

Usability Testing of the Revised N-400 Application for Naturalization and Instructions: Findings and Recommendations

Usability Testing was conducted of the revised N-400 form and instructions to identify challenges that test participants face when completing the revised N-400. USCIS received a report summarizing findings from usability testing of the revised N-400, Application for Naturalization, conducted by the Homeland Security Systems Engineering & Development Institute (HSSDI) between June and July 2003 who had 7 participants.

After review, USCIS incorporated 14 Usability testing findings and recommendations, to streamline or simplify the form and instructions by clarifying questions, forms instruction, and Instructions, and clarifying Instruction language.

	Usability Testing Finding	USCIS Implementation
1	(pg. 16) Finding: In regard to form instruction language above Part 1, Information Your Eligibility <ul style="list-style-type: none">So the N-600 has to be completed as well, along with this? Evidence: “[Based on what the form says,] I would stop right here and go look on the website now for the N-600 and fill that out first and then come back to this.”	Part 1 Information about Eligibility <ul style="list-style-type: none">Clarified Form instructions above Part 1 by adding, “you may not need to file Form N-400”, to provide an explanation of the phrase (you may already be a U.S. citizen)
2	(pg. 24) Finding: Part 1: Information About Your Eligibility Evidence: Two participants commented – “I don’t know why I need to fill out these questions” and “I don’t know why they ask me for the military service in 1e.”	Part 1 Information about Eligibility <ul style="list-style-type: none">Clarified Part 1 form instructions by adding “to identify the basis of your eligibility”
3	(pg. 23) Finding: Part 2, Information About You (Person Applying for Naturalization), item no. 3 <ul style="list-style-type: none">If I don’t want to legally change my name, I go to #4? Evidence: “If I don’t want to legally change my name and I say No, I just go on to #4? If it’s yes, I’m assuming I have to put the name I want to change it to because they have one name for me already. No, I’m not changing my name, so I’m going to leave it, and I’m going to skip and go to #4.”	Part 2 Information about You <ul style="list-style-type: none">Item #3 – added form instruction, instructing the applicant to skip to Item #4, if the response is no
4	(pg. 17) Finding: Part 9, Additional Information About You, item no. 4 <ul style="list-style-type: none">For some participants, the item calling oneself a non-U.S. resident on a tax return is confusing Evidence: [In response to Part 9, Item 4]: “...what would a non-U.S. resident say? So if I don’t live in the U.S., then I don’t have to pay taxes? Is that what it means? So that’s my interpretation of it, but at the end of the day, I don’t know that that’s common	Part 9 Additional Information About You <ul style="list-style-type: none">Item #4 – changed language to align with IRS terminology

	language? So I'm either a resident or I'm not. So what does a non-U.S. resident do? I don't know if that's defined." and "Skip - I don't understand the question."	
5	<p>(pg. 32)</p> <p>Finding: Part 9, Additional Information About You, item no. 8</p> <ul style="list-style-type: none"> Actions of legitimate police/military with those of illegitimate groups <ul style="list-style-type: none"> I don't feel comfortable answering the question about whether I served in an armed group because I was police for 10 years <p>Evidence: "I don't want to answer the question, because I was police for 10 years in Mexico. But it's good. It's just for myself. I don't feel comfortable when I answer this question."</p>	<p>Part 9 Additional Information About You</p> <ul style="list-style-type: none"> Item #8 – divided question into Item #8 and #8.a. to clarify service or membership in military or police unit vs. participation in an armed group
6	<p>(pg. 26)</p> <p>Finding: Part 9, Additional Information About You, item nos. 20-21</p> <ul style="list-style-type: none"> Redundant request for evidence regarding deportation <p>Evidence:</p> <ul style="list-style-type: none"> "...If I haven't been placed in deportation proceedings since I've been an LPR, and if I've already been admitted - probably as a result of having been in deportation proceedings - why am I being asked for this again? ...that's all" part of the A-file that they already have. "Again, that's documentation they would already have." 	<p>Part 9 Additional Information About You</p> <ul style="list-style-type: none"> Item #20-21 – clarified instructional language, moved specific instructions to Form Instructions.
7	<p>(pg. 15)</p> <p>Finding: Part 9, Additional Information About You, item no. 22.a.</p> <ul style="list-style-type: none"> I don't know how to interpret Part 9, Item 22a on whether you are a male living in the U.S. why you were 18-26. <p>Evidence: "I don't know how to interpret this."</p>	<p>Part 9 Additional Information About You</p> <ul style="list-style-type: none"> Item #22.a. - added form instruction, instructing the applicant to not mark yes if they were a lawful nonimmigrant for all of that time period
8	<p>(pg. 38-40)</p> <p>Finding: Part 9, Additional Information About You, items no. 22.a.-22.c. form instructions</p> <ul style="list-style-type: none"> Does my letter explaining my failure to register for Selective Service need to be certified? <p>Evidence: "And a statement regarding your reason for failing to register – 'Is that just me writing a letter? Does it have to be certified? Does it not? Are you going to just accept that?' Most other things have to be certified, but this particular thing doesn't?"</p> <p>(pg. 14-15)</p>	<p>Part 9 Additional Information About You</p> <ul style="list-style-type: none"> Item #22.a. - #22.c – clarified instructional language, moved specific instructions to Form Instructions

	<p>Finding: Part 9, Additional Information About You, item nos. 22.a.-22.c.</p> <ul style="list-style-type: none"> I can't recall if a Selective Service letter was explained here <p>Evidence: "Of course, there's the caveat that could be you didn't live in the country right away and you didn't move out, then you can go in and fill out on their website the 'I didn't know about this' or something - there's a letter that Selective Services will be able to send you. I think a lot of people are probably going to need help with that. I can't recall if that was explained on here."</p> <p>Finding: Part 9, Additional Information About You, item nos. 22.a.-22.c.</p> <ul style="list-style-type: none"> I would be confused about Item 22b., not having to register for Selective Service at age 31 <p>Evidence: "So if you've reached the age of 31, you no longer need to provide that Selective Service? That's why it says 'almost all persons?' So I shouldn't be worried about it? I would be a bit confused... it would be helpful to get a breakdown of who is and who is no longer required because I'm seeing numbers; I'm seeing ages. I don't know if the Selective Service website has additional information on who is not required to apply for Selective Service."</p>	
9	<p>(pg. 18)</p> <p>Finding: Part 9, Additional Information About You, item no. 35</p> <ul style="list-style-type: none"> Part 9, Item 35 on whether applicants are willing to bear arms on behalf of the U.S. was not clear to all participants. <p>Evidence: "I don't understand good what is it."</p>	<p>Part 9 Additional Information About You</p> <ul style="list-style-type: none"> Item #35 – clarified what is meant by "to bear arms"
10	<p>This was not a specific finding in the HSSDI report, however given the confusion or understanding of terminology in item nos. 35 and 37, USCIS reviewers made a corresponding edit to item no. 36.</p>	<p>Part 9 Additional Information About You</p> <ul style="list-style-type: none"> Item #36 – clarified what is meant by "to perform noncombatant services"
11	<p>(pg. 18)</p> <p>Finding: Part 9, Additional Information About You, item no. 37</p> <ul style="list-style-type: none"> Part 9, Item 37 on an applicant's willingness to perform work of national importance under civilian direction is not clear to all participants. <p>Evidence: "I don't understand what it says; I don't understand good the question. What exactly is that? I would say. That is the reason why I skip it."</p>	<p>Part 9 Additional Information About You</p> <ul style="list-style-type: none"> Item #37 – clarified what is meant by "to perform work of national importance under civilian direction"

12	<p>(pg. 17)</p> <p>Finding: Part 9, Additional Information About You, item no. 34</p> <ul style="list-style-type: none"> I don't understand this question in Part 9, Item 34 on willingness to take the full Oath of Allegiance to the U.S. <p>Evidence: "I don't understand this question"</p>	<p>Instructions, [Page 10]</p> <p><i>Oath of Allegiance</i></p> <ul style="list-style-type: none"> Provided link for additional information about the oath, oath modifications, and oath waivers
13	<p>(pg. 24)</p> <p>Finding: Part 1: Information About Your Eligibility</p> <p>Evidence: Two participants commented – "I don't know why I need to fill out these questions" and "I don't know why they ask me for the military service in 1e."</p>	<p>Instructions, [page 19]</p> <p>Part 1, Information About Your Eligibility</p> <ul style="list-style-type: none"> Item # 1.a. – 1.g. - clarified instructions by adding "to identify the basis of your eligibility"
14	<p>(pg. 38-40)</p> <p>Finding: Part 9, Additional Information About You, items no. 22.a.-22.c. form instructions</p> <ul style="list-style-type: none"> Does my letter explaining my failure to register for Selective Service need to be certified? <p>Evidence: "And a statement regarding your reason for failing to register – 'Is that just me writing a letter? Does it have to be certified? Does it not? Are you going to just accept that?' Most other things have to be certified, but this particular thing doesn't?"</p> <p>(pg. 14-15)</p> <p>Finding: Part 9, Additional Information About You, item nos. 22.a.-22.c.</p> <ul style="list-style-type: none"> I can't recall if a Selective Service letter was explained here <p>Evidence: "Of course, there's the caveat that could be you didn't live in the country right away and you didn't move out, then you can go in and fill out on their website the 'I didn't know about this' or something - there's a letter that Selective Services will be able to send you. I think a lot of people are probably going to need help with that. I can't recall if that was explained on here."</p> <p>Finding: Part 9, Additional Information About You, item nos. 22.a.-22.c.</p> <ul style="list-style-type: none"> I would be confused about Item 22b., not having to register for Selective Service at age 31 <p>Evidence: "So if you've reached the age of 31, you no longer need to provide that Selective Service? That's why it says 'almost all persons?' So I shouldn't be worried about it? I would be a bit confused... it would be helpful to get a breakdown of who is and who is no longer required because I'm seeing numbers; I'm seeing ages. I don't know if the Selective Service</p>	<p>Part 9</p> <p>Additional Information About You</p> <p>Item #22.a. - #22.c – Moved and clarified specific instructions from the form to Form Instructions.</p>

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