

The following USCIS response was received as part of a collective response to several recommendations submitted by the CIS Ombudsman. The following response has been extracted from the original document received by the CIS Ombudsman for display and readability purposes.

USCIS Response to Ombudsman
December 17, 2004

Recommendation that all USCIS employees who interface with immigration customers be required to receive formal training in customer service. As an interim measure only, recommend all USCIS employees who interface with immigration customers be required to enroll and complete the no-charge customer service training courses available at the Gov Online Learning Center (www.golearn.gov).

USCIS agrees that customer service training is a valuable component for all of its employees, especially those who deal with the public. Basic officer training includes customer service training and it has been an element of ongoing training for our employees in the past. The first sections of the USCIS *Adjudicators Field Manual*, available to all USCIS employees, provide excellent guidance on customer principles as they apply to USCIS services. We are in the process of updating a customer service training course that can be provided to employees at or near their work location. If the updating of that course becomes delayed significantly, however, USCIS will consider the Ombudsman's excellent suggestion for an interim solution.