

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

2024 HISP CX Action Plan

United States Citizenship and Immigration Services

As a High Impact Service Provider (HISP), USCIS focuses on improving customer experience and delivery for the following services:

- 1) Increasing naturalization for eligible legal 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.
- 2) Enabling increased self-service through an expansion of digital customer service tools:** 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.

What we will deliver in 2025:

- **Improve self-service case information and status updates, known as myProgress, for up to 8 million eligible users**

USCIS will continue to iterate on the myProgress feature in FY25 by continuing to gather user feedback and conduct user research to prioritize improvement initiatives. USCIS is refining the prediction models and improving end user messaging and user-interface to ensure transparency, especially in the situation where processing times have increased.

- **Expand applicants who can access account-based functions and features from 72% to 100% (Accounts for All)**

USCIS will expand online account access to applicants who filed with paper forms. The initial focus is ensuring 100 percent of account users have access to a secure mailbox that they can use to communicate with USCIS. Longer term initiatives that are outside the scope of the FY25 commitment are expected to start, including enabling more account users to view digital correspondence and respond to Requests for Evidence.

- **Provide Voice of the Customer (VoC) opportunities for customers to offer ideas and feedback to USCIS**

USCIS is expanding the Voice of the Customer survey within the online account to include feedback on specific features. We will continue with usability testing on new features to get end-user input and learn about pain points and challenges.

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2024 HISP CX Action Plan (Page 2)

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What we will deliver in 2025:

- **Increase number of forms for online filing**

USCIS will expand the number of forms that can be applied for via myUSCIS, our online portal. USCIS will continue to expand the forms that can be filed via traditional e-filing and the new “PDF Upload” functionality (PDF forms are uploaded to myUSCIS rather than mailed). We will also expand access and functionalities for more user types including family members, attorneys, civil surgeons, and those who help applicants prepare their forms. This expansion will include the family-based package for the Form I-485 (Application to Register Permanent Residence or Adjust Status). At the end of FY24, 68% of the agency’s filings can be filed online; by enabling e-filing for the Form I-485, USCIS anticipates that percentage will increase to 71%.

- **Tailor uscis.gov to better serve its users**

USCIS will modernize the uscis.gov website—which receives an average of 8.75 million unique visitors per month—so that users can find and understand the information they are looking for. This includes implementing a re-organization of site content based on user testing that will be conducted in FY25. Subsequently, USCIS plans to do an audit of existing content to align it to the new information architecture, remove any unnecessary or duplicative information, and make the content more accessible for our applicants. Additionally, the U.S. Web Design System will be implemented to ensure a consistent user interface across all web-based customer service channels.

- **Increase participation of new Community-Based Organizations (CBO) grantees in the Citizenship and Integration Training Academy (CITA)**

USCIS will issue grants to seven Community-Based Organizations in FY24. Beginning in FY25, these grantees will participate in intensive training on how to establish a high-quality citizenship education program; the CBOs will then implement the programs in FY26 and FY27. USCIS anticipates over 900 students in these programs.

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2024 HISP CX Action Plan (Page 3)

United States Citizenship and Immigration Services

What we will deliver in 2025:

- **Introduce new educational information products about naturalization that meet the needs of our customers**

At the end of FY24, USCIS published two new books for naturalization audiences. In FY25, USCIS will see implementation of the production, distribution, and use of these new materials. The Citizenship Education Textbook is designed specifically for lower-level English learners to help prepare them for passing the English and Civics portions of the naturalization test. Color Me Civics is a multilingual coloring book intended to engage both parents, grandparents, and children in learning about the United States via information on iconic U.S. symbols and landmarks.

- **Update and clarify Eligibility Requirements through regulations, forms and policy updates**

USCIS intends to publish a Notice of Proposed Rulemaking regarding citizenship and naturalization, to include clarifying the testing requirements, updating eligibility requirements, and proposing amendments to clarify definitions. DHS will also propose to amend other immigration benefit provisions, such as certain provisions related to adjustment of status and waivers of inadmissibility that can affect naturalization and acquisition of citizenship.

- **Evaluate effectiveness of direct communication (“nudges”)**

USCIS will evaluate the efficacy of “nudge” notifications to encourage Lawful Permanent Residents (LPRs) who are eligible to naturalize to apply for citizenship. Statisticians will analyze the rates of N-400 applications from eligible LPRs who were encouraged to apply via mail compared to those who were not. In FY25, USCIS will publish study results. After the results are released, USCIS leadership will consider next steps based on the study and further examine the messaging, audience, medium, expansion, and cost of the “nudge.”