

Recommendation #5
Customer Service Training for USCIS Employees

On August 16, 2004, the Ombudsman made the following 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).*

On December 17, 2004 and again on May 25, 2005, USCIS responded to the Ombudsman. We agreed with the recommendation. This training is offered at basic officer training and a section on customer principles is included in the Adjudicators Field Manual.

In October 2005, the Office of Training and Career Development (OTCD) introduced EDvantage, a web-based, e-learning system resident at our Field Training Office in Burlington, VT. EDvantage is the flagship training and development content resource within OTCD's Learning Management System (LMS) that provides enterprise-wide access for all employees. As such, EDvantage is coupled with OnTrack, the administrative system that records, tracks and reports all USCIS training instances. In addition to mandatory and mission-specific courses, EDvantage offers all USCIS employees access to Skillsoft, an online library of more than 2000 softskill courses. Of these, 42 are categorized customer service courses. These self-instruct courses range from 30-minutes to four-and-one-half hours duration.

The Ombudsman did not have any follow-up to the USCIS response and we consider this recommendation closed.