




Comment Submitted by Riana Vincent

The is a Comment on the **U.S. Citizenship and Immigration Services (USCIS) Notice: Agency Information Collection Activities; Extension, Without Change, of a Currently Approved Collection: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery**

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Comment

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It is good to ensure that any information collected asking about the quality of delivery will not be used as a statistic, but only as a means of improvement and good/bad feedback. This will help gain more trust from those using the service, especially since the document outlines exactly how the agency plans on collecting information and what it will be used for.