

While the consular personnel at each mission are required to submit monthly COMIS reports, these do not deal with the less tangible issues such as the level and quality of services/assistance, training issues, or perceived trends in clientele composition as did the mission survey. There exists no format for the periodic review of such questions as enunciated in the mission survey used in this evaluation.

Therefore this evaluation recommends the periodic use of questionnaires/surveys as a form for auditing the consular services/program. This would, of course, be done in conjunction with less periodic on-site inspections to validate mission survey responses and permit other observations. This would serve to provide management with further program indicators and receive general observations from the missions that otherwise would not be discernable. Therefore it is recommended that a service auditing procedure be established whereby the quality of the service provided by the various missions would be periodically monitored.