

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

**Sent:** Wednesday, October 23, 2024 11:15 AM

**To:**

**Subject:** Invitation: Help Shape the USCIS Customer Experience of the USCIS.gov Website

U.S. Citizenship and Immigration Services is redesigning the layout of the [USCIS.gov](https://uscis.gov) website to make finding information and resources as easy as possible. The public can use the [USCIS.gov](https://uscis.gov) website to find forms, information about USCIS benefits, and complete online requests. We are seeking feedback from applicants and legal representatives on the best way to organize information before implementing any changes to the website. We are working with the Homeland Security Systems Engineering and Development Institute, which is operated by the MITRE Corporation on behalf of the U.S. Department of Homeland Security, to recruit participants and conduct this usability testing.

### **Who Can Participate**

Each participant should be:

- At least 18 years old;
  - In one of the following eligibility categories:
    - A current or former USCIS applicant; or
    - A legal representative;
    - Able to communicate proficiently in English, without a translator;
    - Proficient using online meeting platforms on a device, such as a laptop or desktop computer;
- and
- Able to access a web browser like Microsoft Edge or Google Chrome to complete a web-based activity.

### **Participation Details**

Your participation will include the following:

- An online 45-minute session (using laptop or desktop computer) with our research team to walk through the [USCIS.gov](https://uscis.gov) website redesign and provide feedback on it.
- Sharing webcam video 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 may have. We will not request any case-specific information as part of this study. However, we will request limited personally identifiable information, such as name and email address, for administration of this project.

Participants should be able to complete a 45-minute session with our research team. During the session, our research team will walk you through tasks using new website designs and you will be asked to provide your thoughts and feedback on how the information is organized.

### **How to Participate**

Send an email to [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov) with the subject line “Website Redesign.” The body of your email should state that you are willing to participate and whether you are an Applicant (current or former) or a Legal Representative. We will select participants who meet the criteria listed above for a 45-minute online session. Our team will follow up with you by email to coordinate a date and time for the online session.

**We will accept responses through Nov. 1, 2024.**

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

We look forward to hearing from you!

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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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