





OBSERVATIONS AND STAKEHOLDER COMMENTS FROM THE OMBUDSMAN'S TRIPS AND MEETINGS


IIOs at Newark reported that they talk to attorneys, applicants, and community-based representatives who receive incorrect information from the NCSC. IIOs suggest that applicants should know the NCSC only provides general information. 


Stakeholders in New York complained that additional training is needed for NCSC operators. 

A stakeholder in the Chicago area reported that customer service (through the NCSC) is not working, especially when applicants try to reach Tier 2. Another stakeholder commented there is no access to local district officers. 

A visit to the Kentucky Call Center revealed that Tier 1 operators do not have access to helpful information to answer calls and some operators speak very quickly to callers with limited English language ability. 

COMMENTS FROM OMBUDSMAN'S TELECONFERENCE

One caller questioned why the NCSC and Case Status Online do not reflect denials. 

Another caller mentioned that some adjudicators, particularly at the Nebraska and Texas Service Centers, just call the applicant or attorney to ask him/her to provide missing information. 

RECOMMENDATION AR 2007 -- 04

The Ombudsman recommends that USCIS adopt the frequently asked questions format used by Customs and Border Protection (CBP), incorporating a dynamic search feature on the website, rather than a static FAQ list. In addition, USCIS should provide a service on the website whereby customers can email a question and receive an answer within a short period of time. 