

Appendix D: Survey of CIC visa offices

1. Mission location:

Section 1: Program delivery

2. Please rank each temporary resident stream below according to the level of effort required to process a typical application at your mission (1 = most effort and 3 = least effort).

(LEVEL OF EFFORT is the actual number of hours required to conduct the application processing work. It is different from processing time, which is the period of time over which this work occurs. Your mission may have noticed differences in the level of effort required to process a typical application based on different application types.)

Temporary Resident	<input type="radio"/> 1
	<input type="radio"/> 2
	<input type="radio"/> 3
Student	<input type="radio"/> 1
	<input type="radio"/> 2
	<input type="radio"/> 3
Temporary Foreign Worker	<input type="radio"/> 1
	<input type="radio"/> 2
	<input type="radio"/> 3

Comments:

3. What types of educational institution does your mission typically encounter on student applications? Please check all that apply.

- University
- Community College
- Private Career College
- Vocational school
- Language school associated with university / community
- Private language school
- Public primary or secondary school
- Other - please specify below:

Comments:

4. For which educational institution types does it require the ***most*** effort to process a typical student application at your mission? Please rank the types requiring the first, second and third ***most*** effort

- First most effort
- University
 - Community College
 - Private Career College
 - Vocational school
 - Language school associated with university / community college
 - Private language school
 - Public primary or secondary school
 - Other - please specify below:
-

- Second most effort
- University
 - Community College
 - Private Career College
 - Vocational school
 - Language school associated with university / community college
 - Private language school
 - Public primary or secondary school
 - Other - please specify below:
-

- Third most effort
- University
 - Community College
 - Private Career College
 - Vocational school
 - Language school associated with university / community college
 - Private language school
 - Public primary or secondary school
 - Other - please specify below:
-

Please specify if 'Other' was selected:

5. For which educational institution type does it require the least effort to process a typical student application at your mission?

- Least effort
- University
 - Community College
 - Private Career College
 - Vocational school
 - Language school associated with university / community college
 - Private language school
 - Public primary or secondary school
 - Other - please specify below:
-

Please specify if 'Other' was selected:

6. Please estimate the percentage of student applications that were refused in the past 12 months for each of the reasons indicated below (i.e. as a percentage of the total number of applications refused). Percentages should total to 100%.

Lack of adequate funding for studies (R220)	_____
Bona fides (R216)	_____
Misrepresentation (A40) (i.e. confirmed fraud)	_____
Other - please specify below:	_____
	100

Comments:

Section 2: Information-sharing and coordination

7. How often does your mission share information related to your work on student application processing with each of the following groups?

	Often	Sometimes	Rarely	Never	Don't know	Not applicable
Other CIC missions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CIC NHQ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CPC Vegreville	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CBSA (MIOs at the mission, CBSA NHQ, and/or other CBSA officers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. What kinds of information related to your work on student application processing does your mission typically share with these other groups? Please check all that apply.

- Processing issues and challenges
- Operational statistics and trends
- Best practices and lessons learned
- Anti-fraud practices, resources and tools
- Quality assurance practices, resources and tools
- Training resources and tools
- Reference documents
- Databases
- Other - please specify below:

Comments:

In general, the functional guidance and support provided by CIC-NHQ is **timely** to support efficient student application processing.

In general, the functional guidance and support provided by CIC-NHQ is **sufficient** to support quality and consistent decision making on student applications.

Comments:

13. Does your mission require any additional guidance and support from CIC-NHQ for the successful delivery of the International Student Program?

- No
- Yes - please specify below:

Section 4: Quality assurance and anti-fraud

14. What frequency would best describe how often your mission conducts quality assurance activities on the student application caseload for each of the following quality assurance areas? Please select one frequency for each area.

Quality and consistency of decision-making (e.g. are decisions being made according to IRPA and Regulations, are departmental policies and procedures being followed, are case notes appropriate and sufficiently detailed, do interview/waiver and approval/refusal rates coincide and are they consistent in the same office, etc.)

- Daily
 - Weekly
 - Monthly
 - Quarterly
 - Semi-annually
 - Annually
 - Less than once per year
 - Don't know
-

Reliability of client information (e.g. are the documents provided by applicants fraudulent, are the statements made by applicants on the application forms truthful, etc.)

- Daily
 - Weekly
 - Monthly
 - Quarterly
 - Semi-annually
 - Annually
 - Less than once per year
 - Don't know
-

Reliability/consistency of process (e.g. are office procedures being followed in all cases, are processing steps being skipped/missed, are there any efficiencies in the process that can be identified, etc.)

- Daily
 - Weekly
 - Monthly
 - Quarterly
 - Semi-annually
 - Annually
 - Less than once per year
 - Don't know
-

Comments:

15. What kinds of quality assurance methods/tools does your mission typically use to assess *quality and consistency of decision-making*? Please select all that apply.

- Senior officer conducts paper review
- Case study discussions led by supervisor, unit manager, or IPM
- Data Warehouse/ CAIPS Command Mode reports analysed by a senior officer (e.g. refusal rate by officer; decisions per officer, etc.)
- Review the percentage of cases that are interviewed
- Other - please specify below:

16. What kinds of quality assurance methods/tools does your mission typically use to assess *reliability of client information*? Please select all that apply.

- Document verification
- Telephone checks
- Site visit
- Interviews
- Other - please specify below:

17. What kinds of quality assurance methods/tools does your mission typically use to assess *reliability/consistency of process*? Please select all that apply.

- Senior officer conducts paper review and follows paper trail of case through particular process
- A checklist is developed for each stage of processing and attached to the file jacket
- Other - please specify below:

18. Please estimate how often your mission encounters fraud (suspected or confirmed) in the student application caseload?

- Often
- Sometimes
- Rarely
- Never
- Don't know

Comments

19. Typically, what issues are encountered with respect to fraud (suspected or confirmed) in the student application caseload at your mission? Please check all that apply.

- Non-genuine students
- Non-genuine institutions
- Fraudulent letters of acceptance
- Fraudulent bank statements
- Third-party consultants/recruiters of concern
- Fraudulent school certificates
- Fraudulent transcripts
- Other - please specify below:

Comments

20. Which issues does your mission encounter most frequently with respect to fraud (suspected or confirmed) in the student application caseload? Please rank your first, second and third most frequent issues.

First most frequent issue

- Non-genuine students
- Non-genuine institutions
- Fraudulent letters of acceptance
- Fraudulent bank statements
- Third-party consultants/recruiters of concern
- Fraudulent school certificates
- Fraudulent transcripts
- Other - please specify below:

Second most frequent issue

- Non-genuine students
- Non-genuine institutions
- Fraudulent letters of acceptance
- Fraudulent bank statements
- Third-party consultants/recruiters of concern
- Fraudulent school certificates
- Fraudulent transcripts
- Other - please specify below:

Third most frequent issue

- Non-genuine students
- Non-genuine institutions
- Fraudulent letters of acceptance
- Fraudulent bank statements
- Third-party consultants/recruiters of concern
- Fraudulent school certificates
- Fraudulent transcripts
- Other - please specify below:

Please specify if 'Other' was selected:

21. What mitigation strategies does your mission use to counter fraud in the student application caseload? Please check all that apply.

- Field investigations/site visits
- Document verification
- Telephone verification
- Personal interviews with a fraud focus
- Information-sharing with other embassies
- Collaboration with local authorities
- Open source searches (e.g. Directory assistance)
- Database searches in CAIPS to detect fraud trends
- Concentration of anti-fraud duties or establishment of anti-fraud unit/group
- Reference documents kept on file or library of original and fraudulent documents for comparison purposes
- Other - please specify below:

Comments

22. How often are CBSA officers (e.g. MIOs) involved in anti-fraud activities related to the student application caseload at your mission?

- Always
- Often
- Sometimes
- Rarely
- Never
- Don't know

23. In what ways are CBSA officers (e.g. MIOs) involved in anti-fraud activities that support the student application caseload at your mission? Please check all that apply.

- Interdiction
- Conduct some first-level anti-fraud activities (e.g. telephone checks, site visits)
- Provide consultation on anti-fraud activities
- Handle complex cases of fraud
- Provide anti-fraud training to CIC officers
- Conduct some second-level anti-fraud activities and/or investigations (background checks, detailed document analysis, analysis of fraud trends)
- Manage an anti-fraud unit
- Coordinate an anti-fraud network
- Other -please specify below:
- Not applicable -CBSA officers are not involved in anti-fraud activities related to the student application caseload

24. When fraud is suspected in student applications, how often do CIC officers at your mission refer the applications to CBSA for further investigation (i.e. second-level anti-fraud verification)?

- Always
- Often
- Sometimes
- Rarely
- Never
- Don't know

Section 5: Recommendations for changes or improvements

25. What suggestions or recommendations would your mission make to improve the design and delivery of the International Student Program?
