



USCIS Online Processing Times
Wednesday, February 15, 2017
1 – 2 p.m. (Eastern)

To help us provide you with useful and meaningful processing time information, we would like your feedback on the following questions:

1. Have you ever checked case processing times on our website?
2. Why do you check processing times? To know where your case is in the flow, or when you can make an inquiry? Other reasons?
3. What information do you want to see?
4. How do you want the information shown? Here are three ways we are thinking about presenting case processing times.* Do you like any of these?
 - Time to complete a specific percentage of cases: For example, 90% of Form I-90 cases are completed within 8 months. What does that mean to you?
 - Time range for completing most cases: For example, most Form N-400 cases are completed within 5-7 months. What does that mean to you?
 - Average time to complete a case: For example, the average processing time for Form I-90 is 7 months. What does that mean to you?
5. How often would you want the information on this page updated? Why?
6. Would it be helpful to know what our processing time goals are for the year? And the percentage of cases we complete within the goals?
7. What percentage of cases would you expect to take longer than the posted processing time?
8. Cases with requests for additional evidence generally take longer. Should USCIS post separate processing times for those cases?

* The processing times listed are solely for illustrative purposes. Actual processing times can be found on the [USCIS Processing Time Information webpage](#).