

Pursuant to Executive Order 14058 (December 13, 2021)  
on *Transforming Federal Customer Experience and  
Service Delivery to Rebuild Trust in Government*

## 2023 HISP CX Action Plan

# United States Citizenship and Immigration Services

As a High Impact Service Provider (HISP), USCIS focuses on service assessments, collecting customer feedback, and making measured improvements for two designated services:

- 1) Enable increased self-service through an expansion of digital customer service tool:** USCIS offers customers a suite of online self-help tools to assist with common inquiries, reducing the need for live assistance. These tools are located across several digital channels, including the secure USCIS Online Account. In FY23, USCIS received over 13 million receipts.
- 2) Increase naturalization for eligible Lawful Permanent Residents:** Granting citizenship to Lawful Permanent Residents (LPRs) is vital to U.S. security, economic prosperity, and a future built on the principles of the U.S. Constitution. USCIS is working to reach and engage the 9.2 million LPRs in the U.S. who are potentially eligible to naturalize.

### ***What we delivered in 2023:***

- **Enhanced account-based services in the USCIS Online Account**

USCIS customers may now use their USCIS Online Account to reschedule their biometrics appointments. Within three months of launching the tool, more than 20,000 customers (36% of weekly reschedules) used this new self-service feature. Customers can also update their address in near real-time and check the status and estimated case timeline for two additional forms, Form I-131, Application for Travel Document, and Form I-765, Application for Employment Authorization, using the myProgress feature. In FY 2023, over 4 million new accounts were created, bringing the total number of accounts to 17 million with an overall satisfaction of 87 percent.

- **Deployed new Online Appointment Request Form**

To streamline the process of requesting an appointment at a local field office, customers can now complete an Online Appointment Request Form rather than calling the USCIS Contact Center. The online form, which does not require an account, enables USCIS to better assess appointment availability for customers and prevent duplicate appointment requests.

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- **Added online check case status for SAVE CaseCheck**

USCIS added an additional search field on the SAVE CaseCheck platform, allowing customers applying for a benefit or license with a Federal, state, or local government agency to search their case status and whether their immigration status has been verified.

- **Conducted customer research to improve the customer experience of the naturalization journey (N-400, Application for Naturalization)**

USCIS conducted customer research on the experience of Lawful Permanent Residents applying for naturalization to map areas for service improvement (approximately 1 million people annually). These included increased opportunities to engage with USCIS, increased access to information and support, increased awareness about the importance of naturalization, and reduced processing times for the Form N-400.

## ***What we commit to deliver in 2024:***

- **Enhance the USCIS Online Account to make it easier to collaborate**

Currently, benefit applications that require input from multiple individuals are not eligible to be filed online due to account limitations that prevent the sharing of information among different individuals. For example, this could be a company representative, attorney and paralegal completing an employment-based benefit package or an applicant and the applicant's petitioner completing a family-based benefit package. USCIS will enhance the online account to support collaboration, including the ability to share drafts, digitally sign, pay and submit based on assigned roles. The first benefit package to support this new collaborative account environment will be the Form I-129, Petition for Nonimmigrant Work, for the H-1B process.

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- **Improve self-service capabilities within the USCIS Online Account**  
In response to top customer pain points, USCIS will provide proactive messaging to increase transparency on case status and estimated case times on additional forms to include Form I-485, Application to Register Permanent Residence or Adjust Status and Form I-821, Application for Temporary Protected Status. USCIS will also introduce new functionality to the secure mailbox. This includes the ability to upload documents and get faster responses to questions through integration with more USCIS systems.
- **Make live chat feature accessible for USCIS Online Account holders**  
Currently, live chat is only available on [uscis.gov](https://uscis.gov), which is outside the USCIS Online Account and increases the burden of having the user go through a lengthy identity verification process. Implementing this feature behind the account will lead to more effective, personalized, and quicker resolutions.
- **Tailor [uscis.gov](https://uscis.gov) to better serve common customer types**  
USCIS will modernize the [uscis.gov](https://uscis.gov) website to enable users to select their customer type (e.g., applicant, attorney, or organization) and have the information organized to best meet their needs based this selection. For example, the “Laws and Policy” section of the website may be important to attorneys but not as pertinent to the average applicant. Additionally, the U.S. Web Design System will be implemented to ensure a consistent user interface across all web-based customer service channels.
- **Simplify the Application for Naturalization**  
USCIS will revise Form N-400, Application for Naturalization, to reduce applicant burden and processing time cycle.