

Surveyors' guide

2024 Asylum Seeker and Migrants Survey

Survey purpose

To better understand what asylum seekers and migrants are experiencing and release a report on ways that the city must improve its services in order to meet the needs of asylum seekers.

Survey instrument

Surveys will be conducted verbally, and the responses captured by the surveyor using the survey instrument. The survey can be accessed using any internet-enabled device, including computers, tablets, and mobile phones.

Link to survey	https://bit.ly/asylumsurvey2024 Use the “Fill again” button at the end of a submission to start a new survey
Survey length	20–30 minutes
Survey languages	English, Spanish, French, Arabic By default the survey language is in English. To change the language of the survey, use the language drop down in the upper-right corner. You can change the language at any time without affecting your progress. You can enter responses in English or any of the survey languages.
Survey sections	<ol style="list-style-type: none">0. Introduction1. Language2. Arrival + Wellbeing3. Healthcare4. Employment5. Housing6. Immigration7. Background + Demographics

Pitching the survey

- Keep the survey introduction short, but let people know the purpose as well as gift card/incentive for completing the survey. The survey itself includes a script.
- If asked, you can let people know that the survey will take about 20 minutes, and that all responses will be anonymized in the survey results and each person's identity will be kept confidential.
- If the person you are interviewing is not a newly arrived immigrant (**arrived in New York in 2021 or later**), then kindly let them know that they are not eligible for the survey.

Capturing answers

- Almost all questions in the survey require a response. Required questions are marked with a red asterisk (*). This means you may need to clarify your question, or the respondent's answer, in order to choose a response.
- There are three questions in the Employment section (Q19, 23, 29) that all use the same long list of response options that represent different types of work occupations. **Review and familiarize yourself with the list to help speed up recording responses for these questions.**
- In the Background + Demographics section, there is a question about country of origin where the response field requires searching by country name. **Regardless of what survey language you use, the country names will be in English, so please search for countries in English.**
- Response options with circles next to the answers mean you can only choose one.
- Response options with squares next to the answers means you can select more than one. These questions will also be labeled "Select all that apply."

Frequently asked questions by respondents

Here are some example responses to frequently asked questions and common scenarios:

- Q: How long will this survey take?
A: *It will take about 20 minutes.*
- Q: Will what I share affect my immigration status / end up in the wrong place?
A: *Your answers are anonymized and your identity will be kept confidential. Our goal is to better understand the needs of newly arrived migrants so we can better advocate for them.*
- Q: Where can I find help / resources (on employment, housing, legal assistance)?
A: *Unfortunately we don't have any direct service to offer but we are urging the local, state, and federal government to provide more support. We do have a [manual with resources](#) that I can text you after this survey. Would you like me to text it to you?*

- Q: Why are you asking me about my gender identity?
A: *We are asking because we want to get the full range of experiences within our community and we don't want to make assumptions about anyone's identity.*
- Q: What is Temporary Protected Status (TPS)? Should I apply for it?
A: *Temporary Protected Status is only available to migrants from certain countries. Different rules apply when it comes to applying for work authorization under TPS. I'm not a legal expert and don't want to give you the wrong information. I can share a MRNY resource manual that includes contact information for organizations that can offer legal advice and assistance.*
- Respondents may open up and share their difficult experiences and trauma with you. *Listen and give people the time to share. You can then respond by validating their feelings and affirming them, for example by saying "I'm so sorry this happened to you" and by acknowledging their courage "Thank you for something so difficult / painful with me." Afterwards, you can ask if they'd be OK with resuming the survey, as well as offer to share resources with them after the survey. The [MRNY manual with resources](#) includes mental health resources as well.*

Closing the survey

- Thank the respondent for their time and for sharing.
- Be sure to capture how they want to receive their gift card for completing the survey.