

Outcome Evaluation: Program Participant Web Survey

Introduction

The purpose of this survey 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 30 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.**

1. Which activities provided by [THIS ORGANIZATION] did you participate in? *Select all that apply.*
 - English (ESL) language class
 - Civics-based literacy class
 - Citizenship instruction
 - Naturalization application services (including application form, assistance with fees, access to legal aid)
 - Referrals to other services
 - Other activities, please specify.
2. Please estimate how many total hours of activities provided by [THIS ORGANIZATION] you participated in (including civics class, additional ESL classes, tutoring, practice interviews, naturalization services, etc.)

Program Satisfaction

3. Based on your experiences, please rate your satisfaction with the following:

	Not at all satisfied	Somewhat satisfied	Very satisfied	Not Applicable
Engagement with [grantee name] (including scheduling an appointment)				
Outreach activities (including emails, phone calls, information at an event, etc.)				
Application process				
Classes, activities, and services				
Referrals to others for additional services				
Overall experience				
Other, please specify:				

4. Would you recommend [THIS ORGANIZATION] to other immigrants and refugees?
 - Yes
 - No
 - Don't know
5. Could you have gone to another place to get the same activities or services that you did in the citizenship program from [THIS ORGANIZATION]?
 - Yes
 - No
 - Don't know

6. Did the activities and services from [THIS ORGANIZATION] help you achieve the following outcomes?

	Not at all	Somewhat	Very much	Not Applicable
Increase your motivation to become a U.S. citizen				
Increase English language proficiency				
Increase civics knowledge				
Increase knowledge of citizenship process				
Successfully complete the Application for Naturalization process (including filling out and submitting application of Form N-400, assistance with fees, access to legal aid, etc.)				
Gain access to additional assistance services				
Pass the naturalization test				
Become a naturalized citizen				
Become more engaged in U.S. society and culture				
Other outcomes, please specify.				

7. Did you experience any of the following problems during the process of becoming a U.S. citizen? *Select all that apply.*

- Limited information about eligibility to become a U.S. citizen
- Limited information about how to apply for U.S. citizenship
- Issues completing the application form
- Difficulty gathering documents required for eligibility
- Preparing for the civics test
- Preparing for the English test

- Getting access to an immigration attorney
- Challenges paying the application fee (too expensive)
- Other problems, please specify _____

8. [For each selected in #7] Did [THIS ORGANIZATION]'s activities and services help you to overcome any of these problems?

	Not at all	Somewhat	Very much	Not applicable
Limited information about eligibility to become a U.S. citizen				
Limited information about how to apply for U.S. citizenship				
Issues completing the application form				
Difficulty gathering documents required for eligibility				
Preparing for the civics test				
Preparing for the English test				
Getting access to an immigration attorney				
Challenges paying the application fee (too expensive)				
Other problems, please specify _____				

Engagement

9. To what extent do you:

	Not at all	Somewhat	Very much
Consider yourself as an American			
Feel that you belong in the U.S.			

10. How often do you:

	Never	Rarely	Sometimes	Often	Always
Speak English					
Read in English					
Write in English					
Celebrate U.S. holidays (e.g., 4 th of July, Thanksgiving)					
Watch U.S. media (TV, movies, websites, music)					
Use social media to interact with Americans					
Interact with American friends, coworkers, or acquaintances					
Interact with American neighbors and community residents					
Participate, volunteer, or donate to U.S. organizations					

11. To what extent do you consider yourself as belonging to your culture of origin:

- Not at all
- Somewhat
- Very much
- Not applicable

12. How often do you:

	Never	Sometimes	Often
Use your native language			
Celebrate your culture of origin's holidays			
Use your native language media (TV, movies, websites, music)			
Use social media to interact with people from your culture of origin			
Interact with people from your culture of origin			
Interact with neighbors and community residents from your culture of origin			
Participate, volunteer, or donate to local immigrant organizations			

Discrimination

13. In your daily life, how often do any of the following events happen to you because of your ethnicity or immigration status?

	Never	Sometimes	Often
Treated with less courtesy and respect than other people are.			
Received poorer service than other people at restaurants or stores.			
Treated unfairly when trying to get a job, a bank loan, rent or buy a home.			
Were insulted, threatened, or harassed.			
Other events, please specify _____			

Perceived cultural competency of the grantee

14. To what extent do you agree or disagree with the following statements about your experience with [THIS ORGANIZATION]?

	Disagree	Neither agree nor disagree	Agree	Not applicable
The staff treated me with respect.				
The staff were knowledgeable about people of my race or ethnic group.				
The staff respected my cultural values				

and beliefs.				
Some of the staff were from my race or ethnic group.				
The staff have been responsive to my needs and circumstances.				
Services and materials were appropriate and effective for people from my culture.				
Services were provided in, or close to, my neighborhood.				
Services were easily accessible by public transportation.				
Services were available during evenings and weekends.				
Documents, materials, or services were available in multiple languages.				
There were virtual activities that I could participate in.				
There was sufficient accommodation for people with disabilities.				
Other experiences, please specify				

Access to resources and services

15. After enrolling in the program, did you receive any other naturalization-related support services?
- Yes
 - No
 - Don't know
16. After enrolling in the program, did you obtain any other support from local community organizations to help with naturalization or integration into U.S. society?
- Yes
 - No
 - Don't know
17. What recommendations do you have to improve the citizenship program at [THIS ORGANIZATION].