

**From:** U.S. Citizenship and Immigration Services <uscis@public.govdelivery.com>

**Sent:** Tuesday, April 30, 2024 9:17 AM

**To:**

**Subject:** Invitation: Help Shape the USCIS Customer Experience for Rescheduling a Biometrics Appointment

U.S. Citizenship and Immigration Services has added rescheduling a biometrics appointment through the USCIS online account. We are seeking feedback from both applicants and legal representatives on this new process. We are working with the Homeland Security Systems Engineering and Development Institute, which is operated by the MITRE Corporation on behalf of the U.S. Department of Homeland Security, to recruit participants and conduct this usability testing.

### Who Can Participate

Each participant should be:

- At least 18 years old;
- A current or former USCIS applicant or a legal representative;
- Able to communicate proficiently in English, without a translator; and
- Proficient using online meeting platforms on a device such as a laptop, tablet, or desktop computer.

### Participation Details

Your participation will include the following:

- An online 45-minute session (using laptop, tablet, or desktop computer) with our research team to walk through the biometrics appointment reschedule process and provide feedback on it; and
- Sharing webcam video showing your face during the session, if you are comfortable doing so. NOTE: Sharing webcam video is not required to participate.

**Participation is voluntary and will not affect the outcome of any pending or future case you may have. We will not request any case-specific information as part of this study.** However, we will request limited personally identifiable information, such as name and email address.

### How to Participate

Send an email to [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov) with the subject line "Biometrics Appointment Rescheduling Usability Session." The body of your email should state that you are willing to participate and meet the listed participation criteria. We will select participants who meet the criteria listed above for a 45-minute online session. Our team will follow up with you by email to coordinate a date and time for the online session.

**We will accept responses to this invitation to participate through May 6.**

If you have any questions, please email [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov).

We look forward to hearing from you!

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**Please do not reply to this message. See our [Contact Us](#) page for phone numbers and e-mail addresses.**

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