## SWT Check-in Survey Summer 2021

Q1 Dear Summer Work and Travel (SWT) Program Participant: We are emailing you from the Department of State, Bureau of Educational and Cultural Affairs (ECA). The SWT team oversees your U.S. sponsor to ensure your health, safety, and welfare while you are in the United States. You are invited to take part in a survey to let us know about your program experiences thus far. Your participation in the survey is **completely voluntary** and will take approximately15 minutes. If you choose to participate, you can stop the survey at any time or refuse to answer any questions. The survey will be used solely to determine areas for improvement and growth of the SWT program. The SWT Team may follow up with sponsors regarding major concerns raised by survey responses, but the team will not reveal your identity if you choose to remain anonymous. The deadline to participate is 11:30 p.m., Friday, July 23.

Regards,

U.S. Department of State Bureau of Educational and Cultural Affairs Summer Work Travel Team Washington, D.C.

Q1a Would you like to participate in this survey?

O Yes

O No

Skip To: End of Survey If Q1a = No

Q2 Would you like to remain anonymous?

🛈 Yes

J No

Skip To: Q4 If Q2 = Yes

Q3 Please enter your name as it appears on your passport.

O First Name:	

O Last Name \_\_\_\_\_

Q4 Please select your country of citizenship.

▼ Afghanistan (1) ... Zimbabwe (205)

Q5 Please select the state where you currently work.

▼ Alabama (1) ... Wyoming (52)

Q5a In which city do you currently work?

Q6 What is the company name of your employer?

O Company name: \_\_\_\_\_

Q6a Please select the position type that best describes your primary job.

- O Admissions (e.g., ticket sales, ticket scanning)
- O Cashier/Retail Sales/Store Clerk
- O Customer Service (e.g., front desk, guest services, customer support)
- Door-to-Door Sales
- Equipment/Vehicle Rental Attendant

J	Food/Beverage	Server	(e.a.,	waiter/waitress.	bartender.	steward)
-	1 000, Develuge	001001	(c.g.,	wallen wall 000,	builtenaci,	Stewaraj

- Games Attendant
- O Host/Hostess
- O Housekeeping (e.g., room attendant, houseman, laundry, public area attendant)
- U Instructor (e.g., ski/snowboard, kayak/paddleboard, sailing, other)
- U Kitchen Worker (e.g., cook, food prep, busser, runner, dishwasher)
- Lifeguard/Pool Attendant
- O Maintenance (e.g., janitorial/custodial, groundskeeping, utility worker)

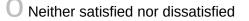
O Manager/Supervisor

- O Parking attendant
- O Performer/Entertainment
- Ride/Lift Attendant/Operator
- Security
- O Store/shelf stocker
- O Other \_\_\_\_\_

Q7 How satisfied are you with your primary job?

🔾 Very	satisfied
--------	-----------

**Satisfied** 



Dissatisfied

## O Very Dissatisfied

Display This Question: If Q7 = Dissatisfied Or Q7 = Very Dissatisfied

Q7a Why are you dissatisfied with your primary job? Please select all that apply.

Duties different than expected
Hours different than expected
Mistreatment by management or co-workers due to gender
Mistreatment by management or co-workers due to race/ethnicity/nationality
Mistreatment by management or co-workers due to sexual orientation
No pay received
Not enough COVID-19 personal protection equipment/supplies issued
Pay different than expected
Position different than expected
Problem getting a social security card
Unsafe working conditions
Workplace too far from housing
Other

If Q7a = Mistreatment by management or co-workers due to gender

Or If Q7a = Mistreatment by management or co-workers due to race/ethnicity/nationality

Or If Q7a = Mistreatment by management or co-workers due to sexual orientation

Q7b Please explain the mistreatment you experienced.

Display This Question: If Q8 = No

Q8a Why did you leave your primary job?

I was fired

Never intended to work there through my entire program

Problems with co-workers

Problems with supervisor/manager

Please explain any other reason(s):

Q9 How satisfied are you with your housing?

• Very satisfied

Satisfied

O Neither satisfied nor dissatisfied

Dissatisfied

Uvery dissatisfied

If Q9 = Dissatisfied

Or Q9 = Very dissatisfied

Q9a Why are you dissatisfied with your housing? Please select all that apply.

Different from housing agreement

Far from work

High rent

Not enough bathrooms

Not enough bedrooms

Unable to practice social distancing

Unsafe housing conditions

Mistreatment by management or co-workers due to gender

Mistreatment by management or co-workers due to race/ethnicity/nationality

Mistreatment by management or co-workers due to sexual orientation

Other

If Q9a = Mistreatment by management or co-workers due to gender

Or Q9a = Mistreatment by management or co-workers due to race/ethnicity/nationality

*Or Q9a = Mistreatment by management or co-workers due to sexual orientation* 

Q9b Please explain the mistreatment you experienced.

Q10 How satisfied are you with the transportation options (e.g. bike, public bus, employer shuttle) in your placement city?

• Very satisfied

Satisfied

Neither satisfied or dissatisfied

) Dissatisfied

Very dissatisfied

Display This Question:

If Q10 = Dissatisfied

*Or Q10 = Very dissatisfied* 

Q10a Why are you dissatisfied with the transportation options? Please select all that apply.

Employer shuttle does not arrive as scheduled

Employer shuttle is not frequent enough

Employer shuttle lacks space

Employer shuttle takes too long to get to work/home
Limited public transportation options
Transportation options are too expensive
Unable to practice social distancing
Unsafe walking or bike routes
Other

Q11 Please indicate your level of agreement with the following statement. "When I interact with Americans on the job, I am able to experience U.S. culture."

U	Strongly Agree
0	Agree
0	Neither agree or disagree
0	Disagree

J	Strongly	Disagree

Q11b Please indicate your level of agreement with the following statement: "When I interact with Americans outside of my job, I am able to experience U.S. culture."

O Strongly Agree

Agree

U	Neither	agree	or	disagree
---	---------	-------	----	----------

O Disagree

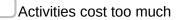
O Strongly Disagree

Q11c Has your understanding of U.S. culture increased?

O Strongly Agree	
O Agree	
O Neither agree or disagree	
O Disagree	
O Strongly Disagree	
Display This Question:	
If Q11b = Yes	
Q11d Have you participated in American culture? Yes. Please explain:	
No	

Display This Question: If Q11b = No

Q11e What prevents you from experiencing American culture? Please select all that apply.



I have no time because of work schedule

I prefer to only work

 $\Box$ I'm unable to travel easily to places

Other

Q12 Please select your U.S. Sponsor.

▼ A Cultural Exchange Service, Inc. (ACES) (1) ... I don't know my U.S. Sponsor's name (43)

Q14 How satisfied are you with your U.S. Sponsor?

• Very satisfied

**Satisfied** 

ONeither satisfied nor dissatisfied

Dissatisfied

Verv	Dissatisfied
very	Dissalisiieu

Display This Question: If Q14 = Dissatisfied Or Q14 = Very Dissatisfied

Q14a Why are you dissatisfied with your U.S. Sponsor? Please select all that apply.

	Didn't	approve	iob	request
_	Diant	approve	100	request

Didn't help with housing problems
Didn't help with job problems
Didn't help with medical questions
Didn't help with transportation problems
Didn't provide enough information prior to my arrival in the United States
Didn't respond to questions
Does not contact me at least once per month
Mistreatment by sponsor
Other
Display This Question:

If 14a = Mistreatment by sponsor

Q14b Please explain the mistreatment you experienced.

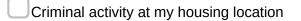
Q15 During your program experience, has there ever been a time when you felt unsafe?

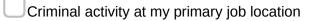
) Yes

**O** No

If Q15 = Yes

Q15a Why do/did you feel unsafe? Please select all that apply.





Criminal activity near my housing location

Criminal activity near my primary job location

Early morning work hours

I don't understand English

Insufficient bike lanes/No accessible bike lanes

Lack of transportation

Late night work

Not enough lights on streets between primary job and housing

Not enough personal protection equipment provided

Not enough sidewalks on streets between primary job and housing

Mistreatment by co-worker
---------------------------

Mistreatment by landlord

Mistreatment by manager/supervisor

Unable to practice social distancing

Other \_\_\_\_\_

- If 15a = Mistreatment by co-worker
- Or If 15a = Mistreatment by landlord
- Or If 15a = Mistreatment by manager/supervisor

Q15b Please explain the mistreatment you experienced.

Display This Question:
If Q15 = Yes
Q15b Have the issue(s) been resolved?
O Yes
ΟΝΟ
Q16 Overall, how satisfied are you with your program experience?
O Very satisfied
O Satisfied
O Neither satisfied nor dissatisfied
O Dissatisfied
O Very dissatisfied
Q17 Is there anything you wished you knew before you arrived in the United States that your sponsor, employer or local agency did not tell you?
O Yes
ΟΝο

Display This Question: If Q17 = Yes Q17a What do you wish you knew more about before you arrived in the United States? Please select all that apply.

**O** Job offer that clearly states: job duties, hours earned weekly/bi-weekly, wages earned, pay deductions (such as for any housing), schedule of housing deductions weekly or bi-weekly basis

U	Housina	amenities	(e.a.,	furniture.	dishes.	bedding.	wi-fi)
-	riouonig	amoniaoo	(o.g.,	rannicaro,	aioi100,	souching,	*** ***

O Housing facilities (e.g., kitchen, laundry, bathroom)

U Housing location

U Living costs (e.g., rent, transportation, food, utilities)

(	)	Local	area	resources	, (e.g.,	urgent	care,	hospitals,	libraries,	churches,	grocery	stores

(i.e., Walmart)

igcup Local transportation options in the area

O Number of assigned people to housing and/or bedroom

igcup Program rules and regulations  $\cdot$  Terms/conditions of the job

- O Sponsor policies on job or housing changes
- U.S. tax system (i.e., deductions from job wages, filing a return)

Q18 Is there anything else you would like us to know?

**O** Yes

O No

Display This Question: If Q18 = Yes

Q18a Please share your comments: (250 max. characters)

Q19 Are you aware of the Department of State emergency contact information?

🛈 Yes

O No