

# Asylum Seekers + Migrants Survey

Staff + Volunteers Training Guide

Link to survey: [bit.ly/asylumseekersurvey](https://bit.ly/asylumseekersurvey)

## Survey Purpose

The main purpose of the survey is 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.

### Goal # of survey responses: 400

1 in every 3 appointments should complete the survey.

## Survey Method

- Surveys should be conducted before respondents receive their phone.
- Surveys will be conducted verbally, and the responses entered into the survey form on a tablet.
  - Alternatively, if the respondent is not comfortable with completing a survey verbally, they have the option to complete the survey themselves using the tablet directly. We expect a verbal survey to be the preferred method for most people, but this is another option.
- Participating in the survey is ultimately optional – respondents will get a phone either way.

<b>Appointment time</b>	30 minutes
<b>Survey length</b>	15–20 minutes
<b>Survey language</b>	Spanish
<b>Maximum # of survey questions</b>	50
<b>Survey sections</b>	<ol style="list-style-type: none"><li>0. Introduction + Consent</li><li>1. Wellbeing + Support</li><li>2. Health Needs + Access</li><li>3. Financial Needs + Employment</li><li>4. Housing</li><li>5. Immigration Process</li><li>6. Background + Demographics</li></ol>

## Things to Remember

### 1. Accessing the Survey

- a. The survey can be accessed at [bit.ly/asylumseekersurvey](https://bit.ly/asylumseekersurvey)
- b. Use the “Fill again” button at the end of the submission to start a new survey

### 2. Pitching the Survey

- a. It is important to let participants know the purpose of the survey, that it will take 15 minutes, and that their answers will be anonymized in the results and their identity will be kept confidential. Here is a sample script for introducing the survey that will be included at the start of the survey form.
  - i. *“Before completing your appointment, I’d like to let you know that Make the Road New York and Hester Street are conducting a survey to better understand and advocate for the experiences and needs of asylum-seekers and migrants who have recently arrived in New York. The survey takes about 15 minutes, and your answers will be anonymized in the survey results and your identity will be kept confidential. I will be asking the survey questions – please answer them to the best of your ability and if you have any questions during the survey, feel free to ask me.”*
- b. If participants ask if the survey is required in order to receive a phone, reiterate that **it is not required but we encourage them to do the survey**, then make the ask again.
- c. If participants decline to do the survey, they can just move on with finishing up the appointment.

### 3. Consent + Confidentiality

- a. Be sure to clearly read out the confidentiality information before starting the survey. It is important the participants know that their answers will be anonymized in the results and their identity will be kept confidential.

### 4. Survey Sections

- a. Begin each section of the survey with a brief introduction to the section. For example, *“Now I will ask you a series of questions about your health and access to healthcare.”*

### 5. Capturing Answers

- a. Questions with  circles next to the answers mean you can only choose one answer
- b. Questions with  squares next to the answers means you can select more than one answer. For questions with multiple answer options:

- Ask the question and listen for answers that best match the options presented
- If the respondent provides an answer that doesn't match any of the options presented, capture their answer using "Other", which is always at the bottom of the list of options
- If the question doesn't apply to the respondent or they choose not to provide an answer, leave all options blank / unselected
- **If the answer options are written as questions**, read each option out loud and confirm yes or no with the respondent. Example of this type of question below:

26. At work, have you suffered any of the following exploitative or abusive conditions...

- Not receiving your pay?
- Feeling threatened because of your immigration status?
- Safety hazards?
- Anything else?

## 6. Participant questions + concerns

- a. If respondents have questions that are not about the survey itself, for example questions about where to get resources, respond to the best of your knowledge and/or direct them to relevant MRNY staff after the survey ends.
- b. If respondents have questions about the survey, here are some example responses:
  - Q: Is completing this survey required in order to receive a phone?  
A: *No, you do not need to complete this survey to get a phone. This survey will take 15 mins at the maximum, and we are already xx mins through it. The main purpose is to survey asylum seekers and migrants and release a report on ways in which the city must improve services in order to meet the needs of asylum seekers. Are you okay with continuing?*
  - Q: I don't want my name/identity attached to this report!  
A: *Your name will not appear anywhere in this report. Your answers will be anonymized in the survey results and your identity will be kept confidential.*
  - Q: By when will this report come out? Will it be public?  
A: *As of now, Make the Road New York is planning to publish the report publicly by summer of this year.*

- c. If participants decline to continue the survey, end the survey and complete the appointment. To start a new survey, refresh the webpage.

**7. Closing the survey**

- a. Thank the respondent for their time and finish the appointment.