

Adult Citizenship Education Program Coordinator Skills and Knowledge Guide



**U.S. Citizenship
and Immigration
Services**

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This guide outlines a set of knowledge and skills recommended for coordinators to successfully manage an adult citizenship education program. U.S. Citizenship and Immigration Services (USCIS) is providing this information for professional development purposes; the lists are in no way exhaustive. The eight elements below align with the [Elements of Program Quality for Adult Citizenship Education](#) in the Citizenship Resource Center at uscis.gov/citizenship.

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Element 1: Program Planning and Outcomes

An adult citizenship education program coordinator will have the knowledge and skills to:

- a. develop a schedule for classes;
 - b. prepare and manage the program budget;
 - c. maintain records and files in accordance with USCIS/DHS guidelines;
 - d. compile and send required data and reports to the USCIS Office of Citizenship and DHS Office of Procurement Operations, Grants and Financial Assistance Division, in a timely manner;
 - e. manage the collection of required data such as students' attendance, immigration status, and assessment results;
 - f. maintain or supervise the maintenance of equipment assigned to and purchased by the citizenship program;
 - g. follow all USCIS policies and ensure that federal grant requirements are met; and
 - h. find and use appropriate materials and tools to develop and maintain all aspects of the program.
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Element 2: Instructional Staff Recruitment, Supervision, and Professional Development

An adult citizenship education program coordinator will have the knowledge and skills to:

- a. recruit and hire qualified program staff;
- b. train and mentor program staff:
 1. train all instructional staff on how to use the curriculum to guide instruction; and,
 2. train all program staff on how to follow and interpret agreed upon grant guidelines;
- c. supervise all program personnel (if part of coordinator's role);
- d. ensure required teacher certifications are current (if applicable); and,
- e. evaluate program and staff.

Element 3: Curriculum

An adult citizenship education program coordinator will have the knowledge and skills to:

- a. develop, with assistance from instructors, a comprehensive citizenship curriculum or adapt an existing curriculum to meet the needs of the program;
- b. use standards to develop course outlines and guide instruction;
- c. manage the curriculum and make sure it is updated as needed;
- d. ensure that all teachers are following the curriculum;
- e. assist instructional staff in creating effective syllabi and lesson plans;
- f. train staff in the naturalization content and serve as a resource;
- g. train staff in the civics content and serve as a resource; and,
- h. train staff in the English language content and serve as a resource.

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Element 4: Instruction

An adult citizenship education program coordinator will have the knowledge and skills to:

- a. instruct adult citizenship education courses at all levels when needed;
- b. observe classes at all levels and provide guidance to instructors; and,
- c. assist teachers with developing and improving instructional methodology.

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Element 5: Learner Assessment

An adult citizenship education program coordinator will have the knowledge and skills to:

- a. train staff on how to administer and score standardized testing;
- b. build and maintain an assessment system aligned with the curriculum, place students into levels, and guide instruction;
- c. ensure test security and integrity; and,
- d. train instructional staff to use non-standardized assessments to demonstrate progress.

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Element 6: Learner Recruitment, Orientation, and Retention

An adult citizenship education program coordinator will have the knowledge and skills to:

- a. create an effective marketing plan;
- b. use the marketing plan to promote the program using effective outreach methods;
- c. coordinate the citizenship marketing approaches with the greater agency’s outreach initiatives;
- d. develop and institute comprehensive intake and orientation processes;
- e. implement promising practices to retain students; and,
- f. develop a student evaluation process and analyze the results to improve the program.

Element 7: Support Services

An adult citizenship education program coordinator will have the knowledge and skills to:

- a. provide advice and guidance to students when needed;
- b. develop relationships with community organizations that could provide support services to students;
- c. create a referral-based support services system, both internally and with other organizations; and,
- d. develop a comprehensive case management system to help ensure students receive the support services needed to remain in the program.

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Element 8: Program Environment

An adult citizenship education program coordinator will have the knowledge and skills to:

- a. seek and select adult-appropriate, ADA-compliant sites for classes;
- b. establish classroom sites;
- c. operate and maintain all classroom sites; and,
- d. ensure that sites are safe and free of hazards.