

**From:** U.S. Citizenship and Immigration Services <uscis@messages.dhs.gov>  
**Sent:** Wednesday, December 11, 2024 8:40 AM  
**To:**  
**Subject:** Invitation: Help Shape the USCIS Online Filing Experience

We want to hear from attorneys and accredited representatives who have filed a form online with USCIS. We will use your feedback to improve the online filing experience.

### **Who Can Participate**

To participate, you must:

- Be at least 18 years old;
- Be an attorney or accredited representative;
- Have filed a form online with USCIS within the last 12 months;
- Be able to speak and understand English proficiently; and
- Have access to a tablet, laptop or desktop computer for the online session.

### **Participation Details**

Your participation will include the following:

- An online one-hour session with our research team using the Microsoft Teams platform from a laptop, tablet, or desktop computer; and
- 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. We will request limited personally identifiable information, such as your name, phone, and email address, which we will remove before sharing your feedback with our internal development teams.

### **How to Participate**

Please send an email to [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov) with a subject line of "Form Filing 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 listed above for a virtual one-hour session where we will ask about your experience filing for adjustment of status.

**We plan to hold sessions Dec. 17 – 20 between 10:30 a.m. and 4 p.m. Eastern. We will accept responses until Dec. 19.**

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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Need Help? [Ask Emma >](#)

