

## Department of Homeland Security - Satisfaction Survey of Resettlement Support Centers

OMB Control Number 1615-0121

Expiration Date 12/31/2014

The purpose of this survey is to help U.S. Citizenship and Immigration Services (USCIS), which is a component of the Department of Homeland Security (DHS), improve the quality and consistency of its refugee adjudications. Participation is voluntary and DHS has taken every effort to ensure the anonymity and confidentiality of responses. This survey is authorized by the Office of Management and Budget Control No. 1615-0121 and will take approximately 10 - 15 minutes to complete.

We know your time is valuable, and we appreciate your participation.

Please remember to click the "Done" button to submit your responses.



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## Background

1. In which region is your Resettlement Support Center (RSC) located?

- |                               |                                     |   |
|-------------------------------|-------------------------------------|---|
| <input type="radio"/> Africa  | <input type="radio"/> East Africa   | <input type="radio"/> Middle East Northern Africa |
| <input type="radio"/> Austria | <input type="radio"/> Eurasia       | <input type="radio"/> South Asia                  |
| <input type="radio"/> Cuba    | <input type="radio"/> Latin America | <input type="radio"/> Turkey Middle East          |

2. How do you typically interact with DHS? Select all that apply.

- Scheduling the dates of the circuit ride
- Scheduling the cases for interview during the circuit ride
- Preparing the documentation for the cases (e.g. family tree, I-590, persecution claim, etc.)
- Prescreening applicants who were granted access to USRAP
- Problem-solving/trouble-shooting during circuit rides
- Following-up with DHS about cases that are pending/on hold
- Logistics/security coordination for the circuit ride
- Circuit rides support
- RSC field team/team leader working with DHS teams on circuit rides
- None of the above

3. How often do you have contact with DHS?

- |   |  |  |
|---|--|--|
| <input type="radio"/> Daily                 | <input type="radio"/> About twice a month          | <input type="radio"/> Five to six times per year       |
| <input type="radio"/> At least once a week  | <input type="radio"/> One to two times per year    | <input type="radio"/> I rarely interact with DHS       |
| <input type="radio"/> At least once a month | <input type="radio"/> Three to four times per year | <input type="radio"/> I have never interacted with DHS |



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**Regional Desk Officers**

Considering your interaction with the Washington-based DHS Regional Desk Officers in the past six months, please answer the following questions

4. How satisfied are you with the **DHS Regional Desk Officers** in the following areas? Please use a scale from 1 to 5, where "1" is "very dissatisfied" and "5" is "very satisfied."

	1. Very Dissatisfied	2. Dissatisfied	3. Neither Satisfied nor Dissatisfied	4. Satisfied	5. Very Satisfied	Not Applicable
Contact with the Desk Officers before a circuit ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of time prior to a circuit ride that contact with Desk Officers begins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of information the Desk Officers send prior to a team's arrival in country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication skills of Desk Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of response from Desk Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of the communications received from Desk Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistency of the communications received from the Desk Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments, if any:





**Interviewing Officers**

Considering your interaction with the **DHS Interviewing Officers** in the past six months, please answer the following questions:

5. How satisfied are you with the DHS Interviewing Officers in the following areas? Please use a scale from 1 to 5, where "1" is "very dissatisfied" and "5" is "very satisfied."

	1. Very Dissatisfied	2. Dissatisfied	3. Neither Satisfied nor Dissatisfied	4. Satisfied	5. Very satisfied	Not Applicable
Respectfulness of Officers toward RSC staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respectfulness of Officers toward Applicants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication Skills of Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem solving/conflict resolution of Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall interactions with Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments, if any:



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**Team Leaders**

Considering your interaction with the **DHS Team Leaders** in the past six months, please answer the following questions:

6. How satisfied are you with the **DHS Team Leaders** in the following areas? Please use a scale from 1 to 5, where "1" is "very dissatisfied" and "5" is "very satisfied."

	1. Very Dissatisfied	2. Dissatisfied	3. Neither Satisfied nor Dissatisfied	4. Satisfied	5. Very Satisfied	Not Applicable
Respectfulness of Team Leaders toward RSC staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication Skills of Team Leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistency of communications received from Team Leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem solving, cooperation, and conflict resolution of Team Leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
End of trip informational meetings and briefings by Team Leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team Leaders' interactions with the interpreters (introductions, communicating expectations, work hours, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manner in which Team Leaders handle emergency situations and/or evacuations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall interactions with Team Leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments, if any:



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### Fingerprinters

Considering your interaction with the **DHS Fingerprints** in the past six months, please answer the following questions:

7. How satisfied are you with the respectfulness of the **DHS Fingerprints**? Please use a scale from 1 to 5, where "1" is "very dissatisfied" and "5" is "very satisfied."

1. Very Dissatisfied    2. Dissatisfied    3. Neither Satisfied nor Dissatisfied    4. Satisfied    5. Very satisfied    Not Applicable

                  

Additional comments, if any:



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**Quality of Adjudication Decisions**

8. How satisfied are you with the quality of the decisions in the following areas? Please use a scale from 1 to 5, where "1" is "very dissatisfied" and "5" is "very satisfied."

**NOTE: We understand that RSC employees are not trained as adjudicators and are not responsible for knowing all of the laws, policies and procedures that relate to refugee eligibility. Nevertheless, we are interested in your perspective and value your opinion on the quality of our work. However, if you do not review written decisions, please select "Do Not Know/Not Applicable" below.**

	1. Very Dissatisfied	2. Dissatisfied	3. Neither Satisfied nor Dissatisfied	4. Satisfied	5. Very Satisfied	Do Not Know/Not Applicable
Quality of decisions made by officers/supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistency of decisions made by officers/supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volume of cases placed on hold by officers/supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reason cases are placed on hold by officers/supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Officer/Supervisor's knowledge of country conditions in the refugee's home country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments, if any:



**Policies and Procedures**

9. How strongly do you agree with the following statement? Refugee interview policies and procedures are consistently applied from team to team.

1. Strongly Disagree	2. Disagree	3. Neither Agree nor Disagree	4. Agree	5. Strongly Agree	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments, if any:



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**Overall Satisfaction**

10. How satisfied are you overall with the refugee work performed by DHS? Please use a scale from 1 to 5, where "1" is "very dissatisfied" and "5" is "very satisfied."

1. Very Dissatisfied	2. Dissatisfied	3. Neither Satisfied nor Dissatisfied	4. Satisfied	5. Very Satisfied	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. What can DHS do to improve its refugee adjudications?

*When providing suggestions please consider things that DHS Desk Officers, Team Leaders, Interviewing Officers, and Fingerprinters could do differently. We value your feedback! We will carefully review all comments in order to determine how we can improve our services.*

Please remember to click the "Done" button below to submit your responses.

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 10 - 15 minutes per response, including the time for reviewing instructions, completing and submitting the form. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Los Angeles Asylum Office, Room #82, 1585 S. Manchester Avenue, Anaheim, CA 92802-2907. Do not send the completed form to this address. OMB No. 1615-0121.

Thank you for participating in our survey!

100%