



Annex 2: Questionnaire for monitors nominated to the Pool

FReM III – WP2

Questionnaire for forced-return monitors nominated/about to be nominated to the Pool

Thank you for agreeing to participate in this survey!

The survey was developed in the framework of the **Forced Return Monitoring III (FReM III)** project, **with the aim to assess the current functioning of the Frontex Pool of forced-return monitors (hereafter referred to as the Pool).**

Based on your answers, the FReM III project team will draft an assessment report on how the functioning of the Pool is seen from the perspective of monitors nominated to and deployed in the framework of the Pool. Answering all questions will take approximately 50 minutes. For a comprehensive analysis, please fill-in/answer all questions.

Your identity will not be disclosed to third parties.

Please note that the survey will be open until the end of July, thus **please complete the survey by Friday, 6th of September 2019.**

Should you have any questions, you can contact: Madalina Rogoz, Research Officer, ICMPD (Madalina.Rogoz@icmpd.org) or Jenny Andersson, Project Coordinator, ICMPD (Jenny.Andersson@icmpd.org).

Technical info:

Please do not use back/next arrows from your browser. To move to the previous/next question, please use the “back” and “next” buttons inserted on the pages of the questionnaire. The “back” button reacts slower than the “next” button.

For the best display of questions, we recommend you fill-in the questionnaire on a computer and using the browser Chrome.

Should you want to complete the survey in several sessions, press “pause the interview” button and follow the instructions. You can then either:

- **insert your email address (in order to receive the link to your saved survey) or**
- **copy and save the link indicated in the instructions (to be able to go directly to your saved survey).**



The following questions cover forced-return monitoring training

	Question	Answer options (variables)
TR01	<p>When did you attend the FReM training for forced-return monitors?</p> <p>Please note that the first FReM project started in 2013, therefore the training cannot have taken place before 2013. Please specify month and year, in the format indicated below:</p>	<p>(Cloze text)</p> <p>TR01_01 Month (Free text) : _____</p> <p>TR01_02 Year (Free text): _____</p>
TR02	<p>According to your experience, how helpful was the FReM training for forced-return monitors for your job as a monitor?</p> <p>Please select on a scale from 1 (Not helpful at all) to 5 (Extremely helpful):</p>	<p>(Scale fully labelled)</p> <p>TR02_01</p> <p>1 = 1. Not helpful at all 2 = 2. Slightly helpful 3 = 3. Somewhat helpful 4 = 4. Moderately helpful 5 = 5. Extremely helpful -1 = Not Applicable -9 = Not answered</p>
TR12	<p>Please comment on your choice</p>	<p>TR12_01 (Free text): _____</p>
TR03	<p>Did you participate in further training following the FReM training for forced-</p>	<p>(Selection)</p>



	return monitors?	<p>TR03</p> <p>1 = Yes 2 = No -9 = Not answered</p>
	[If TR03 = Yes, Then Combined TR09, TR10, TR11]	
TR09	<p>What type of further training and when did this take place?</p> <p>Please select all that apply and insert the date of that respective training (month/year format as indicated)</p>	<p>(Multiple choice)</p> <p>TR09</p> <p>Residual option (negative) or number of selected options Integer</p> <p>TR09_01 Pilot monitoring mission TR09_02 Annual lessons learned meeting TR09_03 Workshop on reporting TR09_04 Escort leader course TR09_05 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>TR09_05 Other. Please specify (Free text): _____</p>
TR10	<p>What type of further training and when did this take place?</p>	<p>(Cloze text)</p> <p>TR10</p>



	Please select all that apply and insert the date of that respective training (month/year format as indicated)	<p>TR10_01 Pilot monitoring mission ... [_____] Month TR10_02 Annual lessons learned meeting ... [_____] Month TR10_03 Workshop on reporting ... [_____] Month TR10_04 Escort leader course ... [_____] Month TR10_05 Other. Please specify ... [_____] Month</p>
TR11	<p>What type of further training and when did this take place?</p> <p>Please select all that apply and insert the date of that respective training (month/year format as indicated)</p>	<p>(Cloze text)</p> <p>TR11</p> <p>TR11_01 Pilot monitoring mission ... [_____] Year TR11_02 Annual lessons learned meeting ... [_____] Year TR11_03 Workshop on reporting ... [_____] Year TR11_06 National training ... [_____] Year TR11_04 Escort leader course ... [_____] Year TR11_05 Other. Please specify ... [_____] Year</p>
	[If TR03= No, Then TR06]	
TR06	Do you consider you need further training following the initial FReM training for forced-return monitors?	<p>(Selection)</p> <p>TR06</p> <p>1 = Yes 2 = No -9 = Not answered</p>



	[If TR06 = Yes, Then TR07]	
TR07	What kind of further training should be offered?	<p>(Multiple choice)</p> <p>TR07: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>TR07_01 Pilot monitoring mission TR07_02 Annual lessons learned meeting TR07_03 Workshop on reporting TR07_06 National training TR07_04 Escort leader course TR07_05 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>TR07_05a Other. Please specify (Free text): _____</p>
TR08	What suggestions do you have for improving the training of forced-return monitors?	TR08_01 (Free text): _____



The following questions refer to the nomination of monitors to be part of the Pool.

	Question	Answer options (variables)
NP01	<p>According to your knowledge, which institution(s) in your country may nominate national monitors to the Frontex Pool?</p> <p>Please select all that apply:</p>	<p>(Selection)</p> <p>NP01</p> <p>1 = National Monitoring Body(ies) 2 = Other national institution(s). Please Specify: -9 = Not answered</p> <p>NP01_02 Other national institution(s). Please Specify (Free text): _____</p>
NP02	<p>According to your knowledge, what are the national requirements for this nomination?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>NP02: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>NP02_01 Monitors received national training NP02_02 Monitors monitored a specific number of missions NP02_03 Other. Please specify NP02_04 No national requirements</p> <p>1 = Not checked</p>



		2 = Checked NP02_03a Other. Please specify (Free text): _____
	[If NP02_02 Checked, Then NP05]	
NP05	According to your knowledge, how many forced-return operations are required for a monitor to have monitored before being nominated to the Pool?	NP05_01 (Free text): _____
NP03	When were you nominated to the Pool? Please specify Month and Year in the format shown below:	(Cloze text) NP03 NP03_01 Month ... [_____] NP03_02 Year ... [_____]
NP04	What suggestions do you have for improving the nomination process? Please specify:	NP04_01 (Free text): _____



The following questions refer to Frontex' answers to the national nominations to the Pool.

	Question	Answer options (variables)
FA01	According to your knowledge, does the institution that nominates national monitors to the Pool receive an answer from Frontex with regard to the acceptance/ non-acceptance of national nominations to the Pool?	(Selection) FA01 1 = Yes 2 = No -1 = I do not know -9 = Not answered
FA02	According to your knowledge, were any national nominations to the Pool rejected by Frontex?	(Selection) FA02 1 = Yes 2 = No -1 = I do not know -9 = Not answered
	[If FA02=Yes, Then FA03]	



<p>FA03</p>	<p>On what grounds were national nominations to the Pool rejected?</p> <p>Please specify:</p>	<p>FA03_01 (Free text): _____</p>
<p>FA04</p>	<p>According to your knowledge, what additional information does Frontex share with the institution that nominates monitors, when confirming the national nomination(s) to the Pool?</p> <p>Please specify:</p>	<p>FA04_01 (Free text): _____</p>
<p>FA05</p>	<p>What suggestions do you have for improving the communication between Frontex and national institution(s) and/or national monitoring bodies, with regard to the confirmation/ rejection of national nominations to the Pool?</p> <p>Please specify:</p>	<p>FA05_01 (Free text): _____</p>



The following questions refer to the specific Frontex calls for monitors sent out to Member States on a monthly basis.

	Question	Answer options (variables)
FC01	<p>According to your knowledge, how is the Frontex call for monitors forwarded in the national context (i.e. who is the initial call sent to and how/ to whom is it distributed further)?</p> <p>This question refers to the communication between national institutions with regard to the Frontex call for monitors sent to the Member States on a monthly basis. Please write your answer below:</p>	<p>FC01_01 (Free text): _____</p>
FC02	<p>According to your knowledge, is your institution receiving the call for monitors that Frontex sends to the Member States on a monthly basis?</p>	<p>(Selection)</p> <p>FC02</p> <p>1 = Yes 2 = No -1 = I do not know -9 = Not answered</p>



	[If FC02=No, Then FC03]	
FC03	According to your knowledge, is your institution copied in the call for monitors that Frontex sends to the Member States on a monthly basis?	(Selection) FC03 1 = Yes 2 = No -1 = I do not know -9 = Not answered
FC04	According to your knowledge, does the Frontex call for monitors mention specific requirements for specific Return Operations included in the call? Please select all that apply:	(Multiple choice) FC04: Residual option (negative) or number of selected options -1 = I do not know FC04_01 Language skills required for a specific mission FC04_02 Particular expertise required (e.g. fundamental rights expertise, child protection expertise, expertise regarding return of vulnerable groups etc.) FC04_04 No FC04_03 Other. Please specify 1 = Not checked 2 = Checked



		FC04_03a Other. Please specify (Free text): _____
FC05	According to your knowledge, did your institution receive a call for monitors from Frontex outside the monthly call for monitors (i.e. additional calls)?	(Selection) FC05 1 = Yes 2 = No -1 = I do not know -9 = Not answered
	[If FC05=Yes, Then FC06]	
FC06	Please describe below the way in which your institution processed the call outside of the monthly call for monitors:	FC06_01 (Free text): _____
FC07	What suggestions do you have for improving the way in which Frontex sends out the monthly call for monitors to Member States? Please specify:	FC07_10 (Free text): _____



The following questions refer to national institutions' answers to the specific Frontex calls for monitors sent to Member States on a monthly basis.

	Question	Answer options (variables)
NR01	Which national institution decides if monitors should be nominated for a particular Frontex call for monitors?	<p>(Multiple choice)</p> <p>NR01: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>NR01_01 National Monitoring Body(ies) NR01_02 Other national institution. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>NR01_02a Other national institution. Please specify (Free text): _____</p>
NR02	<p>According to your knowledge, what factors weigh-in for a positive decision to nominate monitors for the call sent out by Frontex?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>NR02: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>NR02_01 Institutional interest. Please specify/ Provide few examples NR02_02 Availability of monitors in general</p>



		<p>NR02_03 Availability of a particular monitor who fits the requirements of the call NR02_04 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>NR02_01a Institutional interest. Please specify/ Provide few examples (Free text): _____ NR02_04a Other. Please specify (Free text): _____</p>
<p>NR03</p>	<p>According to your knowledge, what are the main factors contributing to a negative answer to the Frontex call for monitors?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>NR03: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>NR03_01 Insufficient number of monitors NR03_02 Insufficient resources (i.e. time) of institution to coordinate with Frontex the actual deployment NR03_03 Lack of institutional interest NR03_04 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>NR03_04a Other. Please specify (Free text): _____</p>
<p>NR04</p>	<p>Is it your institution that decides if monitors are nominated for a particular Frontex call?</p>	<p>(Selection)</p> <p>NR04</p>



		1 = Yes 2 = No -9 = Not answered
	[If NR04=Yes, Then NR05]	
NR05	According to your knowledge, did your institution/ organisation decide not to nominate monitors for a particular call?	(Selection) NR05 1 = Yes 2 = No -1 = I do not know -9 = Not answered
	[If NR05=Yes, Then NR06]	
NR06	According to your experience, what would be needed for your institution to increase its rate of positive answers to Frontex calls for monitors? Please describe:	NR06_01 (Free text): _____
NR07	According to your knowledge, for how many operations (from Frontex calls) did your institution express an interest to	NR07_01 (Free text): _____



	monitor?	
NR08	<p>What are the criteria according to which a particular monitor is nominated (by your respective national institution) for a specific Frontex call?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>NR08: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>NR08_01 Their own availability NR08_02 Their language skills NR08_03 Their previous deployments in the framework of the Pool NR08_04 Their experience as a national monitor NR08_09 Child protection expertise NR08_05 Their special qualifications (e.g. with regard to vulnerable group protection) NR08_06 Country of Return NR08_07 Member State contingency to be monitored NR08_08 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>NR08_08a Other. Please specify (Free text): _____</p>
NR09	<p>According to your knowledge, who decides whether a particular monitor is nominated to a forced-return operation in a particular month?</p>	<p>(Multiple choice)</p> <p>NR09: Residual option (negative) or number of selected options</p> <p>-1 = I do not know</p>



		<p>NR09_01 That respective monitor (himself/ herself) NR09_02 The direct supervisor/superior of that particular monitor NR09_03 Someone else. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>NR09_03a Someone else. Please specify (Free text): _____</p>
NR10	<p>According to your experience, how long does your institution usually have to answer a Frontex call for monitors?</p> <p>Please specify calendar days:</p>	NR10_01 (Free text): _____
NR11	<p>According to your experience, is this time sufficient?</p>	<p>(Selection)</p> <p>NR11</p> <p>1 = Yes 2 = No -9 = Not answered</p>
	[If NR11=No, Then NR12]	
NR12	<p>According to your experience, what amount of time would be sufficient?</p>	NR12_01 (Free input integer): _____



	Please specify number of calendar days:	
NR13	<p>What suggestions do you have for improving the process of answering to Frontex calls for monitors (e.g. whether there is a need for a follow-up regarding more information on specific forced-return operations)?</p> <p>Please describe:</p>	NR13_01 (Free text): _____

The following questions refer to the Frontex' answer to national nominations to specific forced-return operations (in the framework of a monthly call for monitors).

	Question	Answer options (variables)
AF01	<p>According to your knowledge, after your institution answered to a Frontex call (monitors were nominated), within which time-frame does your institution receive an answer from Frontex?</p> <p>Please specify number of calendar days:</p>	AF01_01 (Free text): _____
AF02	Are you acquainted with the selection procedure according to which Frontex	(Selection)



	allocates nominated monitors to particular forced-return operations?	AF02 1 = Yes 2 = No -9 = Not answered
	[If AF02=Yes, Then AF03]	
AF03	Please describe the procedure according to which Frontex allocates nominated monitors to particular forced-return operations:	AF03_01 (Free text): _____
AF04	According to your knowledge, were any nominations to a specific call for monitors rejected by Frontex?	(Selection) AF04 1 = Yes 2 = No -1 = I do not know -9 = Not answered
	[If AF04=Yes, Then AF05]	
AF05	According to your knowledge, on what grounds were nominations to a specific call for monitors rejected by Frontex?	AF05_01 (Free text): _____



	Please specify:	
AF06	<p>When the answer from Frontex to your institution/ organisation's nominations is positive, what information does Frontex' answer usually contain?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>AF06: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>AF06_02 Tentative flight schedule AF06_03 Visa requirements AF06_04 Overnight stays AF06_05 Contact of the Escort Leader AF06_06 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>AF06_06a Other. Please specify (Free text): _____</p>
AF07	<p>According to your knowledge, did Frontex request your institution to nominate monitors for specific forced-return operations for which the institution did not nominate monitors in its initial answer?</p>	<p>(Selection)</p> <p>AF07</p> <p>1 = Yes 2 = No -1 = I do not know -9 = Not answered</p>
	[If AF07=Yes,	



	Then AF08]	
AF08	<p>How are these requests usually addressed by your institution?</p> <p>Please describe:</p>	AF08_01 (Free text): _____
AF09	<p>What suggestions do you have for improving this step of the process (e.g. answer from Frontex to the national nominations of monitors in the framework of a monthly call)?</p> <p>Please specify:</p>	AF09_01 (Free text): _____

The following questions refer to your experience with monitoring.

	Question	Answer options (variables)
EM01	<p>Have you been deployed through the Pool?</p>	<p>(Selection)</p> <p>EM01</p> <p>1 = Yes 2 = No -9 = Not answered</p>



	[If EM01=Yes, Then EM02, EM03, EM04, EM05]	
EM02	<p>What types of return operations did you monitor in the framework of the Pool?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>EM02: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>EM02_01 Collecting Return Operation EM02_02 Joint Return Operation EM02_03 National Return Operation EM02_04 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>EM02_04a Other. Please specify (Free text): _____</p>
EM03	<p>How many return operations did you monitor in the framework of the Pool in total?</p> <p>Please insert number:</p>	<p>EM03_01 (Free text): _____</p>
EM04	<p>How many return operations did you monitor in the framework of the Pool in 2018?</p>	<p>(Selection)</p> <p>EM04</p>



	Please insert number	<p>1 = [1] <i>Please insert number</i> -1 = Not Applicable [-1] -9 = Not answered</p> <p>EM04_01 (Free text): _____</p>
EM05	How many return operations did you monitor in the framework of the Pool in 2019?	<p>(Selection)</p> <p>EM05</p> <p>1 = Please insert number -1 = Not Applicable -9 = Not answered</p> <p>EM05_01 Please insert number (Free text): _____</p>
EM06	<p>Have you acted as a monitor for another country outside of the framework of the European Pool?</p> <p>Monitoring on behalf of other countries can take place also in case of, for instance, bilateral agreements.</p>	<p>(Selection)</p> <p>EM06</p> <p>1 = Yes 2 = No -9 = Not answered</p>
	[If EM06=Yes,	



	Then EM07, EM08, EM09]	
EM07	<p>How many forced-return operations did you monitor on behalf of other countries in total? (i.e. outside the framework of the Pool)</p> <p>Please insert number:</p>	<p>EM07_01 Free input (integer): _____</p>
EM08	<p>How many forced-return operations did you monitor on behalf of other countries in 2018?</p> <p>Please insert number:</p>	<p>(Selection)</p> <p>EM08</p> <p>1 = [1] <i>Please insert number</i> -1 = Not Applicable [-1] -9 = Not answered</p> <p>EM08_01 Free input (integer): _____</p>
EM09	<p>How many forced-return operations did you monitor on behalf of other countries in 2019?</p> <p>Please insert number:</p>	<p>(Selection)</p> <p>EM09</p> <p>1 = [1] <i>Please insert number</i> -1 = Not Applicable [-1] -9 = Not answered</p> <p>EM09_01 Free input (integer): _____</p>



The following questions refer to the actual preparation of deployment to a specific forced-return operation in the framework of the Pool.

	Question	Answer options (variables)
PD01	<p>After it was decided that you (as a monitor) will be monitoring a particular forced-return operation, who is your main point of contact for basic operational details related to the upcoming forced-return operation?</p>	<p>(Multiple choice)</p> <p>PD01: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>PD01_01 Your respective National Monitoring Body PD01_02 Frontex European Centre for Returns (ECRet) PD01_03 Frontex Pooled Resources Unit (PRU) PD01_04 The Escort Leader/ Head of Operation PD01_05 Other, please specify</p> <p>1 = Not checked 2 = Checked</p> <p>PD01_05a Other, please specify (Free text): _____</p>



The following questions refer to the information a monitor receives:

- Upon the monthly call for monitors
- Upon nomination for a specific forced-return operation
- During preparation for the forced-return operation
- On the day of the operation/ or at the briefing

	Question	Answer options (variables)
<p>PD16</p>	<p>According to your experience, what information do you usually receive upon the monthly call for monitors and from whom do you usually receive this information?</p> <p>Please select all that apply and insert in the text box the institution(s) from whom you receive that information:</p>	<p>(Multiple choice)</p> <p>PD16: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>PD16_01 The date and time of the return operation(s) PD16_02 Ports of departure PD16_03 The country(ies) of return PD16_04 Stopover information (when applicable) PD16_05 Necessary travel documents PD16_06 Necessary vaccination information (when applicable) PD16_07 The number of returnees (when available) PD16_08 Any forms of vulnerability (e.g. pregnant women, families with minors, elderly people, persons with</p>



		<p>disabilities or with a medical condition PD16_09 Implementation plan PD16_10 Other. Please specify type of information and from whom do you receive it</p> <p>1 = Not checked 2 = Checked</p> <p>PD16_01a The date and time of the return operation(s) (Free text): _____ PD16_02a Ports of departure (Free text): _____ PD16_03a The country(ies) of return (Free text): _____ PD16_04a Stopover information (when applicable) (free text) PD16_05a Necessary travel documents (Free text): _____ PD16_06a Necessary vaccination information (when applicable) (Free text): _____ PD16_07a The number of returnees (when available) (Free text): _____ PD16_08a Any forms of vulnerability (e.g. pregnant women, families with minors, elderly people, persons with disabilities or with a medical condition) (Free text): _____ PD16_09a Implementation plan (Free text): _____ PD16_10a Other. Please specify type of information and from whom do you receive it (Free text): _____</p>
<p>PD20</p>	<p>How is the information mentioned above provided to you?</p> <p>Please select below and specify who provides you with the info/ whom do you ask/ other:</p>	<p>(Selection)</p> <p>PD20</p> <p>1 = Provided to me automatically 2 = I have to specifically ask for information myself 3 = Other. Please specify: -9 = Not answered</p>



		<p>PD20_01 Provided to me automatically PD20_02 I have to specifically ask for information myself PD20_03 Other. Please specify (Free text): _____</p>
<p>PD17</p>	<p>According to your experience, what information do you usually receive upon being nominated to a specific forced-return operation and from whom do you usually receive this information?</p> <p>Please select all that apply and insert in the text box the institution(s) from whom you receive that information:</p>	<p>(Multiple choice)</p> <p>PD17: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>PD17_01 The date and time of the return operation PD17_02 Ports of departure PD17_03 The country(ies) of return PD17_04 Stopover information (when applicable) PD17_05 Necessary travel documents PD17_06 Necessary vaccination information (when applicable) PD17_07 The number of returnees (when available) PD17_08 Any forms of vulnerability (e.g. pregnant women, families with minors, elderly people, persons with disabilities or with a medical condition) PD17_09 Implementation plan PD17_10 Other. Please specify type of information and from whom do you receive it</p> <p>1 = Not checked 2 = Checked</p> <p>PD17_01a The date and time of the return operation (Free text): _____</p>



		<p>PD17_02a Ports of departure (Free text): _____</p> <p>PD17_03a The country(ies) of return (Free text): _____</p> <p>PD17_04a Stopover information (when applicable) (Free text): _____</p> <p>PD17_05a Necessary travel documents (Free text): _____</p> <p>PD17_06a Necessary vaccination information (when applicable) (Free text): _____</p> <p>PD17_07a The number of returnees (when available) (Free text): _____</p> <p>PD17_08a Any forms of vulnerability (e.g. pregnant women, families with minors, elderly people, persons with disabilities or with a medical condition) (Free text): _____</p> <p>PD17_09a Implementation plan (Free text): _____</p> <p>PD17_10a Other. Please specify type of information and from whom do you receive it (Free text): _____</p>
<p>PD21</p>	<p>How is the information mentioned above provided to you?</p> <p>Please select below and specify who provides you with the info/ whom do you ask/ other:</p>	<p>(Selection)</p> <p>PD21</p> <p>1 = Provided to me automatically 2 = I have to specifically ask for information myself 3 = Other. Please specify: -9 = Not answered</p> <p>PD21_01 Provided to me automatically PD21_02 I have to specifically ask for information myself PD21_03 Other. Please specify (Free text): _____</p>
<p>PD18</p>	<p>According to your experience, what information do you usually receive during the preparation for monitoring a</p>	<p>(Multiple choice)</p>



	<p>forced-return operation and from whom do you usually receive this information?</p> <p>Please select all that apply and insert in the text box the institution(s) from whom you receive that information:</p>	<p>PD18: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>PD18_01 The date and time of the return operation PD18_02 Ports of departure PD18_03 The country(ies) of return PD18_04 Stopover information (when applicable) PD18_05 Necessary travel documents PD18_06 Necessary vaccination information (when applicable) PD18_07 The number of returnees (when available) PD18_08 Any forms of vulnerability (e.g. pregnant women, families with minors, elderly people, persons with disabilities or with a medical condition) PD18_09 Implementation plan PD18_10 Other. Please specify type of information and from whom do you receive it</p> <p>1 = Not checked 2 = Checked</p> <p>PD18_01a The date and time of the return operation (Free text): _____ PD18_02a Ports of departure (Free text): _____ PD18_03a The country(ies) of return (Free text): _____ PD18_04a Stopover information (when applicable) (Free text): _____ PD18_05a Necessary travel documents (Free text): _____ PD18_06a Necessary vaccination information (when applicable) (Free text): _____ PD18_07a The number of returnees (when available) (Free text): _____ PD18_08a Any forms of vulnerability (e.g. pregnant women, families with minors, elderly people, persons with disabilities or with a medical condition) (Free text): _____</p>
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		<p>PD18_09a Implementation plan (Free text): _____</p> <p>PD18_10a Other. Please specify type of information and from whom do you receive it (Free text): _____</p>
PD22	<p>How is the information mentioned above provided to you?</p> <p>Please select below and specify who provides you with the info/ whom do you ask/ other:</p>	<p>(Selection)</p> <p>PD22</p> <p>1 = Provided to me automatically 2 = I have to specifically ask for information myself 3 = Other. Please specify: -9 = Not answered</p> <p>PD22_01 Provided to me automatically PD22_02 I have to specifically ask for information myself PD22_03 Other. Please specify (Free text): _____</p>
PD19	<p>According to your experience, what information do you usually receive on the day of the forced-return operation/ at the briefing and from whom do you usually receive this information?</p> <p>Please select all that apply and insert in the text box the institution(s) from whom you receive that information:</p>	<p>(Multiple choice)</p> <p>PD19: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>PD19_01 The date and time of the return operation PD19_02 Ports of departure PD19_03 The country(ies) of return PD19_04 Stopover information (when applicable) PD19_05 Necessary travel documents PD19_06 Necessary vaccination information (when applicable)</p>



		<p>PD19_07 The number of returnees (when available) PD19_08 Any forms of vulnerability (e.g. pregnant women, families with minors, elderly people, persons with disabilities or with a medical condition) PD19_09 Implementation plan PD19_10 Other. Please specify type of information and from whom do you receive it</p> <p>1 = Not checked 2 = Checked</p> <p>PD19_01a The date and time of the return operation (Free text): _____ PD19_02a Ports of departure (Free text): _____ PD19_03a The country(ies) of return (Free text): _____ PD19_04a Stopover information (when applicable) (Free text): _____ PD19_05a Necessary travel documents (Free text): _____ PD19_06a Necessary vaccination information (when applicable) (Free text): _____ PD19_07a The number of returnees (when available) (Free text): _____ PD19_08a Any forms of vulnerability (e.g. pregnant women, families with minors, elderly people, persons with disabilities or with a medical condition) (Free text): _____ PD19_09a Implementation plan (Free text): _____ PD19_10a Other. Please specify type of information and from whom do you receive it (Free text): _____</p>
<p>PD23</p>	<p>How is the information mentioned above provided to you?</p>	<p>(Selection)</p> <p>PD23</p> <p>1 = Provided to me automatically 2 = I have to specifically ask for information myself</p>



		<p>3 = Other. Please specify: -9 = Not answered</p> <p>PD23_01 Provided to me automatically PD23_02 I have to specifically ask for information myself PD23_03 Other. Please specify (Free text): _____</p>
PD04	According to your experience, do you have enough time to get acquainted with all information you receive about an upcoming forced-return operation?	<p>(Selection)</p> <p>PD07</p> <p>1 = Yes 2 = No -9 = Not answered</p>
PD07	According to your experience, is the information you receive in advance sufficient for you to be effectively deployed to an upcoming forced-return operation?	<p>(Selection)</p> <p>PD07</p> <p>1 = Yes 2 = No -9 = Not answered</p>
	[If PD07 = No, Then PD08]	
PD08	What other information would you need to receive in advance of a forced-return	PD08_01 (Free text): _____



	<p>operation?</p> <p>Please specify:</p>	
PD25	<p>Do you usually make personal contact with the escort leader?</p>	<p>(Selection)</p> <p>PD25</p> <p>1 = Yes 2 = No -1 = Not Applicable -9 = Not answered</p>
	<p>[If PD25 = Yes, Then PD26]</p>	
PD26	<p>How do you usually contact the escort leader?</p>	<p>(Multiple choice)</p> <p>PD26: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>PD26_01 Via email PD26_02 Via telephone PD26_03 Email and telephone PD26_04 Other. Please specify</p> <p>1 = Not checked</p>



		<p>2 = Checked</p> <p>PD26_04a Other. Please specify (Free text): _____</p>
PD09	<p>According to your experience, from whom do you receive the accreditation card?</p> <p>Please select the most common way for you to receive the accreditation card:</p>	<p>(Multiple choice)</p> <p>PD09: Residual option (negative) or number of selected options</p> <p>-1 = Not Applicable</p> <p>PD09_01 From the Frontex representative, if present PD09_02 From the responsible person from the Organising Member State PD09_03 Via e-mail prior to the forced-return operation PD09_04 I usually do not receive an accreditation card</p> <p>1 = Not checked 2 = Checked</p>
PD10	<p>According to your experience, when do you receive an accreditation card (e.g. via email before deployment, at the hub etc.)?</p> <p>Please specify:</p>	<p>PD10_01 (Free text): _____</p>
PD11	<p>According to your experience, who supports you with obtaining a visa, when needed?</p>	<p>(Multiple choice)</p> <p>PD11: Residual option (negative) or number of selected options</p>



		<p>-1 = Not Applicable</p> <p>PD11_01 National Monitoring Body PD11_02 Frontex PD11_03 Organising Member State PD11_04 Other, please specify</p> <p>1 = Not checked 2 = Checked</p> <p>PD11_04a Other, please specify (Free text): _____</p>
	<p>[IM01 combined with IM10]</p>	
<p>IM01</p>	<p>According to your experience, in case of last minute changes to the schedule of a forced-return operation to which you are deployed (be it a CRO, JRO or NRO), who is your first point of contact in case you need assistance (e.g. with travel, visa, insurance etc.)?</p> <p>Please select all that apply and insert the type(s) of forced-return operation(s) (CRO, JRO, NRO) accordingly:</p>	<p>(Multiple choice)</p> <p>IM01: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>IM01_01 The National Monitoring Body from your country IM01_02 The contact point from the Organising Member State IM01_03 The Escort Leader IM01_04 Frontex European Centre for Returns (ECRet) IM01_05 Frontex Pooled Resources Unit (PRU) IM01_06 Other. Please specify</p> <p>1 = Not checked</p>



		2 = Checked
IM10	<p>According to your experience, in case of last minute changes to the schedule of a forced-return operation to which you are deployed, who is your first point of contact in case you need assistance (e.g. with travel, visa, insurance etc.)?</p> <p>Please select all that apply:</p>	<p>(Text input)</p> <p>IM10_01 The National Monitoring Body from your country IM10_02 The contact point from the Organising Member State IM10_03 The Escort Leader IM10_04 Frontex European Centre for Returns (ECRet) IM10_05 Frontex Pooled Resources Unit (PRU) IM10_06 Other, please specify (Free text): _____</p>
IM03	<p>How satisfied are you with the support you are given in case of changes in the schedule of a forced-return operation to which you are deployed?</p> <p>Please select on a scale from 1 (Very dissatisfied) to 5 (Very satisfied):</p>	<p>(Scale fully labelled)</p> <p>IM03_01</p> <p>1 = 1. Very dissatisfied 2 = 2. Dissatisfied 3 = 3. Neither 4 = 4. Satisfied 5 = 5. Very satisfied -9 = Not answered</p>
IM04	<p>Please explain your choice:</p>	<p>IM04_01 (Free text): _____</p>
PD13	<p>How satisfied are you with the way you are usually informed about an upcoming forced-return operation?</p>	<p>(Scale fully labelled)</p> <p>PD13_01</p>



	Please select on a scale from 1 (Very dissatisfied) to 5 (Very satisfied):	1 = 1. Very dissatisfied 2 = 2. Dissatisfied 3 = 3. Neither 4 = 4. Satisfied 5 = 5. Very satisfied -9 = Not answered
PD15	Please explain your choice:	PD15_01 (Free text): _____
PD14	What do you think can be improved to the current information exchange procedure on an upcoming forced-return operation? Please specify:	PD14_01 (Free text): _____



The following questions refer to reporting after monitoring a forced-return operation in the framework of the Pool.

	Question	Answer options (variables)
RE01	<p>To whom do you usually send your written report from the forced-return operation you monitored in the framework of the Pool?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>RE01: Residual option (negative) or number of selected options</p> <p>Integer</p> <ul style="list-style-type: none"> RE01_01 Your country's Monitoring Body RE01_02 Your country's National Return Institution RE01_03 National Return Institution that you monitored RE01_04 National Return Institutions of countries involved in the Return Operation RE01_05 National monitoring body(ies) of the country you monitored RE01_06 National monitoring bodies of participating countries RE01_07 Frontex Fundamental Rights Office (FRO) RE01_08 Executive Director of Frontex RE01_09 The Escort Leader RE01_11 Frontex European Centre for Returns (ECRet) RE01_10 Other, please specify <p>1 = Not checked 2 = Checked</p> <p>RE01_10a Other, please specify (Free text): _____</p>



<p>RE02</p>	<p>In what language do you usually submit the report?</p> <p>Please describe:</p>	<p>RE02_01 (Free text): _____</p>
<p>RE15</p>	<p>Do you usually use a template to draft a monitoring report?</p>	<p>(Selection)</p> <p>RE15</p> <p>1 = Yes 2 = No -9 = Not answered</p>
	<p>[If RE15 = Yes, Then RE20, RE16, RE17]</p>	



<p>RE20</p>	<p>What reporting template do you usually use when drafting a monitoring report?</p> <p>This question refers to monitoring forced-return operations in the framework of the Pool.</p>	<p>(Selection)</p> <p>RE20</p> <p>1 = Template provided by the Frontex Fundamental Rights Office (FRO) 2 = National template -9 = Not answered</p>
<p>RE16</p>	<p>How satisfied are you with the template you are using?</p> <p>Please select on a scale from 1 (Very dissatisfied) to 5 (Very satisfied):</p>	<p>(Scale fully labelled)</p> <p>RE16_01</p> <p>1 = 1. Very dissatisfied 2 = 2. Dissatisfied 3 = 3. Neither 4 = 4. Satisfied 5 = 5. Very satisfied -9 = Not answered</p>
<p>RE17</p>	<p>Please explain your choice:</p>	<p>RE17_01 (Free text): _____</p>
<p>RE03</p>	<p>Did you receive any feedback on your reports from forced-return operations monitored in the framework of the Pool?</p>	<p>(Selection)</p> <p>RE03</p> <p>1 = Yes 2 = No</p>



		-1 = Not Applicable -9 = Not answered
	[If RE03 = Yes, Then RE06, RE07]	
RE06	<p>What type of feedback did you receive?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>RE06: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>RE06_01 General questions for further clarifications RE06_02 Feedback on your observations or your recommendations RE06_03 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>RE06_03a Other. Please specify (Free text): _____</p>
RE07	<p>From whom did you receive feedback?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>RE07: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>RE07_01 Your country's Monitoring Body RE07_02 Your country's National Return Institution</p>



		<p>RE07_03 National Return Institution that you monitored RE07_04 National Return Institutions of countries involved in the Return Operation RE07_05 National monitoring body(ies) of the country you monitored RE07_06 National monitoring bodies of participating countries RE07_07 Frontex Fundamental Rights Office (FRO) RE07_08 Executive Director of Frontex RE07_09 The Escort Leader RE07_10 Frontex European Centre for Returns (ECRet) RE07_11 Other, please specify</p> <p>1 = Not checked 2 = Checked</p>
RE21	<p>How satisfied are you, in general, with the feed-back you received so far on your monitoring reports?</p> <p>Please select on a scale from 1 (Very dissatisfied) to 5 (Very satisfied):</p>	<p>(Scale fully labelled)</p> <p>RE21_01</p> <p>1 = 1. Very dissatisfied 2 = 2. Dissatisfied 3 = 3. Neither 4 = 4. Satisfied 5 = 5. Very satisfied -9 = Not answered</p>
RE22	Please explain your choice:	RE22_01 (Free text): _____
RE09	How satisfied are you with the communication process regarding your	(Scale fully labelled)



	<p>monitoring reports sent to Frontex?</p> <p>Please select on a scale from 1 (Very dissatisfied) to 5 (Very satisfied):</p>	<p>RE09_01</p> <p>1 = 1. Very dissatisfied 2 = 2. <i>Dissatisfied</i> 3 = 3. Neither 4 = 4. Satisfied 5 = 5. Very satisfied -9 = Not answered</p>
RE10	<p>Please explain your choice:</p>	<p>RE10_01 (Free text): _____</p>
RE11	<p>What are your suggestions/ comments for improving the communication process regarding your monitoring reports sent to Frontex?</p> <p>Please describe:</p>	<p>RE11_01 (Free text): _____</p>
RE12	<p>According to you knowledge, how are your monitoring reports being used?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>RE12: Residual option (negative) or number of selected options</p> <p>-1 = I do not know</p> <p>RE12_01 For recommendations to Member States RE12_02 For recommendations to Frontex RE12_03 For showcasing good practices, if that is the case RE12_04 For statistics to control/confirm that Return Operations have been monitored</p>



		<p>RE12_05 They are not really being used RE12_06 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>RE12_06a Other. Please specify (Free text): _____</p>
RE13	<p>How satisfied are you with the way your monitoring reports are being used?</p> <p>Please select on a scale from 1 (Very dissatisfied) to 5 (Very satisfied):</p>	<p>(Scale fully labelled)</p> <p>RE13_01</p> <p>1 = 1. Very dissatisfied 2 = 2. Dissatisfied 3 = 3. Neither 4 = 4. Satisfied 5 = 5. Very satisfied -9 = Not answered</p>
RE14	<p>Please explain your choice:</p>	<p>RE14_01 (Free text): _____</p>
RE19	<p>What suggestions do you have for improving the overall reporting process?</p> <p>Please specify:</p>	<p>RE19_01 (Free text): _____</p>



The following questions refer to the costs/ reimbursement of costs of monitoring a forced-return operation in the framework of the Pool.

	Question	Answer options (variables)
	[CS01 combined with CS11]	
CS01	<p>According to your experience, how are your travel costs being covered, for monitoring: Collecting Return Operations, Joint Return Operations and National Return Operations, respectively?</p> <p>Please select/ insert text accordingly:</p>	<p>(Multiple choice)</p> <p>CS01: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>CS01_01 I pay, then I am reimbursed by my National Monitoring Body CS01_02 I pay, then I am reimbursed by the requesting Member State CS01_03 Everything is paid in advance by my National Monitoring Body CS01_04 Everything is paid in advance by the requesting Member State CS01_05 Other. Please describe the usual procedure for each type of forced-return operation, if different</p> <p>1 = Not checked 2 = Checked</p>
CS11	<p>According to your experience, how are your travel costs being covered, for monitoring: Collecting Return Operations, Joint Return Operations and National Return Operations,</p>	<p>(Text input)</p> <p>CS11_01 I pay, then I am reimbursed by my National Monitoring Body CS11_02 I pay, then I am reimbursed by the requesting Member State CS11_03 Everything is paid in advance by my National Monitoring Body</p>



	<p>respectively?</p> <p>Please select/ insert text accordingly:</p>	<p>CS11_04 Everything is paid in advance by the requesting Member State CS11_05 Other. Please describe the usual procedure</p>
CS03	<p>According to your experience, what documents do you need to submit for the reimbursement of monitoring costs?</p> <p>Please select all that apply:</p>	<p>(Multiple choice)</p> <p>CS03: Residual option (negative) or number of selected options</p> <p>Integer</p> <p>CS03_01 Travel tickets/receipts (e.g. boarding passes) CS03_02 Proof of visa costs, if any CS03_03 Proof of costs of vaccination, if any CS03_04 Proof of accommodation expenses, if any CS03_05 Other. Please specify</p> <p>1 = Not checked 2 = Checked</p> <p>CS03_05a Other. Please specify (Free text): _____</p>
CS04	<p>Do you charge a monitoring fee?</p>	<p>(Selection)</p> <p>CS04</p> <p>1 = Yes 2 = No -9 = Not answered</p>



	[If CS04 = Yes, Then CS05, CS06, CS07]	
CS05	What is your monitoring fee? Please specify in EUR:	CS05_01 (Free text): _____
CS06	What institution is usually covering your monitoring fee? Please specify:	CS06_01 (Free text): _____
CS07	Please describe how is your fee being covered (e.g. upon receipt): Please specify:	CS07_01 (Free text): _____
CS08	How satisfied are you with the process of reimbursement of monitoring costs (travel, accommodation, visa, vaccination if needed etc.) for the return operations you monitored? Please select on a scale from 1 (Very dissatisfied) to 5 (Very satisfied):	(Scale fully labelled) CS08_01 1 = 1. Very dissatisfied 2 = 2. Dissatisfied 3 = 3. Neither 4 = 4. Satisfied 5 = 5. Very satisfied -9 = Not answered



CS09	Please explain your choice:	CS09_01 (Free text): _____
CS10	<p>What are your suggestions for improving the current process of reimbursement of costs/ covering expenses of monitoring a forced-return operation in the framework of the Pool?</p> <p>Please specify:</p>	CS10_01 (Free text): _____

Any final remarks

	Question	Answer options (variables)
CM01	Please add any other comment/ suggestion you might have (which you did not mention before) for improving your work as a member of the Frontex Pool of monitors:	CM01_01 (Free text): _____

Thank you for completing this questionnaire!