

**Notice of Survey to Obtain Feedback on the New U.S. Citizenship and
Immigration Services Electronic Immigration Services System.**

TITLE OF INFORMATION COLLECTION: MyUSCIS.gov website customer feedback

Sample of Initial Communications

U.S. Citizenship and Immigration Services (USCIS) is conducting a customer satisfaction survey. The objective of this survey is to gather your opinions regarding your experience using the new Electronic Immigration System (ELIS). USCIS ELIS is USCIS's new online case management system which allows applicants to establish a USCIS account, to submit applications or petitions, to view application status online, and to retrieve historical account information.

To begin, click on the link below:

<link removed>

Your feedback is important to us. Participation in this survey is voluntary and your responses are completely anonymous. The survey should require no longer than a few minutes to complete. After completing each page, the "Continue" button will advance you to the next question. If you need to change an answer, press the "Back" button.

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

Paperwork Reduction Act

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 45 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.**

