

**INTERVIEWER TRAINING MATERIALS**  
**#4554 USCIS Survey of Recently Naturalized Citizens 2009**  
***Initial Refusal Avoidance / FAQs / Refusal Conversion Script***

***What is this about?***

The survey covers a wide range of issues of importance to all new immigrants. We will ask about your experiences applying for citizenship and the naturalization process, as well as your experiences coming to the United States and becoming a citizen. We'd appreciate the opportunity to include experiences and opinions. May I begin, or is it more convenient to call later?

***Who is this for?***

This survey is being conducted for the U.S. Citizenship and Immigration Services. Your answers will be combined with those from other newly naturalized citizens to learn about important issues facing immigrants and new citizens. The survey interviews are being conducted by Abt SRBI, a national public opinion research firm.

***How will you use the results?***

**The results of this study will be used to improve the services and benefits USCIS provides to new immigrants and people applying to become U.S. Citizens.** The data will help USCIS better understand the challenges that are facing newly naturalized citizens, both as they went through the naturalization process and since they have become citizens.

***How did you get my name/number? How did you know I am a newly naturalized citizen?***

We were given a list of the names and numbers of newly naturalized citizens from USCIS. Although USCIS gave us the list, they do not know which names we selected to contact and they will not know that you are a part of this study. We will never include your name or contact information with your answers. Only a certain number of new citizens have been selected to represent the experiences and opinions of all new citizens. Your participation will go toward guaranteeing a fair representation of newly naturalized citizens.

***Do I have to participate?***

Your participation is completely voluntary and whether or not you participate will have no effect on yours or anyone's application status. If you do participate, you can refuse to answer any individual questions that you do not want to answer. Your participation is important to the success of our research, however. Once we scientifically select the participants, there can be no substitutions. If a number of people do not participate, our results may not be statistically accurate.

***I have no opinion / I have no interest in surveys / I did not have a good experience with USCIS***

We care about the experiences and opinions of ALL newly naturalized citizens. There are no right or wrong answers. Your experiences and opinions are just as important as anybody else's. Your answers are important because we are interviewing only a small number of new citizens and your answers will tell us a lot about the naturalization process. Could we begin now? It's mostly multiple-choice and it moves very quickly. Let me ask you the first question.

***I don't have time for this/right now!***

I understand. Your participation is very important. Very busy people like you are often underrepresented in studies. Because of this, it is very important I speak to you. May we contact you tomorrow evening at a time that's more convenient for you? We'd appreciate the opportunity to present you with our survey

questionnaire when it's most convenient for you. Can we schedule a callback appointment for tomorrow? We really appreciate your cooperation, and can call back at any time you prefer.

***This survey is taking too long (break-off)***

I know that we have a lot of questions here and we are truly grateful for your help and participation in this project. The survey isn't too much longer...can we please keep going? If not now, we can schedule a time tomorrow to finish the survey.

***Why are you asking these demographic questions?***

These questions help us to better understand the data and can help USCIS better direct their programs and services, because people with similar characteristics or backgrounds may have the same types of experiences with the citizenship application process. These data can help USCIS to develop programs to meet the needs of those who will use them. Your answers to these questions are completely private, and are used to represent lots of other people who are like you and share a similar background. That's the only reason we're asking these questions.

***Confidentiality concerns***

The information collected is private and no information that will identify you will be released. Your participation is strictly voluntary.

***Respondent wants to speak to project staff***

USCIS Contact: Sara Speckhard (202) 272-1471 (phone)  
(202) 272-1480 (fax)

Abt SRBI Contact: Kelly Daley (312) 529-9703