

**Request for Approval under the  
“Generic Clearance for the Collection of Routine Customer Feedback”  
(OMB Control Number: 1615-0121, Expiration Date: 12/31/2014)**

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**USCIS ELIS CUSTOMER SURVEY**

**PURPOSE:** The purpose of this collection is to receive feedback and qualitative data from a limited group of respondents on the re-designed functionality that will be deployed with the introduction of the electronic Form I-90, Application to Replace Green Card into U.S. Citizenship and Immigration Services (USCIS) Electronic Immigration System (USCIS ELIS). USCIS, Office of Transformation Coordination will use the results of this collection to improve system functionality and the customer experience with USCIS ELIS.

**DESCRIPTION OF RESPONDENTS:** Respondents are USCIS customers applying for Permanent Resident Cards (initial or replacement).

**TYPE OF COLLECTION:** (Check one)

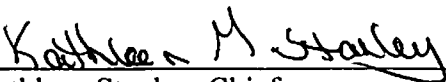
- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                  |
| <input type="checkbox"/> Focus Group                                   | <input type="checkbox"/> Other: _____                            |

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Names:

  
\_\_\_\_\_  
Kathleen Stanley, Chief  
Office of Transformation Coordination

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  No

2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Applicable, has a System or Records Notice been published?  Yes  No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
I-90 APPLICANTS	500	10 minutes (0.17 hours)	85 hours
<b>Totals</b>	<b>500</b>		<b>85 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$6667.00

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
 Yes  No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?  
 If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The population selected for this information collection/survey will be drawn from the first 500 applicants who file an electronic Form I-90 in USCIS ELIS.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain
2. Will interviewers or facilitators be used?  Yes  No