WBP Interview Protocol – Non users who have never transmitted a case

Hello, my name is _____ and I am calling from Westat, a consulting 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 10-15 minute phone interviews with employers who signed up for the WBP 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 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 and 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 you have never submitted a case to the Web-based Basic Pilot (or WBP) to verify an employee's work authorization. Is that correct? If not, when did you start using the WBP?

2. What prompted you to sign up for the WBP?
   a. Prompt: Was it a mandatory requirement by your company? A recommendation from someone? Something else?

3. Do you plan to use the system in the future? If so, when?

[For questions 4-11, skip any that are clearly inappropriate based on information already supplied.]

4. Did something happen at your company that changed its interest in participating [delayed its participation] in the WBP? (such as a buy out, merger, planning on going out of business in near term, etc.)

5. What are your reasons for not [yet] using the WBP to verify an employee's work authorization?
   a. Prompts: Did not have new employee to verify, found the tutorial too difficult, could not pass Mastery test, used or found a new system (if this is the case, we'd want to probe for what the other system was – such as the SSNVS), found costs of maintaining system too high, manager/supervisor did not want to use, no one has mentioned it to me etc.

6. How was the decision made at your establishment to not to use the WBP? Who was involved in the decision making process?
    a. Prompt: A manager, the HR department? Was it an administrative decision? Were actual system users involved in the decision? *(If respondent does not know, ask him or her if it would be possible to find out and either call us back or schedule a follow-up call in the next day or two.)*

7. What did you think of the registration process?
    a. Prompt: Did you find it easy or difficult to complete? Any other comments about the registration process?

8. Did you complete the WBP online tutorial? If yes, what did you think of the tutorial?
    a. Prompts: Helpful? In what ways? Useful review tool? Ideas to make it more useful? Time-consuming, difficult, informative?

9. Did you complete the WBP Mastery test? What did you think of the test?
    a. Prompts: Same as question 8

10. Can you recall any direct or indirect costs associated with setting up the WBP? If so, can you estimate the amount of total costs associated with setting up the WBP?
    a. Prompts: If unsure, give a few examples such as 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?

11. Did your establishment use a verification pilot system prior to signing up for the WBP? If so, which one(s) and for how long?
    a. Prompts: SSNVS, original Basic Pilot system, Citizenship Attestation Verification Pilot, Machine-Readable Document Pilot [only if in Iowa].)

12. Approximately what percent of current employees of this establishment would you say are immigrants, that is, they were born outside the U.S.? *(Assure the respondent that his or her responses will not be individually shared with the government, nor will he or she be identified in any way to anyone not on Westat's evaluation team.)*