

HISP Naturalization Survey

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

Thumbs Up/Down

Q2a Required Wording: What about this interaction made the difference? <i>(Tap/Select all that apply)</i>			
Driver <i>(Not shown)</i>		Corresponding Statement <i>(HISPs may choose one statement per category to be shown in a multiple-selection question format.)</i>	Status
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

Q2b Required Wording: What could have been better? <i>(Tap/Select all that apply)</i>			
Driver <i>(Not shown)</i>		Corresponding Statement <i>(HISPs may choose one statement per category to be shown in a multiple selection question format.)</i>	Status
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

HISPs are encouraged to the extent possible to simplify statements to 1-3-word clauses and use iconography as relevant.

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)

PRA Statement:

DHS will use the information to understand barriers to success in the Naturalization process. This is a voluntary collection. It is estimated that it will take no more than xxx minute to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1601-0029, which expires 12/31/2026. 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, 5900 Capital Gateway Drive, Camp Springs, MD 20588-0009. Attn: PRA 1601-0029 HISP Naturalization Survey.