



Tuesday, August 9, 2011  
3:00PM – 5:00PM (Eastern Time)

**Listening Session:**  
I-9 Central  
Usability and Functionality

The USCIS Verification Division and Office of Public Engagement are grateful for your participation in our National Stakeholder engagement to discuss I-9 Central. We appreciate your feedback on the usability and functionality of this resource, available online at <http://www.uscis.gov/I-9Central>. We also thank you for comments about elements that can be added or changed to improve the user experience.

**Agenda**

- I. Welcome and Introductions (3:00 - 3:05)**  
*Katherine Lotspeich, Deputy Chief, Verification Division*
  
- II. An Overview of I-9 Central (3:05 – 3:20)**  
*Yvette LaGonterie, Chief, Outreach, Verification Division*
  
- III. Open Discussion (3:20 – 4:50)**  
*Facilitator: Mary Herrmann, Office of Public Engagement*  
  
(10 minutes each)
  - 1. Is the website easy to navigate?
  - 2. Is any information missing?
  - 3. Is the information on the website useful?
  - 4. Is the website easy to read and comprehend?
  - 5. Do you like the general look and feel of the website?
  - 6. What would make I-9 Central better for you?  
(30 minutes)
  - 7. Other comments
  
- IV. Closing Remarks (4:50 – 5:00)**  
*Yvette LaGonterie, Chief, Outreach Branch, Verification Division*