

# **USCIS Refugee, Asylum and International Operations Directorate Asylum Customer Satisfaction Survey**

## **Summary**

During fiscal year 2012, the USCIS Refugee, Asylum and International Operations Directorate partnered with the Research and Evaluation Division of the USCIS Office of Policy and Strategy to design and implement a customer satisfaction survey for asylum applicants. During fiscal year 2012, the USCIS Refugee, Asylum and International Operations Directorate partnered with the Research and Evaluation Division of the USCIS Office of Policy and Strategy to design and implement a customer satisfaction survey for asylum applicants.

## **Survey Approach and Methodology**

- The survey was analyzed using the industry-standard American Customer Service Index (ACSI) methodology.
- The survey was distributed in person at all eight USCIS Asylum Office locations including Arlington, Chicago, Houston, Los Angeles, Miami, Newark, New York, and San Francisco.
- A total of 933 survey responses were collected from customers across all eight asylum offices.
- The survey was translated and made available in the top 12 languages spoken by asylum applicants, including: Arabic, Amharic, Chinese, English, French, Gujarati, Haitian Creole, Nepali, Punjabi, Russian, Spanish, and Tigrinya.
- In order to avoid any potential bias resulting from the asylum decision, surveys were distributed after the interview but before service of the final decision.

## **Results**

- USCIS Asylum Offices scored very highly on the overall ACSI Customer Satisfaction Index: 87 out of 100. That score is approximately 20 points above the latest federal government average for citizen satisfaction with government services.
- Ratings of the asylum officer had a very high impact on overall satisfaction.
- Asylum Office front desk staff were uniformly rated very highly (scoring at or above 90) at all locations.
- 45% of respondents had visited the USCIS website seeking asylum information; the satisfaction rating for the website was 85.
- Overall, 83% of respondents felt that the asylum officer was neutral during their interview. Among those who felt that the officer was argumentative or biased (17% of respondents), the overall satisfaction rating was approximately 20 points lower.
- The most common complaint across the eight asylum offices related to customer wait time for the start of the asylum interview. Despite this fact, satisfaction with the interview start time was relatively high at 82.
- The charts below break down the survey results by: 1) Office Location and 2) Survey Question.

