

INSTRUCTIONS FOR COMPLETING
DIHS National Staff Satisfaction Survey
DIHS QMD 012

The National Staff Satisfaction Survey is distributed to the staff of the Division of Immigration Health Services twice a year. The first distribution will be on the first Monday of November. The second distribution will be on the first Monday of April. The staff has seven days to complete the survey and the survey should be returned to their respective Health Services Administrator (HSA) in a signed, sealed envelope. The signature of the staff member should be on the back of the envelope overriding the sealed seam. Once the HSA has all the sealed, signed envelopes they are to be sent to the Chair of the National Performance Improvement Committee (NPIC) for tabulation—the date of shipment to the Chair should not be greater than seven days from the initial distribution of the survey.

If a staff member is either on leave or away from a facility during the surveying period, every effort should be made to have that staff member complete a survey **prior** to their departure. The surveys completed by staff prior to the actual surveying period should be kept with the HSA in a locked cabinet and sent with the other surveys once surveying is completed.

NOTE: The signature on the back of the sealed envelope is to assure that no one has tampered with the completed survey prior to the delivery to the Chair, NPIC. Once the Chair removes the survey from the envelope, the envelope will be destroyed. The survey will then go into the general file with the surveys from other facilities. There will be no attempt to try to align a particular survey to a particular signed envelope.