

Implementation Evaluation: Virtual Interviews with Program Participants

Introduction

The purpose of this interview is to learn more about the citizenship program that [THIS ORGANIZATION] provided as part of a study we are conducting. We will ask you questions about your experiences with the English and civics instruction, and naturalization application services provided by [THIS ORGANIZATION]. We would appreciate your honest responses to these questions. Your participation is voluntary, and your responses will have no impact on any pending immigration requests you or your family may have submitted. USCIS and Optimal Solutions Group, LLC will maintain the confidentiality of your responses, as applicable by law. No individual or organization responses will be identified in the final report.

The Office of Management and Budget Control authorized this survey under OMB Survey control number 1615-NEW, which expires [MM-DD-YYYY]. For more details on OMB authorization, please visit the following [website](#).

DHS Privacy Notice

AUTHORITIES: USCIS is collecting the information requested on this survey, and the associated evidence, under the Immigration and Nationality Act (INA) sections 8 U.S.C. § 1443(h) (section 332(h)), Section 538 of the Department of Homeland Security Appropriations Act, 2016 (Pub. L. No. 114-113), Foundations for Evidence-Based Policymaking Act of 2018 ('Evidence Act'), (Pub. L. No. 115-435, 132 Stat. 5529), Program Management Improvement Accountability Act of 2016 (PMIAA), (Pub. L. No. 114-264, 130 Stat. 1371), Government Performance and Results Act of 1993 (GPRA), (Pub. L. No. 103-62, 107 Stat. 285), and Government Performance and Results Act Modernization Act of 2010 (GPRAMA), (Pub. L. No. 111-352, 124 Stat. 3866).

PURPOSE: The primary purpose for providing the requested information on this survey is to assess the degree to which USCIS programs are meeting their overall goal of integrating immigrants and refugees into American society. The study encompasses data collection of program participants (refugees and lawful permanent residents who enrolled in a program offered by one of the grantees between FY 2018 and FY 2021).

ROUTINE USES: DHS may, where allowable under relevant confidentiality provisions, share the information you provide on this survey and any additional requested evidence with other Federal, state, local, and foreign government agencies and authorized organizations. DHS follows approved routine uses described in the associated published system of records notices [DHS/ALL-002 DHS Mailing and Other Lists System and DHS/USCIS/ICE/CBP-001 - Alien File, Index, and National File Tracking System] and the published privacy impact assessments [DHS/USCIS/PIA-056 USCIS Electronic Immigration System, DHS/USCIS/PIA-066 Citizenship and Integration Grant Program, DHS/ALL/PIA-069 DHS Surveys, Interviews, and Focus Groups, and DHS/USCIS/PIA-089 USCIS Outreach and Engagement Program] which

you can find at www.dhs.gov/privacy. DHS may also share this information, as appropriate, for law enforcement purposes or in the interest of national security.

DISCLOSURE: The information you provide is voluntary. However, failure to provide the requested information, and any requested evidence, may prevent USCIS from determining whether its programs are effective in integrating immigrants and refugees into American society.

Paperwork Reduction Act Statement

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 45 minutes per response, including the time for reviewing instructions, completing, and submitting the form. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to U.S. Citizenship and Immigration Services, Office of the Chief Financial Officer, Evaluation Branch, 5900 Capital Gateway Drive, Mail Stop # 2130, Camp Springs, MD 20588-0009. OMB No. 1615-NEW. **Do not return the completed form to this address.**

Interview Questions

1. Tell me about your participation in the citizenship program at [THIS ORGANIZATION]. How did you find out about the program?
 - *[Probe: Referral and intake process, how are participants screened and referred to services, describe the program completion process, any follow-up activities? Provide examples such as flyers, community meetings, etc.].*
 - Were these appropriate methods for reaching out and providing information for you? Why or why not?
 - How else would you prefer to be contacted in the future about the program and from organizations providing assistance and services to immigrants?
2. We want to ensure that the citizenship program is available to all people who are eligible. Are you aware of other people who would have benefitted from participation in the citizenship program at [THIS ORGANIZATION] but for whatever reason did not? [If answer indicates yes, please ask:
 - a. What needs to be done to connect them to the program? *[Probe: Suggestions for outreach?]*
3. Based on your experience, what were the challenges that affected your participation in the program?
 - a. How did the [ORGANIZATION NAME] help you with that?
 - b. What additional assistance did you need to address these challenges?
[Probe. Examples of potential issues are:
 - *Difficult or time-consuming application process / intake process*

- *Inconvenient class schedule / Limited availability of evening or weekend / Limited availability of online services or activities*
 - *Language issues / limited translated materials*
 - *Transportation problems / Location of classes*
 - *Childcare issues*
 - *Cost of classes or class materials (i.e., textbook)*
4. Do you feel [THIS ORGANIZATION]'s program did a good job preparing you to pass your naturalization interview and test?
 - a. Why or why not? *[Probe: Do you feel the curriculum used did a good job of preparing you?]*
 - b. What additional assistance would you have liked to receive during the program?
 5. How could the curriculum used by [THIS ORGANIZATION] have been improved to better serve your needs?
 - a. Was the pace of instruction suitable for your needs?
 - b. Did you have a practice interview?
 6. What more could have been done by [THIS ORGANIZATION] to help increase your English proficiency?
 7. What more could have been done by [THIS ORGANIZATION] to help increase your civics proficiency?
 8. How were you treated by instructors, counselors, and other program staff?
 9. How well did the citizenship program help you prepare to address any issues or difficulties you have experienced in the process of becoming a U.S. citizen? *[Probe.*
 - a. *Are there any difficulties that remain unresolved?*
 - b. *What additional assistance and services do you need?]*
 10. Did the intake testing and interview conducted by the [ORGANIZATION NAME] help connect you to services to resolve your difficulties in the process of becoming a U.S. citizen? If so, how?
 11. What strategies did the program staff use to engage you and persons with a similar cultural background? *[Probe: How did/were:*
 - a. *Program activities and materials make people from your culture feel comfortable?*
 - b. *You represented by staff?*
 - c. *The staff demonstrate their knowledge about cultures and people in your community?*
 - d. *The staff show respect for your cultural, religious, spiritual, and other values and beliefs?*

12. How could the program activities and services have made you feel better represented in the program?
13. Finally, how could this program be improved. What would you change to improve the program?
 - a. Thinking about other program participants, are there any unmet needs in the program?

Thank you for your time and input.