



Executive Summary

USCIS Idea Community Campaign: Change of Address Online

Overview

On July 24, 2013, U.S. Citizenship and Immigration Services (USCIS) announced a new initiative to use an online feedback tool, called the [USCIS Idea Community](#), to solicit ideas and opinions from stakeholders and customers on the products and services we provide.

Campaign Details

The first campaign was about the **Change of Address Online tool**. The campaign received 33 ideas about this tool. The following ideas posted by members of the Idea Community were chosen for immediate implementation:

- Combine Change of Address Online with the AR-11;
- Make Change of Address Online compatible with all available web browsers; and
- Revise the list of countries and nations.

These ideas are reflected in the new [Change of Address Online](#) tool. Over the past few months, you may have noticed a new, more streamlined look to the Change of Address Online tool that was introduced in October 2013. Based on stakeholder feedback, we simplified the site with clearer instructions and easier-to-follow navigation. The tool also eliminates the need, in most cases, to file a separate paper AR-11. In addition, the redesigned tool is now compatible with multiple Web browsers, guides customers through the address change request, and will send a confirmation email to customers after they submit their address change request online.

We are excited that the changes to the Change of Address Online tool were the product of close collaboration with our customers and stakeholders. We look forward to similarly engaging with all of you as we build a new customer service model at USCIS.

USCIS continues to welcome feedback on other topics through the Idea Community, located at www.uscisconnect.ideascale.com.

We invite you to join these discussions and help us think of new and innovative ways to improve the resources that we provide.