



New Americans Campaign Evaluation:
Tracking Submission and Naturalization Rates,
Final Report

March, 2016



LTG ASSOCIATES

John Ogawa, PhD
Cathleen Crain, MA
Nathaniel Tashima, PhD

This page intentionally left blank

TABLE OF CONTENTS

Introduction	1
Purpose and Objectives	1
Previous Studies	2
Structure of This Report.....	3
Methodology	5
First Round	5
<i>Telephone/Web Surveys</i>	5
<i>G-28 Administrative Data</i>	10
Second Round	10
<i>Telephone Surveys</i>	10
<i>G-28 Administrative Data</i>	11
Results	13
Process Results.....	13
<i>First Round</i>	13
<i>Second Round</i>	14
Outcome Results	15
<i>Sources of Data</i>	15
<i>Applicant Characteristics</i>	16
<i>Service Characteristics</i>	18
<i>Service Outcomes</i>	20
Conclusion	25
Summary of Results	25
Comparisons with Earlier Studies	27

This page intentionally left blank

INTRODUCTION

“Of the 8.8 million lawful permanent residents (LPRs) eligible to naturalize today, fewer than one million naturalize each year. The New Americans Campaign aims to achieve an increase in application rates. We offer the programs and resources necessary for eligible residents to achieve the dream of American citizenship.”

- New Americans Campaign Impact and Success, February 2016

The New Americans Campaign (NAC) was started in 2011 by a group of funders and national partners to increase the number of eligible lawful permanent residents who apply to become United States citizens. The NAC draws together a network of legal service providers, community- and faith-based organizations, foundations and other allies in the public and private sectors to meet its goals.

The NAC includes national funders, national partner organizations, and local affiliates. The six national NAC funders (John S. and James L. Knight Foundation; Carnegie Corporation of New York; Wallace H. Coulter Foundation; Grove Foundation; Evelyn and Walter Haas, Jr. Fund; and JPB Foundation) provide leadership and resources to support ongoing efforts. National partner organizations disseminate best practices and strategies, provide training and technical assistance to local affiliates, and support local affiliates to work together and experiment with new models to accelerate naturalization. The local affiliates (henceforth NAC Partners), whose efforts are supported by national funders as well as local funders in a number of sites, work in local collaborations to support lawful permanent resident applicants (henceforth applicants) through the naturalization process. They provide low-cost or no-cost legal counsel and assistance in completing citizenship forms, conduct community outreach and education about naturalization processes and services, and offer guidance based on applicant eligibility for citizenship.

The Immigrant Legal Resource Center (ILRC), which leads the NAC, tracks and reports on the number of naturalization applications that NAC Partners complete each quarter. This study was funded by the Knight Foundation to provide data about application submission, approval and naturalization rates for applicants assisted by NAC Partners in the four NAC Knight-funded Communities: Charlotte, NC; Detroit, MI; Miami, FL; and San Jose, CA.

Purpose and Objectives

This study had three evaluation objectives:

1. Ascertain the percentage of naturalization applications that were submitted to the United States Citizenship and Immigration Services agency (USCIS) after completion with the assistance of a NAC Partner in a Knight Community between July 1, 2014 and December 30, 2014; the percentage of submitted applications that were approved, denied, or are still pending; and the percentage of applicants whose applications were approved who have naturalized;

2. For those who were not successful, ascertain the reasons that: 1) applicants did not submit applications, 2) applications were not approved by USCIS, and/or, 3) applicants had not naturalized after approval by USCIS; and,
3. Investigate any relation between the service model that an applicant received and their application and naturalization outcomes.

Previous Studies

Two previous studies have yielded information on application submission, approval, and naturalization levels. In the first study, the NAC and the USCIS cooperated in 2013 in determining the outcomes for 800 naturalization applications completed between 2011 and mid-2012. It found that, of the applications completed by NAC Partners exclusively through group processing, 89% were submitted to USCIS, and 95% of those adjudicated¹ had naturalized (89% of those submitted). The 100 applications completed with a G-28 had a submission rate of 100% and a naturalization rate of 98%. On average, the submission rate was 85% and the adjudicated naturalization rate was 94%.

In the second study, the National Association of Latino Elected and Appointed Officials (NALEO) Educational Fund surveyed 823 Latino applicants assisted in workshops and found that 92% submitted naturalization applications to USCIS. The study also reported that 79% of those who completed applications at workshops had been granted citizenship (computed by LTG to be 85% of those who submitted applications). This study did not report levels of application approval separately from naturalization. It was also not clear how long after the workshops the participants were surveyed.

While these studies provide important evidence of the effectiveness of group processing assistance, there are several differences that make it difficult to compare them to this study. First, unlike past studies, this study focuses exclusively on work done by NAC Partners in the Knight Communities.

Second, the NAC and USCIS study used complete administrative data for those who had submitted applications. That is, the USCIS had access to the full record of application submission, approval or denial, and naturalization for all of the applicants in the pool of applicants submitted by the NAC. This study does not have access to complete data for non-G-28 applications, and must rely on reaching potential applicants through telephone surveying, and having them agree to participate in the study. This difference in data gathering may lead to population differences, and therefore differences in results, between this study and the USCIS study.

Finally, the NAC and USCIS study outcomes were collected approximately 1.5 to 2 years after application submission, while this study collected outcomes 2 days to 1.3 years after application submission. This difference in the amount of time allowed for approval and naturalization may

¹ “Adjudicated” means “had been considered by USCIS, and then either approved or denied.”

have had large effects on the approval and naturalization rates for this study when compared to previous studies.

Structure of This Report

This brief introductory section is followed by a Methodology section that explains the research methods used to collect data for this report. It is followed by a Results section that presents the findings of statistical analyses performed on the data collected. Finally, a Conclusion section summarizes the major findings from the statistical analyses, and places them within context.

This page intentionally left blank

METHODOLOGY

Data were collected in two rounds: an interim round (“first round”) that occurred from April to June, 2015; and a final round (“second round”) from October to December, 2015. In each round of surveying, outcome data for tracking submission and naturalization rates for the New Americans Campaign were collected through one of two methods:

- Telephone/Web surveys, or
- Partner-submitted G-28 administrative data.

First Round

Telephone/Web Surveys

Overview and Timeline

This study was initiated on October 21, 2014. After a period of service provision, applicant consent, and applicant contact information collection that lasted from November 1, 2014 to December 30, 2014, telephone/web surveys were administered to applicants for one month across April/May 2015. Results were stored in a password-protected online database, and downloaded for statistical analysis at the end of the survey period.

The extremely short survey period in this study was driven by two factors. First, the lag time between application submission and adjudication by USCIS ranges, but is on average at least 5 months,² and thus earlier surveying would not have allowed enough time for most applicants served in the November to December 2014 time period to have received approval/denial by USCIS. Second, LTG committed to producing an interim report by June 1, 2015, so that the Knight Foundation could consider the findings at its June Board meeting.

Survey Creation

The survey to be administered either on the web or over the telephone was based on three questions:

1. Did you submit your naturalization application?
2. Did U.S. Citizenship and Immigration Services (USCIS) approve your application?
3. Have you naturalized yet (received your naturalization certificate)?

² USCIS publishes national data monthly on the average processing time for a naturalization application. The most recent data is through August 2015 and is available at: <http://www.uscis.gov/us-citizenship/naturalization-test/applicant-performance-naturalization-test>. In each month of 2014 and 2015, it was between 5.1 and 6.3 months. USCIS focuses on keeping the average to six-months or less but many applications take longer.

Tracking NAC Submission and Naturalization Rates

Wording of the three questions was modified slightly from wording in the RFP through feedback from the ILRC New Americans Campaign Project Director and Knight Community Site leads.

If applicants answered a question affirmatively, the surveyor/web site then asked for an approximate date for the event in question. Then the next question was asked.

If applicants answered any of the question negatively, it was decided to use a categorical breakdown of reasons why the event might not have occurred. In order to compile a relatively comprehensive list of reasons that the events might not have occurred, LTG solicited reasons from ILRC and the Site Leads, who in turn solicited feedback from other local NAC partner staff.

The three lists of reasons why the events might not have occurred went through several rounds of feedback and revision, and the survey was finalized with approval from all parties. Both the web and telephone versions of the survey may be found in Appendix 1.

Survey Translation

After the survey was finalized, the web and telephone versions of the survey, including introductory and conclusory greetings, were translated into Spanish, Haitian Creole/Kreyol, and Vietnamese by a professional translation company (Cyracom Language Solutions in Tucson, AZ). Non-English versions of the survey may be found in Appendix 2.

Consent and Contact Information Gathering

Consent and contact information data collection was initiated at a meeting of LTG, ILRC, and the NAC site leaders from the four Knight Communities on November 1, 2014. From November 1, 2014 to December 30, 2014, each participating NAC Partner collected applicant consent to be contacted, contact information, and demographic information at the time of service provision. Partners also submitted type of service information and other partner involvement in service provision for each applicant. The full list of data requested from the NAC Partners in the Knight Communities is presented in Appendix 3.

Because some NAC Partners at three of the Knight Community sites (Detroit, Miami and San Jose) had already been collecting consent to be contacted, as well as the needed contact and service information, they were able to submit applicant information for services performed before November 1, 2014 going back to July 1, 2014. This greatly expanded the pool of applicants, since otherwise the pool would only have included those who received services between November 1, 2014 and December 30, 2014 – only an eight week window. By contrast, because the NAC Partners at the Charlotte site had not been collecting consent to contact information prior to the initiation of this study, they were only able to submit data from this eight week window, which explains their lower numbers in this study.

Data from each NAC Partner were funneled through the four Knight Community Sites to LTG. Contact, demographic, and service information for all four sites were combined into one large contact database. This database was then used to select the survey pool, as described in the next subsection.

Survey Pool Formation

Once the initial contact database of 624 applicants was created, a number of cuts were implemented to shape the applicant pool to meet survey parameters. First, all cases where a crucial piece of information — usable contact information (4 cases), language (19 cases), or date of service (4 cases) — was missing were dropped.

Second, all applicants whose only contact information was a mailing address were dropped (17 cases) because the data collection time frame was too short to allow mailing and receipt of paper survey forms. Third, cases that were duplicates (12 cases) were dropped.

Fourth, all applicants who received G-28 services were dropped (196 cases), since their outcome data would be captured through administrative data submitted by the NAC Partners (see next section). Finally, applicants whose contact language did not include English, Spanish, Haitian Creole/Kreyol, or Vietnamese, or who explicitly did not have an English exemption, were dropped (24 cases). This step was taken in agreement with the ILRC Project Director, and was intended to speed the process of recruiting surveyors. The dropped language with the most cases was Russian, with 7 cases.

The cumulative effect of these cuts left a pool of 388 applicants in the contact database (some applicant data had more than one issue) to be contacted for the survey. Although the original work proposal was to purposefully sample from the final contact pool to achieve the final survey sample, both LTG and the ILRC Project Director felt that the pool size of 388 applicants was small enough that all applicants should be contacted.

Web Survey

The final contact database contained 138 applicants who provided EMail addresses. Five of these were different applicants who provided the same EMail address as a contact. To avoid confusion in surveying, one applicant from each of these four instances was moved to the telephone survey pool, while the other applicant remained in the web survey pool.

The web version of the survey, in all four languages (English, Spanish, Haitian Creole/Kreyol, and Vietnamese) was hosted by Interceptum.com. All 133 applicants were sent individualized survey invitation EMail messages in their preferred contact language. In addition, all 133 applicants were sent their EMail invitation messages at the same time, regardless of when they received services. This decision was made in light of the extremely short survey window for this project, and the intention to move non-responders to the telephone survey pool with enough time to contact them.

Each invitation message greeted the applicant by name, mentioned the NAC Partner that had provided the applicant with services, and had a web link that would open a browser tab/window that loaded the survey from the Interceptum web site. Surveys were initially presented in each applicant's preferred contact language, although applicants had the option of displaying the survey in any of the four survey languages.

After an introductory greeting, each question was presented on its own page, followed by its follow-up questions on successive pages. Clicking on an answer, and then clicking on the "Next" button loaded the next question.

Tracking NAC Submission and Naturalization Rates

Skip logic (as detailed in the surveys in Appendix 1) was applied based on applicants' answers to each question and follow-up question. An answer of "Yes" to any of the main three questions led to a "What date?" follow-up question, and then the next main question. An answer of "No" to any of the three main questions led to a "Why not?" follow-up question with several "Choose all that apply" categories. Each follow-up question also had an "Other" box for applicants to use if they did not see their reason in the category list. Answering "No" to a main question always led to the end of the survey (the Thank You screen) after the "Why not?" follow-up question.

Applicants were allowed to save their answers at any time during the survey, and to return to the survey at any time after starting. They were also allowed to return to the survey even after clicking on the final "Submit" button.

After the first invitations were sent, applicants with incorrect/non-existent EMail addresses that were provided to LTG were moved to the telephone survey pool. The individualized invitation letter was re-sent to applicants who had not completed the web survey up to three times, after varying lengths of time, over the course of two weeks. At the end of two weeks, if applicants had not accessed the web survey, their contact information was moved to the telephone survey pool.

Telephone Survey

The final contact database contained 250 applicants who provided telephone numbers and did not provide EMail addresses. Four applicants who had duplicate EMail addresses were moved from the web survey pool to the telephone survey pool as described above. Also as described above, applicants with incorrect EMail addresses were added to the telephone survey pool right after the first web survey invitation messages were sent. And finally as described above, applicants were moved from the web survey pool to the telephone survey pool after they had not responded to the web survey invitation.

Some applicants were also removed from the pool. First, 27 applicants had duplicate telephone contact numbers (one telephone number was given by 3 applicants). To avoid confusion in surveying, the applicant with the earliest date of service for each telephone number was chosen to remain in the pool, and the other applicants were removed from the pool to be surveyed in the follow-up round of surveying (see Next Steps section). In addition, 24 applicants from the pool had received services in January and February of 2015. It was decided to leave these applicants out of this initial round of surveying because the time elapsed between their receipt of services and the surveying would be less than the five months that USCIS usually requires to process an application. They, too, will be surveyed in the follow-up round of surveying (see Next Steps section).

These additions and subtraction led to a final telephone survey pool of 328 applicants.

The telephone survey was administered by seven surveyors: 4 Spanish speakers, 1 Haitian Creole/Kreyol speaker, 1 Vietnamese speaker, and 1 English speaker. Each surveyor was individually briefed about the background and goals of the study, familiarized with the survey, and trained on the use of the web interface used for survey data entry.

Applicant survey information was uploaded to a specialized Interceptum survey for surveyor use. This survey could both display uploaded applicant information (applicant name, NAC Site, NAC

Partners who provided services, date of service provision, age, sex, country of origin, contact language, language spoken at home, and contact information), and allow the entry of both contact attempt information and applicant survey answers. Access to each applicant's survey page on the Interceptum website was password-protected to keep the applicants' personal information confidential.

Links to applicant survey pages were sent to each surveyor in batches in order of service receipt. Applicants were assigned to surveyors based on a match between the applicant's contact language and the surveyor's language ability and geographical proximity (to minimize time differences). Applicants with English as their contact language could be assigned to any surveyor.

A total of three batches of applicant links were sent to the seven surveyors. Survey progress was captured by the survey website and monitored by the LTG Project Director. Survey progress information was used to balance the number of applicants a surveyor received in each new batch of links.

Surveyors kept records of all attempts to contact each applicant and their results through the specialized Interceptum survey. Although the number of contact attempts was not limited, the surveyors were limited to four "touches" per applicant, including leaving messages and talking to someone. Busy signals and no answers did not count as "touches." In general, surveyors were told to have only one "touch" per applicant per day unless someone else said: "Call them at this number today." This system was put in place to minimize applicant inconvenience.

Again, to minimize applicant inconvenience, surveyors were told to have their first attempt to contact an applicant be approximately between 6:30pm and 7:30pm (in the applicant's time zone) on weekdays, and approximately between 10:00am to 7:30pm (in the applicant's time zone) on weekends. They were also instructed not to call earlier than 9:00am or later than 8:00pm (in the applicant's time zone) unless the applicant told them that it was OK to do so.

When actually conducting a survey, surveyors were told to emphasize that they were not recording the call, that they were not from any agency, and that what the applicant told them is private.

As emphasized on the telephone survey (see Appendix 1), if an applicant answered "No" to any of the three main questions, the surveyors were not to read the full list of "No" reasons, but to prompt the applicant for a reason or reasons. The surveyors then chose the appropriate "No" reason checkboxes based on the applicant's response. If a reason was not listed in the list of "No" reasons, surveyors were instructed to use the "Other" box to explain the reason(s).

If applicants could not provide exact dates for events, surveyors were told that approximate dates were permissible. Surveyors were also instructed to make sure to get applicant agreement about what date was being entered.

Telephone surveying continued until all 334 applicants had either: completed a survey, been marked as "Could not reach" after four "touches," or refused to take the survey.

Once surveying was complete, all survey data, both web-based and telephone-based, was downloaded from the survey website and combined into a single database.

G-28 Administrative Data

The second form of data collection involved the submission of G-28 administrative data from NAC Partners. Because filing a G-28 designates the NAC Partner as acting on the applicant's behalf, the NAC Partners have access to all correspondence with USCIS. Thus the NAC Partners know when the N-400 applications are submitted, when USCIS approves or denies them, and sometimes when the applicant receives their certificate.

NAC Partners who had served G-28 applicants were asked to submit this information by May 18, 2015 for all G-28 applicants they served from July 1, 2014 to December 30, 2014. The full list of data requested from the Knight Community Site Partners is presented in Appendix 3.

Data was once again funneled through the four Knight Community Sites. Once received from the sites, this data was combined into a single database.

Second Round

Telephone Surveys

Overview and Timeline

Once the first round of surveying and the ensuing interim report to the Knight Foundation were complete, the planned second round of surveying took place starting 4 months after the end of the first round's data collection. The second round of surveying had been planned from the outset as capturing the definitive data for the study.

For the second round of surveying, telephone surveys were administered to applicants during October 2015. Results were stored in a password-protected online database, and downloaded for statistical analysis at the end of the survey period.

Survey Creation

The survey used in the second round of surveying was the same survey used in the first round of surveying. Please see above for survey creation details.

Survey Pool Formation

The pool for the second round of surveying started from the results of the first round. Any cases that: 1) had not been reached after four "touches," 2) had not been reached because surveying ended, 3) had been surveyed, but were still in process, or 4) had as their subject the second, non-contacted, participant in the same household as someone who was chosen for the first round of surveying; were the basis of the survey pool for the second round of surveying. After all categories were added, there were a total of 252 participants in the survey pool for the second round of surveying.

A breakdown of the number of participants in each category is displayed in Table 1, below:

Table 1. Categories of Participants Making Up Second Round Survey Pool

First Round Status	# of Participants	%
Not reached: Surveying ended	105	45.5
Not reached: Four “touches”	61	25.7
Reached: Still in process	54	21.4
Household Duplicate: Not chosen for first round	19	7.5
Total	252	100.0

Telephone Survey

For the second round of surveying, all applicants were surveyed by telephone. The telephone survey was administered by 4 surveyors. Otherwise, telephone survey procedures were the same as the first round (see above).

Telephone surveying continued until all 252 applicants had either: completed a survey, been marked as “Could not reach” after four “touches,” or refused to take the survey. Unlike the first round of surveying, no time limit was placed on data collection, so all applicants were ultimately placed in one of these categories.

Once surveying was complete, all survey data was downloaded from the survey website and combined into a single database.

G-28 Administrative Data

For the second round of surveying, starting in November 2015, all three NAC Partners who had served G-28 applicants were asked to submit current status information for all G-28 applicants they served from July 1, 2014 to December 30, 2014.

Data were once again funneled through the four Knight Community Sites. Once received from the sites, these data were combined into a single database.

This page intentionally left blank

RESULTS

Process Results

First Round

Web Survey

In mid-April, 2015, email invitations to the web survey were sent to 134 applicants. After a period of two weeks, 12 applicants had responded, one of whom did not complete the survey, for a total of 11 web surveys. The other applicants, as described in the Methodology section, were moved to the telephone survey pool.

Telephone Surveys

From late-April to mid-May, 2015, seven telephone surveyors made 543 calls to 328 eligible applicants in the contact database in order to conduct the outcome survey. Calls were governed by the guidelines presented in the Methodology section.

Table 2, below, presents the outcomes of these calls and the web survey. A total of 134 applicants, out of 328 possible, completed telephone surveys, an overall return rate of 40.8%. This rate is even higher if one considers that, of those who were actually reached (134 completed + 14 refusals = 148), 90.5% of respondents chose to participate in the survey. This represents an extremely high level of cooperation from the pool of applicants. It took an average of 1.52 calls to complete a survey, with a minimum of 1 attempt and a maximum of 5 attempts.

Table 2. Surveying Outcomes

Survey Result	# of Surveys	%
Completed survey	134	40.9
Could not reach	167	50.9
Refused	14	4.3
Dropped from study	2	0.6
Web	11	3.4
Total	328	100.0

A total of 167 applicants could not be reached. Because of the short timeframe for surveying, many of these had been called only one (83) or two (45) times out of a maximum of four “touches” before the end of surveying, suggesting that the response rate might have been even higher with more time for surveying. Only 14 applicants (4.3%) refused to take the survey when reached, a very low rate of refusal.

Table 2 also shows that two applicants were dropped from the study: one because they had completed the application with a different (non-NAC) organization, and one because they could not recall the information.

G-28 Data

Three of the four Knight Community Sites submitted G-28 administrative data for this study: Detroit, Miami, and San Jose. The sites submitted data for all applicants who had received services between July 1, 2014 and December 30, 2014.³

Second Round

Telephone Surveys

In October, 2015, four telephone surveyors made 651 calls to 252 eligible applicants in the contact database in order to conduct the outcome survey. Calls were governed by the guidelines presented in the Methodology section.

Table 3, below, presents the outcomes of these calls. A total of 109 applicants, out of 252 possible, completed telephone surveys, an overall return rate of 43.3% (an improvement over the first round's 40.8%). This rate is even higher if one considers that, of those who were actually reached (109 completed + 11 refusals = 120), 90.8% of respondents chose to participate in the survey. This represents an extremely high level of cooperation from the pool of applicants. It took an average of 1.89 calls to complete a survey, with a minimum of 1 attempt and a maximum of 5 attempts.

Table 3. Surveying Outcomes

Survey Result	# of Surveys	%
Completed survey	109	43.3
Could not reach	132	52.4
Refused	11	4.4
Total	252	100.0

A total of 132 applicants could not be reached. Only 11 applicants (4.4%) refused to take the survey when reached, a very low rate of refusal.

G-28 Data

In November, 2015, three of the four Knight Community Sites submitted G-28 administrative data for this study: Detroit, Miami, and San Jose. The sites submitted data for all applicants who had received services between July 1, 2014 and December 30, 2014.⁴

³ In the first round, the San Jose site submitted all of its data without dates to protect applicant privacy. This required post-hoc adjustment to the data in order to preserve some comparability to data from the other sites. Since the reduced window for services was 6 months of the original 8 months, San Jose's data was reduced by a factor of 25%. These adjustments led to a group of 431 G-28 applicant cases.

⁴ In the second round, one of the partners at the San Jose site submitted its data without dates to protect applicant privacy. This required post-hoc adjustment to the data in order to preserve some comparability to data from the other

Because the final ratio of 109 surveys to 440 G-28 cases is uneven,⁵ outcome analyses will be presented both for all cases, and split by service model. This analytic strategy will mitigate any sample imbalance and allow for unambiguous interpretation of results.

Outcome Results

Sources of Data

Data for the following analyses come from three different sources (see Table 4, below). First, participant data from the first round of surveying were included in these analyses if their application process had reached a conclusion, either in acceptance by USCIS or rejection by USCIS. A total of 93 participants from the first round of surveying were included in the current dataset, 76 whose applications were accepted by USCIS and 17 whose applications were rejected by USCIS.

Second, participant data from the second round of surveying were included if they completed a survey. A total of 103 participants from the second round were included.⁶

Third, updated participant G-28 data from the three Knight Community Sites that provided G-28 services were included. A total of 440 participants for whom updated G-28 data were available were also included.

Data from these three sources were combined into a single database that ultimately contained data from 636 participants.

sites. Since the window for services was 6 months of the original 8 months, this partner's data was reduced by a factor of 25%. These adjustments led to a group of 440 G-28 applicant cases.

⁵ Although this ratio is uneven, it is important to point out that these numbers do not reflect the ratio of applicants actually served. As reported in the *Survey Pool Formation* subsection of the Methodology section, NAC Partners submitted contact information for 428 non-G-28 cases (624 total – 196 G-28 = 428). Duplicate contacts, missing information, and language cuts reduced that to 328 contacts for surveying, of which 44% were reached and agreed to participate.

⁶ Six of the 109 participants completing surveys in the second round were found to have come from duplicate records and had completed surveys in the first round. Appropriately, the second round surveys are not included in the final dataset.

Table 4. Sources of Data

Type of Participant	# of Participants	%
First Round participants who had completed process	93	14.6
Second Round participants	103	16.2
Not called in First Round (duplicate)	10	1.6
Called, but not reached in First Round (4 touches)	15	2.4
Called, but not reached in First Round (out of time)	44	6.9
Surveyed in First Round: Did not turn in application	15	2.4
Surveyed in First Round: No response from USCIS yet	19	3.0
Participants with G-28s	440	69.2
Total	636	100.0

Applicant Characteristics

The next set of tables presents applicant demographic characteristics for the study sample. Table 5, below, presents applicant sex. The majority of applicants were female (136 or 59.9%). As will be the case with several of the following tables, the total for the Table 4 is less than 636, the total study sample. This is because information about the sex of applicants was not available for all applicants. Data availability for any given variable differed by NAC Partner and the data that they collected about their clients.

Table 5. Applicant Sex

Applicant sex	# of People	%
Female	136	59.9
Male	91	40.1
Total	227	100.0

Table 6, below, presents applicant country of origin. The highest number of applicants were from Mexico (102 or 16.2%) and Iraq (92 or 14.6%), followed closely by Cuba (85 or 13.5%) and Haiti (81 or 12.8%). These varied backgrounds are in keeping with the geographic diversity of the four sites, and thus diversity of immigrants, in the four Knight Communities: Charlotte, Detroit, Miami, and San Jose.

Table 6. Applicant Country of Origin

Applicant country of origin	# of People	%
Argentina	7	1.1
Australia	1	.2
Bahamas	7	1.1
Bhutan	1	.2
Bolivia	1	.2
Brazil	5	.8
Britain	1	.2
Canada	2	.3
Chile	2	.3
Colombia	27	4.3
Costa Rica	3	.5
Cuba	85	13.5
Dem. Rep. Of Congo	1	.2

Applicant country of origin	# of People	%
Dominican Republic	16	2.5
Ecuador	10	1.6
Egypt	2	.3
El Salvador	15	2.4
Eritrea	2	.3
Ethiopia	3	.5
Germany	1	.2
Guatemala	8	1.3
Haiti	81	12.8
Honduras	19	3.0
India	22	3.5
Indonesia	1	.2
Iraq	92	14.6
Italy	3	.5
Jamaica	7	1.1
Mexico	102	16.2
Moldova	1	.2
Morocco	2	.3
Nicaragua	21	3.3
Nigeria	4	.6
Palestine	1	.2
Panama	1	.2
Peru	17	2.7
Philippines	6	1.0
Poland	1	.2
Saint Kitts and Nevis	1	.2
Somalia	1	.2
Spain	2	.3
Syria	1	.2
Thailand	1	.2
Trinidad and Tobago	3	.5
Ukraine	3	.5
Uruguay	1	.2
Venezuela	29	4.6
Vietnam	8	1.3
Total	631	100.0

Table 7, below, presents applicant language. The majority of applicants spoke Spanish (319 or 66.3%), followed distantly by English (63 or 13.1%) and Creole/French (44 or 9.1%).

Table 7. Applicant Language

Contact language	# of People	%
Arabic	3	.6
Creole/French	44	9.1
Creole/Kreyol	35	7.3
English	63	13.1
Filipino; English	1	.2
French; English	1	.2
Italian	3	.6
Nepali; English	1	.2
Polish	1	.2
Portuguese	2	.4
Spanish	319	66.3
Spanish; English	3	.6
Vietnamese	5	1.0
Total	481	100.0

Service Characteristics

Table 8, below, presents the number of applicants per NAC Site. The majority of applicants were from the Miami site (360 or 56.6%), followed distantly by San Jose (134 or 21.1%) and Detroit (121 or 19.0%). These three sites all had been collecting consent to contact before the current study started in November, and thus could contribute applicant contact information back to July 1, 2014. They also had a large number of G-28 applicants, for whom outcomes were collected through administrative data rather than surveying. These two factors led to a large imbalance between the number of applicants in the current study from these three sites and Charlotte (with 21 applicants)., Charlotte did not have prior consent to contact or G-28 applicants, and thus could only contribute applicant contact information for the months of November and December, 2014, a traditionally quiet time for services. It should be stressed that this situation should not in any way reflect negatively on the Charlotte site’s cooperation, which was enthusiastic.

Table 8. NAC Site

NAC Site	# of People	%
Charlotte	21	3.3
Detroit	121	19.0
Miami	360	56.6
San Jose	134	21.1
Total	636	100.0

Table 9, below, presents the types of services that applicants received. The vast majority of applicants in the current study received G-28 services (440 or 69.2%),⁷ followed distantly by Small-to-Medium Group (39 or 6.1%) and Individual (33 or 5.2%). Although previous tables have not included records that have missing data for a particular variable (e.g., Sex of Applicant), all analyses involving service model will explicitly include records with missing data in order to present the most complete picture possible of applicant outcomes.

Table 9. Service Model

Service Model	# of People	%
Drop-in Computer Lab	24	3.8
Individual (1:1) (w/out G-28)	33	5.2
Group	69	11.0
Small-to-Medium (2-49)	39	6.1
Medium (50-99)	15	2.4
Large (100+)	10	1.6
Large (100+), 1:1 follow-up	5	.8
G-28	440	69.2
Missing	70	11.0
Total	636	100.0

Table 10, below, presents the location at which applicants received services. More applicants received services at a NAC Partner office (63 or 61.2%) than received services off-site (40 or 38.8%), although there were many records with missing data (93, not counting G-28 data) for this question.

Table 10. Location of Service

Service at NAC Partner Office	# of People	%
No	40	38.8
Yes	63	61.2
Total	103	100.0

Table 11, below, indicates whether Citizenshipworks⁸ was used to provide applicant services. More applicants received services that did not utilize Citizenshipworks (102 or 79.7%) than received services utilizing Citizenshipworks (26 or 20.3%), although, again, there were many records with missing data (68) for this question.

Table 11. Use of Citizenshipworks

Citizenshipworks Used	# of People	%
No	102	79.7
Yes	26	20.3
Total	128	100.0

⁷ Although LTG does not have information on the service model used for the G-28 cases, each case would involve individualized assistance regardless of the setting.

⁸ All NAC Partners were using Citizenshipworks v.1 for the services reported in this study.

Service Outcomes

Application Submission

Table 12, below, presents the major outcome for the current study, whether applications that were completed with the assistance of a NAC Partner were submitted to USCIS. The vast majority of applications (615 or 96.7%) were submitted.

Table 12. Application Submission

Was the application submitted?	# of People	%
No	21	3.3
Yes	615	96.7
Total	636	100.0

Applications were submitted between 7/1/2014 and 10/13/2015.

Table 13, below, presents the reasons that applicants gave for the applications that were not submitted. In this table the total of the “# of People” column is 15, or less than the 21 “No” answers in Table 12, because some applicants did not provide a reason. Almost half of applicants (7) indicated that they did not have enough money to pay the fee and did not qualify for the fee waiver. One-fifth (3) of applicants indicated that they had not submitted their applications because they did not have enough money to pay the fee and did not know about the fee waiver. Another fifth of applicants indicated that they were not sure why they had not submitted their applications or did not get around to it.

Table 13. Reasons for Non-submission

Why was the application not submitted? (CHECK ALL THAT APPLY)	Checked Box	
	# of People	%
Don't have money for fee: didn't know about fee waiver	3	20.0
Don't have money for fee: didn't qualify for fee waiver	7	46.7
Worried English level isn't good enough to pass English exam	1	6.7
Worried about failing civics exam	1	6.7
No time to gather missing documents/information needed before sending in application	1	6.7
Not sure why/didn't get around to it	3	20.0
# of Applicants Answering	15	100.0

Although an application submission rate of 96.7% is excellent, it is important to examine this statistic in more detail. Because G-28 service usually includes the submission of applications, G-28 submission rates are usually close to 100%.

Table 14, below, presents the rate of application submission by service model with all non-G-28 services combined. As is evident, the rate of submission for G-28 service is, indeed, 100%. The applicant-submitted (non-G-28) submission rate is 89.3% — less than 100%, but still very high.

Table 14. Submission Rate by Service Model, G-28 vs. Other

Service Model	Was the application submitted?			
	No		Yes	
	# of People	%	# of People	%
Non-G-28 service	21	10.7%	175	89.3%
G-28	0	0.0%	440	100.0%
Total	21	3.3%	615	96.7%

Table 15, below, presents the rate of application submission by all the different service models. The service model with the lowest submission rate was Small-to-Medium Group (2-49) with 82.1%, followed by those participants for whom service model was not reported (Missing) with 85.7%. Both Medium Group (50-99) and Large Group (100+) had higher submission rates, with 93.3% and 90.0% respectively. Although the number of participants is small (5), Large Group with 1:1 Follow-up service had a rate of 100.0%, as did Individual service (it is worth noting that these high rates are the same as that for G-28 service). In addition, the use of new strategies for service provision continues to show promise, as suggested by the 91.7% submission rate of Drop-in Computer Lab service.

Table 15. Submission Rate by Service Model

Service Model	Was the application submitted?			
	No		Yes	
	# of People	%	# of People	%
Drop-in Computer Lab	2	8.3%	22	91.7%
Individual (1:1) (w/out G-28)	0	0.0%	33	100.0%
Group	9	13.0%	60	87.0%
Small-to-Medium (2-49)	7	17.9%	32	82.1%
Medium (50-99)	1	6.7%	14	93.3%
Large (100+)	1	10.0%	9	90.0%
Large (100+), 1:1 follow-up	0	0.0%	5	100.0%
G-28	0	0.0%	440	100.0%
Missing	10	14.3%	60	85.7%
Total	21	3.3%	615	96.7%

A second service-model-oriented variable that might affect submission rates is whether Citizenshipworks was used in the preparation of the application. Table 16, below presents the results of this analysis, which was only possible for the surveyed applicants. The rate of submission when Citizenshipworks was used was 92.3%, not noticeably different from the rate when Citizenshipworks was not used (91.2%), but good given the savings in resources that Citizenshipworks represents.

Table 16. Submission Rate by Use of Citizenshipworks

Use of Citizenshipworks	Was the application submitted?			
	No		Yes	
	# of People	%	# of People	%
No	9	8.8%	93	91.2%
Yes	2	7.7%	24	92.3%
Total	11	8.6%	117	91.4%

Approval by USCIS

Table 17, below, presents the next outcome for the current study, whether applications that were completed with the assistance of a NAC Partner and submitted to USCIS were approved by USCIS. This analysis was conducted on the 516 applicants who had submitted applications and for whom data on this question were available.⁹ The vast majority of applications (457 or 88.9%) were approved. When only considering cases that had been adjudicated, the approval rate is 92.9%.

Table 17. Approval by USCIS

Was the application approved by USCIS?	# of People	% Adjudicated (ADJ)	
		#	%
No	35	6.8%	7.1%
Not yet	22	4.3%	
Yes	457	88.9%	92.9%
Total	514	100.0	100.0

Table 18, below, presents the reasons that applicants gave for their applications not being approved by USCIS. Unlike Table 13 (above), which only included information from the surveyed applicants, Table 18 also includes information from the 5 G-28 cases for which we have data¹⁰. Again, in this table the total of the “# of People” column is greater than 20 because applicants could choose more than one reason. More than a third of applicants (8 or 40.0%) indicated that they had failed the English exam, and a quarter of applicants (5 or 25.0%) had failed the civics exam. Four applicants indicated that they were denied on other legal grounds, and another four applicants indicated that they had not submitted requested information because they did not know that they had to submit it. Finally, 1 applicant indicated that they had not submitted requested information because they could not get the information.

Table 18. Reasons for Non-approval

Why was the application not approved? (CHECK ALL THAT APPLY)	Checked Box	
	# of People	%
Failed the English exam	8	40.0%
Failed the civics exam	5	25.0%
Denied on another legal ground	4	20.0%
Did not submit information requested because did not know had to	4	20.0%
Did not submit information requested because could not get the information	1	5.0%
# of Applicants Answering	20	100.0%

Table 19, below, presents the rate of application approval by service model with all non-G-28 services combined. The rate of approval for G-28 service, 96.1% of adjudicated cases (94.1% of all submitted G-28 cases including both adjudicated and pending), is higher than the overall rate for non-G-28 service, 86.3% of adjudicated cases (78.9% of all submitted non-G-28 cases).

⁹ A number of G-28 cases had no data other than application submission dates.

¹⁰ 1 surveyed respondent did not answer, and 14 G-28 cases did not have reasons for denials.

Table 19. Approval Rate by Service Model, G-28 vs. Other

Service Model	Was the application approved?						
	No		Not yet		Yes		
	# of People	%	# of People	%	# of People	%	% ADJ
Non-G-28 service	22	12.6%	15	8.6%	138	78.9%	86.3%
G-28	13	3.8%	7	2.1%	319	94.1%	96.1%
Total	35	6.8%	22	4.3%	457	88.9%	92.9%

Table 20, below, presents the rate of application approval by all service models. There are some differences in approval rates evident in Table 20, with applicants receiving services in Large Groups (100+) having approval rates of 100% and applicants receiving services in Drop-in Computer Labs having approval rates of 85.0% of adjudicated cases (77.3% of submitted cases). While it is unclear why this is the case, and some of the percentages may be misleading because some of the service models have so few cases that a change in one case can make a large difference, it is interesting to note the differences.

Table 20. Approval Rate by Service Model

Service Model	Was the application approved?						
	No		Not yet		Yes		
	# of People	%	# of People	%	# of People	%	% ADJ
Drop-in Computer Lab	3	13.6%	2	9.1%	17	77.3%	85.0%
Individual (1:1) (w/out G-28)	4	12.1%	2	6.1%	27	81.8%	87.1%
Group	5	8.3%	3	5.0%	52	86.7%	91.2%
Small-to-Medium (2-49)	3	9.4%	1	3.1%	28	87.5%	90.3%
Medium (50-99)	2	14.3%	1	7.1%	11	78.6%	84.6%
Large (100+)	0	0.0%	0	0.0%	9	100.0%	100.0%
Large (100+), 1:1 follow-up	0	0.0%	1	20.0%	4	80.0%	100.0%
G-28	13	3.8%	7	2.1%	319	94.1%	96.1%
Missing	10	16.7%	8	13.3%	42	70.0%	80.8%
Total	35	6.8%	22	4.3%	457	88.9%	92.9%

Table 21, shows whether the use of Citizenshipworks¹¹ had any effect on approval rates. The rate of approval when Citizenshipworks was used was 81.8% of adjudicated cases (75.0% of submitted cases), lower than the rate when Citizenshipworks was not used (89.8% of adjudicated, 85.9% of submitted), but still good given the savings in resources that Citizenshipworks represents.

Table 21. Approval Rate by Use of Citizenshipworks

Use of Citizenshipworks	Was the application approved?						
	No		Not yet		Yes		
	# of People	%	# of People	%	# of People	%	% ADJ
No	9	9.7%	5	5.4%	79	84.9%	89.8%
Yes	4	16.7%	2	8.3%	18	75.0%	81.8%
Total	13	11.1%	7	6.0%	97	82.9%	88.2%

¹¹ Again please note that Citizenshipworks v.1 (no longer in use) was used for the services reported in this study, and therefore these findings should not be associated with Citizenshipworks v.2

Naturalization

Table 22, below, presents the final outcome for the current study, whether applicants who had applications approved by USCIS had naturalized. This analysis was conducted on the 437 applicants who had had their applications approved and for whom data on this question were available. Table 22 shows that the vast majority of applicants, 90.2% of the 394 with approvals (79.8% of the 494 who had submitted applications and for whom we had complete data¹²) had naturalized by the time of data collection.

Table 22. Naturalization

Naturalized at time of data collection	# of People	%
No	43	9.8
Yes	394	90.2
Total	437	100.0

Table 23, below, presents the reasons that the 42 applicants for whom we have information have not been naturalized yet. Although in this table the total of the “# of People” column could be greater than 42 because applicants could choose more than one reason, each applicant happened to have given a single reason, and so the total for the column is 42. The vast majority (26) of applicants indicated that they had received an oath ceremony appointment that had not occurred yet. A further 15 applicants had not received an appointment yet.

Table 23. Reasons for Non-naturalization

Why not naturalized yet? (CHECK ALL THAT APPLY)	Checked Box	
	# of People	%
Have not received an oath ceremony appointment yet	15	78.9
Received an appointment, but it is in the future	26	15.8
Could not get to scheduled oath ceremony	1	5.3
# of Applicants Answering	42	100.0

Finally, tables showing rates of naturalization by service model and by use of Citizenshipworks will not be presented because there were no meaningful hypotheses relating these factors to rates of naturalization to examine.

¹² Those applicants who submitted applications for whom we have complete data are computed as follows: 35 (applicants denied by USCIS) + 22 (applicants who have not heard back from USCIS) + 437 (applicants who answered the naturalization question) = 494.

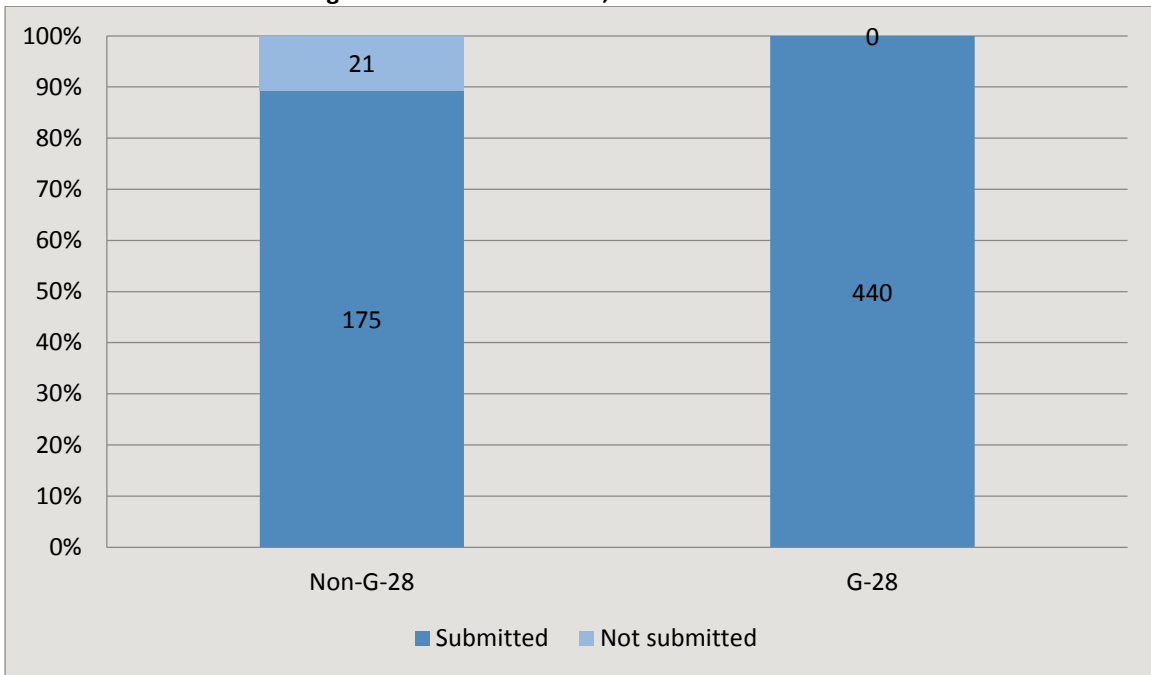
CONCLUSION

Summary of Results

Results from this study are drawn from the analysis of survey responses from 196 applicants and G-28 administrative data from 440 applicants, totaling 636 cases. Each of these applicants received naturalization application assistance from a NAC Partner in one of the four Knight Communities: Charlotte, NC; Detroit, MI; Miami, FL; and, San Jose, CA. Application services were received in the last half of 2014, between July 1 and December 30. Outcome data were collected between October and December, 2015.

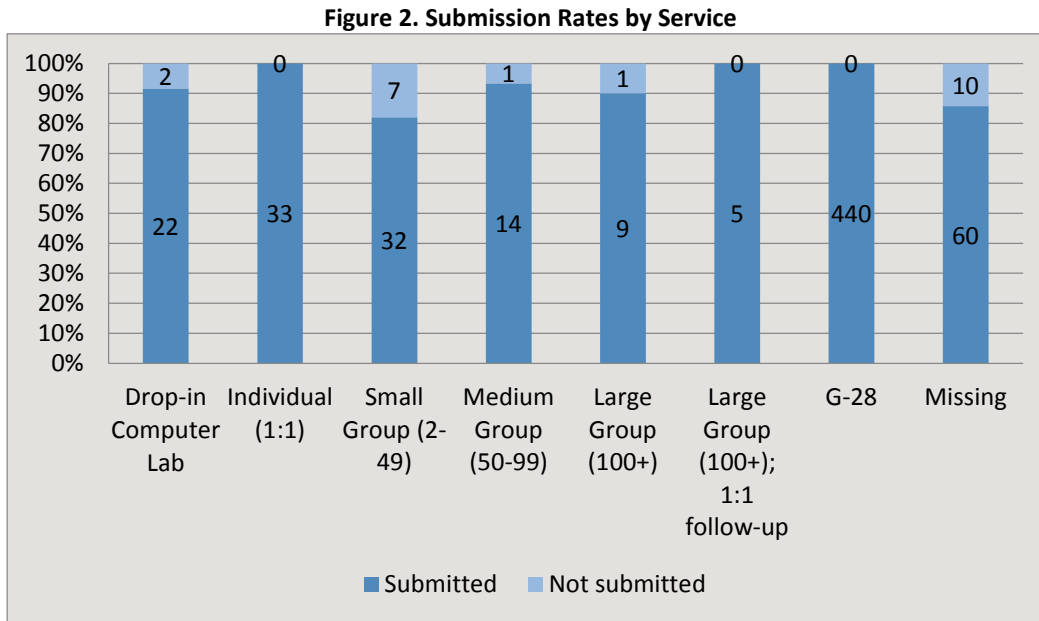
Overall, 96.7% (615) of the applications that were completed with assistance from a NAC Partner were submitted to USCIS for adjudication. Of applicants who received non-G-28 services from a NAC Partner, 89.3% submitted their applications (see Figure 1, below). All of the applications (100%) were submitted for applicants who received G-28 services. The most common reason cited for not submitting an application was lack of money for the fee.

Figure 1. Submission Rates, Non-G-28 versus G-28

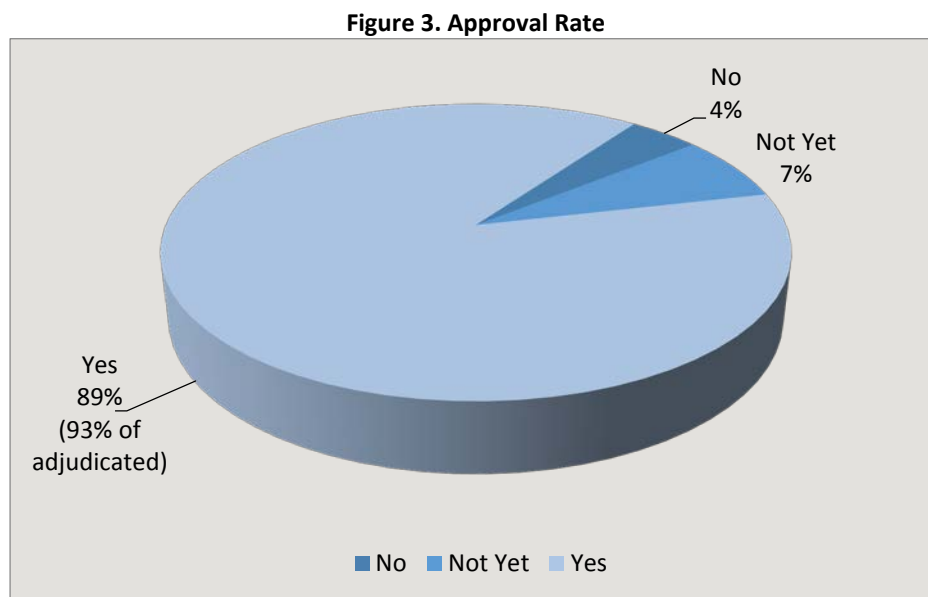


Tracking NAC Submission and Naturalization Rates

Applicants who received Individual (1:1) (w/out G-28), Large Group (100+), or G-28 services all had submission rates of 100% (see Figure 2, below). Applicants who received Medium Group (50-99) services had a submission rate of 93.3%. Those who received Small-to-Medium Group (2-49) services had the lowest submission rate (82.1%).

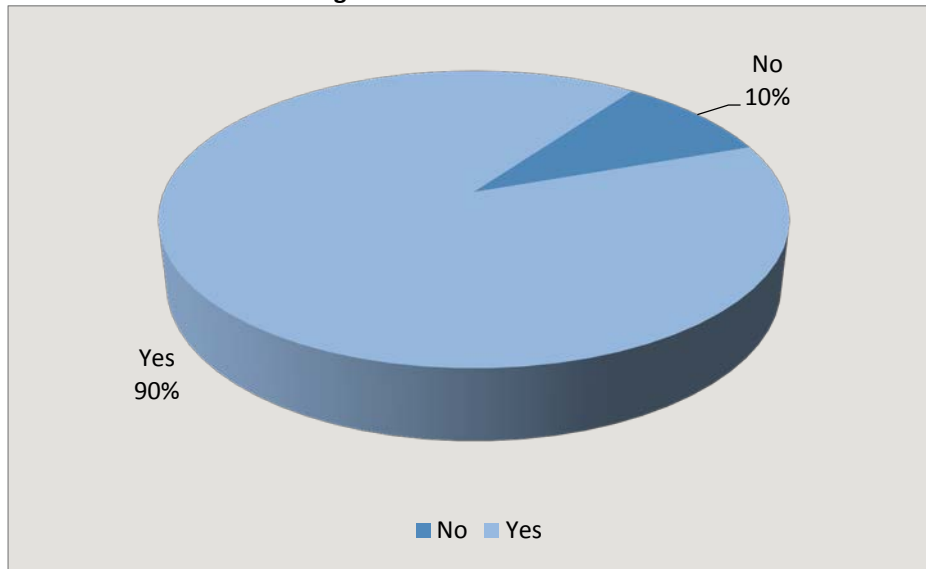


Of the applications that USCIS adjudicated by final data collection, the approval rate was 92.9%. Figure 3 (below) shows the breakdown of all applications. Of the 514 applications submitted to USCIS, 88.9% (457) had been approved by final data collection, and an additional 4.3% (22) had not been adjudicated by final data collection. Only 6.8% (35) had been adjudicated and denied. Of the 22 people who had had their applications denied and for whom we had data, roughly 13 had failed either the English or civics exams, roughly 5 had not submitted requested information, and roughly 4 were denied on another legal ground.



Finally, 90.2% (394) of applicants who had had their applications approved had naturalized (79.8% of the 494 who had submitted applications and for whom we had complete data) (see Figure 4, below). Of the 42 people¹³ who had not naturalized yet and were surveyed, 26 had received oath ceremony appointments that were in the future, 15 had not received their oath ceremony appointment yet, and only 1 had missed their oath ceremony.

Figure 4. Naturalization Rate



Comparisons with Earlier Studies

Although, as noted in the Introduction, it is not advisable to compare the results from this study to previous studies because of the large data collection and time frame differences, nevertheless we will note some similarities and differences in the results.

This study found a non-G-28, applicant-submitted submission rate of 89.3%. The NAC and USCIS A# study had found a submission rate for group processing applications of 89%, and the NALEO study had found a submission rate for group processing applications of 92%. Both this study and the A# study found G-28 submission rates of 100%. This study's applicant-submitted submission rate fits in between that of the A# study and the NALEO study.

This study found an approval rate of 92.9% of applications that had been adjudicated by USCIS (88.9% of applications submitted to USCIS). Although the NAC and USCIS A# study did not report application approvals as a separate statistic, it found that 94% of adjudicated applications

¹³ Again, reasons for not having naturalized yet were only available for applicants who were surveyed.

Tracking NAC Submission and Naturalization Rates

resulted in naturalization. Therefore, the approval rate for applicants who eventually naturalized can be computed to be 89.3% (the actual approval rate was probably higher).

The naturalization findings are more complicated to compare. Recall that the A# study had found that 89% of those who had submitted applications had naturalized, and that the NALEO study found that 85% of those who had submitted applications had naturalized. It is important to note, however, that the A# study collected data 1.5 to 2.0 years after application submission,¹⁴ while this study collected data from 2 days to 1.3 years after application submission. This large difference in the amount of time allowed for application approval and naturalization is likely the reason that there are a large number of applicants in this study who were approved but had not naturalized yet, as compared to the A# study where all applicants had completed their processes. In this study, at the time of data collection, 79.4% of applicants who had submitted applications had naturalized – although it is very unlikely that this is the final naturalization outcome. Because 41 of the applicants were only waiting for an oath ceremony appointment or had an appointment in the future at the time of data collection, it may be fair to assume that these applicants will be naturalized in the very near future.¹⁵ Thus the naturalization rate would rise to **88.1%** of applicants who had submitted applications, much more in line with previous studies.

In sum, although these comparisons must be attempted cautiously given the difference in completeness between data from surveying and G-28 records and official data from USCIS, this study found submission and approval rates that were comparable to those of earlier studies that had more complete data collection capabilities and a longer time frame.

¹⁴ We do not know the data timeline for applicants in the NALEO study.

¹⁵ Personal communication from Melissa Rogers, ILRC.

**New Americans Campaign Evaluation:
Tracking Submission and Naturalization Rates**

APPENDICES

Appendix 1
Telephone and Web Surveys
(English)

New Americans Campaign Follow-up Survey (Telephone)

Welcome!

Hello, I am a researcher at LTG Associates working with [PARTNER NAME]. We are calling people who received help with their citizenship applications to find out what happened with their applications. We have only three questions to ask you about your application experiences so it will not take very long.

We are doing this survey for the Immigrant Legal Resource Center as part of the New Americans Campaign, which provided some funding to [PARTNER NAME] to provide you with help with your citizenship application. We want to find out whether people submitted their applications and whether they were approved, and if not, why not.

We are not part of any government agency, and any information that you give me will not be reported to any government agency. In fact, any information that you give me will be private, and will not be reported to [PARTNER NAME] or the Immigrant Legal Resource Center except as part of a total number. In addition, this phone call will NOT be recorded. If you feel uncomfortable answering any question, you can skip it, or stop the survey at any time.

If you would rather take this survey on a web page, we can send you an invitation if you give us your EMail address.

Would it be OK with you to take the survey?

1. Did you submit your naturalization application?

- ◆ Yes
 - When was it submitted? (GET DATE, THEN GO TO QUESTION 2)
- ◆ No
 - Why was it not submitted? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN SKIP TO THANK YOU)
 - Don't have money for fee (1): didn't know about fee waiver
 - Don't have money for fee (2): knew about fee waiver, but didn't apply for it
 - Don't have money for fee (3): didn't qualify for fee waiver
 - Don't have money for fee (4): was denied fee waiver
 - No time to take English classes
 - Worried English level isn't good enough to pass English exam
 - Worried about failing civics exam
 - Worried about being deportable because had an arrest or an interaction with law enforcement (before or after completing application)
 - Afraid to apply (1): because of travel outside of U.S. for a long time
 - Afraid to apply (2): because of problems with the applicant's green card

- Afraid to apply (3): because worried that will be found ineligible for another reason (use OTHER for reason)
 - No time to gather missing documents/information needed before sending in application
 - Left the country and decided to hold off until their return
 - Didn't want to lose citizenship of native country that doesn't allow dual citizenship
 - Didn't want to lose right to own property or have other rights taken away in native country because of naturalization in U.S.
 - Not sure why/didn't get around to it
 - OTHER
2. Did US Citizenship and Immigration Services (USCIS) approve your application?
- ◆ Yes
 - When was it approved? (GET DATE, THEN GO TO QUESTION 3)
 - ◆ No
 - Why was it not approved? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN SKIP TO THANK YOU)
 - Failed English exam
 - Failed civics exam
 - Denied on another legal ground (for example, long absences, problems with green card, now deportable because of certain actions, "lack of good moral character," etc.)(use OTHER for reason)
 - Never went in for the interview (1): didn't get the notice
 - Never went in for the interview (2): because didn't know when it was
 - Did not submit information that was requested (1): because didn't know had to
 - Did not submit information that was requested (2): couldn't get information
 - OTHER
 - ◆ I have not yet received a response from USCIS (SKIP TO THANK YOU)
3. Have you naturalized yet (received your naturalization certificate)?
- ◆ Yes
 - When did you receive the certificate? (GET DATE, THEN GO TO THANK YOU)
 - ◆ No
 - Why not? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN GO TO THANK YOU)
 - Have not received an oath ceremony appointment yet
 - Could not get to scheduled oath ceremony
 - Committed an act between application approval and oath ceremony making them ineligible
 - USCIS made a mistake approving application and now is withdrawing the approval
 - OTHER

Thank You!

Thank you very much for taking our survey. Your answers will help improve services for other people who would like help with their citizenship applications.

If you felt uncomfortable about this survey you may contact John Ogawa at LTG Associates by phone: 301-270-0882 or by EMail: jogawa@ltgassociates.com.

New Americans Campaign Outcomes Survey

(web)

Invitation

Dear [FIRST NAME] [LAST NAME],

The Immigrant Legal Resource Center (ILRC) and LTG Associates ask that you please take part in our New Americans Campaign Outcomes online survey. It is only a few questions long.

We are doing this survey as part of the New Americans Campaign, which provided some funding to [PARTNER NAME] to provide you with help with your citizenship application. We want to find out whether people submitted their applications and whether they were approved, and if not, why not.

Please click on the link below to complete the survey. If you click on the link and it appears to be broken, please copy and paste it into a new browser window.

Please note that the survey can take UP TO 15-20 SECONDS to load once the web page says "Loading."

Thank you,
The Immigrant Legal Resource Center and LTG Associates

Welcome!

LTG Associates is working with [PARTNER NAME] to do this survey. We are asking people who received help with their citizenship applications to take this survey to find out what happened with their applications. We have only a few questions to ask you about your application experiences so it will not take very long.

We are doing this survey for the Immigrant Legal Resource Center as part of the New Americans Campaign, which provided some funding to [PARTNER NAME] to provide you with help with your citizenship application. We want to find out whether people submitted their applications and whether they were approved, and if not, why not.

We are not part of any government agency, and any information that you give us will not be reported to any government agency. In fact, any information that you give us will be private, and will not be reported to [PARTNER NAME] or the Immigrant Legal Resource Center except as part of a total number. If you feel uncomfortable answering any question, you can skip it, or stop the survey at any time.

1. Did you submit your naturalization application?

- ◆ Yes
 - When was it submitted?

- ◆ No
 - Why was it not submitted? (please choose all the reasons below that apply)
 - I do not have the money for the fee.
 - You answered: "I do not have the money for the fee." Please tell us a little more. (please choose all the reasons below that apply)
 - I did not know about the fee waiver.
 - I knew about the fee waiver, but did not apply for it.
 - I did not apply for the fee waiver because someone told me I would not qualify.
 - I applied for the fee waiver but I was denied.
 - I had no time to take English classes.
 - I was worried that my English level is not good enough to pass the English exam.
 - I was worried about failing the civics exam.
 - I was worried about being deported because I had an arrest or an interaction with law enforcement (before or after completing application).
 - I was afraid to apply because I traveled and was outside the US for a long time.
 - I was afraid to apply because of problems with my green card.
 - I was afraid to apply because I am worried that I will be found ineligible for another reason. (Please also tell us why in the "Other" box.)
 - I had no time to gather missing documents or information needed before sending in the application.
 - I am not sure why I did not submit it OR I did not get around to it.
 - I left the country and decided to wait and apply when I returned.
 - I do not want to lose the citizenship of my native country, which does not allow dual citizenship.
 - I do not want to lose my right to own property in my native country, or have other rights taken away because of naturalization in the U.S.
 - If do not see your reason, please tell us in this box. You can also add any details that you want to. Other:

2. Did U.S. Citizenship and Immigration Services (USCIS) approve your application?

- ◆ Yes
 - When was it approved?
- ◆ No
 - Why was it not approved? (please choose all the reasons below that apply)
 - I failed the English exam.
 - I failed the civics exam.
 - I was denied on another legal ground. (If you know why, please also tell us in the "Other" box.)
 - I never went in for the interview because I did not get the notice.
 - I never went in for the interview because I did not know when it was.
 - I did not submit the information that was requested because I did not know that I had to.

- I did not submit the information that was requested because I could not get the information.
 - If do not see your reason, please tell us in this box. You can also add any details that you want to. Other:
- ◆ I have not yet received a response from USCIS
3. Have you naturalized yet (received your naturalization certificate)?
- ◆ Yes
 - When did you receive the certificate?
 - ◆ No
 - Why not? (please choose all the reasons below that apply)
 - I have not received an oath ceremony appointment yet.
 - I could not get to my scheduled oath ceremony.
 - I did something in the time between application approval and the oath ceremony that made me ineligible to be a US citizen.
 - USCIS says that they made a mistake approving my application and is now withdrawing their approval.
 - If do not see your reason, please tell us in this box. You can also add any details that you want to. Other:

Thank you!

Thank you very much for taking our survey. Your answers will help improve services for other people who would like help with their citizenship applications.

If you felt uncomfortable about this survey you can contact John Ogawa at LTG Associates by phone: 301-270-0882 or by EMail: jogawa@ltgassociates.com.

Appendix 2

Telephone and Web Surveys

(Spanish, Haitian Creole/Kreyol, Vietnamese)

New Americans Campaign Follow-up Survey

(Telephone - Spanish)

¡Bienvenido!

Hola, soy un investigador de LTG Associates que trabaja con [PARTNER NAME]. Estamos llamando a las personas que recibieron ayuda con sus solicitudes de ciudadanía para saber qué pasó con sus solicitudes. Tenemos solo tres preguntas para hacerle respecto a sus experiencias con respecto a la solicitud; no tardará mucho tiempo.

Hacemos esta encuesta para el Centro de Recursos Legales para Inmigrantes, como parte de la campaña Nuevos estadounidenses, que proporcionó algunos fondos a [PARTNER NAME] para que lo ayude con su solicitud de ciudadanía. Queremos averiguar si las personas presentaron sus solicitudes, si fueron aprobadas y, si no lo fueron, por qué.

No formamos parte de ninguna agencia gubernamental y la información que me proporcione no se reportará a ninguna agencia gubernamental. De hecho, toda información que me proporcione será privada, y se reportará a [PARTNER NAME] ni al Centro de recursos legales para inmigrantes salvo como parte de las cifras totales. Además, esta llamada NO se grabará. Si se siente incómodo respondiendo alguna pregunta, puede omitirla o dejar de hacer la encuesta en cualquier momento.

Si prefiere completar esta encuesta en una página web, podemos enviarle una invitación si nos dice su dirección de correo electrónico.

¿Le parece bien responder la encuesta?

1. ¿Envió su solicitud de naturalización?

- ◆ Sí
 - ¿Cuándo la envió? (GET DATE, GO TO QUESTION 2)
- ◆ No
 - ¿Por qué no la envió? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN SKIP TO THANK YOU)
 - Don't have money for fee (1): didn't know about fee waiver
 - Don't have money for fee (2): knew about fee waiver, but didn't apply for it
 - Don't have money for fee (3): didn't qualify for fee waiver
 - Don't have money for fee (4): was denied fee waiver
 - No time to take English classes
 - Worried English level isn't good enough to pass English exam
 - Worried about failing civics exam
 - Worried about being deportable because had an arrest or an interaction with law enforcement (before or after completing application)

- Afraid to apply (1): because of travel outside of U.S. for a long time
 - Afraid to apply (2): because of problems with the applicant's green card
 - Afraid to apply (3): because worried that will be found ineligible for another reason (use OTHER for reason)
 - No time to gather missing documents/information needed before sending in application
 - Left the country and decided to hold off until their return
 - Didn't want to lose citizenship of native country that doesn't allow dual citizenship
 - Didn't want to lose right to own property or have other rights taken away in native country because of naturalization in U.S.
 - Not sure why/didn't get around to it
 - OTHER
2. ¿Los Servicios de ciudadanía e inmigración de EE. UU. (USCIS, por sus siglas en inglés) aprobaron su solicitud?
- ◆ Sí
 - ¿Cuándo fue aprobada? (GET DATE, GO TO QUESTION 3)
 - ◆ No
 - ¿Por qué no fue aprobada? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN SKIP TO THANK YOU)
 - Failed English exam
 - Failed civics exam
 - Denied on another legal ground (for example, long absences, problems with green card, now deportable because of certain actions, "lack of good moral character," etc.)(use OTHER for reason)
 - Never went in for the interview (1): didn't get the notice
 - Never went in for the interview (2): because didn't know when it was
 - Did not submit information that was requested (1): because didn't know had to
 - Did not submit information that was requested (2): couldn't get information
 - OTHER
 - ◆ Aún no he recibido una respuesta de los USCIS (SKIP TO THANK YOU)
3. ¿Ya se ha naturalizado (recibió su certificado de naturalización)?
- ◆ Sí
 - ¿Cuándo recibió su certificado? (GET DATE, GO TO THANK YOU)
 - ◆ No
 - ¿Por qué no? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN GO TO THANK YOU)
 - Have not received an oath ceremony appointment yet
 - Could not get to scheduled oath ceremony
 - Committed an act between application approval and oath ceremony making them ineligible

- USCIS made a mistake approving application and now is withdrawing the approval
- OTHER

¡Gracias!

Muchas gracias por responder nuestra encuesta. Sus respuestas ayudarán a mejorar los servicios para otras personas que deseen obtener ayuda con sus solicitudes de ciudadanía.

Si se siente incómodo con esta encuesta puede comunicarse con John Ogawa, en LTG Associates, al teléfono: 301-270-0882 o por correo electrónico: jogawa@ltgassociates.com.

New Americans Campaign Follow-up Survey

(Telephone - Haitian Creole)

Byenveni!

Alo, mwen se yon chèchè nan LTG Associates k ap travay avèk [PARTNER NAME]. N ap rele moun ki te resevwa èd avèk aplikasyon yo pou yo vin sitwayen ameriken pou nou konnen kisa ki te pase avèk aplikasyon yo. Nou gen sèlman twa (3) kesyon pou poze ou konsènan eksperyans aplikasyon ou. Poutèt sa, li p ap pran anpil tan.

N ap fè sondaj sa a pou Immigrant Legal Resource Center nan Kanpay Nouvo Ameriken yo (New Americans Campaign), ki te bay finansman pou [PARTNER NAME] pou ba ou èd avèk aplikasyon ou pou vin sitwayen ameriken. Nou vle konnen si moun ki te soumèt aplikasyon yo ak si yo te apwouve aplikasyon yo, epi si sa pa fèt, pou ki pa.

Nou pa fè pati okenn ajans gouvènman, epi mwen p ap rapòte nenpòt enfòmasyon ou ban mwen ba okenn ajans gouvènman. Sa vle di, nenpòt enfòmasyon ou ban mwen ap rete konfidansyèl, epi mwen p ap rapòte yo ba [PARTNER NAME] ni ba Immigrant Legal Resource Center sof kòm yon kantite total. Answit, mwen P AP anrejistre koutfil sa a. Si ou santi ou pa alèz pou reponn nenpòt kesyon, ou kapab sote li, oswa ou kapab sispann sondaj la nenpòt kilè.

Si ou ta pito reponn kesyonè sondaj sa a sou yon paj sitwèb, nou kapab voye yon envitasyon ba ou si ou ban nou adrès Imèl ou.

Èske pa ta gen pwoblèm pou patisipe nan sondaj la?

1. Èske ou te soumèt aplikasyon ou pou natiralize?

- ♦ Wi
 - Kilè ou te soumèt li? (GET DATE, GO TO QUESTION 2)
- ♦ Non
 - Pou kisa ou pa t soumèt li? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN SKIP TO THANK YOU)
 - Don't have money for fee (1): didn't know about fee waiver
 - Don't have money for fee (2): knew about fee waiver, but didn't apply for it
 - Don't have money for fee (3): didn't qualify for fee waiver
 - Don't have money for fee (4): was denied fee waiver
 - No time to take English classes
 - Worried English level isn't good enough to pass English exam
 - Worried about failing civics exam
 - Worried about being deportable because had an arrest or an interaction with law enforcement (before or after completing application)

- Afraid to apply (1): because of travel outside of U.S. for a long time
- Afraid to apply (2): because of problems with the applicant's green card
- Afraid to apply (3): because worried that will be found ineligible for another reason (use OTHER for reason)
- No time to gather missing documents/information needed before sending in application
- Left the country and decided to hold off until their return
- Didn't want to lose citizenship of native country that doesn't allow dual citizenship
- Didn't want to lose right to own property or have other rights taken away in native country because of naturalization in U.S.
- Not sure why/didn't get around to it
- OTHER

2. Èske Sèvis Sitwayènte ak Imigrasyon Etazini [US Citizenship and Immigration Services (USCIS)] te apwouve aplikasyon ou?

- ◆ Wi
 - Kilè yo te apwouve li? (GET DATE, GO TO QUESTION 3)
- ◆ Non
 - Pou kisa ou yo pa t apwouve li? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN SKIP TO THANK YOU)
 - Failed English exam
 - Failed civics exam
 - Denied on another legal ground (for example, long absences, problems with green card, now deportable because of certain actions, "lack of good moral character," etc.)(use OTHER for reason)
 - Never went in for the interview (1): didn't get the notice
 - Never went in for the interview (2): because didn't know when it was
 - Did not submit information that was requested (1): because didn't know had to
 - Did not submit information that was requested (2): couldn't get information
 - OTHER
- ◆ Mwen potko resevwa yon repons USCIS (SKIP TO THANK YOU)

3. Èske ou natiralize deja (ou te resevwa sètifika natiralizasyon ou)?

- ◆ Wi
 - Kilè ou te resevwa sètifika ou? (GET DATE, GO TO THANK YOU)
- ◆ Non
 - Pou ki pa? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN GO TO THANK YOU)
 - Have not received an oath ceremony appointment yet
 - Could not get to scheduled oath ceremony

- Committed an act between application approval and oath ceremony making them ineligible
- USCIS made a mistake approving application and now is withdrawing the approval
- OTHER

Mèsi!

Mèsi anpil poutèt ou patisipe nan sondaj nou an. Repons ou bay yo pral ede amelyore sèvis yo pou lòt moun ki ta renmen jwenn èd pou aplikasyon yo pou yo vin sitwayen ameriken.

Si ou te santi ou pa t alèz konsènan sondaj sa a, ou ka kontakte John Ogawa nan LTG Associates nan telefòn: 301-270-0882 oswa nan Imèl: jogawa@ltgassociates.com.

New Americans Campaign Follow-up Survey

(Telephone - Vietnamese)

Chào mừng quý vị!

Xin chào, tôi là một nhà nghiên cứu tại LTG Associates làm việc với [PARTNER NAME]. Chúng tôi kêu gọi những người được giúp đỡ về việc làm đơn xin quyền công dân của họ để tìm hiểu xem những gì hiện đang diễn ra cho các đơn xin của họ. Chúng tôi chỉ có ba câu để hỏi quý vị các trải nghiệm về làm đơn của quý vị vì thế sẽ không mất thời gian nhiều.

Chúng tôi hiện đang làm cuộc thăm dò này cho Trung Tâm Nguồn Trợ Giúp Pháp Lý của Người Di Dân như một phần của cuộc Vận Động Người Mỹ Mới, đã cung cấp một số tài trợ cho [PARTNER NAME] để giúp cho quý vị làm đơn xin quyền công dân của mình. Chúng tôi muốn tìm hiểu xem người ta đã nộp đơn xin của họ hay chưa và họ đã được chấp thuận hay chưa, và nếu không, tại sao không.

Chúng tôi không thuộc bất cứ cơ quan chính phủ nào, và bất cứ thông tin nào mà quý vị đưa cho chúng tôi sẽ không được báo cáo lên bất cứ cơ quan chính phủ nào. Thực tế là, bất cứ thông tin nào mà quý vị đưa cho chúng tôi sẽ được giữ kín đáo, và sẽ không được báo cáo cho [PARTNER NAME] hoặc Trung Tâm Nguồn Trợ Giúp Pháp Lý của Người Di Dân ngoại trừ một phần trong số tổng cộng. Ngoài ra, cuộc gọi điện thoại này sẽ KHÔNG được ghi lại. Nếu quý vị cảm thấy không thoải mái khi trả lời cho bất cứ câu hỏi nào, quý vị có thể bỏ qua câu này, hoặc ngưng lại cuộc thăm dò vào bất cứ lúc nào.

Nếu quý vị muốn dự cuộc thăm dò này trên một trang mạng, chúng tôi có thể gửi thư mời nếu quý vị cho chúng tôi biết địa chỉ Email của quý vị.

Quý vị có đồng ý tham dự cuộc thăm dò này hay không?

1. Quý vị đã có nộp đơn xin nhập tịch chưa?

- ♦ Có
 - Nộp khi nào? (GET DATE, THEN GO TO QUESTION 2)
- ♦ Không
 - Tại sao không nộp? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN SKIP TO THANK YOU)
 - Don't have money for fee (1): didn't know about fee waiver
 - Don't have money for fee (2): knew about fee waiver, but didn't apply for it
 - Don't have money for fee (3): didn't qualify for fee waiver
 - Don't have money for fee (4): was denied fee waiver
 - No time to take English classes
 - Worried English level isn't good enough to pass English exam
 - Worried about failing civics exam
 - Worried about being deportable because had an arrest or an interaction with law enforcement (before or after completing application)
 - Afraid to apply (1): because of travel outside of U.S. for a long time
 - Afraid to apply (2): because of problems with the applicant's green card

- Afraid to apply (3): because worried that will be found ineligible for another reason (use OTHER for reason)
 - No time to gather missing documents/information needed before sending in application
 - Left the country and decided to hold off until their return
 - Didn't want to lose citizenship of native country that doesn't allow dual citizenship
 - Didn't want to lose right to own property or have other rights taken away in native country because of naturalization in U.S.
 - Not sure why/didn't get around to it
 - OTHER
2. Sở Di Trú và Công Dân Hoa Kỳ (USCIS) có chấp thuận đơn xin của quý vị không?
- ♦ Có
 - Được chấp thuận khi nào? (GET DATE, THEN GO TO QUESTION 3)
 - ♦ Không
 - Tại sao không được chấp thuận? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN SKIP TO THANK YOU)
 - Failed English exam
 - Failed civics exam
 - Denied on another legal ground (for example, long absences, problems with green card, now deportable because of certain actions, “lack of good moral character,” etc.)(use OTHER for reason)
 - Never went in for the interview (1): didn't get the notice
 - Never went in for the interview (2): because didn't know when it was
 - Did not submit information that was requested (1): because didn't know had to
 - Did not submit information that was requested (2): couldn't get information
 - OTHER
 - ♦ Tôi chưa nhận được trả lời của USCIS (SKIP TO THANK YOU)
3. Quý vị có đã nhập tịch chưa (nhận chứng chỉ nhập tịch của quý vị)?
- ♦ Có
 - Quý vị nhận chứng chỉ khi nào? (GET DATE, THEN GO TO THANK YOU)
 - ♦ Không
 - Tại sao không? (LISTEN TO THEIR REASON AND THEN YOU CHOOSE THE OPTION THAT IS THE BEST FIT. DO NOT READ THE LIST TO THEM.)(THEN GO TO THANK YOU)
 - Have not received an oath ceremony appointment yet
 - Could not get to scheduled oath ceremony
 - Committed an act between application approval and oath ceremony making them ineligible
 - USCIS made a mistake approving application and now is withdrawing the approval
 - OTHER

Cám ơn quý vị!

Cám ơn quý vị rất nhiều đã tham dự cuộc thăm dò của chúng tôi. Các câu trả lời của quý vị sẽ giúp cải tiến dịch vụ cho những người khác là người muốn được giúp đỡ về việc làm đơn xin quyền công dân của họ.

Nếu quý vị cảm thấy không thoải mái về cuộc thăm dò này quý vị có thể liên lạc với John Ogawa tại Hiệp Hội LTG qua điện thoại: 301-270-0882 hoặc qua EMail: jogawa@ltgassociates.com.

Encuesta sobre resultados de la campaña Nuevos estadounidenses (web)

Invitación

Estimado [FIRST NAME] [LAST NAME]:

El Centro de Recursos Legales para Inmigrantes (ILRC, por sus siglas en inglés) y LTG Associates le solicitan que participe en nuestra encuesta por Internet sobre los resultados de la campaña Nuevos estadounidenses. Son solo unas pocas preguntas.

Hacemos esta encuesta como parte de la campaña Nuevos Estadounidenses, que proporcionó algunos fondos a [PARTNER NAME] para que lo ayude con su solicitud de ciudadanía. Queremos averiguar si las personas presentaron sus solicitudes, si fueron aprobadas y, si no lo fueron, por qué.

Haga clic en el enlace incluido a continuación para completar la encuesta. Si hace clic en el enlace y parece no funcionar, cópielo y péguelo en una nueva ventana de su navegador.

Tenga en cuenta que la encuesta puede demorar HASTA 15 - 20 SEGUNDOS en cargar una vez que la página web diga "Cargando".

Gracias.

Centro de recursos legales para inmigrantes y LTG Associates

¡Bienvenido!

LTG Associates está trabajando con [PARTNER NAME] para hacer esta encuesta. Estamos pidiendo a las personas que recibieron ayuda con sus solicitudes de ciudadanía que completen esta encuesta para saber qué pasó con sus solicitudes. Tenemos unas pocas preguntas para hacerle respecto a sus experiencias con respecto a la solicitud; no tardará mucho tiempo.

Hacemos esta encuesta para el Centro de recursos legales para inmigrantes, como parte de la campaña Nuevos estadounidenses, que proporcionó algunos fondos a [PARTNER NAME] para que lo ayude con su solicitud de ciudadanía. Queremos averiguar si las personas presentaron sus solicitudes, si fueron aprobadas y, si no lo fueron, por qué.

No formamos parte de ninguna agencia gubernamental y la información que nos proporcione no se reportará a ninguna agencia gubernamental. De hecho, toda información que nos proporcione será privada, y no la reportaremos a [PARTNER NAME] ni al Centro de recursos legales para inmigrantes salvo como parte de las cifras totales. Si se siente incómodo respondiendo a alguna pregunta, puede omitirla o dejar de hacer la encuesta en cualquier momento.

1. ¿Envió su solicitud de naturalización?

- ◆ Sí
 - ¿Cuándo la envió?
- ◆ No
 - ¿Por qué no la envió? (elija todos los motivos que correspondan entre los siguientes)
 - No tengo el dinero para pagar la tarifa.
 - Respondió: “No tengo el dinero para pagar la tarifa”. Díganos algo más. (elija todos los motivos que correspondan entre los siguientes)
 - No sabía que había una exoneración de tarifa.
 - Sabía sobre la exoneración de tarifa pero no presenté una solicitud para ella.
 - No presenté una solicitud para la exoneración de tarifa porque alguien me dijo que yo no calificaba.
 - Presenté una solicitud para la exoneración de tarifa pero me la negaron.
 - No tuve tiempo para tomar clases de inglés.
 - Me preocupaba que mi nivel de inglés no fuera lo suficientemente bueno como para aprobar el examen de inglés.
 - Me preocupaba reprobando el examen de educación cívica.
 - Me preocupaba que me deportaran porque me arrestaron o tuve una interacción con la policía (antes o después de completar la solicitud).
 - Tuve miedo de presentar la solicitud porque viajé y estuve fuera de EE. UU. mucho tiempo.
 - Tuve miedo de presentar la solicitud debido a problemas con mi *green card* (tarjeta verde).
 - Tuve miedo de presentar una solicitud porque me preocupa no ser elegible, por otros motivos. (Díganos además por qué en la casilla “Otro”.)
 - No tuve tiempo de reunir los documentos que me faltaban o la información necesaria antes de enviar la solicitud.
 - No estoy seguro de por qué no la envié O por qué no me dispuse a hacerlo.
 - Salí del país y decidí esperar y presentar la solicitud a mi regreso.
 - No quiero perder la ciudadanía de mi país natal, que no admite la doble ciudadanía.
 - No quiero perder mi derecho a poseer bienes en mi país natal o que me quitaran otros derechos por naturalizarme en EE. UU.
 - Si no encuentra su motivo, díganoslo en esta casilla. También puede agregar los detalles que desee. Otro:

2. ¿Los Servicios de ciudadanía e inmigración de EE. UU. (USCIS, por sus siglas en inglés) aprobaron su solicitud?

- ◆ Sí
 - ¿Cuándo fue aprobada?
- ◆ No

- ¿Por qué no fue aprobada? (elija entre todos los motivos a continuación los que correspondan)
 - Reprobé el examen de inglés.
 - Reprobé el examen de educación cívica.
 - Fue denegada por otros motivos legales. (Si sabe por qué, díganoslo en la casilla “Otros”.)
 - Nunca fui a la entrevista porque no recibí el aviso.
 - Nunca fui a la entrevista porque no supe cuándo era.
 - No envié la información solicitada porque no sabía que debía hacerlo.
 - No envié la información solicitada porque no pude obtener la información.
 - Si no encuentra su motivo, díganoslo en esta casilla. También puede agregar los detalles que desee. Otro:
 - ◆ Aún no he recibido una respuesta de los USCIS
3. ¿Ya se ha naturalizado (recibió su certificado de naturalización)?
- ◆ Sí
 - ¿Cuándo recibió el certificado?
 - ◆ No
 - ¿Por qué no? (elija entre todos los motivos a continuación los que correspondan)
 - Aún no recibí la citación para la ceremonia de juramento.
 - No pude llegar a mi ceremonia de juramento programada.
 - Hice algo entre el momento de la aprobación de la solicitud y la ceremonia de juramento que me dejó en inelegible para ser ciudadano estadounidense.
 - Los USCIS dicen que la aprobación de mi solicitud fue un error y ahora la están revocando.
 - Si no encuentra su motivo, díganoslo en esta casilla. También puede agregar los detalles que desee. Otro:

¡Gracias!

Muchas gracias por responder a nuestra encuesta. Sus respuestas ayudarán a mejorar los servicios para otras personas que deseen obtener ayuda con sus solicitudes de ciudadanía.

Si se siente incómodo con esta encuesta puede comunicarse con John Ogawa, en LTG Associates, al teléfono: 301-270-0882 o por correo electrónico: jogawa@ltgassociates.com.

Sondaj sou Rezilta Kanpay pou Nouvo Ameriken yo

(web)

Envitasyon

Chè [FIRST NAME] [LAST NAME],

Immigrant Legal Resource Center (ILRC) ak LTG Associates mande ou tanpri pou patisipe nan sondaj nou sou entènèt konsènan Rezilta sou Kanpay pou Nouvo Ameriken (New Americans Campaign) yo. Li gen yon ti kantite kesyon sèlman.

N ap fè sondaj sa a nan Kanpay Nouvo Ameriken yo (New Americans Campaign), ki te bay finansman pou [PARTNER NAME] pou ba ou èd avèk aplikasyon ou pou vin sitwayen ameriken. Nou vle konnen si moun ki te soumèt aplikasyon yo ak si yo te apwouve aplikasyon yo, epi si sa pa fèt, pou ki pa.

Tanpri klike sou lyen ki anba la a pou reponn kesyonè sondaj la. Si ou klike sou lyen an epi si li sanble kase, tanpri kopye li epi depoze li nan yon nouvo fenèt navigatè.

Tanpri sonje sondaj la kapab pran APEPRÈ 15-20 SEGONN pou chaje li lè paj sitwèb la di "Loading."

Mèsi,

Immigrant Legal Resource Center ak LTG Associates

Byenveni!

LTG Associates ap travay avèk [PARTNER NAME] pou fè sondaj sa a. Nou mande moun ki te resevwa èd pou aplikasyon yo pou yo vin sitwayen ameriken pou yo patisipe nan sondaj sa a pou nou konnen kisa ki te pase avèk aplikasyon yo. Nou gen sèlman yon ti kantite kesyon pou poze ou konsènan eksperyans aplikasyon ou. Poutèt sa, li p ap pran anpil tan.

N ap fè sondaj sa a pou Immigrant Legal Resource Center nan Kanpay Nouvo Ameriken yo (New Americans Campaign), ki te bay finansman pou [PARTNER NAME] pou ba ou èd avèk aplikasyon ou pou vin sitwayen ameriken. Nou vle konnen si moun ki te soumèt aplikasyon yo ak si yo te apwouve aplikasyon yo, epi si sa pa fèt, pou ki pa.

Nou pa fè pati okenn ajans gouvènman, epi mwen p ap rapòte nenpòt enfòmasyon ou ban nou ba okenn ajans gouvènman. Sa vle di, nenpòt enfòmasyon ou ban nou ap rete konfidansyèl, epi nou p ap rapòte yo ba [PARTNER NAME] ni ba Immigrant Legal Resource Center sof kòm yon kantite total. Si ou santi ou pa alèz pou reponn nenpòt kesyon, ou kapab sote li, oswa ou kapab sispann sondaj la nenpòt kilè.

1. Èske ou te soumèt aplikasyon ou pou natirize?

- ♦ Wi

- Kilè ou te soumèt li?
- ♦ Non
 - Pou kisa ou pa t soumèt li? (tanpri chwazi tout rezon anba la yo ki aplike pou ou)
 - Mwen pa gen lajan pou peye frè a.
 - Ou te reponn: “Mwen pa gen lajan pou peye frè a.” Tanpri ban nou plis enfòmasyon sou sa. (tanpri chwazi tout rezon anba la yo ki aplike pou ou)
 - Mwen pa t konnen si yo ka anile frè a.
 - Mwen te konnen yo ka anile frè a, men mwen pa t aplike pou sa.
 - Mwen pa t aplike pou yo anile frè a, paske yon moun te di fè mwen konnen mwen ta kalifye pou sa.
 - Mwen te aplike pou anilasyon frè a, men mwen te jwenn refi.
 - Mwen pa t gen tan pou pran klas Anglè.
 - Mwen te pè pou nivo Anglè mwen pa bon ase pou mwen te pase egzamen Anglè a.
 - Mwen te pè pou mwen pa pase egzamen enstriksyon sivik la.
 - Mwen te pè pou yo depòte mwen paske mwen te gen yon arestasyon oswa yon kominikasyon avèk lapolis (anvan oswa apre mwen te ranpli aplikasyon an).
 - Mwen te pè aplike paske mwen te vwayaje epi mwen te deyò Etazini pandan anpil tan.
 - Mwen te pè aplike akòz pwoblèm avèk grinkat mwen.
 - Mwen te pè aplike paske mwen enkyete pou yo jwenn mwen pa kalifye pou yon lòt rezon. (Tanpri di nou pou kisa nan kaz “Lòt”.)
 - Mwen pa t gen tan pou rasanble dokiman oswa enfòmasyon ki nesèsè yo anvan mwen voye aplikasyon an.
 - Mwen pa byen konnen pou kisa mwen pa t soumèt OSWA mwen pa t gen tan pou fè sa.
 - Mwen te kite peyi a epi mwen te deside rete tann pou mwen aplike lè mwen te retounen.
 - Mwen pa vle pèdi sitwayènte peyi natifnatal ,mwen, ki pa aksepte doub nasyonalite.
 - Mwen pa vle pèdi dwa mwen nan pwopriyete mwen ki nan peyi natifnatal mwen, oswa mwen gen lòt dwa y ap pran akòz natiralizasyon mwen nan Etazini.
 - Mwen pa wè rezon ou, tanpri di nou li nan kaz ki sa a. Ou kapab mete nenpòt detay ou vle. Lòt:

2. Èske Sèvis Sitwayènte ak Imigrasyon Etazini [US Citizenship and Immigration Services (USCIS)] te apwouve aplikasyon ou?

- ♦ Wi
 - Kilè yo te apwouve li?
- ♦ Non
 - Pou kisa ou yo pa t apwouve li? (tanpri chwazi tout rezon anba la yo ki aplike pou ou)
 - Mwen pa t pase egzamen Anglè a.
 - Mwen pa t pase egzamen enstriksyon sivik la.
 - Yo te ban mwen refi pou yon lòt rezon legal. (Si ou konnen pou kisa, tanpri di nou pou kisa nan kaz “Lòt”.)

- Mwen pa t janm ale pou entèvyou a paske mwen pa t resevwa avi a.
 - Mwen pa t janm ale pou entèvyou a paske mwen pa t konnen kilè pou mwen te fè li.
 - Mwen pa t soumèt enfòmasyon yo te mande mwen paske mwen pa t konnen mwen te dwe fè sa.
 - Mwen pa t soumèt enfòmasyon yo te mande yo paske mwen pa t kapab jwenn enfòmasyon yo.
 - Mwen pa wè rezon ou, tanpri di nou li nan kaz ki sa a. Ou kapab mete nenpòt detay ou vle. Lòt:
- ♦ Mwen potko resevwa yon repons USCIS

3. Èske ou natirize deja (ou te resevwa sètifika natirizasyon ou)?

- ♦ Wi
 - Kilè ou te resevwa sètifika a?
- ♦ Non
 - Pou ki pa? (tanpri chwazi tout rezon anba la yo ki aplike pou ou)
 - Mwen poko resevwa yon randevou pou seremoni sèman an.
 - Mwen pa t kapab pran randevou pou seremoni sèman mwen.
 - Mwen t ap fè yon bagay nan moman ant apwobasyon aplikasyon an ak seremoni sèman an ki te lakòz mwen pa kalifye pou mwen vin yon sitwayen ameriken.
 - USCIS di yo te fè yon erè lè yo te apwouve aplikasyon mwen epi kounye a yo anile apwobasyon yo.
 - Mwen pa wè rezon ou, tanpri di nou li nan kaz ki sa a. Ou kapab mete nenpòt detay ou vle. Lòt:

Mèsi!

Mèsi anpil poutèt ou patisipe nan sondaj nou an. Repons ou bay yo pral ede amelyore sèvis yo pou lòt moun ki ta renmen jwenn èd pou aplikasyon yo pou yo vin sitwayen ameriken.

Si ou te santi ou pa t alèz konsènan sondaj sa a, ou kapab kontakte John Ogawa nan LTG Associates nan telefòn: 301-270-0882 oswa nan Imèl: jogawa@ltgassociates.com.

Thăm Dò Kết Quả Cuộc Vận Động Người Mỹ Mới

(web)

Thư mời

Thưa [FIRST NAME] [LAST NAME],

Trung Tâm Nguồn Trợ Giúp Pháp Lý của Người Di Dân (Immigrant Legal Resource Center - ILRC) Và Hiệp Hội LTG (LTG Associates) xin mời quý vị vui lòng tham dự trong cuộc thăm dò trên mạng về Kết Quả Vận Động Người Mỹ Mới của chúng tôi. Chỉ có một vài câu hỏi thôi.

Chúng tôi thực hiện cuộc thăm dò này như một phần của cuộc Vận Động Người Mỹ Mới, đã cung cấp một số tài trợ cho [PARTNER NAME] để cung cấp cho quý vị sự giúp đỡ về việc làm đơn xin quyền công dân của mình. Chúng tôi muốn tìm hiểu xem người ta đã nộp đơn xin của họ hay chưa và họ đã được chấp thuận hay chưa, và nếu không, tại sao không.

Xin bấm vào nối kết dưới đây để điền vào bản thăm dò. Nếu quý vị bấm vào nối kết và có vẻ như không nối được, xin sao và chép lại vào trong một cửa sổ trình duyệt mới.

Xin lưu ý rằng cuộc thăm dò có thể cần LÊN ĐẾN TỪ 15-20 GIÂY để tải lên một khi trang mạng nói là “Loading” (Đang Tải).

Cám ơn quý vị,
Trung Tâm Nguồn Trợ Giúp Pháp Lý Của Người Di Dân Và Hiệp Hội LTG

Chào mừng quý vị!

Hiệp Hội LTG hiện đang hợp tác với [PARTNER NAME] để thực hiện cuộc thăm dò này. Chúng tôi yêu cầu những người được giúp đỡ về việc làm đơn xin quyền công dân của họ tham dự cuộc thăm dò này để tìm hiểu xem những gì hiện đang diễn ra cho các đơn xin của họ. Chúng tôi chỉ có một vài câu để hỏi quý vị các trải nghiệm về làm đơn của quý vị vì thế sẽ không mất thời gian nhiều.

Chúng tôi hiện đang làm cuộc thăm dò này cho Trung Tâm Nguồn Trợ Giúp Pháp Lý của Người Di Dân như một phần của cuộc Vận Động Người Mỹ Mới, đã cung cấp một số tài trợ cho [PARTNER NAME] để giúp cho quý vị làm đơn xin quyền công dân của mình. Chúng tôi muốn tìm hiểu xem người ta đã nộp đơn xin của họ hay chưa và họ đã được chấp thuận hay chưa, và nếu không, tại sao không.

Chúng tôi không thuộc bất cứ cơ quan chính phủ nào, và bất cứ thông tin nào mà quý vị đưa cho chúng tôi sẽ không được báo cáo lên bất cứ cơ quan chính phủ nào. Thực tế là, bất cứ thông tin nào mà quý vị đưa cho chúng tôi sẽ được giữ kín đáo, và sẽ không được báo cáo cho [PARTNER NAME] hoặc Trung Tâm Nguồn Trợ Giúp Pháp Lý của Người Di Dân ngoại trừ một phần trong số tổng cộng. Nếu quý vị cảm thấy không thoải mái khi trả lời cho bất cứ câu hỏi nào, quý vị có thể bỏ qua câu này, hoặc ngưng lại cuộc thăm dò vào bất cứ lúc nào.

1. Quý vị đã có nộp đơn xin nhập tịch chưa?

- ◆ Có
 - Nộp khi nào?
- ◆ Không
 - Tại sao không nộp? (xin chọn tất cả những lý do áp dụng dưới đây)
 - Tôi không có tiền đóng lệ phí.
 - Quý vị đã trả lời: "Tôi không có tiền đóng lệ phí." Xin cho tôi biết thêm một chút. (xin chọn tất cả những lý do áp dụng dưới đây)
 - Tôi không biết về việc miễn lệ phí.
 - Tôi biết về việc miễn lệ phí, nhưng đã không làm đơn xin.
 - Tôi đã không làm đơn xin miễn lệ phí vì có một số người cho tôi biết là tôi sẽ không hội đủ điều kiện.
 - Tôi đã làm đơn xin miễn lệ phí nhưng đã bị từ chối.
 - Tôi không có thì giờ để đi học các lớp Tiếng Anh.
 - Tôi lo là trình độ Tiếng Anh của tôi không giỏi đủ để đạt trong kỳ thi Tiếng Anh.
 - Tôi lo về việc rớt kỳ thi quyền công dân.
 - Tôi lo về việc bị trục xuất vì tôi đã có một lần bị bắt hoặc chạm trán với giới chức thừa hành luật pháp (trước hoặc sau khi điền đơn).
 - Tôi sợ làm đơn vì tôi đã đi du hành và ở ngoài Hoa Kỳ trong một thời gian lâu.
 - Tôi sợ làm đơn vì có vấn đề với thẻ xanh của tôi.
 - Tôi sợ làm đơn vì tôi lo là tôi sẽ bị khám phá không hội đủ điều kiện vì một lý do khác. (Xin đồng thời cho chúng tôi biết tại sao trong ô "Khác".)
 - Tôi không có thì giờ để thu thập các tài liệu hoặc thông tin thiếu sót cần thiết trước khi gửi đơn đi.
 - Tôi không chắc tại sao là mình đã không nộp đơn HOẶC tôi đã không tìm cách để nộp nó.
 - Tôi rời bỏ xứ sở và đã quyết định chờ đợi và làm đơn khi tôi trở lại.
 - Tôi không muốn mất quyền công dân của quốc gia bản xứ của tôi, là quốc gia không cho phép có quyền công dân kép.
 - Tôi không muốn mất quyền sở hữu tại quốc gia bản xứ của tôi, hoặc có các quyền khác bị tước đoạt vì nhập tịch ở Hoa Kỳ.
 - Nếu tôi không thấy lý do của quý vị, xin cho chúng tôi biết trong ô này. Quý vị cũng có thể thêm bất cứ các chi tiết nào mà mình muốn. Khác:

2. Sở Di Trú và Công Dân Hoa Kỳ (USCIS) có chấp thuận đơn xin của quý vị không?

- ◆ Có
 - Được chấp thuận khi nào?
- ◆ Không
 - Tại sao không được chấp thuận? (xin chọn tất cả những lý do áp dụng dưới đây)
 - Tôi không đạt trong kỳ thi Tiếng Anh.
 - Tôi không đạt trong kỳ thi về quyền công dân.
 - Tôi đã bị từ chối về một nguyên cơ pháp lý khác. (Nếu quý vị biết tại sao, xin đồng thời cho chúng tôi biết trong ô "Khác".)
 - Tôi không bao giờ chưa đi phỏng vấn vì tôi chưa nhận được thông báo.

- Tôi không bao giờ được đi phỏng vấn vì tôi không biết khi nào có cuộc phỏng vấn này.
 - Tôi đã không nộp thông tin theo yêu cầu vì tôi không biết là mình phải nộp thông tin này.
 - Tôi đã không nộp thông tin theo yêu cầu vì tôi không thể có được thông tin.
 - Nếu không nhìn thấy lý do của quý vị, xin cho chúng tôi biết trong ô này. Quý vị cũng có thể thêm bất cứ các chi tiết nào mà mình muốn. Khác:
- ♦ Tôi chưa nhận được trả lời của USCIS
3. Quý vị có đã nhập tịch chưa (nhận chứng chỉ nhập tịch của quý vị)?
- ♦ Có
 - Quý vị nhận chứng chỉ khi nào?
 - ♦ Không
 - Tại sao không? (xin chọn tất cả những lý do áp dụng dưới đây)
 - Tôi chưa nhận được giấy hẹn về buổi lễ tuyên thệ.
 - Tôi không thể đi đến buổi lễ tuyên thệ như đã quy định của mình được.
 - Tôi đã làm một điều gì đó trong khoảng thời gian giữa lúc được chấp thuận đơn xin và buổi lễ tuyên thệ đã khiến tôi không hội đủ điều kiện làm một công dân Hoa Kỳ.
 - USCIS nói rằng họ đã phạm một sai lầm trong việc chấp thuận cho đơn xin của tôi và hiện nay đang rút lại sự chấp thuận của họ.
 - Nếu không nhìn thấy lý do của quý vị, xin cho chúng tôi biết trong ô này. Quý vị cũng có thể thêm bất cứ các chi tiết nào mà mình muốn. Khác:

Cám ơn quý vị!

Cám ơn quý vị rất nhiều đã tham dự cuộc thăm dò của chúng tôi. Các câu trả lời của quý vị sẽ giúp cải tiến dịch vụ cho những người khác là người muốn được giúp đỡ về việc làm đơn xin quyền công dân của họ.

Nếu quý vị cảm thấy không thoải mái về cuộc thăm dò này quý vị có thể liên lạc với John Ogawa tại Hiệp Hội LTG qua điện thoại: 301-270-0882 hoặc qua EMail: jogawa@ltgassociates.com.

Appendix 3
Participant Data Requested from NAC Partners

List of Participant, Contact and Service Information Requested for NAC Evaluation

Organizational Information:

- NAC site
- Partner organization(s) that assisted participant

Participant Information:

- First name
- Last name
- Age in years
- Country of citizenship
- Participant's preferred method of contact (telephone, EMail, etc.)

Participant Telephone #s (area code and telephone #):

- Home
- Cell
- Work
- Any restrictions on calling any of these numbers?

Participant Addresses (number and street *or* PO box, city, state and zip code):

- Home
- Work
- Mailing (if different from Home)
- Any restrictions on mailing to any of these addresses?

Participant EMail Address:

- #1
- #2 (if any)
- Any restrictions on EMail to any of these addresses?

Service:

- Date that application was completed
- Type of service received: (TBD)
 - Group processing (large: 100+ attendees)
 - Group processing (mid-size: 50-99 attendees)
 - Group processing (small: 2-49 attendees)
 - Individual (1:1) assistance
 - Drop-in computer lab or kiosk (not an event)
- If group processing event, was it at the partner organization's office (aka, a "clinic")?
- If group processing event, did more than one NAC partner collaborate to conduct it?
- Was a G-28 filed?
- Was Citizenshipworks used?

Language:

- Spoken at home
- Language used by partner to contact participant
- English language proficiency rating (TBD)
- English Language Exemption?

G-28 Information Request

Organizational Information

- NAC site *
- Partner organization(s) that assisted participant *

Participant Information

- First name *
- Last name *
- Age in years
- Country of citizenship

Language

- Spoken at home
- English Language Exemption?

Application Information

- Date of application submission *
- Date of approval/denial *
- Reason for denial
 - Failed English exam
 - Failed civics exam
 - Denied on another legal ground, reason: _____
 - Never went in for the interview (1): didn't get the notice
 - Never went in for the interview (2): because didn't know when it was
 - Did not submit information that was requested (1): because didn't know had to
 - Did not submit information that was requested (2): couldn't get information
 - Other: _____
- Date of oath/certificate