Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1615-0121)

TITLE OF INFORMATION COLLECTION: **MyUSCIS.gov website customer feedback**

PURPOSE:
USCIS is launching MyUSCIS, a new digital service that is a major paradigm shift away from traditional call centers to digital services. The purpose of this service is to offer USCIS' customers a wider range of online services. Featuring easy to use interfaces, intuitive tools that reduce confusion about eligibility for benefits and immigration in general, while making the customer's data do the work for them to make immigration processes simpler. The myUSCIS service is designed to achieve the following goals:

1. Reduced burden on USCIS customers completing immigration forms, seeking information, and going through the immigration process
2. Reduced service and operational costs
3. Greater public trust in USCIS

In order to support these goals, customer feedback is essential. The MyUSCIS team will be conducting Usability Testing to discover customer feedback on navigating through developmental designs of the myUSCIS.gov website. Usability Testing is a technique used in user-centered interaction design to evaluate a product by testing it on users. This can be seen as an irreplaceable usability practice, since it gives direct input on how real users use the system. The MyUSCIS team will be conducting moderated testing, which includes a website task for the volunteered customer and a series of feedback questions.

DESCRIPTION OF RESPONDENTS:
- Customers who may be eligible for naturalization and are interested in learning about citizenship and integration
- Stakeholders who assist customers in participating in the naturalization process (including preparation and filing of naturalization application, interview preparation, and integration)
- Stakeholders interested in learning about citizenship and integration

The USCIS Office of Citizenship has reached out to groups that provide various services to persons who are seeking citizenship to help us solicit for volunteers for citizenship related usability testing. These volunteers are persons who have previously interacted with USCIS in another approved information collection. Persons who have had past interactions with USCIS and have an online account can also be used for usability testing for the Cast Status Online tool. USCIS may also provide an announcement through the www.govdelivery.com website to solicit interested individuals.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [ ] Customer Satisfaction Survey
[X] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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.

Name: David G. Simeon Jr.

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

Personally Identifiable Information:

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

Gifts or Payments:

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Customers	100	.75 hour	75
Stakeholders	100	.75 hour	75
Totals			**150**

FEDERAL COST: The estimated annual cost to the Federal government is $20,400.00.

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?

    [X] 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?

Recruiting will take customers who have an existing account with USCIS.

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