

# SURVEY RESEARCH

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NEWSLETTER FROM THE SURVEY RESEARCH LABORATORY

COLLEGE OF URBAN PLANNING AND PUBLIC AFFAIRS, UNIVERSITY OF ILLINOIS AT CHICAGO

## Telephone Survey Practices Study

Jane Sheppard, Council for Marketing and Opinion Research

*The following article is excerpted from a survey report on telephone survey practices by the Council for Marketing and Opinion Research (CMOR). The report was written by Jane Sheppard, CMOR Director of Respondent Cooperation. The entire report can be found at their Web site: <http://www.cmor.org>.*

### BACKGROUND AND OBJECTIVES

The Council for Marketing and Opinion Research (CMOR) was formed in 1992 by the 4 North American major associations in the marketing and opinion research field: American Marketing Association (AMA), Advertising Research Foundation (ARF), Council of American Survey Research Organizations (CASRO), and Marketing Research Association (MRA). These associations have been joined by many corporations and organizations that conduct and/or use marketing and opinion research. Together, under the CMOR umbrella, these organizations are working to further the acceptance of marketing and opinion research by the public and the government through education, lobbying, and providing legislative support to prevent abuses of the research process. CMOR also supports programs that ensure access to consumers, so that respondent cooperation in research remains vibrant and healthy.

A committee was charged with the following goals: (a) to develop, interpret, and disseminate critical information; (b) to identify emerging strategic and tactical imperatives that affect the research industry and process; and (c) to monitor respondent cooperation and recommend and implement actions to increase it. As a step to achieving those goals, in January 2000, CMOR conducted the Telephone Survey Practices Study. The study was an outgrowth of a previous survey conducted in spring 1998 by the Survey Research Laboratory (SRL) at the University of Illinois at Chicago among its List of Academic and Not-for-Profit Research Organizations (LANSRO). SRL's survey was part of its efforts to improve response rates on telephone surveys, particularly RDD surveys.

The primary goal of this survey was to collect data from telephone research centers about their survey practices. This information, combined with CMOR and other industry studies, will be used to formulate recommendations to improve respondent cooperation. In addition, it would be useful for the industry to review the practices of both profit and not-for-profit organizations to ensure some consistencies in policies and practices. Lastly, some of the data obtained would be useful as support documentation for current and future legislation that shows that the industry is indeed self-regulating and cognizant of its practices.

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### METHODOLOGY

A total of 135 Web-based surveys were conducted among MRA members who managed or owned telephone research facilities, and 97% of the facilities were located in the U.S. The survey was fielded from January 18 through February 11, 2000.

An e-mail invitation to participate was sent to potential respondents on behalf of CMOR with the support of MRA. Numerous companies were not eligible because

they did not own a telephone facility or did not conduct quantitative studies but used the phone facility exclusively for pre-recruiting activities.

The MRA provided the sample, while Triton Technology provided the survey programming, e-mailing, faxing, and data tabulations at no cost to CMOR. Special thanks is extended to Diane O'Rourke from the Survey Research Laboratory at the Univ. of Illinois for the use of their questionnaire as the model for this study and for the data and findings from their 1998 study.

### Respondent Profile

- Of the 135 facilities that responded, 40% were classified as Data Collection companies and 60% as Full Service Research Firms.
- The survey represents both single facilities and companies that have multiple facilities, where 69% of the companies have only one telephone facility, 23% have 2–5 telephone facilities, 2% have 6–10 facilities, 2% have 11–20 facilities, and only 1% have over 20 telephone centers.
- Among the companies that have multiple facilities, 2/3 of them share studies among their facilities.
- Nearly all facilities that responded were from the USA (97%); there were a few facilities from Canada (2%) and Mexico (1%).

## SUMMARY OF KEY FINDINGS

**Contents of introduction.** Previous research has shown that the introduction is key to establishing credibility and a relationship with respondents. Introductions to telephone interviews are very important because most refusals occur at this point. Results of this survey indicate that 6 introduction elements are included more than 2/3 of the time: company name, general interview topic, interviewer's first name, statement "not selling anything," statement of confidentiality, and approximate length of interview. Other introduction elements are emphasized in not-for-profit telephone centers.

**Call monitoring.** Our survey showed that only 12% of the facilities mention in the introduction that the call may be monitored, and another 28% mention it sometimes. Monitoring is based more on percentages of the interviewer's work than on the total number of completes.

**Answering machine messages.** Ownership is high, and while most owners only screen a relatively small percent of their calls, the overall impact is that much more effort needs to be expended to reach these individuals. This obstacle has led to the question: Is it better to leave a message or not? Seventeen percent of the facilities currently leave messages on answering machines, while another 22% are considering this practice in the near future.

**Callback validations.** Respondents most often cite that they are called at inconvenient or inopportune times. Because of the proliferation of calls to a household, the industry must be sensitive about adding to these respondent burdens. More than 3/4 of the facilities perform callback validations of consumer studies, business studies, and both.

**Do-Not-Call lists.** Some research companies have established and implemented internal do-not-call practices due in part to the public's requests to not be called. Attitudes towards the marketing research industry, while still positive on many issues, are showing slow erosion over time. Some negative attitudes may be attributed to the number of telemarketing calls respondents receive, and so they are requesting to not be called ever again. Over half of the facilities maintain a Do-Not-Call list for all studies, and another 24% plan to administer a Do-Not-Call policy in the future.

**Center characteristics.** The facilities vary from relatively few telephone stations to over 150 and are located primarily in the Midwest or the South. The median number of telephones reported in any one facility was 30. Three-fourths of the facilities are equipped with a computer-assisted telephone interviewing system.

**Interviewer characteristics/training.** Interviewers are often expected to work on more than one study at a time. Most interviewers have worked for a minimum of 6 months at the facility and have diverse backgrounds. One quarter of the interviewing staff is considered full-time. Nearly 1/2 of full-time interviewers receive some type of bonus or pay raise on a yearly basis. Retaining good interviewers is critical, and facilities recognize that providing various incentives is important. Half receive benefits of vacation, holiday pay, health insurance, and sick leave. Only 36% of the part-time interviewers receive any benefits.

Training is varied dramatically and yet critical to the success of the interviewer. On average, less than one day is spent in initial training and most often by using a training program developed in-house versus one purchased elsewhere. Very little professional development is available to most interviewers.

**Supervisor characteristics/training.** Nearly all supervisors have worked for their companies at least 6 months and have worked as an interviewer for nearly one year prior. Two-thirds are considered full-time employees. Nearly 3/4 of the supervisors receive yearly pay raises or bonuses and are eligible for various benefits. Supervisors receive much more training than interviewers, and most have professional development programs available.

## CONCLUSIONS

The research industry is at a point at which it needs to reassess its telephone survey practices and its effect on respondents. There are a variety of issues facing the industry. Potential legislation and some existing laws, if not properly addressed, could have serious negative consequences. Now is an opportune time to develop strong recommendations that will show legislators that the industry is self-regulating.

### The Contents of Introductions

Survey introductions provide the telephone facility with the needed information to establish legitimacy and helps the respondent make a decision about participation.

- Company name, general survey topic, and interviewer first name are included in survey introductions by nearly all telephone facilities.
- Although research does not substantiate that the phrase "We're not selling anything" impacts response rates, most for-profit centers use the phrase in the introduction.
- Confidentiality reassurance is conveyed by most facilities, along with the approximate length of the interview.
- Despite a growing trend for permission-based decision-making, less than half of the facilities ask the respondent's consent to proceed with the interview
- Even with the knowledge of existing laws about two-party consent, very few telephone facilities notify the respondent that the survey call will be monitored.

### Survey Introductions: Items Read to All RDD Respondents

For a typical RDD introduction	CMOR	SRL
	Survey (N = 130) For-Profit	Survey (N = 56) Not-For-Profit
Your company name	96%	95
What the interview is about in general	92	98
The interviewer's first name	91	90
"Not selling anything"	86	36
Statement of confidentiality	72	86
Approximate length of interview	64	48
Phone number was randomly selected	44	75
Sponsor's name, if different	43	61
If okay to proceed	43	30
Verify telephone number	38	57
Interviewer's last name	37	55
What interview is about specifically	22	20
Call may be monitored	12	15
Call may be recorded	11	NA

### Impacts on Calling Strategies

It is critical for researchers to maintain positive relationships with respondents by being aware that multiple callbacks or inappropriate calling times run the risk of being considered harassing or annoying.

- Most facilities make only one or two call attempts per day to reach the respondent.
- Over half of the facilities conduct callback validations on a portion of their completed interviews, which requires asking respondents their names and addresses.
- On average, facilities do not call beyond 9:00 PM during weekdays, although some have reported calling on Sundays during morning and evening hours.
- More than half of the facilities respect the respondent's right to refuse by maintaining an internal Do-Not-Call list.

### Interviewing Staff Improvement

Interviewers are on the front line making the first contact and important first impression with survey respondents. Their preparation in making that first and subsequent contact can affect cooperation.

- Nearly half of the interviewing staff is cross-trained on different studies and handles multiple projects.
- Most facilities provide some sort of raise or bonus as a retention strategy.
- Interviewers receive less than one day of initial interviewer training.
- Additional professional development is not offered to interviewers by many facilities.

### A Call To Action

The high correlation between respondents' impressions of their recent survey experience and future willingness to participate makes it imperative that researchers concern themselves with making the survey process a "pleasant" experience. In addition, the political atmosphere surrounding telephone research necessitates that the industry set up guidelines in areas that may be scrutinized as a preventive measure to ward off regulation.

Areas which should be addressed by the industry with CMOR's help and support include:

- Developing model language for introductions, including a statement about call monitoring.
- Reviewing and recommending maximum call attempts by day and total attempts to a household.
- Considering the establishment of an industry do-not-survey list.
- Establishing productive hours of operation for telephone centers.
- Developing a comprehensive technology-assisted training for interviewers.

## CURRENT RESEARCH

Further information on the studies described in this section should be obtained from the organizations conducting the studies at the addresses given at the beginning of each organization's listing. Neither Survey Research nor the Survey Research Laboratory can provide this information. Study summaries are accepted by Survey Research with the understanding that additional information can be released to others.

### ARKANSAS

#### **Institute for Economic Advancement University of Arkansas at Little Rock**

Library Building, #506, 2801 S. University Ave., Little Rock, AR  
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<http://www.aiea.ualr.edu>

**1999/2000 Statewide Licensed Child Care Facility Survey.** This mail survey's population included 3,215 child care establishments. The 1,767 respondents provided information on type of child care provided, employment issues and rates of pay, hours of operation, age groups served, licensed capacity, vacancies available, costs, subsidies, quality indicators, transportation issues, facility selection, and demand for services issues. The study was sponsored by the Arkansas Dept. of Human Services, Div. of Child Care and Early Childhood Education.

**2000 Statewide Targeted General Population Survey.** Also sponsored by the Div. of Child Care and Early Childhood Education, this telephone survey asked 416 randomly-selected Arkansans about their child care needs. The population included households with an annual income of 60% or less of the statewide median family income. Screening was done to identify primary caregivers of children age 12 or younger living at home.

**Riverfest 2000.** Face-to-face interviews were conducted with a random sample of 560 adult attendees of the Riverfest festival held in Little Rock. Data were collected relating to "festival-goer" demographics, customer satisfaction issues, and expenditures. The survey was sponsored by the Riverfest Committee.

**2000 Statewide General Population Telephone Survey.** This survey asked 413 randomly-selected households questions pertaining to consumer awareness and knowledge of issues regarding deregulation of the electric industry in Arkansas. The Arkansas Public Service Commission sponsored the study.

**2000 Statewide Small Business Mail Survey.** Sponsored by the Arkansas Public Service Commission, this random sample mailing was administered to 5,000 businesses with 50 or fewer employees. The 966 respondents who indicated an awareness of Arkansas Electric Deregulation issues were questioned to determine sources of awareness and their general restructuring knowledge.

### CALIFORNIA

#### **RAND Survey Research Group RAND**

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[sandra\\_berry@rand.org](mailto:sandra_berry@rand.org)

**College Market Recruitment Options.** Funded by the Dept. of Defense, this project will help the U.S. armed services identify new recruiting policies to attract youth in the college market. A Web-based followed by mail questionnaire will be administered in the spring of 2001 to a nationwide random sample of 14,000 college-bound high school students, college students, and those with some college, all age 17-21. *Principal Investigator:* Beth Asch, *Project/Survey Coordinator:* Can Du.

**CALWORKS Evaluation.** In California, the Welfare to Work Act of 1997 replaced AFDC with California Work Opportunity and Responsibility to Kids Program (CALWORKS), which helps move recipients from welfare to work and self-sufficiency. To analyze the impact of these reforms, the RAND Survey Research Group, funded by the California Dept. of Social Services, is contacting 750 present or recent welfare recipients in each of 6 California counties for a CATI survey. Tracking, locating, and attempts to convert nonresponse will be conducted by a CAPI team of interviewers in each county. *Survey Director:* Judy Perlman, with Kirsten Becker and Erika Taylor.

**Cost of Cancer Treatment Study.** Principally funded by the National Cancer Institute, this study will compare treatment costs for patients in clinical cancer studies with costs for patients receiving usual treatment. Cost data will be collected from patient interviews and patients' medical and billing records. Approximately 750 trial patients and 750 controls will be recruited from 75 institutions or practices throughout the U.S. *Principal Investigator:* Dana Goldman, *Co-Principal Investigator:* Sandra Berry, *Survey Coordinators:* Beverly Weidmer and Chau Pham.

## ILLINOIS

### National Opinion Research Center (NORC) University of Chicago

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<http://www.norc.uchicago.edu>

**National Study of Title I Schools.** Title I of the Elementary and Secondary Education Act is the primary federal program to help educate economically and educationally disadvantaged children. As a subcontractor to RAND and with support from the U.S. Dept. of Education, NORC will collect data for an assessment of how Title I schools are using standards-based reforms to improve learning at low-income elementary, middle, and high schools. Principals, teachers, and teachers' aides will be selected from a nationally representative panel of 1,600 Title I and non-Title I schools. There will be 3 waves of data collection from 2001 through 2004 school years. State assessment data will also be gathered to examine the progress of selected schools' performance. *Principal Investigators:* Mark Berends and Sheila Kirby (RAND), *Project Director:* Bronwyn Nichols.

**REACH2010.** With funding from the Centers for Disease Control, NORC will evaluate demonstration projects in about 22 localities across the nation that are participating in the Reach and Ethnic Approaches to Community Health (REACH) program. REACH seeks to mobilize communities and organize their resources to support effective and sustainable programs to reduce and eliminate disparities between minority and non-minority populations in access to and use of health care services and health outcomes. NORC will conduct CAPI and CATI interviews with approximately 26,000 respondents annually for 4 years. *Project Director:* Missy Koppelman.

**American Academy of Religion (AAR) Study.** This study, funded by and conducted for AAR, will include a census of the nearly 1,800 academic units devoted to the academic study of religion and/or theology in U.S. and Canadian postsecondary education institutions. The census, conducted by mail and on-line, will establish a central database of information on these units. Customized data reports for each academic unit that participates in the census will be prepared. *Project Director:* Lance Selfa.

**American Rhodes Scholars Study.** This survey will be conducted under subcontract to Boston College with support from the Spencer Foundation. The study's aim is to understand the role of social origin and educational prestige in the attainment of career prominence among

American Rhodes Scholars. A sample of approximately 1,085 scholars will be drawn and interviewed by telephone or mailed questionnaires. Main study data collection will occur during the first half of 2001. *Principal Investigators:* Ted Youn and Karen Arnold (Boston College), *Project Director:* Karen Grigorian.

**National Survey of Indigent Defense Systems.** Conducted for the U.S. Dept. of Justice, this study aimed to identify criminal indigent defense programs in the U.S. and collect data on expenditures, funding sources, staffing, caseloads, types of offenses, policies, and practices. A sample of 734 counties was selected, and data were collected by mail with mail, phone, fax, and e-mail follow-up. Comprehensive reports on the 100 most populous counties and targeted reports for remaining sample counties will be prepared. *Project Director:* Natalie Suter.

**Chicago Youth Labor Market Needs.** This study for the Mayor's Office of Work Force Development examined the needs of Chicago youth (age 14–21), particularly low-income youth, in developing skills and preparing for job openings. Three aspects of the youth labor market were covered: (1) the demand side, (2) the supply side, and (3) the needs of youth as perceived by youth, parents, employers, and service providers. Semi-structured interviews were conducted with 21 key informants, including those who were involved in service provision or planning for the city, and 21 focus groups were conducted with youth, parents, employers, and service providers. The youth were selected from different age groups, family backgrounds, and economic circumstances, and included such groups as teenage mothers, ex-offenders, and high-school dropouts. *Project Director:* Alma Kuby.

### Survey Research Laboratory University of Illinois at Chicago

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**Improving Validity of Self-Reports on Cancer Screening.** With funding from the National Cancer Institute, this study will test alternative methods for reducing the overreporting of Pap smear tests and mammograms. Experiments will be conducted on question order; inclusion of questions on intentions, barriers, and exceptions; and CATI vs. audio-CASI administration. *Principal Investigators:* Timothy Johnson, Diane O'Rourke, and Richard Warnecke; *Project Coordinator:* Jane Burris.

## Survey Research Soliciting Lead Articles for Upcoming Issues

The *Survey Research* newsletter is extending an invitation to those in the survey research field to submit original work on topics of interest to the survey research community—such as methods for reducing nonresponse, experience with Web surveys, and strategies for recruiting and maintaining interviewers—for inclusion in an upcoming issue. Submissions should be between 750 and 1,500 words and can be sent to [krish@srl.uic.edu](mailto:krish@srl.uic.edu).

**WIC Family Case Management Survey.** The study aims to assess how familiar Chicago-area women are with 3 State of Illinois programs: WIC (Women, Infants, Children), Healthy Start, and Family Case Management. Using a list sample of 2,000 women who are eligible but not enrolled, SRL will complete 400 interviews—most by CATI with CAPI follow-up for women who do not have phones or could not be reached by phone. The results will allow the State to determine barriers to participation and how to improve access to these programs. *Principal Investigator:* Steve Saunders (Illinois Dept. of Health and Human Services, Office of Family Services), *Project Coordinator:* Isabel Farrar.

**Drinking Among Underage College Students.** Conducted on behalf of the Illinois Liquor Control Commission (ILCC), this anonymous mail survey will assess the drinking behaviors of students age 18–20 from 12 Illinois colleges and universities. Findings will assist the ILCC in its efforts to prevent and decrease underage drinking on college campuses. *Project Coordinator:* Lisa Kelly-Wilson.

**Needs Assessment of the Homeless in Metropolitan Chicago.** Being conducted for the Illinois Continuum of Care Regional Roundtable with funding from the Chicago Community Trust, this survey will assess the needs of homeless individuals and the providers that serve them. Data will be collected in 6 Illinois counties, including Will, Dupage, Cook, McHenry, Kane, and Lake. Clients from a random sample of service providers will be selected and interviewed onsite at the providers' facilities, and SRL will interview 1,800 persons who identify themselves as homeless or at risk of being homeless. SRL will also send a mail questionnaire to 1,000 providers. *Principal Investigators:* Janet Smith and Charles Hoch (College of Urban Planning and Public Affairs, UIC), *Project Coordinator:* Ingrid Graf.

**Miami-Dade Gun Survey.** This RDD CATI survey of over 1,000 residents of Miami-Dade County is examining firearm ownership, firearm storage, and child access to guns. Baseline and 3-month follow-up interviews will be conducted in both English and Spanish. *Principal Investigator:* Judy Schaechter (Univ. of Miami), *Project Coordinator:* Jane Burris.

**UIC Survey of Nonenrollees.** SRL will call approximately 1,300 people who applied for admission to the Univ. of Illinois at Chicago this fall and were accepted but did not enroll. *Project Coordinator:* Diane O'Rourke.

## INDIANA

### Center for Survey Research Indiana University

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**Weed and Seed Neighborhood Study.** This telephone survey was conducted to determine the community's experiences with and opinions of city services such as trash collection, police, and city administrators. It was conducted for the Indianapolis Police Dept. and funded by the U.S. Dept. of Justice. Interviews were conducted using a random sample of listed telephone numbers in 4 Marion County neighborhoods, and 560 interviews were conducted with a random adult in each household. *Principal Investigator:* Carol Kramer, *Project Director:* John Kennedy, *Project Manager:* April Henry.

**Neighborhood Organization Survey.** This survey of Marion County, IN, community leaders was sponsored by the U.S. Dept. of Justice and the National Institute of Justice. To develop measurements of police and community interaction, CSR selected all 162 registered neighborhood and umbrella organizations in Marion County and conducted 80 telephone interviews. *Principal Investigator:* Steven Chermak, *Project Director:* John Kennedy, *Project Manager:* April Henry.

**Survey on Academic Incivility.** The purpose of this survey was to obtain information from faculty and graduate instructors about incivility they have experienced in their interactions with students at Indiana Univ. Bloomington (IUB). Questions addressed their perceptions of what they consider to be incivility and the extent to which they have experienced it at IUB, their personal reactions to it, and their perceptions

about who engages in incivility and who is more likely to be a recipient of it. Respondents were also asked what training in dealing with incivility they have received or would like to receive. All IUB faculty and graduate instructors were sent the questionnaire. *Principal Investigator:* Richard McKaig (IUB), *Project Director:* John Kennedy, *Project Manager:* Kevin Vryan.

## IOWA

### Survey Section Statistical Laboratory Iowa State University (ISU)

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nusser@iastate.edu; <http://www.statlab.iastate.edu/survey>

#### Economic Well-Being in Iowa Households.

Researchers in ISU's Dept. of Economics collaborated with Dept. of Statistics researchers to conduct this study. A sample of Iowa food stamp recipients was selected to evaluate changes in recipients' program participation as a result of welfare reform legislation. The 735 respondents received \$25 gift certificates for completing a 30-minute telephone interview. The research was sponsored by the USDA's Economic Research Service. *Project Coordinator:* Dianne Anderson, *Project Manager:* Janice Larson.

**Inside Iowa State.** A customer satisfaction survey was conducted to evaluate ISU's faculty and staff newsletter. The information gathered was used to adapt the content and format of the publication to more effectively serve the University community. *Project Coordinator:* Janice Larson, *Project Manager:* Karen Fliehler.

**Evaluation of Retiree Benefits.** This telephone survey of 478 ISU retirees was conducted to evaluate ISU retirement benefits and to determine the financial fitness and quality of life of the University's retirees. The sample was stratified by number of retirement years and employee status. *Project Coordinator:* Dianne Anderson, *Project Manager:* Janice Larson.

**Extension Service Watershed Projects Surveys.** Land owners and farmers in two Iowa watershed conservation districts were surveyed to evaluate changes in conservation practices. Telephone interviews were completed with 250 respondents. The project's sponsor was the ISU Extension Service. *Project Coordinator:* Dianne Anderson, *Project Manager:* Karen Fliehler.

**ISU Professional and Scientific Council Survey.** This mail survey asked 1,628 ISU professional and scientific employees to evaluate their work environ-

ment, benefits options, professional development opportunities, and performance appraisal experiences. University policy recommendations were based on the gathered information. *Project Coordinator:* Dianne Anderson, *Project Manager:* Allison Tyler.

**Small Business Study.** The Statistical Laboratory conducted a nationwide telephone and mail study of 818 small business owners. The target population for this study was small businesses with fewer than 20 employees and less than \$1 million in annual sales, and businesses in rural areas were of particular interest. The study was sponsored by researchers in the ISU College of Family and Consumer Sciences. *Project Coordinator:* Dianne Anderson, *Project Manager:* Janice Larson.

**Benefits Evaluation Study.** In Year 2 of this study, 1,500 State Farm Insurance employees were contacted in order to evaluate the company's financial education program and assess the relationship between worker satisfaction and financial security. This mail survey was a follow-up to a previous survey collecting benchmark data prior to the implementation of a new financial education program for employees. *Project Coordinator:* Dianne Anderson, *Project Manager:* Allison Tyler.

## KANSAS

### CATI Laboratory School of Family Studies and Human Services Kansas State University

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bobp@ksu.edu; [www.ksu.edu/humec/fshs/fshs.htm](http://www.ksu.edu/humec/fshs/fshs.htm)

**Travel and Tourism Study.** This study was funded by the Dept. of Hotel, Restaurant, Institution Management, and Dietetics (HRIMD) under a grant from the Kansas Dept. of Commerce and Housing, Div. of Tourism. The purpose was to assess the views of respondents from 10 states regarding travel and tourism in Kansas. Over 400 RDD telephone interviews were conducted in July and August. *Contact:* Cathy Hsu (HRIMD).

**Attitudes Regarding Smoke-Free Restaurants.** Under contract from the Kansas Smokeless Kids Initiative, Inc. and with funding from the Kansas Health Foundation, the CATI Laboratory conducted approximately 500 RDD CATI interviews with adults in Topeka on their views of the effects of second-hand smoke on children and their attitudes about smoke-free restaurants. *Contact:* Robert Poresky.

## MARYLAND

### Survey Research Center (SRC) University of Maryland

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src@cati.umd.edu; <http://www.bsos.umd.edu/src>

**Genetic Technology and Health.** On behalf of the Univ. of Michigan Institute for Social Research, SRC will conduct 1,800 RDD CATI interviews to assess the general public's knowledge of and attitudes about genetic health and technology. There will be an oversample of blacks and Hispanics since these groups have been undersampled in past research on this topic. *Principal Investigator:* Eleanor Singer, *Project Coordinator:* Johnny Blair.

**Family Time Use.** For the Sloan Foundation, SRC completed about 1,200 CATI interviews in households with children under 18 to see how different families spend their time. This RDD survey was administered in conjunction with a mailed 7-day diary that respondents were asked to keep. *Principal Investigators:* John Robinson and Suzanne Bianchi, *Project Coordinator:* Elena Tracy.

**D.C. Behavioral Risk Factor Surveillance Study.** SRC will administer about 2,400 CATI interviews for the Washington, D.C. Dept. of Health and the Preventive Health Services Administration. This RDD survey focuses on the health behaviors of adult D.C. residents. SRC will interview 200 people each month for 12 months. *Principal Investigator:* Ibrahim Bullo, *Project Coordinator:* Timothy Triplett.

**Welfare Survey.** SRC conducted CATI interviews with 2,455 current and former Maryland welfare recipients for the Univ. of Maryland at Baltimore. About 1,455 of the total interviews probed first-time welfare recipients, and the remaining 1,000 were interviews with former recipients. The study aims to assess recipients' experiences with welfare-to-work programs. As an incentive, SRC sent a 30-minute phone card to potential respondents before the interview. The card is activated only after a completed interview. *Principal Investigator:* Catherine Born, *Project Coordinator:* Elena Tracy.

## MICHIGAN

### Survey Research Center (SRC) Institute for Social Research University of Michigan

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**Women's Employment Study.** Face-to-face interviews with 632 women were conducted during Wave 3 of this panel survey of current and former single welfare mothers. The original sample was randomly selected from a State agency list. The project focuses on welfare reform, barriers to employment, and family functioning. Barriers examined include inadequate schooling, lack of work experience, poor work skills, discrimination, physical and mental health problems, substance dependence, and domestic violence. These barriers are assessed to determine which lead to relative success or failure in moving from welfare to work. *Principal Investigator:* Sheldon Danziger, *Survey Manager:* Bruce Medbery.

**National Survey of African Americans.** With funding from the National Institute of Mental Health, SRC will complete 6,800 CAPI interviews with a national sample of African American, Caribbean black, and white respondents, with a focus on urban and rural centers. The primary goal is to gather data about the physical, emotional, mental, structural, and economic conditions of a diverse group of Americans at the beginning of the new century. A main component of the questionnaire is a version of the Composite International Diagnostic Interview (CIDI), used to assess the prevalence of various mental disorders. Another 2,000 interviews will be conducted with adolescents. *Principal Investigator:* James Jackson, *Survey Director:* Stephanie Chardoul.

**Survey of Health and Stress.** Funded by the National Institute of Mental Health and National Institute on Drug Abuse, this study has 2 main components: a nationally-representative cross section of 10,000 respondents who will be administered a 2-hour CAPI interview, and a re-interview of 5,000 respondents who participated in Wave 1 of the study in 1991. Both questionnaires incorporate a version of the Composite International Diagnostic Interview (CIDI). The goal is to gather national data on the prevalence of various mental disorders, whether people are seeking and receiving treatment for these disorders, and how the disorders affect their lives. This is the U.S. version of a world-wide effort headed by the World Health Organization, for which interviews are being conducted in over 20 countries. About 9,000 adolescents also will be interviewed. *Principal Investigator:* Ronald Kessler, *Survey Director:* Stephanie Chardoul, *Survey Specialist:* Tina Mainieri.

## MINNESOTA

### Wilder Research Center Amherst H. Wilder Foundation

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research@wilder.org; <http://www.wilder.org/wrc>



**Invisible Child.** This is a survey of Minnesota families whose children are not receiving preventive health care yet are eligible through state-sponsored programs. From October 2000–January 2001, interviewers will conduct 550 CATI interviews in English, Spanish, and Hmong. The study, for the Minnesota Dept. of Human Services, Div. of Maternal and Child Health, explores the reasons children are not receiving well-child health services. *Study Director:* Ronnie Higgins, *Survey Project Coordinator:* Cheryl Bourgeois.

**Immigrant Survey.** A CATI survey explored the experiences and views of immigrants in the Minneapolis-St. Paul area in March and April. School district data were used to identify neighborhoods with high concentrations of immigrants. RDD sampling within those neighborhoods identified 4,415 eligible households. Of the 1,512 respondents invited to participate, 1,119 completed interviews (490 in English and 629 in Hmong, Somali, Russian, and Spanish). *Study Director:* Paul Mattessich, *Survey Project Coordinator:* Lennore Bevis.

### **Minnesota Center for Survey Research University of Minnesota**

2331 University Ave. S.E., Suite 141, Minneapolis, MN 55414-3067  
612-627-4282, fax: 612-627-4288;  
<http://www.umn.edu>

**Community Court Survey.** The main goal of this CATI survey was to gather information from residents in the 3rd Precinct area of Minneapolis about conditions in their community and the value of the criminal justice system. In June and July, 405 interviews were completed with an RDD sample of households. The survey was funded by the Hennepin County District Court.

**Minnesota Dept. of Human Services (DHS) Employee Opinion Survey.** Completed in August, the purpose of this mail survey was to collect information regarding responsiveness to the public's needs, diversity, creativity, motivation, training and development, and job satisfaction. Questionnaires were sent to all DHS central office employees, and 1,505 were returned.

**Magnet School Parent and Teacher Surveys.** The main goal of these surveys, which were funded by the Anoka Hennepin School District, was to determine the feasibility of establishing an intra-district magnet school or program. A telephone survey was conducted with parents in April and May to determine interest in various magnet program alternatives. A mail survey was distributed to a random sample of teachers in May to assess their interest in the magnet school options in which parents had the greatest interest. A total of 800 CATI interviews were completed with a random sample of

parents (400 with parents district-wide and 400 with parents in four minority groups). For the teacher survey, 569 completed questionnaires were returned.

## **NEW HAMPSHIRE**

### **Survey Center University of New Hampshire**

Thompson Hall, 105 Main St., Durham, NH 03824-3547  
603-862-2226, fax: 603-862-1488;  
[Andrew.Smith@unh.edu](mailto:Andrew.Smith@unh.edu); <http://www.unh.edu/ipssr/SurveyC.html>

**Nashua Housing Authority Community Survey.** During February, CATI interviews were conducted with 340 heads of households of families living in Nashua Housing Authority units. The survey was designed to assess residents' attitudes toward crime in their neighborhoods. *Principal Investigator:* Andrew Smith.

**Manchester Housing Authority Community Survey.** CATI interviews were conducted in February with 144 heads of households of families living in Manchester Housing Authority units. The survey was designed to assess respondents' attitudes toward crime in their neighborhoods. *Principal Investigator:* Andrew Smith.

**New Hampshire 2000 Survey.** In June, CATI interviews with 1,004 New Hampshire residents were conducted on their views on the state's economy, philanthropy, higher education, and political attitudes. *Principal Investigators:* Andrew Smith and Ross Gittell.

**New England Aquaculture Survey.** In June, CATI interviews were conducted with 753 randomly-selected adults living in the Seacoast area of New Hampshire; Rockland, Maine; and Worcester, Massachusetts. Topics included the recreational and commercial use of open oceans and possible future economic and community development in the aquaculture. *Principal Investigator:* Andrew Smith.

**"No Butts About It" Project Evaluation, August 2000.** An evaluation of the American Lung Association's "No Butts About It" program was conducted with New Hampshire 5th graders. The purpose of this program is to inform young people about the hazards of tobacco and to deter them from starting smoking. Approximately 340 students completed self-administered pre-, post-, and 3-month post-test surveys. *Principal Investigator:* Andrew Smith.

**"Not on Tobacco" Project Evaluation, August 2000.** A total of 172 New Hampshire students who participated in the American Lung Association's "Not on Tobacco" (N-O-T) program completed an evaluation pre-test survey instrument, and 90 students completed

a post-test instrument. N-O-T is a voluntary program designed to help teen smokers, in this case 8th to 12th graders, quit or reduce cigarette smoking. *Principal Investigator:* Andrew Smith.

**“Breathe Easy” Post-Test Evaluation.** On behalf of the American Lung Association of New Hampshire, CATI interviews were conducted with 402 adults living in the Manchester area. This survey was the second wave of a study designed to measure the effectiveness of the “Breathe Easy” public service radio campaign. *Principal Investigator:* Andrew Smith.

**“Breathe Easy” Student Evaluation.** A total of 495 middle and high school students in the Manchester, New Hampshire area completed pre- and post-test questionnaires designed to measure the effectiveness of the “Breathe Easy” public service radio campaign. Pre-test surveys were completed in early January and post-test surveys were completed in late June. The evaluation was conducted for the American Lung Association of New Hampshire. *Principal Investigator:* Andrew Smith.

**American Cancer Society “Smoke-Free New England” Survey.** Approximately 2,400 registered voters in New England states (400 in each state) were inter-

viewed using CATI during August. Topics included smoking behavior, smoking in restaurants, the taxing of tobacco products, and legislation restricting tobacco use in public. *Principal Investigator:* Andrew Smith.

**WMUR/UNH Poll.** During the first week of September, CATI interviews were conducted with 786 New Hampshire likely voters. Questions covered likely choices for governor, 2000 issue importance in the gubernatorial election, and likely choices in the presidential election. *Principal Investigator:* Andrew Smith.

## NORTH CAROLINA

### Statistics, Health and Social Policy Unit Research Triangle Institute (RTI)

3040 Cornwallis Rd., P.O. Box 12194, Research Triangle Park, NC 27709

919-541-7008, fax: 919-541-7004;  
rak@rti.org; <http://www.rti.org>

**Alcohol and Risk of Injury.** Funded by the Univ. of Missouri-Columbia, this study attempted to distinguish the role of alcohol in injuries from the role of risky behaviors that could lead to injuries independent of alcohol consumption. RDD and frequency matching methods were used to select approximately 2,000

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adults from a 3-county area around Columbia. Data were collected on risky behaviors, alcohol and drug consumption, and sleeping patterns. *Project Manager:* Jennifer Palermo.

**Evaluation of the Medical Expenditure Panel Survey (MEPS).** The MEPS is jointly sponsored by the Agency for Healthcare Research and Quality and the National Center for Health Statistics. MEPS compiles data from households, medical providers, and third-party payers about health services used by American households. RTI will complete 6 separate evaluations of MEPS, including the MEPS Pharmacy Component, timing of the Medical Provider Component (MPC), estimation procedures, a possible independent sample of providers in the MPC, MEPS Household Component questionnaire, and Timing of MEPS Field Activities. *Project Director:* Arthur Bonito, *Evaluation Task Leader:* John Loft.

**Behavioral Factors in Coronary Heart Disease.** Supported by a 5-year grant to Duke Behavioral Medicine Research Center from the National Institutes of Health, this study examines the role of psychosocial and bio-behavioral factors in the etiology of coronary heart disease. RTI is recruiting approximately 200 African American and Caucasian subjects in central North Carolina to take part in this 2-and-a-half-day inpatient study. *Project Director:* Wendy Visscher, *Project Coordinator:* Angela Burroughs.

**Measuring HIV/STD Risk Behavior Using Standard Methodology.** An RDD CATI survey of Baltimore City, Maryland was completed for the Centers for Disease Control in order to evaluate both a core set of HIV and STD risk behavior questions and the use of telephone survey methodology in collecting sensitive data on these behaviors. Using CATI, 107 interviews were completed, and 97 interviews were completed using CATI for the screening and nonsensitive questions and telephone audio computer assisted interviewing (T-ACASI) for the sensitive questions. *Project Director:* James Hersey, *Task Order Leader:* Sheila Johns.

## OHIO

### **Institute for Policy Research University of Cincinnati**

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513-556-5028, fax: 513-556-9023;  
alfred.tuchfarber@uc.edu; #http://www.ipr.uc.edu

**The Transportation Resources and Information Project (TRIP) Survey.** This telephone survey of 729 TRIP clients was conducted during August on the topic of transportation to work. *Principal Investigators:* Thomas Shaw and Al Tuchfarber.

**The Inter-University Council Registered Voter Survey and The Inter-University Council Opinion Leaders Survey.** Two surveys were commissioned by The Inter-University Council of Ohio (The Public Universities of Ohio) to determine Ohioans' attitudes and beliefs about the role of higher education in the future of Ohio. RDD CATI interviews were conducted with 606 registered voters between March 28 through April 7, 2000, and 161 Ohio opinion leaders were surveyed via mail March 31 through May 26. Opinion leaders included elected politicians in state, national, and state legislative positions; mayors of major cities; media publishers, editors, and general managers; and CEOs of major Ohio corporations and chambers of commerce. *Principal Investigators:* Al Tuchfarber and Thomas Shaw.

## OKLAHOMA

### **Bureau for Social Research Oklahoma State University**

306B Human Environmental Sciences, Stillwater, OK 74078-6117  
405-744-6701, fax: 405-744-3342;  
chrisaj@okstate.edu

**Out-of-School Care: Survey of Elementary School Principals.** During September through November, 500 Oklahoma principals were interviewed to assess before-school and after-school child care needs for school-aged children. The telephone study, sponsored by the Oklahoma Dept. of Human Services, Div. of Child Care, will determine if there are school-age child care programs in the community and the types of services and activities offered by these programs. The results of the study will be used to direct start-up grants and incentive programs to communities with the greatest needs for out-of-school child care. *Principal Investigator:* Christine Johnson.

## OREGON

### **Oregon Survey Research Laboratory (OSRL) University of Oregon**

5245 University of Oregon, Eugene, OR 97403-5245  
541-346-0824, fax: 541-346-5026;  
osrl@oregon.uoregon.edu; http://darkwing.uoregon.edu/~osrl

**Univ. of Oregon Faculty Mail and Telephone Surveys.** The telephone survey of 260 consisted of compensation questions. The mail instrument was sent to all faculty and included questions on compensation, job satisfaction, and work environment. *Principal Investigator:* Patricia Gwartney, *Project Director:* Kimberlee Langolf. Reports: <http://darkwing.uoregon.edu/~osrl/facatt00/UOFAOPEN.htm>; <http://darkwing.uoregon.edu/~osrl/facatt00/facattmail/facmail.html>.

**Utah Household Recycling Survey.** In August, OSRL conducted 813 CATI interviews with randomly-selected Utah households to examine behaviors and attitudes related to drop-off and curbside recycling. The interview included random assignment of amounts that respondents would be willing to pay for recycling services. *Principal Investigator:* Patricia Gwartney, *Project Directors:* Emery Smith and Kimberlee Langolf.

**National Youth in Action Survey.** In May, OSRL interviewed 806 randomly-selected 16–25 year-olds about their interest in politics, political problems facing the nation, ideas for solving those problems, voting behavior, and political beliefs. This nationwide CATI study's results may be found at [http://osu.orst.edu/dept/pol\\_sci/pgre/youth.htm](http://osu.orst.edu/dept/pol_sci/pgre/youth.htm). *Principal Investigator:* Patricia Gwartney, *Project Directors:* Kimberlee Langolf and Toshihiko Murata.

**Oregon Household Telecommunications Survey.** In February, 1,696 adults in 10 rural regions and one combined urban region completed CATI interviews on computer use, modems, Internet, WWW, television, cable, phone features, cell phones, telecommuting, best and worst things about WWW, and computer skill. A study report is available at <http://darkwing.uoregon.edu/~osrl/telecomoeedd/frmtelecom.htm>. *Principal Investigator:* Patricia Gwartney, *Project Director:* Toshihiko Murata.

**Lane County Household and Agency Family Surveys.** OSRL conducted an RDD CATI household survey and a family service agency survey in June. Questions addressed child and family services use and barriers to service use. *Principal Investigator:* Patricia Gwartney, *Project Director:* Emery Smith. Reports: <http://darkwing.uoregon.edu/~osrl/lanefam/agency/lanefamagency.htm>, <http://darkwing.uoregon.edu/~osrl/lanefam/community/lanefamcommunity.htm>.

**Survey of Businesses' Environmental Standards.** In February, OSRL conducted 226 confidential interviews with environmental managers in high technology companies about international environmental standard ISO 14001. *Principal Investigator:* Stephen Johnson, *Project Director:* Emery Smith.

**Portland Metro Safety Survey.** This RDD CATI survey examined traffic congestion; accidents; maintenance of highways, roads, and bridges; and willingness to pay more taxes for highway maintenance, increased light rail, mass transit, and new roads. *Principal Investigator:* Stephen Johnson, *Project Director:* Kimberlee Langolf.

## VIRGINIA

### Center for Survey Research University of Virginia

P.O. Box 400767, Charlottesville, VA 22904-4767  
804-243-5222;  
surveys@virginia.edu; <http://www.virginia.edu/surveys>

**Survey on Campaign Conduct.** Funded by the Pew Charitable Trusts, this longitudinal study included 4 waves of CATI interviews with approximately 800 Virginia residents. The study's purpose was to research citizen attitudes about campaign practices and monitor public reaction to campaign messages and ads. *Key Personnel:* Dale Lawton (Director, Project on Campaign Conduct, Sorensen Institute for Political Leadership, UVA), Alison Meloy (Survey Operations Manager, Sorensen Institute), and Thomas Guterbock.

## WISCONSIN

### Survey Center University of Wisconsin

2412 Social Science Bldg., 1180 Observatory Dr., Madison, WI 53706  
608-262-1688, fax: 608-262-8400;  
sweet@ssc.wisc.edu; #<http://www.wisc.edu/uwsc#>

**Prostate Cancer Study.** Funded by the Minnesota Veterans Administration Hospital, this CATI survey will take place over 3 years beginning with a pretest in January. Approximately 1,000 respondents will be interviewed in April–May of 2001 with a follow-up a year later. *Principal Investigator:* Melissa Partin, *Project Director:* Debbie Wright.

**UW Systems IT Study.** This survey for the Univ. of Wisconsin Systems will comprise 3 full mailings of a 12-page instrument to approximately 7,850 students at all 26 UW colleges and campuses. A sample of 1,500 faculty and staff from these institutions will be contacted with a mixed-mode version of the study, beginning with a Web survey and mail follow-ups to non-respondents. *Principal Investigator:* Bob Jokisch, *Project Director:* Matt Sloan.

**2000 Sleep Cohort Study.** This longitudinal mail survey will be conducted for the Dept. of Preventive Medicine with funding from the National Institutes of Health. The 16-page 2-size booklet will be mailed to approximately 5,000 panel members using a 5-wave approach. This will be the third time these panelists have been contacted in 13 years. *Principal Investigator:* Terry Young, *Project Director:* Kerryann DiLoreto.

### **Menominee River/Oak Creek Watershed Survey.**

Funded by the Environmental Protection Agency, this survey will follow-up with 1,000 respondents contacted last year to investigate how residents living in these two watersheds feel about flooding and environmental quality. A new control RDD sample of 250 will also be contacted for this interdisciplinary group of researchers at Marquette Univ. The Milwaukee area residents will respond to a 30-minute interview. *Principal Investigator:* Robert Griffin, *Project Director:* Lina Guzman.

## **CANADA**

### **Institute for Social Research York University**

4700 Keele St., Toronto, Ontario M3J1P3, Canada  
416-736-5061, fax: 416-736-5749;  
isrnews@yorku.ca; <http://www.isr.yorku.ca>

**Physical Activity Monitor.** A national study examining the importance of physical activity in the lives of Canadians is currently being conducted on behalf of the Canadian Fitness and Lifestyle Research Institute (CFLRI), an organization funded by Health Canada. Approximately 4,000 CATI interviews will be conducted with Canadians in randomly-chosen households across the country. The study is designed to help CFLRI provide up-to-date and reliable information to governments and the private sector on a wide range of issues associated with health and active living. *Principal Investigator:* Cora Lynn Craig (CFLRI), *Project Director:* Richard Myles.

**Tobacco Policy Survey.** ISR conducted 1,600 CATI interviews with randomly-selected Ontario residents for a study examining attitudes toward smoking regulations, opinions about the effects of smoking on health, and the role that should be played by tobacco companies, government, and individuals when it comes to smoking-related health issues. Current attitudes will be compared against opinions gathered in baseline studies approximately 4 years ago and against responses from Canadian legislators in a previous study asking many of the same questions. The study was funded by the Ontario Tobacco Initiatives Program. *Principal investigators:* Mary Jane Ashley (Univ. of Toronto) and Roberta Ferrence (Ontario Tobacco Research Unit), *Project Directors:* Tammy Chi and David Northrup.

**National Survey of Gambling Habits.** The Canadian Centre on Substance Abuse commissioned the Institute to undertake a study on the gambling habits of Canadians. The project entailed conducting 3,000 CATI interviews with a random sample of respondents in all 10 provinces between January and April. Approximately 400 respondents were re-interviewed 2 weeks after the initial interview. The study was designed to examine

the social and economic impact of gambling on individuals and society in the context of increasing access to gambling across Canada. *Project Director:* David Northrup.

## **ANNOUNCEMENTS**

*This section is reserved for calls for papers, announcements of new publications, conferences, and other items of interest to the survey research community. Announcement limit is 200 words.*

### **Survey Research Welcomes New Patron**

Marketing Systems Group (MSG) is the most recent addition to our patron list. Perhaps best known for its GENESYS sampling products, MSG was founded in 1987 by survey research professionals to provide products and services specifically for survey research environments. Headquartered in Fort Washington, PA, MSG has branches in Los Angeles and Lincoln, NE.

### **General Social Survey (GSS) Annual Student Paper Competition**

The National Opinion Research Center (NORC) at the Univ. of Chicago announces the latest GSS Student Paper Competition. To be eligible, papers must (1) be based on data from the 1972-1998 GSSs or from the GSS's cross-national component, the International Social Survey Program (any year or combination of years may be used); (2) represent original and unpublished work; and (3) be written by a student or students at an accredited college or university.

Separate prizes will be awarded to the best undergraduate- and graduate-level entries. Entrants should indicate in which group they are competing. Winners will receive a cash prize of \$250, a commemorative plaque, and *SPSS Base*, the main statistical analysis package of SPSS.

Two copies of each paper must be received by February 15, 2001. The winner will be announced in late April, 2001. Send entries to Tom Smith, General Social Survey, National Opinion Research Center, 1155 East 60th St., Chicago, IL 60637. For further information, call (773) 256-6288, fax (773) 753-7886, or send e-mail to [smitht@norcmail.uchicago.edu](mailto:smitht@norcmail.uchicago.edu).

### **Sampling Bibliography Update**

The Univ. of Maryland Survey Research Center will be updating the sampling bibliography on its Web site in the near future (<http://www.bsos.umd.edu/src/sampbib.html>) and requests that people send citations to [src@srcmail.umd.edu](mailto:src@srcmail.umd.edu) if they know of suitable papers for the compilation.

## International Conference on Quality in Official Statistics

The International Conference on Quality in Official Statistics will be held in Stockholm, Sweden, May 14–15, 2001. All papers will focus on some aspect of quality of surveys or statistics production, including quality management models, sources of error, product and process quality, auditing and self-assessment, documentation, and current best methods. The deadline for paper abstracts was November 15. Early registration ends February 28, 2001, and all registration ends April 15. Further information is available at <http://www.q2001.scb.se>.

## International Conference on Questionnaire Development, Evaluation, and Testing

Plans for the International Conference on Questionnaire Development, Evaluation, and Testing are underway. The conference is scheduled for November 13–17, 2002, and details will be posted on the conference Web site at <http://www.jpsm.umd.edu/qdet> as they become available.

## PERSONNEL NOTES

Survey Research reports on the new appointments and promotions of professional staff at academic and not-for-profit survey research organizations, as well as those of the for-profit organizations that are patrons of the newsletter.

The Center for Survey Research at the Univ. of Virginia became part of the University's Weldon Cooper Center for Public Service on July 1, 2000, and has moved to larger quarters off campus. *Thomas Guterbock* continues as Director of CSR; *Kate Wood*, formerly project director, is now Associate Director; *Brian Meekins* is now Senior Research Analyst; and *Larry Hollen* is now Manager of CATI Operations. The new phone number for CSR is (804) 243-5222, and the new address is P.O. Box 400767, Charlottesville, VA 22904-4767.

*G. Donald Ferree Jr.* joins the Univ. of Wisconsin Survey Center as Associate Director for Public Opinion Research. Previously Don was at the Univ. of Connecticut Survey Center and the Roper Center, where he directed the Connecticut Poll. *Lina Guzman* has been promoted to a Project Manager, and *Matt Sloan* and *Kelly Elver* have joined the Center as Project Managers. Kelly comes to the Center after working in the UW School of Human Ecology.

At the Ohio State Univ. Center for Survey Research, *Gerald (Jerry) Kosicki* has been named Interim Faculty

Director. *Erik Stewart* has been promoted to the new position of Director of Operations.

At the Univ. of Michigan's Institute for Social Research, Survey Research Center, *Jennifer Bandyk* has joined the Survey Manager group. *Sara Freeland*, *Lloyd Hemingway*, *Shonda Kurger-Ndiaye*, and *Tony Romanowski* accepted new responsibilities as Survey Managers.

*Christine Orland*, *Dan Levins*, and *Julie Dowse* have joined the Chicago office of the Survey Research Laboratory at the Univ. of Illinois as Project Coordinators. Christine comes to SRL from the Public Opinion Laboratory at Northern Illinois Univ., while Dan previously worked in both the Special Surveys and Current Population Surveys branches of the Census Bureau. Julie was recently with MarketFacts.

The National Opinion Research Center announces the following staff promotions: *Stephen Smith* to Senior Survey Director-2, *Anne Burke* to Survey Director 1, *Tiffani Dobush* and *Sharnia Bullock* to Production Center Coordinator, and *Felicia Gray Cerbone* to Principal Research Analyst.

## JOB OPPORTUNITIES

This section contains listings of employment opportunities in survey research organizations. Listings can be sent to the editors at the address in the newsletter or e-mailed to [krish@srl.uic.edu](mailto:krish@srl.uic.edu). Survey Research does not charge a fee for these postings.

The RAND Survey Research Group has openings for **Survey Coordinators** in their Santa Monica, CA offices. Survey coordinators are responsible for instrument design and pretesting, carrying out sampling plans, survey management, and reporting of methodological results. Applicants must have thorough knowledge and experience with social science or policy research across multiple modes of data collection, must be able to track spending in relationship to budget and prepare revised forecasts of costs to complete, and must be able to supervise junior staff. Required qualifications are BA/BS and 3–5 years work experience in data collection. Master's degree a plus. Knowledge of spreadsheet, word processing, and database management software required, preferably MS Access and other MS Office products. Send resume and cover letter to RAND, Attn: Bernedette Terry, P.O. Box 2138, Santa Monica, CA 90407-2138. For information on the Survey Research Group, visit <http://www.rand.org/centers/srg/>.

The Research Triangle Institute has openings for **Survey Managers, Senior Survey Directors, and Survey Methodologists**. Survey Managers must have a Bachelor's degree with a background in social science research methods, and 3+ years of experience in survey design and implementation. Senior Survey Directors must have 10+ years of experience serving as a project director in other senior management roles on research contracts. Entry-level Survey Methodologists positions require a Master's degree in survey methodology or other related field; course work in survey methods; and 1+ year of post-degree experience in survey design and implementation. Senior-level methodologist positions require 5+ years of post-degree experience in survey methods research. Send resume with salary requirements to Kirk Pate, Research Triangle Institute, P.O. Box 12194, Research Triangle Park, NC 27709 (or send e-mail to [dkp@rti.org](mailto:dkp@rti.org)) To learn more about RTI, visit our Web site at <http://www.rti.org>.

The Survey Research Center at the Univ. of Michigan has openings for **Survey Manager I/II and Senior Survey Managers**. Applicants for the Survey Manager position should have a Bachelor's degree with 3–4 years experience in survey research. Responsibilities include overseeing data collection projects from design through analysis, assisting in the development and conduct of methodological projects, and assisting with proposal preparation. Applicants for the Senior Survey Manager position should have a Master's degree with 5+ years experience in survey research using complex designs. Responsibilities range from overseeing complex data collection projects from design through analysis, coordinating with operations personnel on developmental projects, and participating in proposal preparation. To apply, send a letter of introduction and resume to Nancy Bylica, Institute for Social Research, Survey Research Center, P.O. Box 1248, Ann Arbor, MI 48106. Informal inquiries can also be made via e-mail to [pmaher@isr.umich.edu](mailto:pmaher@isr.umich.edu). AA/EOE.

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*This section contains references for publications on survey research methodology. They are not available from Survey Research nor the Survey Research Laboratory.*

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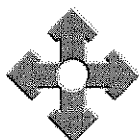
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