



# Fact Sheet

Sept. 22, 2009

## **USCIS.gov – What’s Next** *Future Website Enhancements*

### **Background**

On June 25, President Obama announced that in the next 90 days USCIS would launch a vastly improved USCIS.gov public website to help customers navigate the immigration system and remain up-to-date regarding their case status. USCIS has committed to delivering on this promise by incorporating both internal and external stakeholder feedback.

### **The Redesigned USCIS.gov**

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. Based on these findings, the redesigned USCIS.gov website is more customer-centric, providing users with a “one-stop shop” for immigration services and information. The new site features clear language that meets the needs of our customers, easier accessibility to customer service tools, simplified website navigation and improved search capability.

### **What’s Next**

USCIS is committed to making this site work for its customers and will actively manage the continued growth of the site to meet their evolving needs. USCIS personnel are already working on a series of future improvements and engaging with stakeholders to identify further enhancements.

Customers can expect the following changes in the upcoming months:

- More instructional and informational content via multimedia
- Simplified internet addresses for the most used topic areas
- Continual improvement of Spanish-language website
- The ability to sign up for news feeds regarding specific topics of interest
- Continued transparency of USCIS operations by making publicly available data accessible through the website
- Improved ability to navigate to and search for forms
- The use of online surveys, focus groups, and other feedback mechanisms to solicit input regarding current site performance, content, and features

USCIS is interested in your feedback about USCIS.gov. Please take a moment to tell us what you think about the site by emailing us at [uscis.webmaster@dhs.gov](mailto:uscis.webmaster@dhs.gov).