



# Agenda

## Stakeholder Engagement: Listening Session on Education Strategies for Better Serving Older Applicants and Citizenship Students

December 14, 2011  
1:00-3:00 PM (Eastern)

### Discussion Topics

#### I. Welcome and Introductions

#### II. Background and Goals of the Session

*Laura Patching, Acting Chief, Office of Citizenship, USCIS*

#### III. Facilitated Discussion

*Michael Jones, Division Chief, Citizenship Education and Training, Office of Citizenship, USCIS*

#### [Areas of Concentration]

1. Ability to Process Language and New Information
2. Memorization and Retention
3. Anxiety in Unfamiliar Situations
4. Self Perception
5. Sensory and Mobility
6. Navigating New Technology
7. Other

**Discussion Topics:** For each of the areas of concentration listed above, please consider the following during our discussion:

1. **Challenges:** What are the challenges that older applicants/students face when trying to prepare for the naturalization interview and test?

2. **Contributing Factors:** What are factors that when combined with age, make preparing for the interview and test even more challenging?
3. **What Works:** What are some ways that teachers can help older students overcome or lessen challenges?
4. **New Ideas:** What tools or materials could USCIS create to address some of these challenges?