



Wednesday, March 1, 2017



This seminar was funded and supported by the U.S. Department of Homeland Security's Science and Technology Directorate Office of University Programs through the Center for Borders, Trade, and Immigration Research under Grant Award Number DHS-14-ST-061-COE-00. The views and conclusions contained in this document are those of the authors and should not be interpreted as necessarily as representing the official policies, either expressed or implied, of the U.S. Department of Homeland Security, or any office of the United States Government.

The U. S. Department of Homeland Security Center of Excellence, Department of Homeland Security Science and Technology Directorate Center of Excellence through the Borders, Trade, and Immigration Institute, held a Homeland Security Symposium titled: **“The Science of Interviewing and Interrogation”**.

For the first time in more than 50 years, the US and UK governments have initiated research programs aimed at developing ethical, evidence-based methods of interview and interrogation that improve the amount of accurate information elicited by investigators. A review of this research will be offered to highlight key findings that are, for the first time, leading to evidence-based practices. The first half of the symposium will focus on techniques that have been developed for custodial interviews and interrogations, emphasizing the relational and informational objectives that underlie effective interview strategies. Scientifically validated approaches for developing rapport and trust, eliciting information, and assessing credibility will be described. The second half of the symposium will focus on effective strategies for conducting brief field interviews and screening assessments. Controlled Cognitive Engagement will be introduced as an evidence-based method for eliciting verbal accounts and testing the veracity these accounts in as little as 3 to 4 minutes. Across both segments, a team of researchers and practitioners will offer an integrative perspective on the theory, validation, and application of these science-based methods. This symposium was a five part conversation reviewing the scope and nature of interviewing and interrogation.

Instructors Biography

Dr. Christian Meissner – Iowa State University

Dr. Christian Meissner is Professor of Psychology at Iowa State University. He holds a Ph.D. in Cognitive & Behavioral Science from Florida State University (2001) and conducts research on the psychological processes underlying investigative interviews, including issues surrounding the elicitation of memories, securing cooperation and engaging influence in the interrogation room, and assessing credibility. He has published more than 80 peer-reviewed journal articles, book chapters, and edited volumes, and has offered training on evidence-based approaches to U.S. military, intelligence, and federal law enforcement communities. Dr. Meissner's research has been supported by the National Science Foundation, the U.S. Department of Justice, the U.S. Department of Defense, the U.S. Department of Homeland Security, and the U.S. Intelligence Community. He has received numerous national and international awards for his contributions to research in this area.

Professor Coral Dando – University of Westminster

Dr. Coral Dando is a Professor of Psychology, an HCPC registered Forensic Psychologist, and a Chartered Scientist. She was awarded my PhD in Forensic Cognitive Psychology in 2008 after returning to academia following 12 years as a London police officer. Her primary research interests are centered on applying contemporary cognitive theories to investigate and understand cognition in goal directed settings, such as during face-to-face interviews, and when communicating in synthetic environments and via a computer. Dr. Dando is currently working on a number of collaborative research projects. For example, a) exploring the efficacy of innovative environmental supports tool for scaffolding older adults' eyewitness remembering to improve access to justice, b) with funding from the UK government she is using novel mock suspect and persuasion paradigms

to develop innovative techniques for detecting indicators of verbal deception in face-to-face and remote interviews, and for gathering information in virtual environments, and c) with several UK agencies she is developing veracity testing interview techniques to improve cooperation and information gain during interviews with suspected and convicted sex offenders.

Colonel Steven M. Kleinman – United States Air Force (Retired)

Colonel Steven M. Kleinman (U.S. Air Force Ret.) is a career intelligence officer with 30 years of operational and leadership experience in assignments worldwide. He is a recognized subject matter expert in human intelligence, strategic interrogation, intelligence support to special operations, and special survival training. He has the distinction of serving both as the director of the Combat Interrogation Course and as the Department of Defense senior intelligence officer for resistance to interrogation training. Colonel Kleinman is a veteran of three major military campaigns (Operations Just Cause, Desert Shield/Storm, and Iraqi Freedom) where he served as an interrogator, case officer, chief of a joint and combined interrogation team, and as a senior advisor on interrogation operations to a special operations task force. He has been cited as one of the most prolific interrogators during the first Gulf War. He has testified on interrogation and detainee policy before five Congressional intelligence, armed services, and judiciary committees, and served as the senior advisor to the Intelligence Science Board's 2005-2008 study on strategic interrogation. He has authored many publications in both professional and scholarly journals on issues of elicitation, interrogation, and credibility assessment. He is a graduate of the University of California, Davis, where he earned a Bachelor of Arts in psychology, the National Intelligence University with a Master of Science in strategic intelligence, and the National University in San Diego with a Master of Science in forensic sciences. His professional military education includes the U.S. Air Force Squadron Officer School, Air Command & Staff College, and Air War College.

Erik L. Phillips – M.A.

Erik Phillips is a former Army Special Operations and contract interrogator, and an Arabic linguist. His operational experience spans three combat theaters, and his reporting has proven instrumental in guiding decision-making ranging from tactical-level operations to national-level policy. He is uniquely qualified in exploiting Islamic extremist networks and in countering extremist propaganda and recruitment efforts. Mr. Phillips has earned both a BA and MA in Psychological Science from the University of Colorado at Colorado Spring, graduating with honors and focusing his research and studies on the science of interrogation and deception detection.

Topics Covered

1. Introduction to the research
2. Dr. Meissner & Col. (Ret.) Kleinman-Developing an Evidence Based Perspective on Interviewing and Interrogation
3. Dr. Meissner - Cooperation: Leveraging Persuasion and Establishing Trust
4. Dr. Meissner- Disclosure: Conversational Rapport and the Cognitive Interview
5. Dr. Dando – Credibility Assessment: Evidence Based Cues to Veracity & Strategic Interviewing
6. Dr. Dando – Controlled Cognitive Engagement: A Brief Interview Protocol for Portals

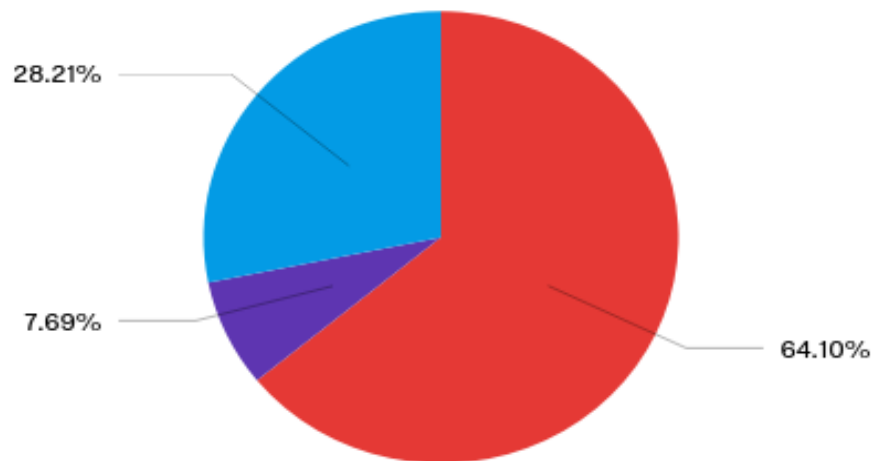
Analysis of Symposium Feedback

The symposium was well-attended with a total of:

- **118 Confirmed RSVPs**
- 96 Attendees (Approximately **81%** of RSVP total)

A total of 20 government agencies organization was represented by the symposium attendees. Attendees from Juarez, Mexico, Albuquerque, NM, Las Cruces, NM, Santa Fe, NM, and El Paso, TX, attended this event. The following table displays each of the agencies/organizations with the total number of representatives in attendance.

Federal Agencies		State Agencies	
ICE Enforcement & Removal Operations	7	UTEP	2
Homeland Security Investigations	11	Texas DPS	1
CBP - Office of Border Patrol	10	US Probation	4
CBP – Office of Field Operations	4	New Mexico State Police	2
Transportation Security Administration	6	Texas Parks & Wildlife Department	3
DHS I & A	1		
DHS NTC Counter Terrorism Division	1		Total 12
DHS Office of the Inspector General	3	Local Agencies	
U.S. Marshalls	2	El Paso Police Department	16
DEA	1	El Paso County Sheriff’s Department	9
FCI La Tuna	6		
Department of State	6		
Department of the Army	1		Total 25
	Total 59		

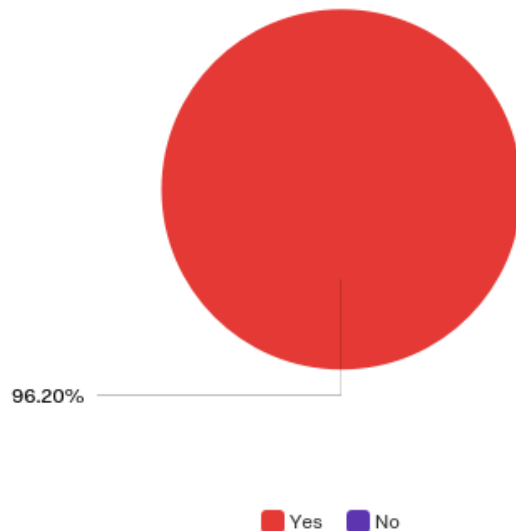


■ Federal Agency
 ■ State Agency
 ■ Local Agency
 ■ Tribal Government

Every attendee was asked to fill out a symposium evaluation. A total of 79 surveys (**83% of total attendees**) were submitted. Overall, the assessment feedback was overwhelmingly positive (listed percentages are the sum of both the “agree” and “strongly agree” percentages):

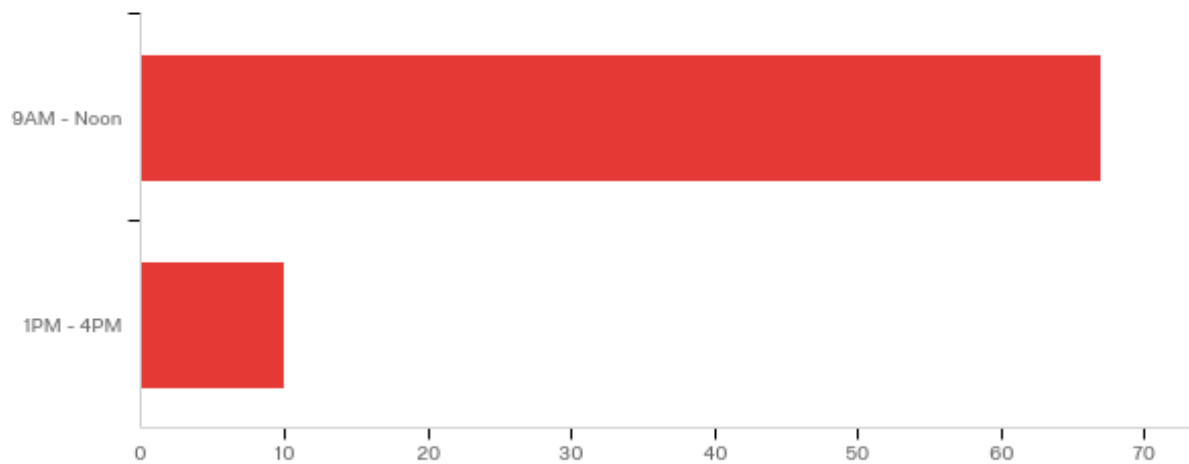
The seminar met my expectations	96.2%
The overall topics covered in this seminar were relevant and useful to my current assignment	94.9%
The seminar description accurately described the seminar content	94.9%
The seminar increased my knowledge of the subject matter	96.2%
The seminar increased my interest of the subject matter	92.4%
The overall quality of this seminar was excellent	93.7%
The instructors’ presentation style was effective	99.7%

The exit survey also contained the following question (Q3): Would you attend a second more in-depth symposium on this topic? The survey revealed that **96.2%** of the symposium participants would attend a second more in-depth symposium.



Open-attended responses indicated a common satisfaction with the course with particularly positive comments regarding the competence of the instructor and the content’s utility and pertinence to their field of work. The following questions were asked in the exit survey and no edits have been made to the comments with the exception of spelling.

Q4. What is your preference for the next symposium?



Q5. What other topic/subject matter would you like to see presented in similar seminars, tabletop exercises or practicums?

- Recognizing/ Investigation international nexus.
- Deeper knowledge interview skills. Non-verbal communication.
- Legal issues
- Tabletop exercises on inmates and new crimes.
- Cultural and economic diversity with crime and revitiusim nature and Nurture research and how it may play in the effect of human behavior of the criminal element.
- Police related issues/ policies/ changes that apply to local/ state/ fed level similar to your use of force study. Ask agencies to bring policies to see how they apply to study.
- Drug smuggling
- Violent crimes focus
- Balance between civil migrants and security
- Disposition of criminals e.g., moral, amoral, immoral and how to tell the difference w/ respect to interviews/interrogations.
- More in-depth interrogation techniques and statistics
- Good interactive techniques with specific types of people
- Border violence and terrorism
- Would like to see the organized crime interviewing techniques.
- I would like to attend a symposium that discusses detailed techniques that we can use in custodial interrogations
- Cultural awareness (middle eastern studies)
- Strategic and tactical interrogations
- Hostage negotiations
- Domestic terrorism
- Lie Detection
- Forensics
- Topics related to CBRM Threats
- Gangs and immigration

Q6. If there are any additional comments you have about the seminar topics covered please provide them below.

- More visual practices with instructors/ more live examples to detect deception. Be a little more cleaner/ audio
- Go more in depth with the examples triggering more towards law enforcement
- Set up with desk, to allow for note taking.

- Put it all together and let students do an exercise.
- Longer symposium, more days too much information for one day. 3 days or 2 day course.
- The speakers present were amazing. The diversity between them provided a great spectrum.
- Course should be at least 2 days.
- Thank you!
- Too short for the information provided, it all seemed like just an overview. "Show" us a complete interview with these concepts. Provide CCE certification course.
- All were excellent! Great work!
- Excellent training! Would love to attend an extended training with these instructors to get more in depth understanding and training.
- Very good!
- Each topic is great but needs to be further explained. I'm aware of the time constraint but, it would help greatly. Maybe make it a two day symposium.
- Practicum would allow to get hands on and see the techniques through
- More in depth explanations; more practical's; maybe talk about what type of verbiage/language you would use as far as the cognitive level of subject you are interviewing
- The topics were all very good!
- Great presentation!
- Great research and presented well. Speakers were very knowledgeable
- I know its just a one day symposium, but this would be a great three to four day, even week long training. I'm a detective assigned to the EPPD academy as an instructor. I will be adding some or passing on some the info.
- Great class thank you!
- Thank you!
- The presentation/ presenters were better than last year. The venue was worse.
- Great content, very dynamic. Excellent presenters and experts on the matter.
- The symposium was very informative and beneficial. I would have liked it to be at least 2 days though. The presenters had a wealth of information to provide but I feel that they were limited greatly by their lack of theme. I loved what they did teach though and am grateful for being selected to attend.
- Very good presentation, will greatly effect mission success
- Great job and presentations!
- Have some related to law enforcement.
- Excellent job by the presenters!
- Very interesting topic, would like more explanation over using tactics. Maybe use students in examples instead of instructors.
- All the topics were very helpful.
- Video for deception would be excellent. I attended Reid training and the physical signs of deception such as crossed arms or the defended position were displayed in a video depicting a teenager. But then the instructor stated the young man was being 100% truthful.
- Great class opened up my eyes to how you can involuntary have bias to physical cues on people being interrogated. Physical cues being irrelevant of course.
- Very well presented and very informative.

Webcast Analytics

This symposium was the sixth effort to add a webcast feature as part of the value added deliverable of this program. All seven symposiums have been filmed and can be viewed by the public on our website and YouTube account to enhance future viewings of the symposium series. The PI will continue with simultaneous webcast broadcasting of the symposium series with efforts to increase viewership through this medium.

Total views: 77

Symposium Series Visibility

In an effort to promote the symposium series and the work of the Borders and Trade Institute (BTI) we have actively engaged on Twitter and local news media outlets.

- There were nineteen (19) tweets that were sent prior, during, and just after the symposium event. The tweets received a total of **3,220** impressions.

Learning

Every attendee was asked to take a six (6) question Pretest Questionnaire in order to gauge the level of understanding of the topic. In addition, the participants were asked to take the same six (6) question Posttest Questionnaire at the conclusion of the symposium. The first question asked of the participant was to self-measure their level of knowledge on the topic on a 1 to 10 scale with 1 as *No Knowledgeable* and 10 as *Very Knowledgeable*. A total of 72 pretests/posttests (76% of total attendees) were returned by the participants.

Analysis: Self-evaluation by the participants indicated a **18% increase** in learning. The average Pretest Questionnaire score was **72%** and the average Posttest Questionnaire score was **80%**. The results of the Pretest and Posttest Questionnaires revealed a **8% increase** in learning.

Lessons Learned

As part of the program's self-evaluation process the following areas will be addressed:

- Continue to emphasize to symposium participants the importance of the Exit Surveys and Pretest and Posttest Questionnaires.

Acknowledgements

The Principle Investigator, Victor M. Manjarrez, Jr., would like to acknowledge the efforts of Center for Human & Behavior's Manager Leonora Ortega-Martinez. In addition, the hard work, diligence, and "can-do" attitude of research assistants Ms. Monica Diaz, Ms. Anjelica Manjarrez helped make this symposium a success. Finally, the work by UTEP's Academic Technologies Associate Director Steve Varela, Adrian Meza, and Janet Hill is simply second to none.

Victor M. Manjarrez, Jr.

March 20, 2017

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Date