

**USCIS ELIS SURVEY**

Dear USCIS customer,

Your feedback is an effective way to improve USCIS ELIS and will be used exclusively for these purposes. Your responses are completely anonymous. Participation in this survey is **voluntary**.

The survey should require no longer than a few minutes to complete. Once you have completed all survey questions, please remember to click the **Done** button to send your responses.

- To begin, click on the link below.
- After completing each page, the **Next** button will advance you to the next question.
- If you need to change an answer, click the **Previous** button.

We know your time is valuable, and we appreciate your participation. Thank you very much for helping to improve USCIS services.

**To complete the survey, click below:**

<http://www.xxxxxxxx.com>

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**Production**  
**08/12/2014**



# USCIS Electronic Immigration System (USCIS ELIS) Survey

Department of Homeland Security  
U.S. Citizenship and Immigration Services (USCIS)

USCIS  
Form G-1453  
OMB No. 1615-0121  
Expires 12/31/2014

## 1. Please rate your recent overall experience with USCIS ELIS?

- Excellent       Good       Average       Fair       Poor

## 2. How EASY or DIFFICULT was it for you to use USCIS ELIS to submit your application to USCIS? (On a scale of 1 to 7 where "1" means "Very easy to use" and "7" means "Extremely difficult to use", please rate the ease of use.)

- 1-Very easy to use  
 2  
 3  
 4-Neither easy nor difficult  
 5  
 6  
 7-Extremely difficult to use

## 3. Please rate your satisfaction with each of the following features of the USCIS ELIS application process:

### A. Creating your security questions/PIN

- Very Satisfied     Satisfied     Neither Satisfied Nor Dissatisfied     Dissatisfied     Very Dissatisfied     Not Applicable

### B. Setting up your account

- Very Satisfied     Satisfied     Neither Satisfied Nor Dissatisfied     Dissatisfied     Very Dissatisfied     Not Applicable

### C. Completing your application

- Very Satisfied     Satisfied     Neither Satisfied Nor Dissatisfied     Dissatisfied     Very Dissatisfied     Not Applicable

### D. Uploading evidence

- Very Satisfied     Satisfied     Neither Satisfied Nor Dissatisfied     Dissatisfied     Very Dissatisfied     Not Applicable

### E. Completing your e-signature

- Very Satisfied     Satisfied     Neither Satisfied Nor Dissatisfied     Dissatisfied     Very Dissatisfied     Not Applicable

### F. Submitting your payment using Pay.gov

- Very Satisfied     Satisfied     Neither Satisfied Nor Dissatisfied     Dissatisfied     Very Dissatisfied     Not Applicable

### 3.1. If you selected "Dissatisfied" or "Very Dissatisfied" for any one of the above, please explain why.

**4. Which of the following help functions did you use to complete your application? (Check all that apply)**

- A. USCIS instructions found on USCIS.gov
- B. Online tips within USCIS ELIS Application
- C. National Customer Service Center 1-800-375-5283
- D. E-mail to the USCIS Customer Contact Center
- E. Other (please specify below)

- F. I didn't use any resource to complete my application.

**4.1. Please rate the usefulness of this help function:**

**A. USCIS instructions found on USCIS.gov**

- Very Helpful
- Helpful
- No Opinion
- Not Helpful
- Not Very Helpful

**B. Online tips within USCIS ELIS Application**

- Very Helpful
- Helpful
- No Opinion
- Not Helpful
- Not Very Helpful

**C. National Customer Service Center 1-800-375-5283**

- Very Helpful
- Helpful
- No Opinion
- Not Helpful
- Not Very Helpful

**D. E-mail to the USCIS Customer Contact Center**

- Very Helpful
- Helpful
- No Opinion
- Not Helpful
- Not Very Helpful

**4.2. If you selected "Not Helpful" or "Not Very Helpful" for any of the above, please explain why.**

**5. How did you complete your application? (Check all that apply)**

- A. By myself
- B. With the assistance of a relative/friend
- C. Through a third-party vendor
- D. With the assistance of someone else NOT a relative/friend

**6. Please let us know if you have any additional comments or suggestions regarding USCIS ELIS.**

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## USCIS Privacy Act Statement

### USCIS ELIS SURVEY

**AUTHORITIES:** The information requested as part of this study is collected pursuant to the Immigration and Nationality Act, as amended INA § 101, et seq and 6 U.S.C. 271; PL 107-296.

**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.

**ROUTINE USES:** USCIS will not share any personal information you provide with any other entities. After this study is complete, a report will be prepared for use throughout USCIS. Your personal information will never be used in any reports or written materials; however, the name of your company may appear in some reports. Any opinions expressed by employees during the interviews or focus groups will never be attributed to the company as a whole or represent company policy. All opinions expressed are solely those of the participants.

## Paperwork Reduction Act Statement

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 10 minutes per response, including the time for reviewing instructions, completing and submitting the form. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Customer Service & Public Engagement Directorate, Public Engagement Division, 20 Massachusetts Ave, Washington, DC 20529. OMB No. 1615-0121. ***Do not return the completed form to this address.***

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