



Fact Sheet

August 11, 2009

USCIS.gov Redesign *Where We Are and Where We Are Going*

Background

- On Thursday, June 25, 2009 President Obama announced, “In the next 90 days, USCIS will launch a vastly improved Web site...” The President further encouraged USCIS to work in close coordination with the Executive Office of the President to leverage cutting edge technology in order to fulfill this Presidential directive.
- On September 22, 2009 USCIS will launch a vastly improved public Web site to help customers navigate the immigration system and remain up-to-date regarding their case status.
- USCIS welcomes this opportunity to deliver further on the President’s promise “to make the agency much more efficient, much more transparent, much more user-friendly than it has been in the past.”

Where We Are: Current USCIS Website

- [USCIS.gov](http://uscis.gov) has approximately 2,500 web pages and over 30,000 native documents including attached files.
- The site serves about 230,000 visitors per day and an average of over 6 million visitors per month who view a total of 25 million pages per month.
- Visitors to USCIS.gov focus primarily on forms and benefit-specific information. Over 50% of the website visits include viewing and downloading a form.
- Current online services available to customers include:
 - Electronic filing of certain forms, including Petition for a Nonimmigrant Worker (I-129), Application for a Travel Document (I-131), Application for Employment Authorization (I-765), and Request for Premium Processing Service (I-907),
 - Case Status Online, allowing applicants and petitioners with a receipt notice to check the status of certain applications or petitions and receive alerts through email,
 - Appointment scheduling with USCIS field offices through the InfoPass system,
 - Access to the E-Verify system, where employers electronically verify employment eligibility for newly hired employees, and
 - USCIS Field Office Locator and Civil Surgeon Locator for required medical examinations.
 - National and local office processing times

Where We are Going: USCIS.gov Redesign

- From March to June 2009, USCIS surveyed a broad range of users regarding general functionality of our website through focus group discussions, usability tests, and public surveys.
- The following groups were included in this process:
 - National & local stakeholders.
 - Customers from New York, Baltimore and Fairfax, VA,
 - USCIS Community Relations Officers from across the country,
 - USCIS employees who post and/or develop content for the website, and
 - Eastern Call Center Immigration Information Officers who field questions from USCIS customers.
- Based on these findings, the redesign of USCIS.gov will result in a customer-centric home page, providing applicants a one-stop shop for immigration services information. The website will feature clear language that meets the needs of our customers, make customer service tools more accessible, simplify website navigation and improve search capability.
- New features included in the redesign are:
 - A customer centric home page which allows users to search for information either based on who they are and what they want to do in the new “Where to Start” customer tool or by major immigration topics.
 - My Case Status will replace Case Status Online and add a new option for customers to receive alerts through text messages sent to their phones.
 - Customers will, for the first time, have access to national volumes and trends associated with key immigration petitions in the form of an information dashboard. In addition to increasing transparency, this will add context to the customer experience by enhancing their understanding of current level of receipts, completions, and number of applications pending. Customers will also be able to download data supporting the dashboard.
 - A new search engine which employs a combination of technologies to enable better, faster search functionality on USCIS.gov.
- Currently existing website services that will be enhanced with the redesign include:
 - Reorganizing our existing content to make information easier to find.
 - Transforming content so that it is written clearly and meets the needs of our customers.
 - Better context for the customer about adjudication process and how his or her case is progressing through My Case Status. Information provided to customers regarding their case will include:
 - What processing step their case is in
 - Where that particular step falls in the process as a whole
 - National goals and average processing times
 - Specific processing times for the office where their case is pending

Web Redesign & Agency Transformation

- This project closely aligns with USCIS multi-year business transformation initiative by bringing customers closer to an account-based model.
- Improvements made to the website in this redesign will accommodate any expansion of services, including those that result from the USCIS transformation initiative.

“Hard to navigate” “Overwhelming” “Frustrating”

– Comments from USCIS Customers on using www.uscis.gov

The screenshot shows the USCIS website homepage. At the top left is the USCIS logo and the text "U.S. Citizenship and Immigration Services". To the right are navigation links: Home, Contact Us, Site Map, and FAQ. Below these is a search bar with a "go" button. A secondary navigation bar contains: Services & Benefits, Immigration Forms, Laws & Regulations, About USCIS, Education & Resources, and Press Room. The main content area features a banner with a child and the text "Protecting America We are USCIS". Below the banner is a "WHAT'S NEW" section with three news items: "DHS Leadership To Participate in United We Serve", "USCIS Issues Guidance Memorandum on EB-5 Immigrant Investor Program", and "Two American Soldiers Become U.S. Citizens at First USCIS Naturalization Ceremony Ever Held in Latin America". On the left side, there is a "New To U.S. Immigration?" section with a link to learn about visiting the U.S. and a "Learn About U.S. Citizenship" link. Below that is a "MORE INFORMATION" section with links to Form I-9, New Naturalization Test, Processing Times, Case Status Online, For Employers, Change Your Address with USCIS, Electronic Filing, Careers at USCIS, and USCIS Operating Performance. At the bottom left is a link to sign up for e-mail updates. On the right side, there is a "Have You Filed With USCIS?" section with options for "Yes" (My case is pending, My case has been approved, My case has been denied) and "No, I have not filed". Below that is an "Important Alerts" section with a link for "Permanent Resident Card Production Delays". At the bottom right is a "Help With:" section with a "Check Case Status" form (Enter Case Number Here) and links for "Schedule an appointment" and "File Online". The footer contains links for Home, Contact Us, Privacy Policy, Website Policies, PDF Reader, No FEAR, Freedom Of Information Act, and USA.gov, along with the text "U.S. Department of Homeland Security".

“Today I'm pleased to announce a new collaboration between my Chief Information Officer, my Chief Performance Officer, my Chief Technologies Officer and the U.S. Citizenship and Immigration Services Office to make the agency much more efficient, much more transparent, much more user-friendly than it has been in the past.”

- President Obama



**U.S. Citizenship
and Immigration
Services**

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TOPICS FORMS RESOURCES LAWS NEWS ABOUT US

WHERE TO START

I am...

and I want to...

USCIS Military Help Line:
1-877-CIS-4MIL (1-877-247-4645)

ALERTS

May 29, 2009 - Applicants may experience up to an eight week delay in the delivery of their permanent resident card while USCIS upgrades card production equipment.

CUSTOMER TOOLS

Before I File

- Check Filing Fees
- Check Where to File
- File My Application Online
- Check Processing Times
- Find a Medical Doctor

After I File

- Check My Case Status
- Sign-up for Case Updates
- While My Case is Pending
- After Receiving a Decision
- Change of Address

Other Case Services

- Find a USCIS Field Office
- Make an Appointment

<p>Working in the US</p> <ul style="list-style-type: none"> Temporary Workers Permanent Workers Other Eligible Workers Employers 	<p>Citizenship</p> <ul style="list-style-type: none"> for Permanent Residents for Military & Dependents for Children The Naturalization Test
<p>Family</p> <ul style="list-style-type: none"> of US Citizens of Permanent Residents of Refugees & Asylees 	<p>Adoption</p> <ul style="list-style-type: none"> About the Adoptions Process Hague Adoption Convention Orphan (Non-Hague) Adoption Process
<p>Green Card</p> <ul style="list-style-type: none"> Through Your Family Through a Job Through Refugee or Asylum Status Other Ways to Get a Green Card After a Green Card is Granted 	<p>Humanitarian</p> <ul style="list-style-type: none"> Refugees & Asylees Battered Spouses & Children Human Trafficking or Other Crimes Parole Temporary Protected Status Emergency Situations

E-VERIFY

- Log in to E-Verify
- Information for Employers
- Information for Employees

MULTIMEDIA

- Video 1
- Video 2
- Video 3
- Gov Youtube Channel

Contact Us
 Site Map (Index)
 Careers at USCIS
 Adobe PDF Reader
 Windows Media Player

White House.gov
 US Department of State
 USA.gov

US Department of Homeland Security
 US Customs & Border Protection
 US Immigration & Customs Enforcement

Freedom of Information Act (FOIA)
 No FEAR Act
 Website Policies
 Privacy Policy

Web Redesign Core Principles

- A customer-centric home page that provides applicants with a “one-stop shop” of immigration services and information.
- New and enhanced customer service tools including “My Case Status” with both email and text functionality.
- Simplified navigation and improved search capability.
- Information that is written clearly and meets the needs of our customers.



U.S. Citizenship
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Services

My Case Status



U.S. Citizenship and Immigration Services

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TOPICS FORMS RESOURCES LAWS NEWS ABOUT US

Clicking here takes a user to their account

- Check My Case Status
- Sign-in to My Account
- Sign-up for Case Updates
- Change of Address Online
- Check Processing Times
- Check National Application Volumes and Trends

My Case Status

Your Current Case Status for Form N-400, Application for Naturalization

Enter your receipt number



Your Case Status: Acceptance - Case Received & Pending

On May 31, 2009, we received your N-400 Application for Naturalization and mailed you a notice describing how we will process your case. Please follow any instructions on this notice. We will notify you by mail when we make a decision or if we need something from you. We process cases in the order we receive them. You can use our processing dates to estimate when yours will be done.

Summary of This Process Step

During acceptance, USCIS reviews newly received applications to ensure that they are signed by the applicant, that the appropriate fee has been submitted, issues a receipt number for the application and sends a receipt notice to the applicant.

The acceptance step is usually complete within 48-72 hours after an application is received. You can expect to receive your receipt notice in the mail within 2 weeks of your application being received. If you do not receive your notice within 30 days of mailing your application please contact our national customer service center at 1-800-375-5283.

You can register for automatic case status updates by email and text message by [creating an account](#).

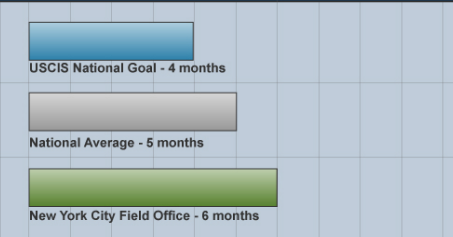
Current Processing Times

1.) Select a form type

2.) Select a form sub-type

3.) Select an office

[How to calculate your cycle time.](#)



[View national volumes and trends for all applications.](#)

Clicking here takes a user to National processing Times & Volumes (Next slide)

Contact Us
Site Map (Index)
Careers at USCIS
Adobe PDF Reader
Windows Media Player

White House.gov
US Department of State
USA.gov

US Department of Homeland Security
US Customs & Border Protection
US Immigration & Customs Enforcement

Freedom of Information Act (FOIA)
No FEAR Act
Website Policies
Privacy Policy



U.S. Citizenship and Immigration Services

National Dashboard - Volumes



Home | Search | Links

TOPICS **FORMS** **RESOURCES** **LAWS** **NEWS** **ABOUT US**

- [Check My Case Status](#)
- [Sign-in to My Account](#)
- [Sign-up for Case Updates](#)
- [Check Processing Times](#)
- [Change of Address Online](#)

National Processing Volumes and Trends

1.) Select a form type 2.) Select an office 3.) Select chart type

National Volume for N-400, Application for Naturalization

Receipts: 275,000
Completions: 225,000
All Other Pending: 250,000
Pre-adjudicated; awaiting visa number: 50,000
Pending but unripe; adjudication deferred: 75,000
Pending: Awaiting customer action: 125,000

Current National Volume for July 2009

[CSV](#) [Download as raw data](#)

New York City Field Office Volume for N-400, Application for Naturalization

Receipts: 9,586
Completions: 1,284
All Other Pending: 1,516
Pre-adjudicated; awaiting visa number: 1,380
Pending but unripe; adjudication deferred: 1,875
Pending: Awaiting customer action: 3,000

Current Volume for the New York City Field Office for July 2009

[CSV](#) [Download as raw data](#)

Completions
 An N-400, Application for Naturalization is considered complete when the applicant has taken the oath of allegiance or when the application has been denied and the formal denial notice has been issued. All other applications are considered complete when the decision (approved or denied) has been made and the formal decision notice has been issued.

Clicking here takes a user to their account

- | | | | |
|--------------------------------------|--|--|---|
| Contact Us | White House.gov | US Department of Homeland Security | Freedom of Information Act (FOIA) |
| Site Map (Index) | US Department of State | US Customs & Border Protection | No FEAR Act |
| Careers at USCIS | USA.gov | US Immigration & Customs Enforcement | Website Policies |
| Adobe PDF Reader | | | Privacy Policy |
| Windows Media Player | | | |



U.S. Citizenship and Immigration Services

National Dashboard - Trends



U.S. Citizenship and Immigration Services

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TOPICS FORMS RESOURCES LAWS NEWS ABOUT US

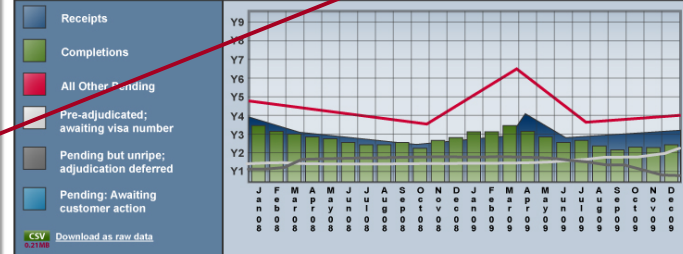
Clicking here takes a user to their account

- Check My Case Status
- Sign-in to My Account
- Sign-up for Case Updates
- Check Processing Times
- Change of Address Online

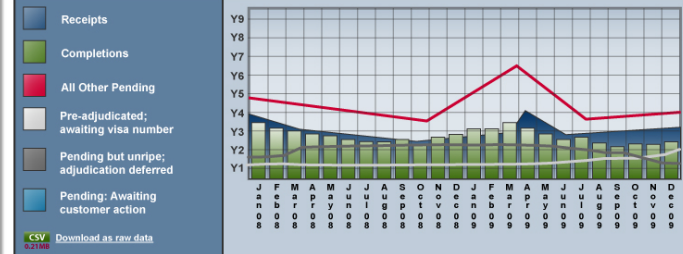
National Processing Volumes and Trends

1.) Select a form type: 2.) Select an office: 3.) Select chart type:

National Trend for N-400, Application for Naturalization



Nebraska Service Center Trend for N-400, Application for Naturalization



Completions
An N-400, Application for Naturalization is considered complete when the applicant has taken the oath of allegiance or when the application has been denied and the formal denial notice has been issued. All other applications are considered complete when the decision (approved or denied) has been made and the formal decision notice has been issued.

Clicking here takes a user to another chart type

Contact Us
Site Map (Index)
Careers at USCIS
Adobe PDF Reader
Windows Media Player

White House.gov
US Department of State
USA.gov

US Department of Homeland Security
US Customs & Border Protection
US Immigration & Customs Enforcement

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Website Policies
Privacy Policy



U.S. Citizenship and Immigration Services

Email & Text Message Updates



- **Customers can sign up for case status updates through both email and text messaging.**

An update has been made to your case LIN0900100001. Check “My Case Status” at www.uscis.gov. Please do not reply.



U.S. Citizenship
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Services