

# 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 approximately 15 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.

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Q1a Would you like to participate in this survey?

Yes

No

*Skip To: End of Survey If Q1a = No*

Q2 Would you like to remain anonymous?

Yes

No

*Skip To: Q4 If Q2 = Yes*

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

First Name: \_\_\_\_\_

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?

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

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

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

- Food/Beverage Server (e.g., waiter/waitress, bartender, steward)
- Games Attendant
- Host/Hostess
- Housekeeping (e.g., room attendant, houseman, laundry, public area attendant)
- Instructor (e.g., ski/snowboard, kayak/paddleboard, sailing, other)
- Kitchen Worker (e.g., cook, food prep, busser, runner, dishwasher)
- Lifeguard/Pool Attendant
- Maintenance (e.g., janitorial/custodial, groundskeeping, utility worker)
- Manager/Supervisor
- Parking attendant
- Performer/Entertainment
- Ride/Lift Attendant/Operator
- Security
- Store/shelf stocker
- Other \_\_\_\_\_

Q7 How satisfied are you with your primary job?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied

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 \_\_\_\_\_

Display This Question:

*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.

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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
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Display This Question:

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 \_\_\_\_\_

*Display This Question:*

*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.

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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."

- Strongly Agree
- Agree
- Neither agree or disagree
- Disagree
- 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."

- Strongly Agree
- Agree
- Neither agree or disagree



Disagree

Strongly Disagree

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

Strongly Agree

Agree

Neither agree or disagree

Disagree

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.

Activities cost too much

- I don't have information about things to do
- I have no time because of work schedule
- I prefer to only work
- 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
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very Dissatisfied

*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 job 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.

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

- Yes
- No

Display This Question:

If Q15 = Yes

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

- Criminal activity at my housing location
- Criminal activity at my primary job location
- 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 \_\_\_\_\_

*Display This Question:*

*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.

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*Display This Question:*

*If Q15 = Yes*

Q15b Have the issue(s) been resolved?

Yes

No

Q16 Overall, how satisfied are you with your program experience?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

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?

Yes

No

*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.

- 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
- Housing amenities (e.g., furniture, dishes, bedding, wi-fi)
- Housing facilities (e.g., kitchen, laundry, bathroom)
- Housing location
- Living costs (e.g., rent, transportation, food, utilities)
- Local area resources , (e.g., urgent care, hospitals, libraries, churches, grocery stores (i.e., Walmart)
- Local transportation options in the area
- Number of assigned people to housing and/or bedroom
- Program rules and regulations · Terms/conditions of the job
- 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?

- Yes
- No

*Display This Question:  
If Q18 = Yes*

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

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

- Yes
- No