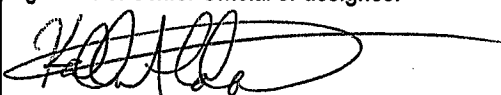


PAPERWORK REDUCTION ACT CHANGE WORKSHEET

Agency/subagency Department of Homeland Security, U.S. Citizenship and Immigration Services		OMB Control Number 1615 - 0077
<i>Enter only items that change</i>		
	Current record	New record
Agency form number (s)		
Annual reporting and recordkeeping hour burden		
Number of respondents	15,000	15,170
Total annual responses		
Percent of these responses collected electronically	%	%
Total annual hours	7,500	7,625
Difference		125
Explanation of difference		125
Program change Adjustment		
Annual reporting and recordkeeping cost burden (in thousands of dollars)		
Total annualized Capital/Startup costs		
Total annual costs (O&M)		
Total annualized cost requested		
Difference		
Explanation of difference		
Program change Adjustment		
Other changes** USCIS is adding the www.uscis.gov Information Gathering Project to the Generic Clearance of Customer Service Surveys. See attached justification		
Signature of Senior Official or designee: 	Date: 4/27/09	For OIRA Use _____ _____

** This form cannot be used to extend an expiration date.

***www.uscis.gov* Information Gathering Project**

Reason for Data Collection

The United State Citizenship and Immigration Services (USCIS), Office of Communications would like to survey external stakeholder groups and customers to evaluate the current organization and content on our public website, www.uscis.gov. The information gathered will allow the Office of Communications to strategically reorganize current content, develop new content, and provide better access and navigation to allow for an increased level of service to our customers. The Office of Communications plans to collect feedback and data using focus groups, usability tests, and card sorting exercises. These three components will complement other current data-gathering initiatives, such as web metrics analysis, user feedback from the uscis.gov webmaster e-mail box, and call center input.

All data collection will be conducted by members of the Office of Communications who will ensure the necessary confidentiality of the participants. Surveys will be done electronically whenever possible and participants who contribute to the data collection will be contacted via e-mail.

Data Collection Instruments

The purpose of the focus group series is to gather information from a broad cross-section of users regarding general website functionality in order to improve the current site. Through a moderated discussion that covers a range of topics we will record users' attitudes, beliefs, desires related to the website.

The purpose of usability testing is to efficiently gather information from actual internal and external users in a controlled environment in order to improve the current site. In the usability test, representative users will try to do typical tasks with the website, while observers watch, listen, and take notes. The goal is to identify any usability problems that the website may have, as well as determine participants' satisfaction with the site. The software we are planning to use for the project is *Mind Design Systems* (Available at <http://www.mindd.com>)

The purpose of a card sorting exercise is to help build the structure and organization of the USCIS.gov site, decide what to put on the home page, and designate what major category topics should be prevalent on the home page. The Office of Communications wants to be sure that we organize information our site in a way that is logical to our users and card sorting will help us determine how users think about our content and want it to be organized on the site. In the internet-based exercise, participants review items from the site, group the items into categories, and then label these groups. The software that we are planning to use for this project is *Optimal Sort*. (Available at <http://www.optimalsort.com>)