

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 3.5 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: External Affairs Directorate, U.S. Citizenship and Immigration Services, 111 Massachusetts Ave NW, Washington, DC 20002. OMB No. 1615-0121. Do not return a completed form to this address.

USCIS New CCAS Survey with OMB CX Questions

[OMB]

To begin, I am going to read eight statements about your most recent experience with the USCIS Contact Center 1-800-Line. When responding, think specifically about your overall experience the last time you called, to include the automated menu and any telephone representatives you may have spoken with. Please tell me whether you strongly disagree, disagree, are neutral, agree, or strongly agree with the following statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
This interaction increased my confidence in the <u>USCIS Contact Center 1-800 number</u>.					
This interaction increased my confidence in <u>USCIS</u>.					
My need was addressed.					
It was easy to complete what I need to do.					
It took a reasonable amount of time to do what I needed to do.					
I was treated fairly.					
Employees I interacted with were helpful.					
I am satisfied with the service I received from the <u>USCIS Contact Center 1-800 number</u>.					

- *Note- underlined channel name will be swapped to either of the following channels depending on the operational need: E-mail, Website, USCIS Contact Center 1-800 number, telephone-Tier 1, 2 and 3 , Interactive Voice Response (IVR) system, Virtual assistant “Emma”, Live agent chat, Social media, Public engagement , Office of Citizenship test pilot exams and surveys, myUSCIS , account experience, Written Correspondence ,Multi-lingual operations, Internal employee operations feedback, USCIS Online Tools, Agency operations*

DHS Privacy Notice

Omnichannel Survey

AUTHORITIES: The information requested on this survey, and the associated evidence, is collected under the Immigration and Nationality Act sections [101, 103, 221,245.; Public Law 103-62 “Government Performance and Results Act of 1993 (GPRA);” Public Law 111-352 “Government Performance and Results Modernization Act of 2010”; Public Law 107-347 “E-Government Act of 2002”; 31 U.S. Code § 1115, “Federal Government and agency performance plans”.

PURPOSE: The primary purpose for providing the requested information on this survey is to provide USCIS with the feedback to make improvements to the services provided to the public.

DISCLOSURE: The information you provide is voluntary.

ROUTINE USES: DHS may share the information you provide on this survey and any additional requested evidence with other Federal, state, local, and foreign government agencies and authorized organizations. DHS follows approved routine uses described in the associated published system of records notices [DHS/ALL-016 Correspondence Records] and the published privacy impact assessments [DHS/ALL/PIA-006- DHS General Contacts List, DHS-USCIS-PIA-054 National Customer Service Center, and DHS/USCIS/PIA-065 Live Chat] which you can find at www.dhs.gov/privacy. DHS may also share this information, as appropriate, for law enforcement purposes or in the interest of national security.