



# **Office of Public Engagement**

## **National Engagement on USCIS Transformation**



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

**December 7, 2011**

# Agenda



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Welcome

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Transformation Overview

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Discussion and Q&A

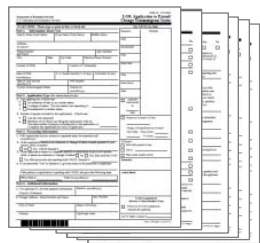
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# Transformation Overview

# What is USCIS Transformation?



**USCIS Transformation will deliver a simplified, online electronic system for applicants and their legal representatives to submit and track benefit requests.**



USCIS Transformation is an **agency-wide effort** to move immigration services from a **paper-based model** to an **electronic environment**



## **USCIS Transformation will:**

- ▶ Provide applicants more **up-to-date and detailed case information**
- ▶ Provide applicants, attorneys and accredited representatives the **ability to submit benefit requests electronically**, including evidence and payment
- ▶ Allow users to **reuse some data from their online accounts** when submitting future benefit requests
- ▶ **Reduce our reliance on paper**, making it more efficient to access information to adjudicate benefit requests
- ▶ Access point to all USCIS systems, allowing us to **easily share information with our partner agencies** and for them to share information with us

# What is Changing?



**USCIS is moving from a manual, paper-based process to an electronic system to deliver a better customer experience in the future**

## TODAY

- Most benefit requests are submitted by paper
- Instructions on how to complete and submit a benefit request are lengthy
- Most attorneys/accredited representatives and their clients establish a relationship by completing a paper G-28 and sending it by mail
- Applicants and attorneys/accredited representatives submit most payments by mail
- Applicants and attorneys/accredited representatives give biographic information and evidence each time they submit a benefit request
- Case status information is not real time
- Paper files are physically delivered to USCIS employees for processing

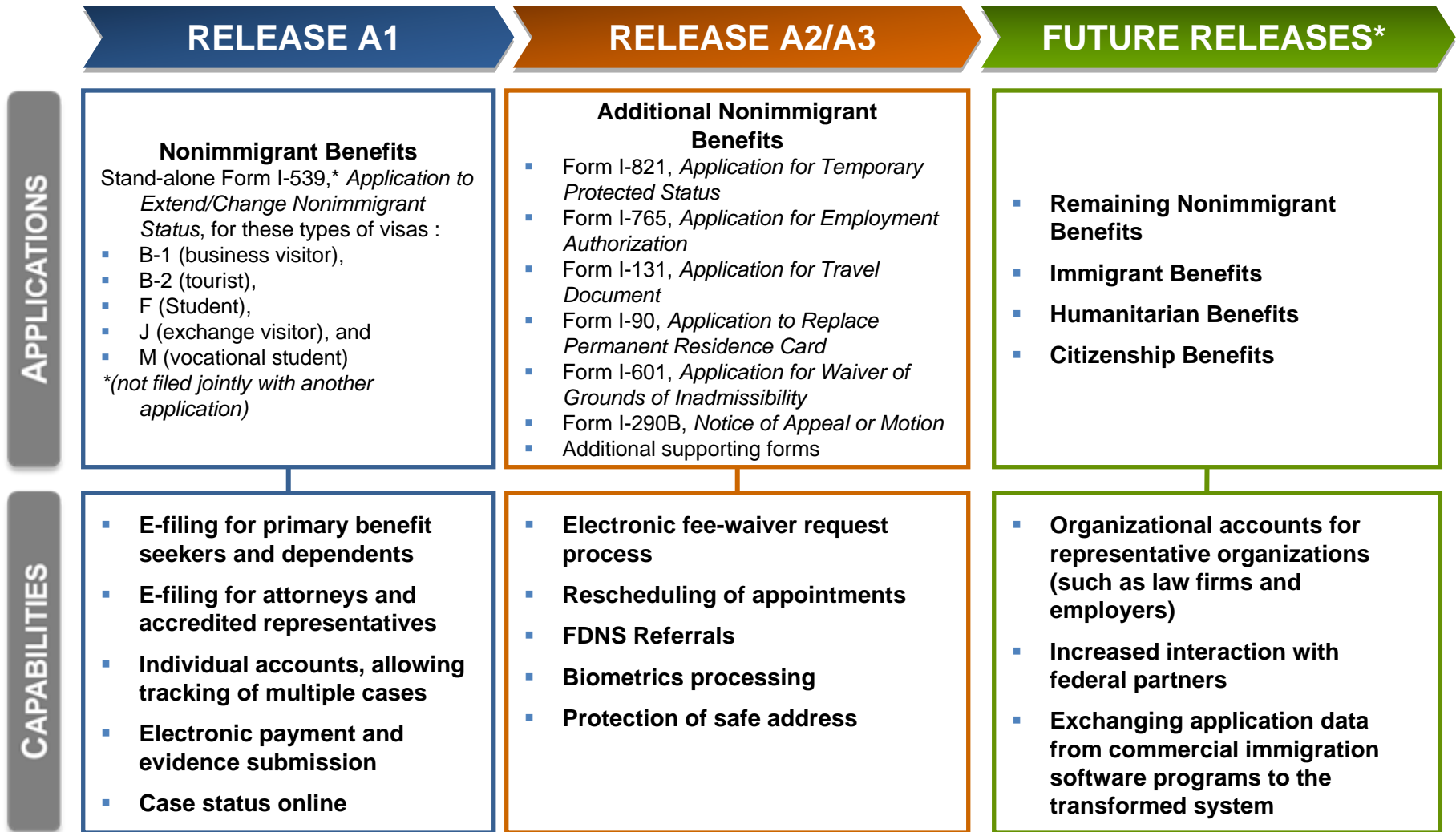
## TOMORROW

- ✓ Select benefit requests can be **submitted electronically and can be stored online**
- ✓ An **online wizard** guides customers through a benefit request step by step
- ✓ Attorneys/accredited representatives and their clients **establish a relationship electronically**
- ✓ Applicants and attorneys/accredited representatives **submit payment electronically**
- ✓ Applicants and attorneys/accredited representatives' **biographic information and evidence are given once** and can potentially be used for some future filings
- ✓ More specific and **timely case status** information can be accessed online
- ✓ USCIS accesses case information through a **central electronic location**

# When Will Transformation Take Place?



Transformation will take place in releases. Each release will enhance system capabilities and expand benefit types available for electronic filing.\*



\*Benefit types by release may vary across categories

# What Are the Benefits of the System?



In the initial release of the new system, Transformation will provide an easy-to-use electronic system for submitting and tracking benefit requests

Deliver an  
Improved  
Customer  
Experience

- ✓ Secure process to **initiate and submit select benefit requests electronically**
- ✓ Electronic **upload of evidence and online payment capabilities**
- ✓ **Automatically generated receipts and notifications** from USCIS
- ✓ **Up-to-date and complete applicant information** provided to USCIS Adjudications Officers when adjudicating cases
- ✓ **Up-to-date case status information** accessed through online account
- ✓ Easy-to-use, electronic process to **update personal information and contact preferences**
- ✓ **Single online account** to access history of online interactions with USCIS

# What Will Stay the Same?



## Benefit Request Submission

- Benefit requests not yet available in the new system will be submitted and processed through paper and current e-filing channels

## Customer Service

- Applicants can call the National Customer Service Center for assistance
- Applicants can schedule an INFOPASS appointment to speak with a USCIS officer in person

## Benefit Request Processing

- Customers can view case status online and receive text updates by entering a receipt number for those benefit requests not submitted in the new system
- Customers can continue to receive receipt notices by postal mail

In the initial release of the system, a USCIS Adjudications Officer will review all cases and make a final determination on an applicant's final eligibility for a benefit request. Benefit requests also will continue to be available for paper submission.



# What forms are included in Release A1?



## Form/Evidence

**E-Filing  
in USCIS Electronic  
Immigration System  
(ELIS)**

If you want to...	And you...	Then...
<b>Extend</b> status	<b>are a...</b> B-1, B-2, F-1*, M-1 or M-2	You can e-file in USCIS ELIS.
<b>Change</b> status	<b>want to become a...</b> B-1, B-2, F-1**, F-2, J-1, J-2, M-1 or M-2	
<b>Reinstate</b> status	<b>were a...</b> F-1*** or M-1***	

**Supporting Forms  
that can be uploaded  
with I-539  
(in addition to other  
supporting documents)**

Number	Supporting Documentation
<b>I-20</b>	Certificate of Eligibility for Non-Immigrant Student Status
<b>I-134</b>	Affidavit of Support
<b>I-566</b>	Interagency Record of Request: A, G, or NATO Dependent Employment Authorization or Change/Adjustment to/from A, G or NATO Status
<b>DS-2019</b>	Certificate of Eligibility for Exchange Visitor Status
<b>G-28</b>	Notice of Entry of Appearance as Attorney or Representative

\*Individuals in the F-1 classification who received a date-specific visa that requires completion of a given course of study within a specific time can extend status in USCIS ELIS. Other F-1s are admitted for duration of status and should contact their designated school official to extend status.

\*\* An M-1 student may not change status to an F-1 student per 8 CFR 248.1(c)(1).

\*\*\* The spouse or child of an individual in F-1 or M-1 status may be included in the principal's benefit request.



# Recent Transformation Activities

## System Design and Development

User Acceptance Testing (UAT) for Release A1 will be extended as all UAT test scripts have not been executed

Design of Release A2 is underway

Planning for Release A3 has begun

## Workforce Engagement

The Transformation Information Gathering (TIG) Online Survey was available from October 19-November 1 and received 1,683 responses

Over 7,000 employees have viewed the I-539 video demo

Onboarding Prep Sessions were held with ETC and WTC in November to prepare identified Release A1 users for training

## External Stakeholder Engagement

OTC facilitated a Federal Stakeholder Exchange October 27<sup>th</sup>; partner agency representatives viewed the I-539 video demo and discussed interfaces for Release A2

USCIS participated in 13 Association of International Educator (NAFSA) conferences this fall to help prepare educational institutions for Release A1

OPE will host national engagement sessions in December that will include an overview of USCIS ELIS and educate stakeholders on who is eligible to file in Release A1



For additional information, please visit the Transformation homepage ([www.uscis.gov/transformation](http://www.uscis.gov/transformation)), Office of Public Engagement (OPE) website ([www.uscis.gov/outreach](http://www.uscis.gov/outreach)) or send OPE an email ([Public.Engagement@uscis.dhs.gov](mailto:Public.Engagement@uscis.dhs.gov)) . Thanks for your participation!