

**From:** U.S. Citizenship and Immigration Services <uscis@messages.dhs.gov>

**Sent:** Wednesday, September 18, 2024 11:11 AM

**To:**

**Subject:** USCIS Invitation: Help Shape the Paralegal Account Experience

We want to hear from paralegals who have experience preparing forms online with USCIS on behalf of attorneys.

### **Who Can Participate**

To participate, you must:

- Be at least 18 years old;
- Be a paralegal;
- Currently use the USCIS online paralegal account; and
- Work with multiple attorneys to prepare and submit forms to USCIS.

### **Participation Details**

Your participation will include the following:

- An online 1-hour session with our research team using the Microsoft Teams platform from a laptop, tablet, or desktop computer; and
- Sharing webcam video so we can see your face during the session if you are comfortable doing so.

NOTE: Sharing webcam video is not required to participate.

Participation is voluntary and will not affect the outcome of any pending or future case you or your clients may have. We will not request any case-specific information as part of this study. We will request limited personally identifiable information, such as your name, phone number, and email address. Your feedback will be shared anonymously with our development teams for internal use only to enhance the online experience.

### **How to Participate**

Please send an email to [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov) with a subject line of “Paralegal Account Experience.” The body of your email should state that you are willing to participate and that you meet the listed participation criteria. We will select participants who meet the criteria for a 1-hour online session. Our team will follow up with you by email to coordinate a date and time for the online session.

**We will hold sessions from September 20 - October 4 from 10 a.m. – 5 p.m. Eastern. We will accept responses to this invitation to participate through October 2.**

If you have any questions, please email: [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov)

We look forward to hearing from you!

**If you are seeking case-specific assistance, please refer to our [Contact Center](#) page for resources.**

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**Please do not reply to this message. See our [Contact Us](#) page for phone numbers and e-mail addresses.**

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