

From: U.S. Citizenship and Immigration Services <uscis@public.govdelivery.com>
Sent: Monday, August 28, 2023 12:59 PM
To:
Subject: Invitation: Provide Feedback on USCIS Accounts

We are conducting a usability study for USCIS' myAccount application, a platform designed to streamline access to U.S. government websites such as myUSCIS. We believe your input could be invaluable in helping us improve the user experience and the design of our application.

We want to hear from a diverse group of people to gather feedback on the myAccount experience.

Who can participate

To participate, you must be:

- At least 18 years old; and
- Not employed by USCIS.

Participation is voluntary and will not affect the outcome of any pending case you may have. We will not request any case-specific information as part of this study.

How to participate

Please send an email to myuscisfeedback@uscis.dhs.gov with a subject line of "myAccount Usability Testing" and include the following:

- Age;
- Gender Identity; and
- Racial and Ethnic Category.

We will randomly select participants who meet the criteria listed above for a 30-minute to one-hour session where we will ask for feedback on proposed designs.

Recruitment for this test will close on Friday, September 15.

If you are selected, a single 30 minute to one-hour long session will be scheduled with you between Monday, September 25 and Friday, September 29.

What to expect

During the usability testing session, you will have the opportunity to join a video call via Microsoft Teams. Our design team lead and a note taker will be present to guide you through the session. The purpose of this test is not to test your abilities, but rather to gather insights and learn from your valuable feedback about the design of our application.

- **Microsoft Teams Invitation:** Before the session, you will receive a Microsoft Teams invitation with all the necessary details to join the video call. Please ensure that you have Microsoft Teams installed on your computer. Please join the call from a computer and not from a mobile device.
- **Screen and Audio Recording:** With your permission, we will be recording your audio and screen during the session. Rest assured that these recordings will be used solely for internal review purposes and will not be shared with anyone outside of our program. They will have no impact on your case or any other confidential information.
- **Thinking Aloud:** We will kindly request that you think out loud during the session. By verbalizing your thoughts, concerns, and suggestions about our application's design, you will provide us valuable insight that can help enhance the usability of our application.
- **Webcam Usage (Optional):** While webcam usage is welcome, it is not mandatory. However, we will require you to share your screen as you review our application's design and allow us to record your audio and screen.

If you have any questions, please email myuscisfeedback@uscis.dhs.gov

We look forward to hearing from you!

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