

From: U.S. Citizenship and Immigration Services <uscis@public.govdelivery.com>
Sent: Thursday, February 1, 2024 10:16 AM
To:
Subject: Invitation: Help Shape the USCIS Customer Experience for Appointment Requests

U.S. Citizenship and Immigration Services has added a way to request an appointment using the USCIS website. The public can request an in-person appointment at a USCIS field office for assistance on matters relating to Emergency Advanced Parole, Immigration Judge Grants, and the Alien Documentation Identification and Telecommunication (ADIT) Stamp, also known as the I-551 stamp. We are seeking feedback from both applicants and legal representatives on this new process. 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;
- A current or former USCIS applicant or a legal representative;
- Able to communicate proficiently in English, without a translator; and
- Proficient using online meeting platforms on a device such as a laptop, tablet, or desktop computer.

Participation Details

Your participation will include the following:

- An online 45-minute session (using laptop, tablet, or desktop computer) with our research team to walk through the online appointment request process 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 the online appointment request process and collect feedback.

How to Participate

Send an email to myuscisfeedback@uscis.dhs.gov with the subject line "Appointment Request Usability Session." The body of your email should state that you are willing to participate and meet the listed participation criteria. 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 Feb. 8, 2024.

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.



Need Help? [Ask Emma >](#)

