



May 12, 2014

# Executive Summary

## American Immigration Lawyers Association USCIS Transformation Liaison Committee Meeting

### Overview

On April 9, 2014, the Office of Transformation Coordination (OTC), in collaboration with the Customer Service and Public Engagement Directorate (CSPED), conducted its Transformation Liaison Committee Meeting with the American Immigration Lawyers Association (AILA). USCIS provided updates on USCIS ELIS, addressed attendees' questions, and listened to their feedback.

### Principal Themes

During this session, USCIS representatives addressed questions on the following topics:

- Updates on current processing times, new functionalities, and future enhancements to USCIS ELIS.
- Statistical information on USCIS ELIS system usage.
- Challenges faced by new immigrants without a bank account or access to a computer.
- Immigrant fee payment tips (including the release of an updated immigrant fee step-by-step guide).

### Stakeholder Feedback

AILA representatives provided feedback to USCIS representatives regarding USCIS ELIS. Some of the suggestions include:

- Receiving regular updates from OTC and staying abreast of customer service enhancements.
- Emphasizing plain language and usability when developing USCIS ELIS resources for immigrants.
- Looking for opportunities to engage AILA and the stakeholder community on USCIS ELIS.
- Enhancing USCIS ELIS browser capabilities.
- Discussing how user feedback is solicited during development and after deployment.
- Providing information to AILA on the approval and request for evidence (RFE) rates for electronic vs. paper submissions, or individual vs. attorney-assisted submissions.

USCIS representatives agreed to share information with AILA and follow up on topics discussed.