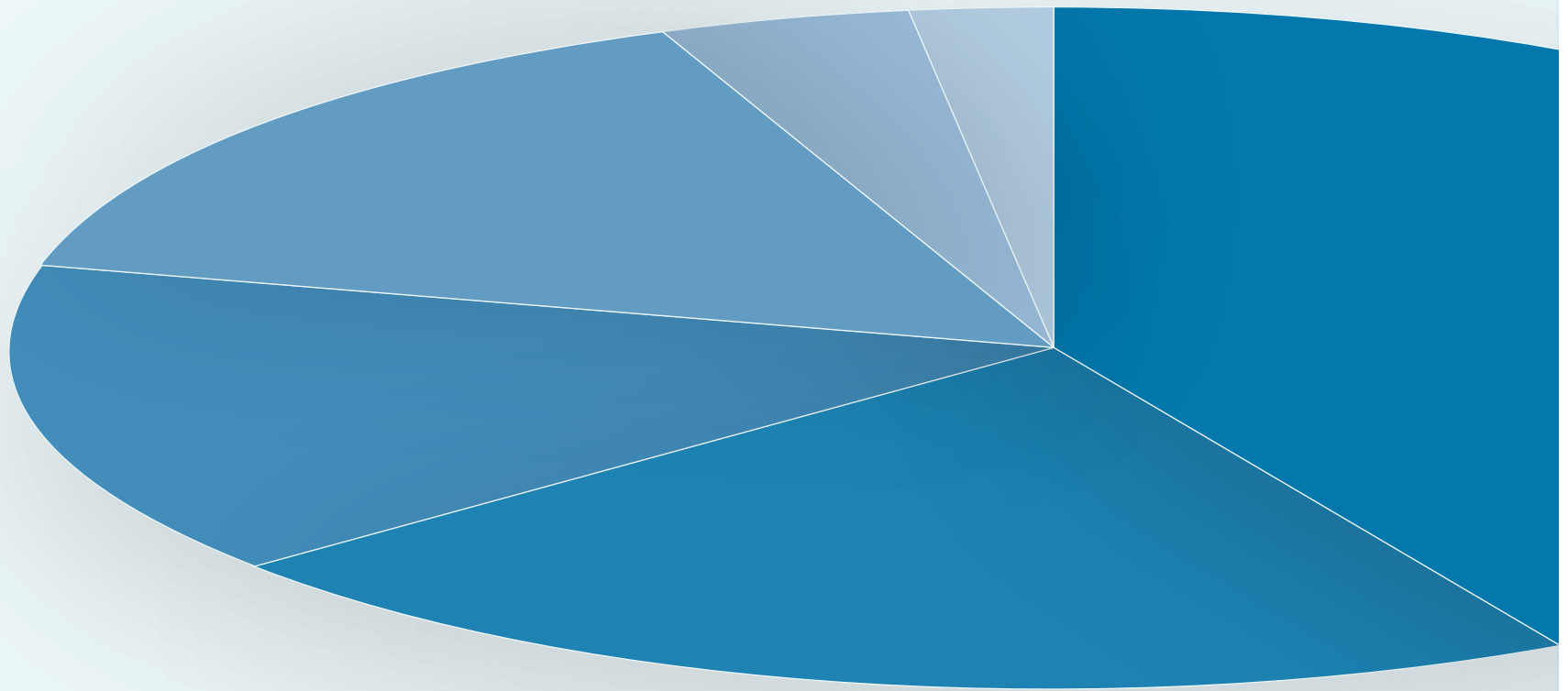




U.S. Citizenship
and Immigration
Services

Policy Review Survey Results Report

2010



Introduction

In April, USCIS launched a comprehensive effort to review all of its adjudication and customer service policies. USCIS invited the workforce and external stakeholders to complete a survey identifying their priorities for the Policy Review. This is the beginning of a long-term effort to ensure our policies reflect our fundamental mission and core values of consistency, integrity, transparency and efficiency.

First 10 Areas Under Review

Guided by nearly 5,600 survey responses from stakeholders, the initial issue priorities of the USCIS Policy Review will be:

- National Customer Service Center
- Nonimmigrant H-1B (specialty occupations)
- Naturalization
- Employment-Based Adjustment of Status
- Family-Based Adjustment of Status
- Employment-Based Immigrants Preference Categories 1, 2 (priority workers, professionals and holders of advanced degrees) and 3 (skilled workers and professionals)
- Refugee and Asylum Adjustment of Status
- Form I-601 (Application for Waiver of Ground of Inadmissibility)
- General Humanitarian Programs
- Employment Authorization and Travel Documents

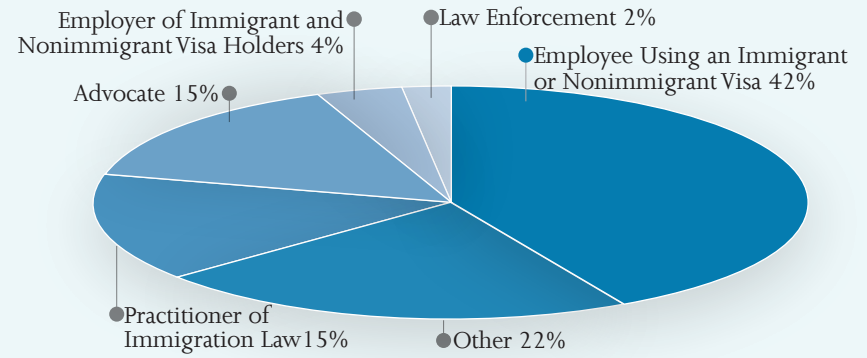
To develop the list, USCIS considered its operational and programmatic needs as well as a desire to represent the diversity of issue areas.

We will convene working groups to review each of the issue areas. Leaders from across USCIS will join analysts, adjudicators and customer service representatives in examining policy and instructional documents that guide our work. USCIS will follow the federal rulemaking process whenever appropriate, and once approved, new policies will be available electronically.

5,553 external stakeholders participated in the survey. Respondents were able to select N/A or choose not to answer a question, which is considered a null value. Null values were excluded on the following tables and charts. Percentages were rounded to the nearest whole number.

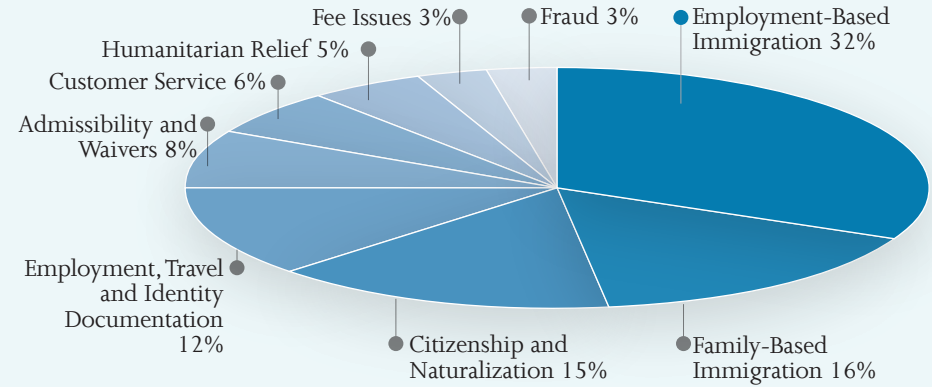
Q1

Which role(s) would you identify yourself as having with relation to immigration policy?



Q4

In what areas of immigration policy do you work or have the most experience?



Responses by Role

Answer	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
Admissibility and Waivers	202	31	24	32	176	386	851
Citizenship and Naturalization	395	138	43	35	373	579	1,563
Customer Service	148	108	39	29	222	118	664
Employment, Travel and Identity Documentation	191	397	119	26	256	275	1,264
Employment-Based Immigration	212	2,061	197	46	240	416	3,172
Family-Based Immigration	395	112	31	59	411	672	1,680
Fee Issues	94	74	20	5	81	103	377
Fraud	54	23	6	43	63	90	279
Humanitarian Relief	179	12	7	11	99	234	542
Total	1,870	2,956	486	286	1,921	2,873	10,392

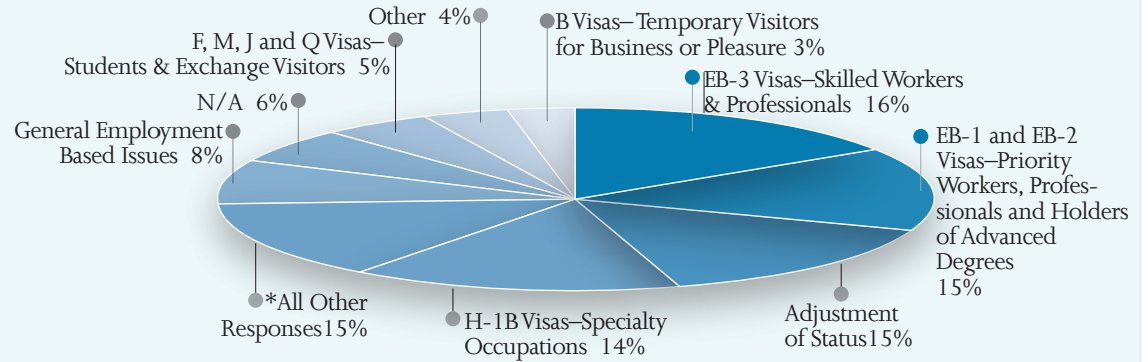
■ Top 2 Responses by Role
■ Top 2 Responses Overall

Q5

Which employment-based immigration or nonimmigrant visa issues do you think USCIS should review FIRST, SECOND AND THIRD?

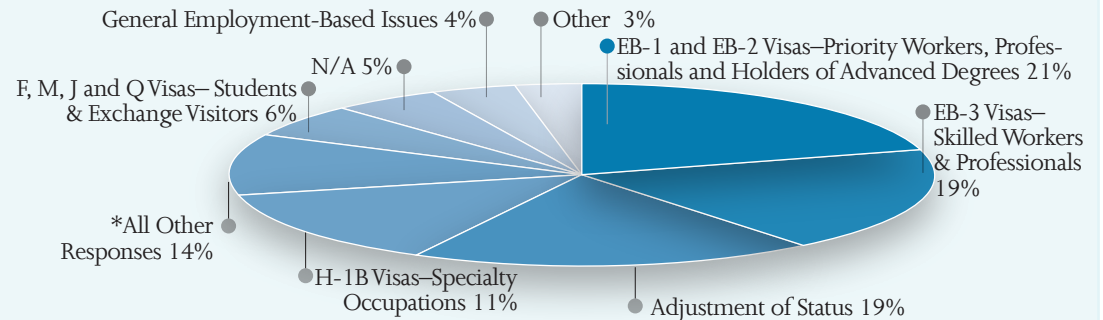
Combined Responses

- * Includes responses of less than 3 percentage points. Responses include:
- L Visas—Intra-company Transferees (2%)
 - H-2A Visas—Agricultural Temporary Workers (2%)
 - EB-5 Visas—Employment Creation (2%)
 - H-2B Visas—non-Agricultural Temporary Workers (2%)
 - R Visas—Religious Workers (2%)
 - E-1 and E-2 Visas—Treaty Traders & Investors (1%)
 - H-1C Visas—Nurses (1%)
 - O-1 and P Visas—Athletes, Entertainers & Accompanying Workers (1%)
 - EB-4 Visas—Certain Special Immigrants (1%)
 - S Visas—Aid to Law Enforcement (1%)
 - A and G Visas—Diplomatic and International Organization Personnel (0%)
 - Percentage total 10% due to rounding



Which employment-based immigration or nonimmigrant visa issues do you think USCIS should review FIRST?

- * Includes responses of less than 3 percentage points. Responses include:
- H-2A Visas—Agricultural Temporary Workers (2%)
 - B Visas—Temporary Visitors for Business or Pleasure (2%)
 - L Visas—Intra-company Transferees (2%)
 - R Visas—Religious Workers (1%)
 - EB-5 Visas—Employment Creation (1%)
 - H-1C Visas—Nurses (1%)
 - H-2B Visas—non-Agricultural Temporary Workers (1%)
 - E-1 and E-2 Visas—Treaty Traders & Investors (1%)
 - S Visas—Aid to Law Enforcement (1%)
 - EB-4 Visas—Certain Special Immigrants (1%)
 - O-1 and P Visas—Athletes, Entertainers & Accompanying Workers (1%)
 - A and G Visas—Diplomatic and International Organization Personnel (0%)



Q5

Which employment-based immigration or nonimmigrant visa issues do you think USCIS should review FIRST?

Responses by Role

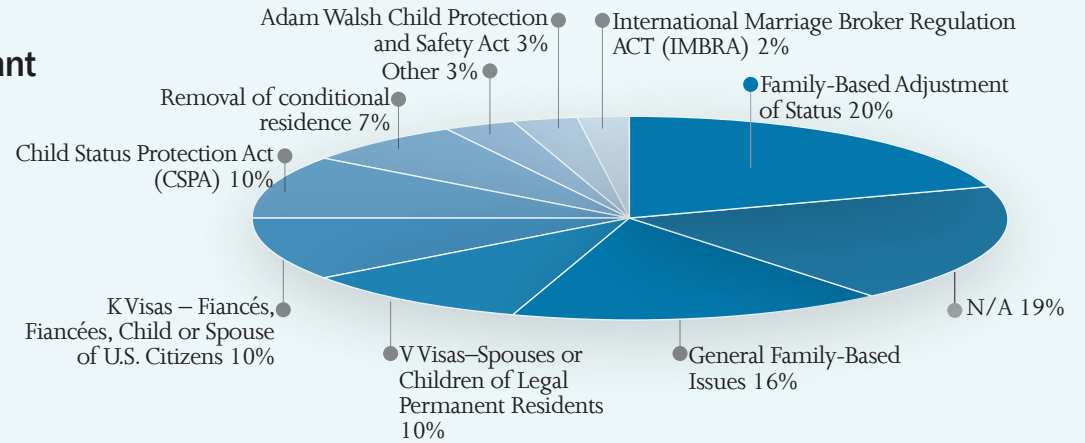
Issue	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
A and G Visas – Diplomatic and International Organization Personnel	3	4		3	6	3	19
Adjustment of Status	158	404	23	15	192	151	943
B Visas – Temporary Visitors for Business or Pleasure	19	6	7	10	36	23	101
E-1 and E-2 Visas – Treaty Traders and Investors	5	10	2	2	6	10	35
EB-1 and EB-2 Visas – Priority Workers, Professionals and Holders of Advanced Degrees	39	798	35	3	54	51	980
EB-3 Visas – Skilled Workers and Professionals	39	736	29	5	44	53	906
EB-4 Visas – Certain Special Immigrants	13	1			7	1	22
EB-5 Visas – Employment Creation	8	5	2	9	13	15	52
F, M, J and Q Visas – Students and Exchange Visitors	79	22	31	3	166	20	321
General Employment-Based Issues	34	41	8	4	52	32	171
H-1B Visas – Specialty Occupations	65	146	62	21	108	148	550
H-1C Visas – Nurses	4	5	3		15	14	41
H-2A Visas – Agricultural Temporary Workers	43	2	6		41	17	109
H-2B Visas – non-Agricultural Temporary Workers	17		1	1	11	9	39
L Visas – Intra-company Transferees	10	8	5	3	6	55	87
N/A	64	5	2	9	91	84	255
O-1 and P Visas – Athletes, Entertainers and Accompanying Workers	4	1	3	2	11	6	27
Other	32	36	4	2	55	31	160
R Visas – Religious Workers	13	7	5	9	9	18	61
S Visas – Aid to Law Enforcement	7	2		3	13	6	31
Total	656	2,239	228	104	936	747	4,910

■ Top 2 Responses by Role
■ Top 2 Responses Overall

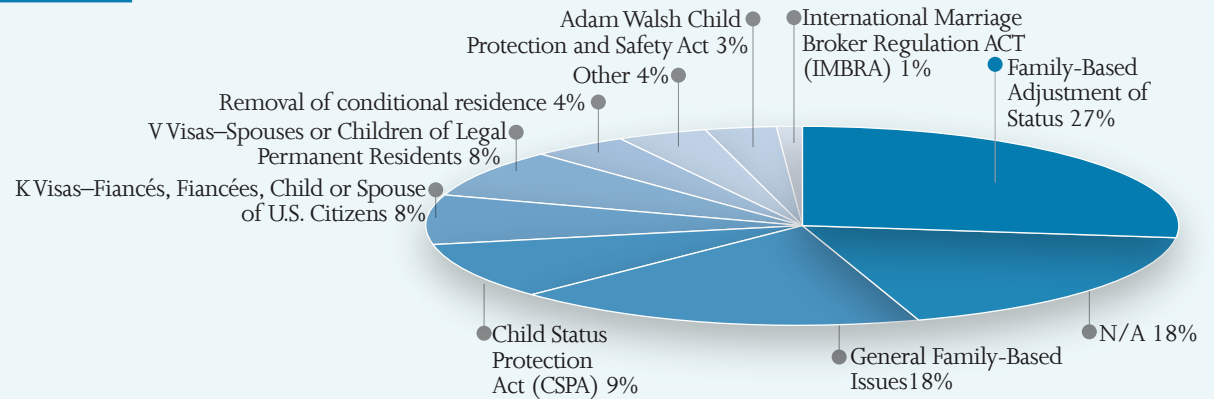
Q6

Which family-based immigration or nonimmigrant visa issues do you think USCIS should review FIRST, SECOND and THIRD?

Combined Responses



Which family-based immigration or nonimmigrant visa issues do you think USCIS should review FIRST?



Q6

Which family-based immigration or non-immigrant visa issues do you think USCIS should review FIRST?

Responses by Role

Issue	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
Adam Walsh Child Protection and Safety Act	17	9	3	20	29	25	103
Child Status Protection Act (CSPA)	59	135	13	7	60	146	420
Family-Based Adjustment of Status	170	527	55	18	213	218	1,201
General Family-Based Issues	133	298	35	23	176	132	797
International Marriage Broker Regulation ACT (IMBRA)	18	7		4	13	4	46
K Visas – Fiancés, Fiancées, Child or Spouse of U.S. Citizens	67	90	14	11	115	57	354
N/A	50	493	47	7	137	36	770
Other	30	36	4	2	45	50	167
Removal of conditional residence	37	34	3	8	43	69	194
V Visas – Spouses or Children of Legal Permanent Residents	56	159	14	5	80	24	338
Total	637	1,788	188	105	911	761	4,390

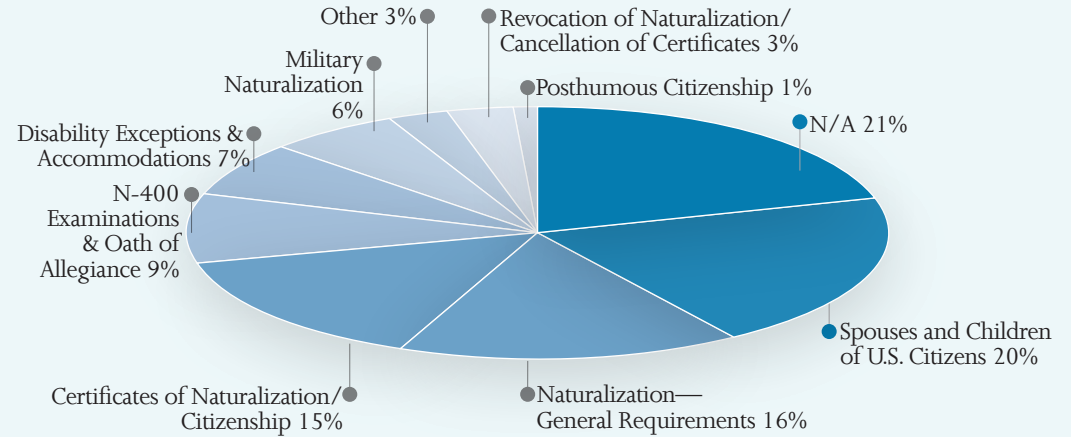
■ Top 2 Responses by Role
■ Top 2 Responses Overall

Q7

Which citizenship and naturalization issues do you think that USCIS should review FIRST, SECOND AND THIRD?

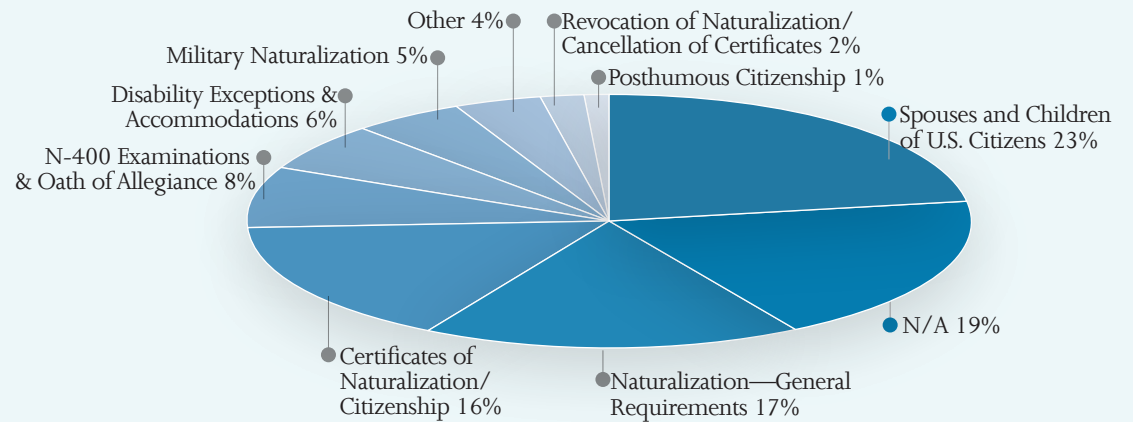
Combined Responses

Note: Percentages total 101% due to rounding



Which citizenship and naturalization issues do you think USCIS should review FIRST?

Note: Percentages total 101% due to rounding



Q7

Which citizenship and naturalization issues do you think USCIS should review FIRST?

Responses by Role

Issue	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
Certificates of Naturalization/Citizenship	89	336	31	11	119	70	656
Disability Exceptions and Accommodations	69	19	5	5	41	134	273
Military Naturalization	35	73	8	21	52	38	227
N/A	41	511	42	12	126	59	791
N-400 Examinations and Oath of Allegiance	67	87	7	3	68	99	331
Naturalization—General Requirements	109	330	33	21	140	117	750
Other	26	47	2	2	44	29	150
Posthumous Citizenship	2	15	2	1	4	5	29
Revocation of Naturalization/Cancellation of Certificates	10	5	3	12	22	21	73
Spouses and Children of U.S. Citizens	177	318	53	16	273	156	993
Total	625	1,741	186	104	889	728	4,273

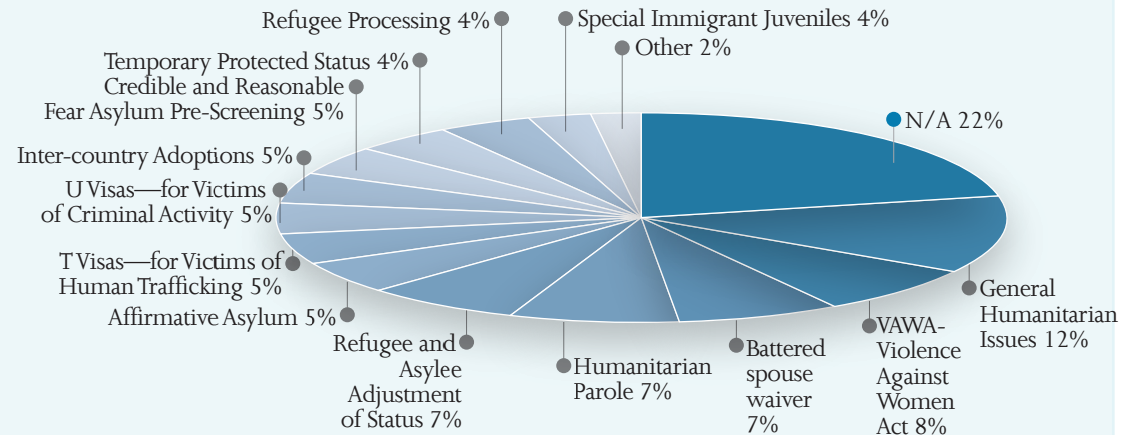
■ Top 2 Responses by Role
■ Top 2 Responses Overall

Q8

Which humanitarian relief issues do you believe that USCIS should review FIRST, SECOND AND THIRD?

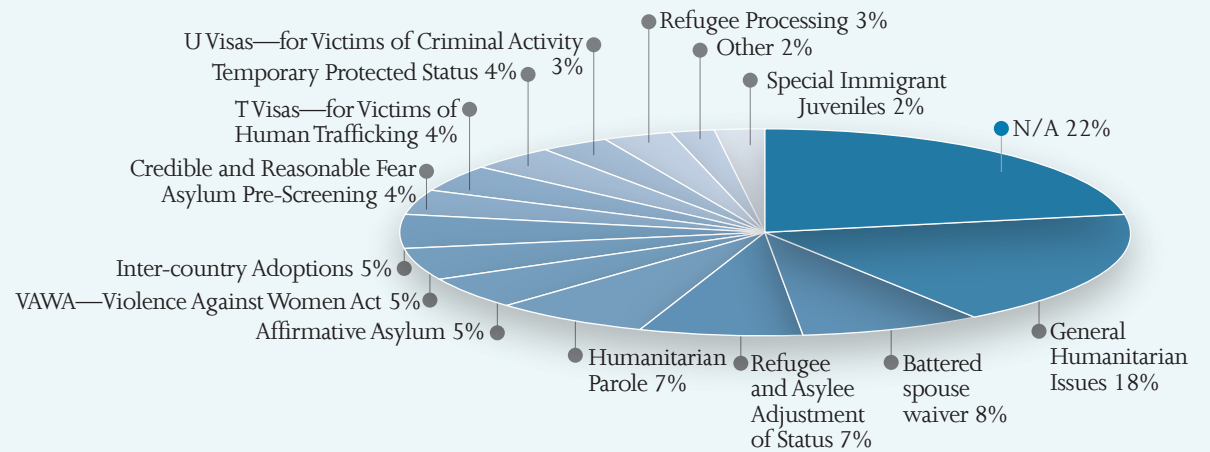
Combined Responses

Note: Percentages total 101% due to rounding



Which humanitarian relief issues do you think USCIS should review FIRST?

Note: Percentages total 99% due to rounding



Q8

Which humanitarian relief issues do you think USCIS should review FIRST?

Responses by Role

Issue	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
Affirmative Asylum	41	35	6	8	39	93	222
Battered spouse waiver	59	111	22	11	81	46	330
Credible and Reasonable Fear Asylum Pre-Screening	35	28	3	13	35	58	172
General Humanitarian Issues	84	358	24	11	152	59	688
Humanitarian Parole	64	82	9	6	60	93	314
Inter-country Adoptions	25	77	14	6	52	18	192
N/A	51	560	48	10	135	62	866
Other	15	30	2	2	25	26	100
Refugee and Asylee Adjustment of Status	53	91	17	9	88	43	301
Refugee Processing	36	32	2	7	33	20	130
Special Immigrant Juveniles	21	19	3	1	16	16	76
T Visas – for Victims of Human Trafficking	39	37	6	7	47	22	158
Temporary Protected Status	23	44	10	7	44	19	147
U Visas – for Victims of Criminal Activity	30	22	6		12	79	149
VAWA – Violence Against Women Act	42	58	8	5	45	51	209
Total	618	1,584	180	103	864	705	4,054

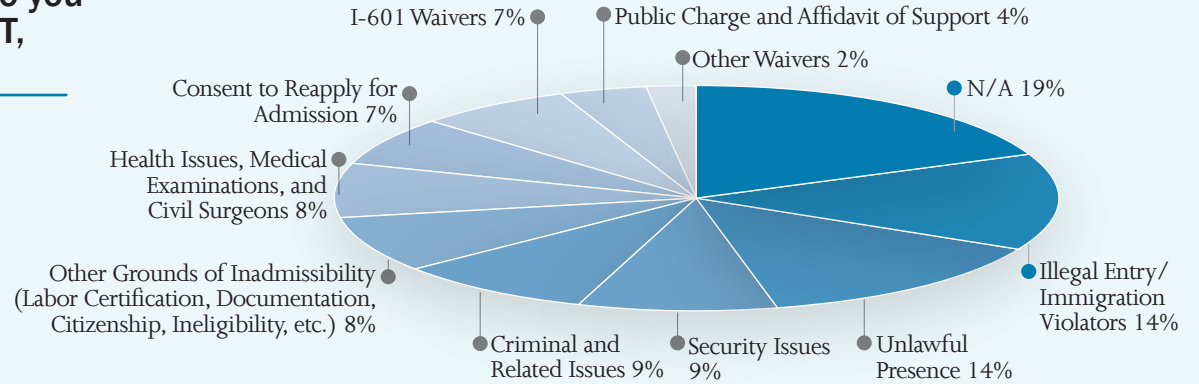
■ Top 2 Responses by Role
■ Top 2 Responses Overall

Q9

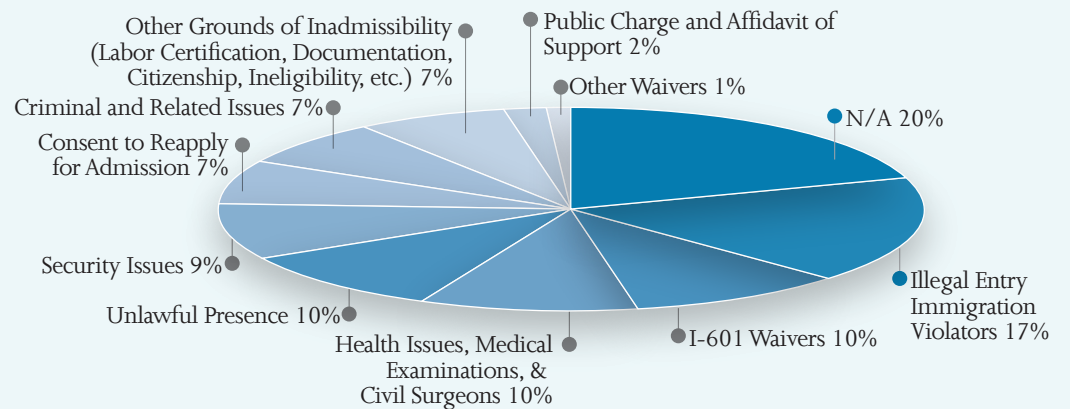
Which admissibility or waiver issues do you believe that USCIS should review FIRST, SECOND AND THIRD?

Combined Responses

Note: Percentages total 101% due to rounding



Which admissibility or waiver issues do you think USCIS should review FIRST?



Q9

Which admissibility or waiver issues do you think USCIS should review FIRST?

Responses by Role

Issue	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
Consent to Reapply for Admission	57	111	4	1	61	54	288
Criminal and Related Issues	40	83	7	29	60	62	281
Health Issues, Medical Examinations, & Civil Surgeons	59	206	18	4	68	37	392
I-601 Waivers	97	15	7	8	89	209	425
Illegal Entry/Immigration Violators	130	251	25	14	179	81	680
N/A	64	469	43	8	129	48	761
Other Grounds of Inadmissibility (Labor Certification, Documentation, Citizenship, Ineligibility, etc.)	22	167	23		44	23	279
Other Waivers	3	15	2	1	16	4	41
Public Charge and Affidavit of Support	17	17	3	4	36	17	94
Security Issues	48	125	22	26	83	43	347
Unlawful Presence	67	115	23	6	81	122	414
Total	604	1,574	177	101	846	700	4,002

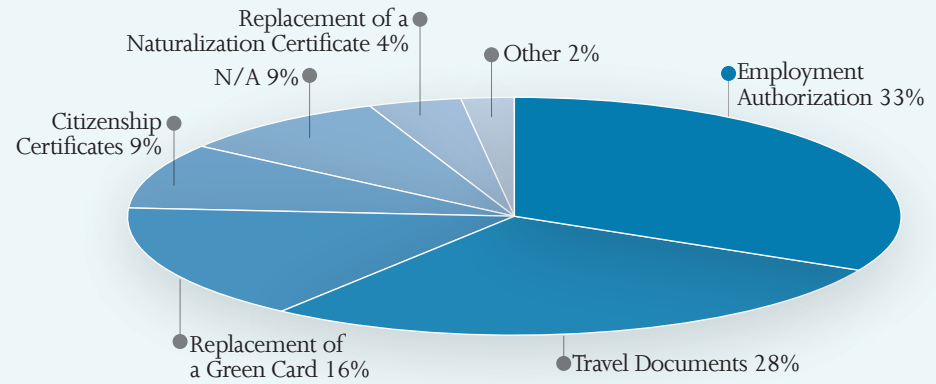
■ Top 2 Responses by Role
■ Top 2 Responses Overall

Q10

Which employment, travel and identity documentation issues do you believe that USCIS should review FIRST, SECOND AND THIRD?

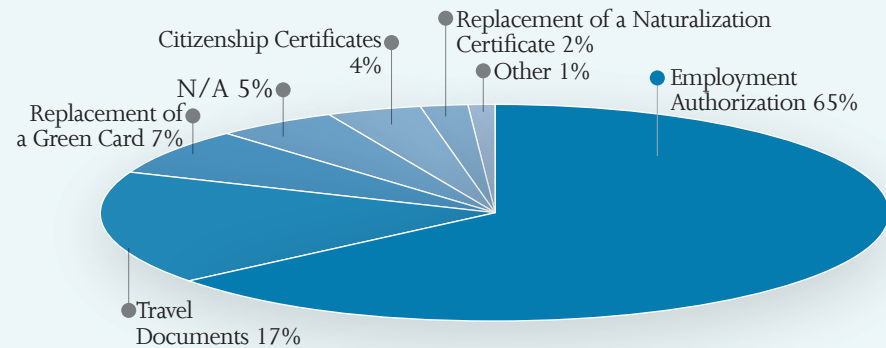
Combined Responses

Note: Percentages total 101% due to rounding.



A. Which employment, travel and identity documentation issues do you think USCIS should review FIRST?

Note: Percentages total 101% due to rounding.



B. Which employment, travel and identity documentation issues do you think USCIS should review FIRST?

Responses by Role

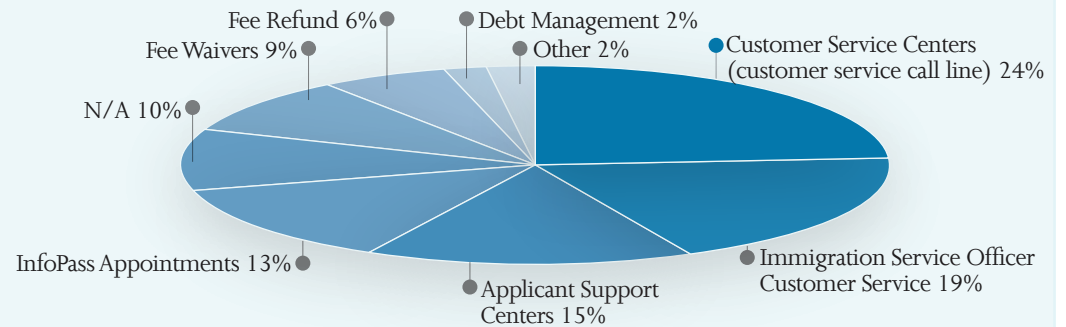
Issue	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
Citizenship Certificates	41	23	3	11	51	35	164
Employment Authorization	349	1,512	158	41	443	399	2,902
N/A	28	50	6	9	67	38	198
Other	8	9	3		24	11	55
Replacement of a Green Card	62	36	3	10	101	91	303
Replacement of a Naturalization Certificate	26	3	1	8	33	24	95
Travel Documents	98	325	34	23	154	112	746
Total	612	1,958	208	102	873	710	4,463

■ Top 2 Responses by Role
 ■ Top 2 Responses Overall

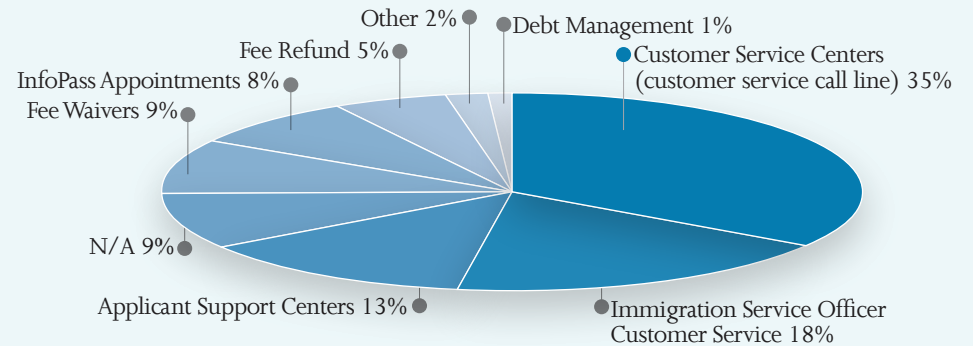
Q11

Which fee and customer service issues do you believe that USCIS should review FIRST, SECOND AND THIRD?

Combined Responses



Which fee and customer service issues do you think USCIS should review FIRST?



Which fee and customer service issues do you think USCIS should review FIRST?

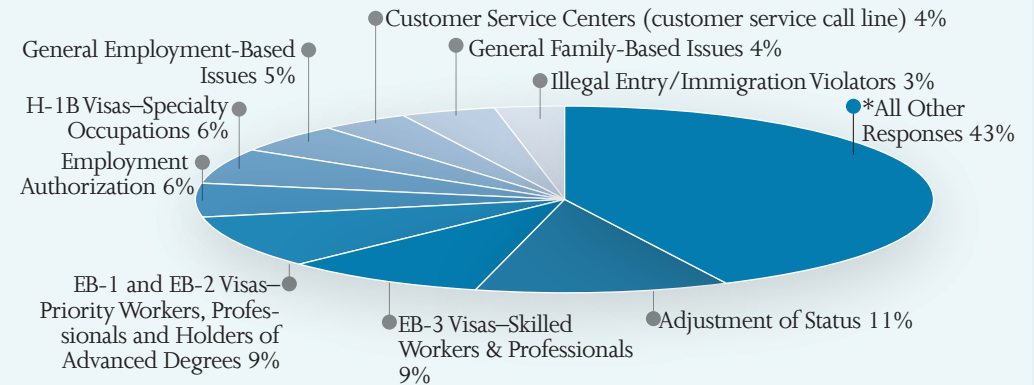
Responses by Role

Issue	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
Applicant Support Centers	76	237	29	13	122	52	529
Customer Service Centers (customer service call line)	199	569	90	30	273	337	1,498
Debt Management	10	3	1	5	15	10	44
Fee Refund	42	66	3	5	51	47	214
Fee Waivers	111	59	13	13	108	117	421
Immigration Service Officer Customer Service	101	403	35	13	131	89	772
InfoPass Appointments	24	233	5	7	35	29	333
N/A	35	203	16	12	93	19	378
Other	15	24	4	0	31	23	97
Total	613	1,797	196	98	859	723	4,286

Top 2 Responses by Role
Top 2 Responses Overall

Q12

Across all categories, which five issues do you think USCIS should review FIRST?



*Includes responses of less than 3 percentage points. Responses include:

- Travel Documents (2%)
- N/A (2%)
- F, M, J and Q Visas—Students & Exchange Visitors (2%)
- Child Status Protection Act (CSPA) (2%)
- Criminal and Related Issues (2%)
- Immigration Service Officer Customer Service (2%)
- Unlawful Presence (2%)
- Applicant Support Centers (2%)
- Other (1%)
- Certificates of Naturalization/Citizenship (1%)
- B Visas—Temporary Visitors for Business or Pleasure (1%)
- Fee Waivers (1%)
- I-601 Waivers (1%)
- Spouses and Children of U.S. Citizens (1%)
- Security Issues (1%); Battered spouse waiver (1%)
- Affirmative Asylum (1%)
- Naturalization—General Requirements (1%)
- K Visas—Fiancés, Fiancées, Child or Spouse of U.S. Citizens (1%)
- VAWA—Violence Against Women Act (1%)
- L Visas—Intra-company Transferees (1%)
- Citizenship Certificates (1%)
- Credible and Reasonable Fear Asylum Pre-Screening (1%)
- InfoPass Appointments (1%)
- V Visas—Spouses or Children of Legal Permanent Residents (1%)
- U Visas—for Victims of Criminal Activity (1%)
- Refugee and Asylee Adjustment of Status (1%)
- Adam Walsh Child Protection and Safety Act (1%)
- Consent to Reapply for Admission (1%)
- Fee Refund (1%)

- Humanitarian Parole (1%)
- Disability Exceptions & Accommodations (1%)
- Removal of conditional residence (1%)
- EB-5 Visas—Employment Creation (1%)
- T Visas—for Victims of Human Trafficking (1%)
- E-1 and E-2 Visas—Treaty Traders & Investors (0%)
- Refugee Processing (0%)
- H-1C Visas—Nurses (0%)
- N-400 Examinations & Oath of Allegiance (0%)
- Replacement of a Green Card (0%)
- Temporary Protected Status (0%)
- Military Naturalization (0%)
- O-1 and P Visas—Athletes, Entertainers & Accompanying Workers (0%)
- Other Grounds of Inadmissibility (Labor Certification, Documentation, Citizenship, Ineligibility, etc.) (0%)
- Inter-country Adoptions (0%)
- H-2A Visas—Agricultural Temporary Workers (0%)
- R Visas—Religious Workers (0%)
- H-2B Visas—non-Agricultural Temporary Workers (0%)
- Public Charge and Affidavit of Support (0%)
- EB-4 Visas—Certain Special Immigrants (0%)
- Special Immigrant Juveniles (0%)
- Health Issues, Medical Examinations, & Civil Surgeons (0%)
- Debt Management (0%)
- A and G Visas—Diplomatic and International Organization Personnel (0%)
- Revocation of Naturalization/Cancellation of Certificates (0%)
- International Marriage Broker Regulation ACT (IMBRA) (0%)
- Replacement of a Naturalization Certificate (0%)
- S Visas—Aid to Law Enforcement (0%)
- Posthumous Citizenship (0%)

Q12

Across all categories, which five issues do you think USCIS should review FIRST?

Responses by Role

Issue	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
A and G Visas – Diplomatic and International Organization Personnel	6	8	3	9	2	28	
Adam Walsh Child Protection and Safety Act	19	21	2	18	36	24	120
Adjustment of Status	226	1,271	80	36	298	244	2,155
Affirmative Asylum	55	16	5	6	56	86	224
Applicant Support Centers	54	95	21	5	85	27	287
B Visas – Temporary Visitors for Business or Pleasure	49	63	21	11	80	26	250
Battered spouse waiver	68	38	8	3	54	58	229
Certificates of Naturalization / Citizenship	46	74	6	8	72	23	229
Child Status Protection Act (CSPA)	79	81	12	10	93	116	391
Citizenship Certificates	18	52	6	6	47	15	144
Consent to Reapply for Admission	38	14	3	2	26	44	127
Credible and Reasonable Fear Asylum Pre-Screening	43	10	2	12	43	37	147
Criminal and Related Issues	73	41	15	36	105	105	375
Customer Service Centers (customer service call line)	121	235	52	10	190	196	804
Debt Management	3	5	1	1	16	9	35
Disability Exceptions & Accommodations	34	14		4	29	32	113
E-1 and E-2 Visas – Treaty Traders & Investors	7	43	8	5	10	17	90
EB-1 and EB-2 Visas – Priority Workers, Professionals and Holders of Advanced Degrees	64	1,303	84	4	85	107	1,647
EB-3 Visas – Skilled Workers & Professionals	57	1,452	71	6	69	89	1,744
EB-4 Visas – Certain Special Immigrants	6	17	1		8	6	38
EB-5 Visas – Employment Creation	12	37	5	7	15	28	104
Employment Authorization	98	713	49	10	150	74	1,094
F, M, J and Q Visas – Students & Exchange Visitors	77	77	55	10	172	26	417
Fee Refund	28	30	1	3	39	23	124
Fee Waivers	75	28	7	3	60	83	256
General Employment-Based Issues	104	614	60	13	138	104	1,033
General Family-Based Issues	154	163	24	17	224	155	737
H-1B Visas – Specialty Occupations	106	702	107	24	138	187	1,264
H-1C Visas - Nurses	12	23	8	3	17	20	83
H-2A Visas – Agricultural Temporary Workers	14	5	1	1	31	7	59
H-2B Visas – non-Agricultural Temporary Workers	20	5	1	2	13	9	50
Health Issues, Medical Examinations, & Civil Surgeons	5	15	1	3	7	6	37
Humanitarian Parole	40	13	3	3	28	39	126
I-601 Waivers	51	4	2	5	54	126	242
Illegal Entry/Immigration Violators	88	144	18	21	151	76	498

Continues on next page

Q12

Across all categories, which five issues do you think USCIS should review FIRST? (continued)

Responses by Role

Issue	Advocate	Employee Using an Immigrant or Nonimmigrant Visa	Employer of Immigrant and Nonimmigrant Visa Holders	Law Enforcement	Other	Practitioner of Immigration Law	Total
Immigration Service Officer Customer Service	44	136	21	3	63	69	336
InfoPass Appointments	9	87	2	1	14	20	133
Inter-country Adoptions	13	12	2	4	23	10	64
International Marriage Broker Regulation ACT (IMBRA)	9	3		2	6	4	24
K Visas – Fiancés, Fiancées, Child or Spouse of U.S. Citizens	42	27	3	8	66	25	171
L Visas – Intra-company Transferees	18	24	13	7	14	85	161
Military Naturalization	13	18		10	14	8	63
N/A	22	156	4	13	170	25	390
N-400 Examinations & Oath of Allegiance	21	19	2	1	25	17	85
Naturalization—General Requirements	26	71	6	6	42	23	174
O-1 and P Visas – Athletes, Entertainers & Accompanying Workers	5	7	9	4	11	27	63
Other	30	88	8	5	75	74	280
Other Grounds of Inadmissibility (Labor Certification, Documentation, Citizenship, Ineligibility, etc.)	6	9	4	1	25	12	57
Posthumous Citizenship		2			5		7
Public Charge and Affidavit of Support	9	5		4	16	14	48
R Visas – Religious Workers	17	4	5	8	13	16	63
Refugee and Asylee Adjustment of Status	29	12	2	5	51	31	130
Refugee Processing	35	6	3		31	25	100
Removal of conditional residence	16	12	1	3	30	38	100
Replacement of a Green Card	16	23	2	3	28	7	79
Replacement of a Naturalization Certificate	3	2		2	9	6	22
Revocation of Naturalization / Cancellation of Certificates	7	2	2	5	8	5	29
S Visas – Aid to Law Enforcement	4	2		1	1	6	14
Security Issues	43	53	11	21	64	37	229
Special Immigrant Juveniles	16	2	1		9	16	44
Spouses and Children of U.S. Citizens	54	41	8	7	80	26	216
T Visas – for Victims of Human Trafficking	44	6	7	4	28	20	109
Temporary Protected Status	18	10	5	5	19	17	74
Travel Documents	31	340	14	1	54	19	459
U Visas – for Victims of Criminal Activity	42	7	3	2	14	84	152
Unlawful Presence	69	46	14	8	81	119	337
V Visas – Spouses or Children of Legal Permanent Residents	25	47	3	2	39	16	132
VAWA – Violence Against Women Act	46	15	4	4	43	63	175
Total	2,732	8,720	899	461	3,819	3,190	19,821

Top 5 Responses by Role
Top 5 Responses Overall