

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.

All USCIS employees who interface with immigration customers must 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 agreed with this recommendation. All USCIS adjudication officers and immigration information officers receive customer service training through their formal basic training program. The adjudication officers' customer service training module is currently four (4) hours duration. The immigration information officers' basic training module is eight (8) hours duration. In addition, USCIS supervisory training at the Leadership Development Center (LDC) for supervisory adjudication officers and other managers contains a customer service module. The Adjudicators Field Manual contains extensive instruction on the philosophy of proper customer service for our employees. We are currently exploring the availability of web-based and other e-learning customer service training courses that can be provided through the USCIS On Track Learning Management System.