**Interviewer:** Thank you for joining us for this interview, ma. Having gotten your consent to record, I will start the interview now.

**Participant 12:** Okay

**Interviewer:** Before I start. There are 6 sections in the interview. We start with section one, demographic information. So, under this section, I have 5 questions. Let's just go through the questions really quickly. The very first question is, can you share with us your age, your gender, and your country of origin?

**Participant 12:** Okay. I'm from Nigeria, West Africa. I am 58 years old. I am female.

**Interviewer:** Okay.

**Participant 12:** I think that’s it.

**Interviewer:** That's it. Thank you. Questions 2. What is your highest level of education? And what country did you obtain your degrees from? In this question, you can tell us if you have more than one degree, which of the degrees was obtained in Nigeria. If anyone was obtained outside Nigeria, you can also share that with us.

**Participant 12:** I have bachelor's degree in English Language Education obtained in Nigeria, as well as master's degree in English Language Education obtained in Nigeria, as well.

**Interviewer:** Okay. Thank you. How long have you lived in the US? Specifically in Maryland here?

**Participant 12:** About 6 years, now.

**Interviewer:** Sorry! Did you say 5 or 6?

**Participant 12:** 6 years.

**Interviewer:** 6 years. Okay.

**Participant 12:** Yes.

**Interviewer:** Thank you. Next question is what is your current profession or job title in the US here?

**Participant 12:** Okay, here I work as A Direct Support Professional. They call us DSP with the certification as a medical technician, CMT, Certified Medical Technician.

**Interviewer:** Okay, thank you for sharing that. The last question under this section is, can you share with us your profession back in Nigeria before you migrated to the US?

**Participant 12:** Okay, I'm a teacher. I've been teaching since 1990, when I graduated from my first degree. So, I can say I've been teaching for over 25 years now.

**Interviewer:** Before you moved over to the US?

**Participant 12:** Yes.

**Interviewer:** Okay, thank you. We'll talk about that one later in the subsequent sections.

We go to section 2. Section 2, we talk about Push and Pull factors.

Push and pull factors are the factors that influence why and how people migrate from one country to the other. Under this section I have about let me see, I have 4 questions. I will go through the questions now, one after the other. What motivated you to migrate to the US? Were there specific factors in Nigeria that pushed you to leave, e.g. economic, social, or political challenges?

**Participant 12:** Well, economic, I would say but driven by politics, politics of it all. I say economic, because if you work and you don't get paid, your everything is affected. And if you're not getting paid is caused by the politics of the day, then I think the politics is affecting the economy and it just spiraled out of proportion. When you work for 10 months, 12 months, no salary, you are going around borrowing money. Even as a management staff running a whole department, you are expected to run it with your own funds, your own private funds. You're not getting paid. You have to run your department with your own funds. It was very, very frustrating, discouraging, to say the least. So that was a primary reason to begin to think of what other options are there, that someone can explore, that was how it all started.

**Interviewer:** Yeah, thank you for sharing that. The next question I'm going to ask is, what attracted you to the US? And Maryland in particular.

**Participant 12:** Well, if I say the Maryland in particular is because that's where I have some connection, or some contact, or some people I know and care about, and that was what brought me to Maryland. It wasn't as if I had any prior knowledge about a particular place, but I've always known the US like when we were in school, we've always called the US God’s own country, a land of opportunities. And when you are looking for options in the opportunities you have, you tend to look in the direction where you think you can find them more opportunities, so you can choose from. So, the US just came naturally as the first place to check out.

**Interviewer:** Okay, thank you for sharing that. Erm, the last question, under this section is, what challenges have you faced during the migration process? It could be challenges when you started the process while you were still in Nigeria, during the migration, and when you eventually got there.

**Participant 12:** I didn't have much problem coming. I had I had come in for a seminar conference on psychology. I was already toying with the idea of changing my PhD work from African oral literature to psychology. So, when that opportunity for that conference came. I had been having issues with transfer of service from the College of Education, where I was teaching as a principal lecturer to the University, and I was very disappointed that the University is not able to absorb a principal lecturer, except they take that person back down to the rank of an assistant lecturer. So, I was really going to be frustrated if I decided to do that. So, I decided I would change my PhD topic to psychology and come for that conference, so I can see the options I can get, you know, changing my line of study. So, on getting here after the conference I decided to look around and see the options I can get, just to discover that it's not going to be easy to plug myself into my field and looking for another field to continue my project. I needed funds which I didn't have, and the next best thing to do was to try to see how I can get work in other fields. So that I can at least get funds to be able to support the people I left back home some, and then at least look for something else. But so far, it's been. I discovered that I could do the healthcare job very well. I discovered I had a flair for it, and so far, I've been doing it comfortably, and I've been able to support my people back home as much as I as I could. And I'm still hoping that maybe overtime when the people back home, my children have settled down, or found their feet, you know, in a more stable economy. I can go back and retrace my steps back to my PhD and see how to, you know, complete it.

**Interviewer:** Okay, thank you for sharing that extensive information. We'll go to Section 3, professional experiences. I will have to rephrase at least the first 2 questions under this section, because you've touched on them a little bit. And the first 2 questions, the first question, actually, I wanted to understand your career path or your career growth in Nigeria before you moved over to the US. And the second part of Question 2 is, I also wanted you to talk about your career trajectory so far in the United States. You've kind of mentioned a little about this already.

**Participant 12:** Yes.

**Interviewer:** But I want you to answer the question in a way that maybe if you can provide a summary of how you grew through the ranks in Nigeria. You said you were teaching, and in case like you were teaching in, you said College of Education, and you wanted to transfer to a university.

And I also realized that it seems like you started the PhD. program back in Nigeria before you came over here.

**Participant 12:** Yeah.

**Interviewer:** But I don't want to tell the stories for you, but just the little I have understood from what you've said so far, but if you can just provide a short summary of what it was in Nigeria, and how it's going so far.

**Participant 12:** Okay.

**Interviewer:** Yeah.

**Participant 12:** I started teaching in 1990, when I graduated. I taught in high school; that’s secondary school.

**Interviewer:** Okay.

**Participant 12:** I taught all the classes. I taught… I went to an American missionary school. I taught all the grades; Grade 3, Grade 4, Grade 5 before I went into the…by then I got my master’s degree, so I got into the College of Education, where I taught teachers in training. And then it was while I was there, I was in the office of the Dean of Student Affairs, you know and the need because of the, it was under the State government, the need to have a stable salary because the State was not paying regularly. And then no funds came. I was using my private funds to run the department and all that. That was why I wanted to transfer to the University. But unfortunately, even as a principal lecturer in the College of Education, with all the papers I had articles that I published, the University could not absorb me. They don't consider that they just want you to go start from the beginning like a fresh graduate. That was where my frustration came in. I don't think I'll be able to do that because it was going to be more work and less pay.

**Interviewer:** Hmm.

**Participant 12:** And for my age I was not buying it…just imagine having my son's kind of job, less pay and now I'm going to even be the do so much leg work in any department, because I'll be the youngest in rank, and I will…

**Interviewer:** The most junior.

**Participant 12:** Yeah, the most junior, and I will be sent all around. Maybe anytime they want to do anything. I'll be the one sent on errands so, I realized it was going to be very frustrating. That was why the need, and at this time I had already started my PhD, shuttling to Nasarawa State University in Keffi to go see my supervisor, do my presentations. But you know, with all the funds not coming when you need it. Sometimes, when it's time to go. I'm always quarreling. My husband is saying they don't pay you in that place. Why do you keep going there? But you know you can't just stop. If they don't pay you, you're thinking well, one day they will pay because they are just owing you until it becomes clear that you can't take it anymore.

**Interviewer:** Hmm.

**Participant 12:** That was why I finally took off.

**Interviewer:** Okay, thank you for sharing that. And I think you talked about what you are doing here. But let's skip to question 3.

**Participant 12:** Okay.

**Interviewer:** Because you have already addressed the question about what you were doing in Nigeria, and what we are doing in the US. And my take from that is that I can really say you're an educationist. You've taught through elementary school, high school, higher education of learning before coming over. Before I ask the next question, like, how many years of total years of experience did you have in Nigeria?

**Participant 12:** 25 years.

**Interviewer:** 25 years of teaching experience. Okay. Thank you for sharing that. Now, my next question is, how well do you feel your skills and qualifications are being fully utilized in your current role in what you do now?

**Participant 12:** Hmm! Well, for me, I am at home doing what I'm doing now, if you understand what… I enjoy it, because I am still teaching people in a way. I am guiding them. I am helping those who are developmentally and intellectually challenged. So, I still use a lot of my training, I believe in the work I'm doing presently. So even when I got a chance, maybe I can mention this a chance to teach, I still weighed it. I still weighed the income because I have bills to pay here. I have kids in school back home. I need to send school fees, though. I weighed the income and decided I was going to continue with this healthcare for now, because the funds I get from it from doing this job is a bit more than what I will earn from teaching. So, it's been, it's not bad at all. I won't say I'm so totally not using my profession you understand? Many times, I get this question, oh this person, they've been having problems with this person, this particular client, but since she's a whole different person with me, and they are telling me this, and I don't even know what I did. You understand?

Interviewer: (Laughs). Yes!

**Participant 12:** And that person is just going with me flowing with me. Maybe it's just this training and experience that has just become part of me. You know, once a teacher, always a teacher. There's no person who would say I used to be a teacher. You are teacher…

**Interviewer:** You are a teacher for life.

**Participant 12:** Yes, it's part of you. I work in the day program now in the mornings, and I'm changing the boards. I've changed from black history. I've put up St. Patrick's, and they're asking me, where did you learn these things, you know (The interviewer laughs) How do you know all these things, and I'm just wondering, too, that these things where you learn them, they never leave you. Wherever you go, you just keep applying them. So, if we want to make an impact, whatever we've learned, whatever we have, it’s in our hands, we can always still use it to make an impact wherever we go. That is what…

**Interviewer:** Wherever we find ourselves.

**Participant 12:** Yes, wherever we find ourselves.

**Interviewer:** Yes, absolutely. Thank you for sharing that. That's very interesting. Erm, the last question under this section there are 2, but I’ll combine them into one. People talk about the barriers they face in the professional setting, or maybe some people complain about their foreign qualifications not being recognized. Some people complain about discrimination in the workplace. Have you faced any of these barriers, and what strategies have you used to overcome these challenges?

**Participant 12:** Well, I must say that things happen, and we view them from different eyes. Where, what we call discrimination can just be what we call tribalism back home. You know, back home even in Plateau State, where I worked for almost 25 years, I couldn't get a government job there. It was in private schools I was teaching because I was not from Plateau State.

**Interviewer:** But you lived there.

**Participant 12:** That I've lived there. I had all my children there, you know. So, if I could experience that in Nigeria, is it when I get here and I see that preference is given to hiring somebody from here than me, is that what will make me begin to feel sorry for myself for that, if it was easier, why didn't I get it where I was coming from? If you understand what I mean? Because I've experienced that I am more forgiving and accepting of it, and my lawyer told me a parable that I held very close to my mind. He said, here, if an American man beat his wife, he will be sent to jail but if a Nigerian man beat his wife, he will be sent back to Nigeria.

**Interviewer:** Hmmn.

**Participant 12:** So, you see that, that native sense must be there. The fact that you're not from here, first and foremost, your accent makes you stand out. So, if they have preference for the people from here, first, because they have to give their own people a job before you, then so be it. The fact that I am here now. I have to tolerate it. I have to live with it until things get better. So, looking at the condition that I left, that is from no pay, work for 10 months, no salary. Now I am glad that I am being paid. I work; I get paid…

**Interviewer:** Regularly…

**Participant 12:** Haha being paid regularly. I'm able to do those things that I needed funds to do, that I couldn't do before, so it makes me not to focus too much on is this segregation. What do you call it? That someone is segregating against me, or something like that, I just think it's natural.

**Interviewer:** Hmmn.

**Participant 12:** I don't blame anybody for it, but it's only when I believe it's only when people set out to put a stumbling block on somebody's path, that is, when it becomes wrong. But if the thing is done according to how it should be, somebody from here has nowhere else to go. So, they had to take measures to handle whatever situation that comes with them here. But if somebody from Nigeria, for example, they believe, has somewhere to go, so if he can't cope with the way they do things here, then they can send the person back, or something like all the person can go. But even with that we are still… I am personally feel so grateful for the opportunities that they make available. People just say, oh, so you want to do healthcare, even the healthcare job, does it come? They don't just give it. You go for training. You get certifications before you are allowed to do it. Everything is organized. So, I don't understand if somebody is looking down on healthcare jobs, that oh they are doing healthcare job. I'm supposed to be doing this. What is the goal of working, anyway, is to be able to get funds to do, meet your responsibilities

**Interviewer:** Your needs.

**Participant 12:** That you have, so, if you can work, I have a cousin who's an engineer when he came, but since he came, he quickly started nursing, became a nurse. He's been nursing for the past 17 years feeding his family, raising his children. He's just now he's beginning to get so relaxed, okay, this engineering, let me go and check it out (both laughing) but you see, first and foremost, the need was to have money to put food on his table.

**Interviewer:** Table, right.

**Participant 12:** So many of my friends studied English. They've all become nurses, and because that's where they got erm, they know that if they just do these courses, take the certificates, they can get jobs immediately and there's not as much competition in those places. Aha! But the people who are looking for jobs in highly competitive places will see this whole thing in a different light.

**Interviewer:** Oh, that's interesting. Thank you again for providing that insight. We can move to Section 4.

**Participant 12:** Okay.

**Interviewer:** Section 4, we will talk about cultural assimilation and social integration. We try to rephrase the questions so that maybe 5 questions become 3 questions, because some of the questions are linked to each other. So, the first question I'm going to ask you is, have you experienced cultural or social challenges since you migrated or how would you describe your experience of cultural assimilation in Maryland?

**Participant 12:** Well, Maryland has been a very homely place. Not much, I won't say there's segregation per se you're doing, you have living your life just like any other person who is from Maryland and nobody's stopping you. Nobody is harassing you for that. So, I think the place has been very accommodating. Maybe that's why they call the place the Sanctuary State, or something more peaceful, more peaceful than maybe because of the side part of it, because some people will say out there, in Baltimore city, maybe it's tougher or something is rough out faster. I don't know, but so far it has been peaceful apart from the normal daily problems challenges that everybody who lives here who is from this place also face. Those are the kind of challenges we face.

**Interviewer:** Okay, yes, thank you. Generally, Maryland is perceived as a very friendly and very peaceful state.

**Participant 12:** Hmm.

**Interviewer:** Okay, I wanted to ask a question. The next question is about how you have navigated cultural differences in your professional life. You talk a lot about your personal life. Well, I think there are a lot of cultural variations in professional settings. I can give you an example that someone told me, and I find it very interesting. And that example came to my mind now, because talking to you, having walked me through your career trajectory in Nigeria, being an educationist and a teacher. This person told me that…this person was teaching in Nigeria, for, like, I think, 18 years before coming here and found herself in a PhD class. So, she was talking about the power dynamics between professors, lecturers, and students. And one thing that I think she struggled with to navigate was those relationship dynamics coming from the cultural perspective of Africa back in Nigeria, the way they seem to be like one way from the professor just to the student. You ditch out instructions to students, and you expect them to comply. And coming back here, she realizes that, it's more like a 2-way relationship dynamics here. From your experience in Nigeria, being a teacher for 25 years, and coming over here, and you find yourself where you have to also deal with people, even though we can't say they are really students, but you still provide a lot of guidance, a lot of teaching for these people. Do you have any similar cultural challenges experienced in that professional setting. And how did you manage it?

**Participant 12:** We are facing it. We have accepted this as a culture difference, like when I went for the interview, for to teach the guy interviewing me just looked at me and said, do I know that teaching here is different from teaching back home? I said, yes, I know. I'm sure he was, he said, because back home the children are eager to learn. I said, yes. They come with open mind, and you are just dishing it out to them. I said, yes, say, but here these children are not as eager. They sometimes will think that they don't need what you have to even offer.

**Interviewer:** Hmm.

**Participant 12:** So, I said, yes, I understand perfectly, and that's the same you face even with the people we support. Much as you try, so, you really have to have a heart to take care of them, because if you don't, you will just get so upset with some you know, imagine trying to help somebody, and the person is trying to curse you or telling you that he doesn't need your help or something like that. So, you just have to be patient. Often, the system we use with them is to walk them through every step. Anything you're doing with them. Okay, I want to raise your arm so I can do this. I want to, you know. So, you don't just suddenly do anything or touch them. Many have been said to report people that the people harass them, or something, so they blame the work staff for not talking them through anything you are doing with them, and when you see that they consent then you continue.

**Interviewer:** then you move forward!

**Participant 12:** It’s a very independent or **p**eople have become very independent or individualistic. I don't know how to explain it, but I just lump it under a culture thing. It’s a culture they have grown up with. I don't think we can just change it like that, but from working with them over time, they too, begin to adjust, you see them when you leave, when I leave the managers call me. Come, what are you doing with these people? They keep saying, calling your name and tell me they want to go to church with you. I don't know. I just took them to church, that's all because you asked me to take them. Okay, when can you come and take them again? Because they've been telling every staff they want to go to church with you, you know. So sometimes, when you just try to accommodate the cultural difference and be yourself, you know, they see that what you have to offer is something that they liked also, and they are, I always say they say that they are at peace with, you know they it doesn't they feel comfortable with? So they keep asking for it, and we become friends. and I'm sure many times they will just wonder who but you you're just different. Why are you this? You know. It's just because we've been able to maybe blend. We are not judging each other. We are accepting each other the way we are, and seeing that we are blessed. Many of them come to know a lot about Africa just from working with me, because I tell them stories about back home that they would never have known. Many of them may never have heard of Africa or Nigeria before. So, they know a lot because of the interaction, we call it cultural interaction now.

**Interviewer:** Yes.

**Participant 12:** So, and then, once we have that acceptance of each other, we shouldn't have a problem at all. But many times we meet some frustrating, discouraging situations. But once we are on, we treat it with understanding. I think we'll keep moving on.

**Interviewer:** Okay, thank you for sharing that. The last question under this section is, are there specific community networks or organizations that have supported your integration since you came to the US? And how well have these organizations supported your career advancement?

**Participant 12:** Nobody has supported me oh (Both laughing out loud)

**Participant 12:** It’s only God.

**Interviewer:** Okay.

**Participant 12:** Nobody!

**Interviewer:** Okay, thank you. Thank you for sharing that. When people come around like that, there are so many resources that people, some people who have relied on their church. Some people have relied on their maybe cultural groups. Maybe people from the same part of the country. They have a maybe like a cultural group, association of so, so group from so, so, so part of the country. Thank you for clarifying that we go to Section 5.

**Participant 12:** Okay.

**Interviewer:** Here we have 3 questions we talk about dual, cultural and economic challenges. We talk a lot about culture. And the first question I think you've answered this question except you have anything to add to it and the question is, do you feel torn? This is kind of a conflict. Now, do you feel torn between the cultural expectations of Nigeria. that of the United States? How do you navigate this? At times you find yourself, should I? Should I apply my cultural norms, or belief or value from Nigeria? Or should I adopt the one to a particular situation, it can be very conflicting at times.

**Participant 12:** I think there, I feel very happy that I came at this age I am in. I sometimes wonder what I would have done if I had come when I was 20 years old.

**Interviewer:** Hmm.

**Participant 12:** You know, but now I am 58, I can't change much (both laugh). You can't teach an old dog new tricks.

**Interviewer:** Yes.

**Participant 12:** I can't change much, so I am. I am just myself and just be myself, and I'm expecting that anybody who comes close to me will just see me, as I am not trying to be anybody else but me. You know, because if I try, I start trying to be somebody else. I'm going to be tired. I'm already tired. I just have enough energy to be myself, you know, to take me through each day. I don't want to go out of my way to add more tasks and I believe that it's good to just be yourself. No pretense, over time, they will understand that you are just yourself.

**Interviewer:** Okay, thank you so much. The last question here is under this section, sorry, section 5. We still have one more section after this section 5, but we're getting towards the end of it. So, the last question under this section is that have you faced economic challenges related to remittances or supporting family members in Nigeria. What strategies do you use to balance these responsibilities?

**Participant 12:** Economic challenges as in?

**Interviewer:** Maybe economic challenges, maybe struggling to save enough or have enough left over to send to support people back in Nigeria.

**Participant 12:** Yes, it's not enough. The burden I left behind when I left is not, in fact, is not enough. I keep saying, oh, God, why can't you just make opportunity for many of them to come out here too and do all these jobs so that they will be fending for themselves, instead of only me now having to fend for all of them, you know. So, but then, as a Christian, as a child of God, I am still grateful that at least I got this. If I didn't, I'm not here. I can't get this much, I'm getting, much would have suffered you know. Much would have been left undone. So, I'm still grateful that the economic aspect, at least a lot has been achieved. And then we pray, we keep praying for more because there are so many. You know Africa is a family. Everybody is related to everybody, even when you are able to do for your immediate family. You have extended family. You have people from your village, they are your brothers, they are your sisters, and you cannot be completely happy when you see that some of them are still, you know, struggling.

**Interviewer:** Hmm.

**Participant 12:** So, you keep thinking of how to reach out to as many of them as in fact. The goal now is to try to help one person from each family, so that that person will in turn be helping the others.

**Interviewer:** Other people.

**Participant 12:** Something like that.

**Interviewer:** Okay, thank you so much for oh, for talking about that. So, we're on the last section now. I'll just go straight to the questions about 3 questions. So, the first one is do you think there are policies, or programs that are already in existence, that kind of serve as both positive and negative for immigrants. Some of these policies do you think there are policies that help immigrants to thrive in their career? Do you think there are policies that hinder them from thriving? From your experience, living in Maryland.

**Participant 12:** No. I won't say I blame some of those policies, though, but the fact that you have to practically start afresh.

**Interviewer:** Hmmm....

**Participant 12:** Makes it very hard, even when you take your credentials through those international evaluation.

**Interviewer:** Services.

**Participant 12:** Services. They still think, whatever certificates you did not get here does not meet their standard. It's an income generating activities for them. I know that but it makes it very hard to continue with your profession as soon as you land here.

**Interviewer:** Hmmn.

**Participant 12:** You just have to find something else, or else you have to go back home because you have to feed. You have to pay your rent. Those are recurrent expenditures that need to be met now, now so, and in the process, you can start that. And you see that just like me. Now I started that, and I saw that it's paying me more than even my teaching. So let me leave teaching, for now, after all, I've done it for 25 years, you know something like that. So, I just see that that's the main difficulty I see that makes it not easy for people to take off quickly. But when you talk with geographers you talk…my husband is a geographer, he says it's an immigrant problem generally all over the world.

**Interviewer:** All over the world. Okay.

**Participant 12:** When immigrants go out to other places, you just have to start with something you can find immediately, because you need to be feeding yourself and paying your bills before you can settle. So, it takes time to finally find oneself in a satisfying job. Like I was telling you about foster parents. I want to become a foster parent. I've done all the paperwork, all the background check everything, economic check everything. The last thing now is that I don't have a green card yet.

**Interviewer:** Hmm.

**Participant 12:** So, there are certain professions you just cannot enter. You cannot have.

**Interviewer:** Even if you have work authorization.

**Participant 12:** Yes, you cannot have it, because you have not, you don't have a green card yet.

**Interviewer:** Okay.

**Participant 12:** So those are the limitations. But basically, we are still grateful that at least you can have a job. You know.

**Interviewer:** And income.

**Participant 12:** And yeah, you can have an income. So, when you look at it that way, we just wish that well, maybe someday it could become better.

**Interviewer:** Okay, thank you for explaining that. Yeah, just 2 more questions to go. Let me take the next one really quickly. You talk about these challenges. So, my question is, what changes or support systems or policies or programs do you think can be implemented to address some of these barriers that you talked about, and that other people have talked about too?

**Participant 12:** Hmmn. It's hard to say now, because even the ones there before the noose is getting tighter, they are tightening it even more now.

**Interviewer:** Hmm.

**Participant 12:** We have hope. Hope keeps us alive right? So, we hope that these people can become more flexible accept somebody has been teaching or 25 years somewhere. The fact that my accent is Nigerian does not make me an illiterate.

**Interviewer:** Hmm.

**Participant 12:** We knew that long ago, back when we were young, when the Chinese and Indians will come. We thought they were illiterate because they could not speak English, but we later saw that many of them had PhDs. They already had PhDs in their own language.

**Interviewer:** Hmm...

**Participant 12:** From their own country and every PhD is PhD anywhere. People have been put through the discipline of it. It's not just the accent or whatever they study. The discipline of studying is something that makes that transforms somebody's life. So, if somebody has passed through that discipline, it should be respected.

**Interviewer:** Hmm.

**Participant 12:** You know, but it can be frustrating or discouraging like in my work now, sometimes because they are not expecting me to talk sense. Let me just say to talk like somebody who has been to school. They're not expecting it. So, when I talk some things they look at. Where did you know this? Where did you learn this? You know.

**Interviewer:** Hmmm....

**Participant 12:** You get that kind of, but it's because if you will say I'm in the wrong place or something, because I'm not in my, if I was in the school, they would not say, where did you learn this? Because they automatically know that I'm trained, you know, for that.

**Interviewer:** Hmm.

**Participant 12:** So, I don't know how it's going to improve, especially there are economic reasons if they have to make people do it all over again, just so they can earn some money. This economy can earn some money from training the person. All these certifications we do, CMT every certification, we pay money for them and we renew them every year.

**Interviewer:** Hmm.

**Participant 12:** You see. So, it's an income generating activity. So that's why I'm thinking it's going to be hard to phase out. In fact, the only phasing out we can have is when the organizations like these agencies that employ us are beginning to pay for those training. When I paid for the training myself, I would pay up to $400 for one certificate course. But now the organizations we work with are the ones that tell you when you have expired, and they set you up for the training and pay for it and pay you even for the hours while you are getting the training.

**Interviewer:** Hmmm...

**Participant 12:** Maybe, if more. more organizations set out to support immigrants when they come in like that and in different professions, so that the people can just finish this and then go into it into their work. Maybe that' should be one way that

**Interviewer:** That can relieve the burden

**Participant 12:** Yes, the burden can be relieved, because if they hire you as you come, as they are training you, they are paying you. You see that you are getting double. You are getting the training you are getting paid for working. So, you are being you are able to feed yourself and then you are benefiting. You are working, you know, for them also.

**Interviewer:** Hmm....

**Participant 12:** I think if more of them can do that, it should, it should help to alleviate the initial struggle, culture, shock, that immigrants get way as soon as they land.

**Interviewer:** Okay, thank you so much. I can now say that we have eventually come to the end of the interview, except that if you have any additional comment or insight you would like to share.

**Participant 12:** Hmm! I think. I've said most of it. Let me just avoid repetition, so that I don't repeat myself.

**Interviewer:** Okay, thank you so much.

**Participant 12:** (Inaudible) opportunity to… some of the things I said. I probably didn't remember that I still knew them or I could still express them, so, I appreciate this opportunity that I got to express them. Thank you so much.

**Interviewer:** Thank you so much for sharing this valuable input during this interview. So please let me know if you would like to receive a summary of the research findings. Once the research is completed, I will provide you with a copy via email.

**Participant 12:** Okay, no problem. I would love that.

**Interviewer:** Thank you so much. I will stop the recording now.

**Participant 12:** Thank you, too.

**Interviewer:** Thank you.