

## Website Usability Testing

### 1. Question:

You are a 27-year old permanent resident married to a U.S. citizen and want to become a U.S. citizen. You want to find out if you are eligible to apply for naturalization.

### Answer:

- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=12e596981298d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=96719c7755cb9010VgnVCM10000045f3d6a1RCRD>
- <http://www.uscis.gov/files/article/M-476.pdf>
- <http://www.uscis.gov/files/form/N-400ins.pdf>
- <http://www.uscis.gov/files/article/B3eng.pdf>

(Left column of home page click on “learn about citizenship”; click on “naturalization information”; in related links on right column click “general naturalization requirements”, in “Services and Benefits” under the “How Do I?” links)

### 2. Question:

You are a U.S. citizen who is ready to file Form I-130 to petition for your spouse. You want to find out what color ink to use when filling out a form.

### Answer:

- <http://www.uscis.gov/files/form/I-130instr.pdf>

(Click on “Immigration Forms”; click on petition for alien relative “I-130”; click download instructions; scroll to general instructions.)

### 3. Question:

You are a U.S. citizen who wants to bring your fiancé(e) and his/her 12 year-old child to the United States to get married. They both presently live in Kenya. You would like to bring him/her here to get married. You also want to bring your fiancé(e)’s child to the United States to live. What do you need to do?

### Answer:

- <http://www.uscis.gov/files/article/A2eng.pdf>

(Click on “Services and Benefits”; click on “how do I...”; click on “US Citizens”; click on “A-2 How do I help my fiance....”)

### 4. Question:

You are from Bosnia and have been given refugee status in the United States. You want information on whether or not you can travel back to your home country (Bosnia) now that you are refugee here in the United States.

### Answer:

- <http://www.uscis.gov/files/article/D4eng.pdf>

(Click on “Services and Benefits”; click on “how do I...”; Click on “D-Refugee and Asylee”; Click on D-4...”)

### 5. Question:

You have filed a petition for a relative that is pending at the Service Center. The beneficiary (your relative) needs to take a medical examination for USCIS to continue processing the application. You want to find a certified civil surgeon in your area (assume you live in Arlington, Virginia, and your area code is 22201).

**Answer:**

- [https://egov.uscis.gov/crisgwi/go?action=offices.type&OfficeLocator.office\\_type=CIV](https://egov.uscis.gov/crisgwi/go?action=offices.type&OfficeLocator.office_type=CIV)

(Click on “Services and Benefits”; Click on “Immigration Medical Examinations”; click on “civil surgeon locator”; enter zip code.)

**6. Question:**

You submitted an N-400 application for Naturalization and you are in the U.S Army. You are currently overseas on active duty. You want to know where to go to get your fingerprints taken.

**Answer:**

- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=858921e54dc3f110VgnVCM1000004718190aRCRD&vgnnextchannel=8a2f6d26d17df110VgnVCM1000004718190aRCRD>

(Click on “Benefits for Military Personnel” banner, click on “Fact Sheet: Naturalization Process for the Military” under related links.)

**7. Question:**

You are living in the United States after having been granted refugee status. You submitted an application for a Refugee Travel Document (I-131) so that you can travel abroad. You want to know how long the Refugee Travel Document will be valid after it is issued and whether it can be extended.

**Answer:**

- <http://www.uscis.gov/files/form/I-131instr.pdf>

(Click on “Forms” page and navigate to Form I-131 by scrolling down or by clicking on the “Humanitarian Benefits Based Forms” link on the left-hand side and then scrolling down.)

**8. Question:**

You are a U.S. citizen who wants to petition for your spouse and you are ready to file Form I-130. You want to know the filing fee for Form I-130 and where to send it.

**Answer:**

- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=c67c7f9ded54d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=db029c7755cb9010VgnVCM10000045f3d6a1RCRD>
- <http://www.uscis.gov/files/form/I-130instr.pdf>

(Click on “Immigration Forms” page and navigate to I-130 link by scrolling down or via the Family Based Forms link on the left-hand side.)

**9. Question:**

You are a nonimmigrant that wants to e-file Form I-539 but is having difficulty making an electronic payment. You want to pay a filing fee online, but can’t find the routing number for my financial institution on my check.

**Answer:**

- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=535e194d3e88d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=9059d9808bcb010VgnVCM100000d1f1d6a1RCRD>

(Click on “Immigration Forms” page. Click on “Electronic Filing” link on the left-hand side. Scroll down and click the “Paying Application Fees” link.)

**10. Question:**

You have been a permanent resident of the United States for 4 years. You are in the U.S. Marines and have been enlisted since October 2002. You are 22 years old, and single. You were stationed abroad and recently returned. You want to become a naturalized U.S. citizen. What do you need to do?

**Answer:**

- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=92f596981298d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=0a9ab58f71e14110VgnVCM1000004718190aRCRD>

(Access via “Benefits for Military Personnel” banner and scroll down to “Naturalization Information for Military Personnel.”)

**11. Question:**

You are starting the process to adjust status to a permanent resident and you are filing Form I-485. You want to know the specifications for the photos.

**Answer:**

- <http://www.uscis.gov/files/form/i-485instr.pdf>

(Click on “Immigration Forms” page. Scroll down or access via “Green Card Based Forms” link on left-hand side of page – and click Form I-485. Click “Download Instructions for Completing Form I-485”.

**12. Question:**

You are a U.S. citizen who wants to adopt a child already known to you from overseas. You have never adopted an orphaned child before. You want to find out how to adopt an orphaned child from overseas and what to do to apply for an overseas adoption with immigration?

**Answer:**

- <http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=173e8c03ef929110VgnVCM1000004718190aRCRD&vgnnextchannel=173e8c03ef929110VgnVCM1000004718190aRCRD>

(Click on “Services and Benefits” and click on “Adoptions” on the left-hand side. Click “Adoption of Orphans, Non-Hague”)

**13. Question:**

You are a U.S. citizen who wants to bring your fiancé to the United States to get married to him/her here. Your fiancé(e) presently lives outside of the United States. You met in person a year ago. You were married once before, but got a divorce 4 years ago. Your fiancé(e) lives overseas and you would like to bring him/her here to get married. What do you need to do?

**Answer:**

- <http://www.uscis.gov/files/article/A2eng.pdf>
- <http://www.uscis.gov/files/form/I-129Finstr.pdf>

(Go to “How Do I” Customer Guides under Services and Benefits or go to Form I-129F under “Immigration Forms”)

**14. Question:**

You are a U.S. citizen who has submitted an affidavit of support stating that you are willing to financially sponsor a family member to immigrate to the United States. You are moving to a new address. Where do you need to report your change of address to USCIS?

**Answer:**

- <http://www.uscis.gov/files/form/i-134instr.pdf>

(Go to “Immigration Forms”, click “Form I-134 – Affidavit of Support” and click “Instructions for I-134, Affidavit of Support”)

**15. Question:**

You are a U.S. citizen who lost your naturalization certificate. You want to know what you need to file in order to get a replacement.

**Answer:**

- <http://www.uscis.gov/files/article/M-476.pdf>
- <http://www.uscis.gov/files/form/N-565instr.pdf>

(For M-476, Guide to Naturalization, access the “Guide to Naturalization” through “Immigration Forms” and “N-400” or access through New Natz Test Page on homepage or access through “Services and Benefits” and the “Citizenship” link. For N-565 Instructions, navigate via “Immigration Forms”)

**16. Question:**

You have been a conditional permanent resident of the United States for almost two years (a year and a half), and want to know what you need to do to remove the conditions of permanent residency so that you can just be a permanent resident of the United States.

**Answer:**

- <http://www.uscis.gov/files/form/I-751instr.pdf>

(Access via “Immigration Forms” and scroll down or via “Green Card Based Forms”)

**17. Question:**

Your spouse is a member of the U.S. military and lives with you at a base overseas. You want to become a U.S. citizen. Can you naturalize abroad?

**Answer:**

- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=198e27964cebc110VgnVCM1000004718190aRCRD&vgnnextchannel=0a9ab58f71e14110VgnVCM1000004718190aRCRD>

(Access via “Benefits for Military Personnel” banner and scroll down to “Requirements for Naturalization Abroad by Spouses of Members of the U.S. Armed Forces.”)

**18. Question:**

You are a permanent resident of the United States and your permanent resident card is expiring. You need to renew it. What do you need to do?

**Answer:**

- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=7e8d96981298d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=4f719c7755cb9010VgnVCM10000045f3d6a1RCRD>
- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=b3f7ab0a43b5d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=db029c7755cb9010VgnVCM10000045f3d6a1RCRD>

(Access via “Services and Benefits” and click “Permanent Resident (Green Card)” on the left-hand side, click “How Do I Renew my Permanent Resident Card” under Related Links. Or access via “Immigration Forms” and scroll to “Form I-90”)

**19. Question:**

You are a nonimmigrant who is in valid L-2 status as the spouse of an L-1B. You want to know if you can work in the U.S.

**Answer:**

- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=229c6138f898d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=91919c7755cb9010VgnVCM10000045f3d6a1RCRD>

(Click on “Services and Benefits” click on “Employer Information” on the left-hand side and scroll down to “Temporary Benefits Employment Categories and Required Documentation”)

**20. Question:**

You are an asylee from Russia here in the United States. You want to help your wife come to the United States as an asylee from Russia.

**Answer:**

- <http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=902a6c854523d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=54519c7755cb9010VgnVCM10000045f3d6a1RCRD>

(Go to “Services and Benefits” click on “Humanitarian Benefits” and click on “Derivative Asylum Status for Your Spouse or Children” under Related Links, then click on “Application Procedures: Getting Derivative Asylum Status for Your Spouse.” Under Related links.)