

12. What types of costs did you establishment experience in **using and maintaining the WBP**? *[If stumped give a few examples of possible costs.]*

13. Approximately what percent of current employees in your establishment would you say are immigrants, that is, they were born outside the U.S.? *[Assure respondents that their responses will not be individually shared with the government, nor will they be identified in any way to anyone outside of the Westat evaluation team.]*

*Thank you very much for your participation. We appreciate you taking the time to complete this survey.*