

**Request for Approval under the "Generic Clearance for Improving  
Customer Experience: OMB Circular A-11, Section 280  
Implementation"  
(OMB Control Number:1601-0029 )**

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**TITLE OF INFORMATION COLLECTION:** HISP Required Naturalization Survey

**PURPOSE OF COLLECTION:**

*What are you hoping to learn / improve? How do you plan to use what you learn? Are there artifacts (user personas, journey maps, digital roadmaps, summary of customer insights to inform service improvements, performance dashboards) the data from this collection will feed?*

USCIS has chosen Naturalization as one of our HISP Designated Services. To comply with HISP Program requirements, we have included the required questions. We have also included 2 additional questions to understand barriers to success in the Naturalization process overall. The final question, about the date, will help us understand whether the feedback is relevant for recent experiences.

**TYPE OF ACTIVITY:** (Check one)

- Customer Research (Interview, Focus Groups, Surveys)
- Customer Feedback Survey
- Usability Testing of Products or Services

**ACTIVITY DETAILS**

1. If this is a survey, will the results of this survey be reported to Touchpoints as part of quarterly reporting obligations specified in OMB Circular A-11 Section 280?
- Yes
  - No
  - Not a survey

2. How will you collect the information? (Check all that apply)
- Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain

3. Who will you collect the information from?  
*Explain who will be interviewed and why the group is appropriate for the Federal program / service to connect with. Please provide a description of how you plan to identify your potential group of respondents and if only a sample will be solicited for feedback,*

*how you will select them(e.g., anyone who provided an email address to a call center rep, a representative sample of Veterans who received outpatient services in May 2019, do you have a list of customers to reach out to (e.g., a CRM database that has the contact information, intercept interviews at a particular field office?)*

The Touchpoints survey URL will be added to the page of resources for recently naturalized citizens:

<https://www.uscis.gov/citizenship-resource-center/new-us-citizens>

4. How will you ask a respondent to provide this information?  
*(e.g., after an application is submitted online, the final screen will present the opportunity to provide feedback by presenting a link to a feedback form / an actual feedback form)*

After the naturalization ceremony, new citizens receive a handout with the URL for our page, <https://www.uscis.gov/citizenship-resource-center/new-us-citizens>, where they can learn about their rights and obligations as a new citizen. We will update the page so that when they visit, they see the survey.

5. What will the activity look like?  
*Describe the information collection activity - e.g. what happens when a person agrees to participate? Will facilitators or interviewers be used? What's the format of the interview/focus group? If a survey, describe the overall survey layout/length/other details? If User Testing, what actions will you observe / how will you have respondents interact with a product you need feedback on?*

This is a survey hosted on Touchpoints.

6. Please provide your question list.  
*Paste here the questions or prompts presented to participants in your activity. If you have an interview / facilitator guide, that can be attached to the submission and referenced here.*

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

Q1. The naturalization process increased my trust in U.S. Citizenship and Immigration Services (USCIS).

Thumbs Up/Down

<b>Q2a Required Wording:</b> What about this interaction made the difference? <i>(Tap/Select all that apply)</i>			
<b>Driver</b> <i>(Not shown)</i>		<b>Corresponding Statement</b> <i>(HISPs may choose one statement per category to be shown in a multiple-selection question format.)</i>	<b>Status</b>
1	<i>Effectiveness</i>	My need was addressed.	Required
2	<i>Ease</i>	It was easy to complete the naturalization process.	Required
3	<i>Efficiency</i>	The amount of time met my expectations.	Required
4	<i>Transparency</i>	I understood what was being asked of me throughout the process.	Required if applicable
5	<i>Humanity / Equity</i>	I was treated fairly.	Required if applicable
6	<i>Employee Interaction</i>	Employees I interacted with were helpful.	Required if applicable
7	<i>Other</i>	Something else.	If applicable

<b>Q2b Required Wording:</b> What could have been better? <i>(Tap/Select all that apply)</i>			
<b>Driver</b> <i>(Not shown)</i>		<b>Corresponding Statement</b> <i>(HISPs may choose one statement per category to be shown in a multiple selection question format.)</i>	<b>Status</b>
1	<i>Effectiveness</i>	My need was not addressed.	Required
2	<i>Ease</i>	It was not easy to complete the naturalization process.	Required
3	<i>Efficiency</i>	The amount of time did not meet my expectations.	Required
4	<i>Transparency</i>	I did not understand what was being asked of me throughout the process.	Required if applicable
5	<i>Humanity</i>	I was not treated fairly.	Required if applicable
6	<i>Employee Interaction</i>	Employees I interacted with were not helpful.	Required if applicable
7	<i>Other</i>	Something else.	If applicable
<i>HISPs are encouraged to the extent possible to simplify statements to 1-3-word clauses and use iconography as relevant.</i>			

**Q3 Required Wording:** Anything else you want us to know about your experience? (Or similar.)

[Free text response]

May be excluded if format, such as an interactive voice response (IVR)-based survey, does not enable.

Q4. These parts of preparing for the Naturalization process were difficult for me:

- Understanding what to expect
- Knowing how to get started
- Getting the documents and information ready to complete the form or online submission
- Studying for the English Test
- Studying for the Civics Test
- Something else \_\_\_\_\_
- Nothing was too difficult to prepare for the process

Q5. These parts of the Naturalization process were difficult for me to complete:

- Filling out the Form (online or on paper)
- Completing the Fee Waiver or Requesting a Reduced Fee (if used)
- Attending the Interview
- English Test
- Civics Test
- Too many parts/process confusing
- Something else \_\_\_\_\_
- Nothing was difficult

Q6. When did you complete your Naturalization Ceremony/Oath?

(respondents will choose date with a date picker)

7. When will the activity happen?

*Describe the time frame or number of events that will occur (e.g., We will conduct focus groups on May 13,14,15, We plan to conduct customer intercept interviews over the course of the Summer at the field offices identified in response to #2 based on scheduling logistics concluding by Sept. 10<sup>th</sup>, or "This survey will remain on our website in alignment with the timing of the overall clearance.")*

The survey link will be posted on the USCIS webpage indicated once approved. The survey may be updated as needed based on USCIS' learnings, but USCIS will continue to collect survey responses while this is a requirement of the HISP program and Naturalization continues as a designated service.

8. Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?

[ ] Yes [ X ] No

If Yes, describe:

## BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
New Citizens	10,000	5 minutes	833.33
<b>Totals</b>	<b>10,000</b>	5 minutes	833.33

## CERTIFICATION:

I certify the following to be true:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial;
4. Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered is intended to be used for general service improvement and program management purposes
7. The agency will follow the procedures specified in OMB Circular A-11 Section 280 for the required quarterly reporting to OMB of trust data and experience driver data from surveys.
8. Outside of the quarterly reporting mentioned in the bullet immediately above, if the agency intends to release journey maps, user personas, reports, or other data-related summaries stemming from this collection, the agency must include appropriate caveats around those summaries, noting that conclusions should not be generalized beyond the sample, considering the sample size and response rates. The agency must submit the data summary itself (e.g., the report) and the caveat language mentioned above to OMB before it releases them outside the agency. OMB will engage in a passback process with the agency.

Name and email address of person who developed this survey/focus group/interview:

Name:   Amanda Damewood  

Email address:   [amanda.f.damewood@uscis.dhs.gov](mailto:amanda.f.damewood@uscis.dhs.gov)  

All instruments used to collect information must include:

**OMB Control No. XXXX-XXXX**  
**Expiration Date: XX/XX/XXXX**

**HELP SHEET**  
**(OMB Control Number: XXXX-XXXX)**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.