

Survey Research

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• *Newsletter from the Survey Research Laboratory* •
• *College of Urban Planning and Public Affairs* • *University of Illinois at Chicago*

ELECTRONIC MONITORING: DO YOU KNOW THE LAWS?

According to a recent compilation by the Council for Marketing and Opinion Research (CMOR), if you are electronically monitoring telephone interviews being conducted with respondents in several states, you may not be in compliance with state laws if you are not notifying those respondents of the monitoring.

As of December 31, 1997, only two states (South Carolina and Vermont) do not have laws relevant to electronic monitoring of telephone calls. All of the other states require either one- or two-party consent.

Notifying our interviewers that calls will be monitored for quality control meets the one-party consent rule.

Two-party consent, required in 12 states, can be met only by also notifying the respondent that the call may be monitored.

Two issues relate to the legality of telephone monitoring of interviews. The first is the individual's "expectation of privacy," that is, the belief that the call would be private and not monitored. The second is whether the monitoring is conducted "in the ordinary course of business."

Because statutes and case law in states vary on their interpretations of these issues, the safest approach is to advise all potential respondents that the phone call may be monitored for quality control. A more limited approach would be to identify the area codes in two-party-consent states and include a statement about monitoring in the introductory remarks to interviews in those states. The statement could be as short as, for example, "this call may be monitored for quality control." Unfortunately, this addition not only adds length to the introduction but may also cause concern for some potential respondents. How this will affect already declining response rates is unclear.

The table on page 2 lists the state laws that apply to electronic monitoring, as gathered by CMOR. According to CMOR, "It is advisable to consult with private counsel on the precise interpretation of individual state laws." Federal law requires one-party consent; and both listening and recording are

permitted. For further information on CMOR's compilation or its government affairs activities, contact Donna McElhinney, research counsel, at 170 North Country Road, Suite 4, Port Jefferson, NY 11777, phone: 516-928-6206, fax: 516-928-6041, E-mail: info@cmor.org.

Diane O'Rourke
Managing Editor, *Survey Research*

About CMOR

The Council for Marketing and Opinion Research (CMOR) is a nonprofit trade association that represents the interests of the marketing and opinion research industry. Its members consist of research companies and their clients, as well as other trade associations that share the same concerns. CMOR's mission is to protect the integrity of marketing and opinion research by encouraging respondent participation in the research process and preventing restrictive legislative and regulatory measures.

To this end, CMOR monitors legislative activity at state and federal levels and disseminates this information to its members, as well as initiates various programs to encourage respondent cooperation. For further information, contact CMOR at 170 North Country Road, Suite 4, Port Jefferson, NY 11777, telephone: 516-928-6206, fax: 516-928-6041, E-mail: info@cmor.org, Website: www.cmor.org.

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Electronic Monitoring Laws, State-by-State*

State	One or Two Party Consent	Type of Monitoring Permitted
Alabama	One-party consent	Listening and recording
Alaska	One-party consent	Listening and recording
Arizona	One-party consent	Listening and recording
Arkansas	One-party consent	Listening and recording
California	Two-party consent	Listening and recording
Colorado	One-party consent	Listening and recording
Connecticut	Two-party consent ^a	Listening and recording ^b
Delaware	Two-party consent	Listening only
Washington, D.C.	One-party consent	Listening only
Florida	Two-party consent	Listening and recording
Georgia	One-party consent ^c	Listening and recording
Hawaii	One-party consent	Listening and recording
Idaho	One-party consent	Listening and recording
Illinois	One-party consent ^d	Listening and recording
Indiana	One-party consent	Listening and recording
Iowa	One-party consent	Listening and recording
Kansas	Two-party consent	Listening and recording
Kentucky	One-party consent	Listening and recording
Louisiana	One-party consent	Listening only
Maine	Two-party consent	Listening and recording
Maryland	Two-party consent	Listening and recording
Massachusetts	Two-party consent	Listening and recording
Michigan	Two-party consent	Listening and recording
Minnesota	One-party consent	Listening and recording
Mississippi	One-party consent	Listening and recording
Missouri	One-party consent	Listening only
Montana	Two-party consent	Recording only
Nebraska	One-party consent	Listening and recording
Nevada	One-party consent	Listening and recording
New Hampshire	Two-party consent	Listening and recording
New Jersey	One-party consent	Listening and recording
New Mexico	One-party consent	Listening only
New York	One-party consent	Listening and recording
North Carolina	One-party consent	Listening and recording
North Dakota	One-party consent	Listening only
Ohio	One-party consent	Listening and recording
Oklahoma	One-party consent	Listening only
Oregon	Two-party consent	Listening and recording
Pennsylvania	Two-party consent	Listening and recording
Rhode Island	One-party consent	Listening only
South Carolina	<i>No relevant statutes</i>	
South Dakota	One-party consent	Listening and recording
Tennessee	One-party consent	Listening and recording
Texas	One-party consent	Listening and recording
Utah	One-party consent	Listening and recording
Vermont	<i>No relevant statutes</i>	
Virginia	One-party consent	Listening and recording
Washington	Two-party consent	Listening and recording
West Virginia	One-party consent	Listening and recording
Wisconsin	One-party consent	Listening and recording
Wyoming	One-party consent	Listening and recording

* It is advisable to consult with private counsel on the precise interpretation of individual state laws.

^a Two-party consent is required to comply with the civil law for *recording of conversations*; one-party consent is required under criminal law to listen or record.

^b Civil law only applies to recording; criminal law applies to listening and recording.

^c The party consenting must be over 18 years old.

^d When listening or recording for researchers for quality control purposes.

Current Research

Arizona

Social Research Laboratory Northern Arizona University

P.O. Box 15301, Flagstaff, AZ 86011-5301; 520-523-1515; fax:
520-523-6654; Teri.Nelson@NAU.EDU; <http://www.nau.edu/~srl>

Arizona Survey. A biannual, RDD CATI survey of approximately 500 Arizonans was conducted in March 1998. Sponsored by the Social Research Laboratory of Northern Arizona Univ., it consists of three modules on life in Arizona. Principal Investigators: Woody Carter and Teri Nelson.

Disabilities Needs Assessment. A statewide RDD CATI survey of 450 disabled individuals within Arizona, funded by the Rehabilitation Services Administration, was conducted January through March 1998 to determine which individuals may be eligible for vocational rehabilitation services. Principal Investigators: Woody Carter and Teri Nelson.

Rehabilitation Services Consumer Satisfaction. This statewide telephone survey of 1,700 clients within Arizona who have received vocational services is sponsored by the Rehabilitation Services Admin. and is being conducted through mid May 1998.

Parks and Recreation. A survey is being mailed to 400 alumni of the parks and recreation program of Northern Arizona Univ. to assess the program and alumni's experiences with it. This survey is sponsored by the College of Ecosystem Science and Management and will be conducted through June 1998.

Partnership Team Southwest Utah Attitudes Survey. This study was conducted in 1997 with 602 residents within a southwestern Utah area. It was an RDD/CATI study that was funded by the Grand Canyon Trust to ascertain attitudes and opinions of the residents toward a number of issues affecting the region, including tourism, environmental and economic concerns, its natural resources, its future, and policy options concerning its enhancement and preservation. Principal Investigators: Fred Solop and Teri Nelson; Project Manager: Kristi Hagen.

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Editors

Managing Editor: Diane O'Rourke
Production Editor: Andrea Van Proyen

For subscriptions or change of address, use the coupon in the back of this issue. For other information, contact:

Survey Research Newsletter
Survey Research Laboratory
University of Illinois
909 W. Oregon St., Suite 300
Urbana, IL 61801-3327
E-mail: survey@srl.uic.edu
Phone: 217-333-4273
Fax: 217-244-4408
Web site: <http://www.srl.uic.edu>

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California

Survey Research Center

University of California at Berkeley

2538 Channing Way #5100, Berkeley, CA 94720-5100; 510-642-6578; fax: 510-643-8292; karen@csm.berkeley.edu; <http://srcweb.berkeley.edu:4229/>

Cal-Learn Retrospective Study. The study is designed to assess the effectiveness of case management and financial incentives on the Cal-Learn program (designed to help pregnant and parenting teenagers on AFDC to finish high school, avoid additional pregnancies, and take steps to ensure their own health and the health of their children). Baseline CATI interviews will be conducted with 2,750 current and former Cal-Learn Program participants in Alameda, Los Angeles, San Joaquin, and San Bernardino counties (California). Principal Investigator: Henry Brady; Project Manager: Jen Lengacher.

Department of Social Services Work Pays Demonstration Project Evaluation. In 1992, California legislators mandated specific reforms in California's welfare system. This study, scheduled for completion at the end of 1998, is designed (a) to assess the effects of these changes on enrollment in AFDC; (b) to determine the costs to state and federal governments; and (c) to examine the employment history of persons receiving AFDC payments. CATI interviews (3,565 baseline, 2,525 followup) have been conducted in English, Spanish, Armenian, Cambodian, Laotian, and Vietnamese with current and former AFDC recipients in California. The study is sponsored by the California Dept. of Social Services. Principal Investigator: Henry Brady; Field Director: Madonna Camel.

Evaluation of Job Training Programs. The study, now in its 11th year of data collection, is designed to evaluate the effectiveness of job training and referral program services in placing participants in more permanent jobs. Sponsored by the California Employment Development Dept., CATI interviews were completed with 19,738 former participants of the Job Training Partnership. Principal Investigator: Thomas Piazza; Field Director: Madonna Camel.

United Men's Health Study. Sponsored by the National Inst. of Allergy and Infectious Disease, this is a continuing longitudinal study of a cohort of men recruited by SRC in 1984. The purpose is to follow the incidence of HIV infection and disease progression among a random population of homosexual men. Participants have been seen every six months for blood testing, physical examination, and an interview

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regarding health habits, sexual history, exposure to sexually transmitted diseases, and use of condoms. Face-to-face interviews are being conducted this spring with 403 adult men recruited for participation in 1984 in San Francisco. Principal Investigators: Warren Winkelstein and James Wiley; Project manager: Susan Burns; Study Administrator: Anne Benker.

Vocational Rehabilitation Survey. The study, sponsored by the California Dept. of Industrial Relations, is designed to evaluate the impact of changes in Workers' Compensation reform legislation, which affect the level and delivery of vocational rehabilitation benefits available to workers injured on the job. Workers are interviewed a minimum of one year after completing their vocational rehabilitation. CATI interviews were conducted with 486 injured workers in California. Principal Investigator: James Wiley; Project Manager: Madonna Camel.

Young Men's Health Study. The YMHS is designed to chart the incidence of HIV infection among young gay and bisexual men residing in San Francisco. The baseline study recruited 1,080 men between the ages of 18 and 29. Wave 2 involved recontacting the 432 gay and bisexual respondents, as well as the recruitment of a snowball sample for more interviews. The study is now in its sixth round of interviews. Sponsored by the National Inst. of Allergy and Infectious Disease, it is scheduled for completion this spring. Principal Investigator: Warren Winkelstein and James Wiley; Project Manger: Susan Burns, Study Administrator: Anne Benker.

Survey Research Center

Institute for Social Research

University of California, Los Angeles

P.O. Box 951484, Los Angeles, CA 90095-1484; 310-825-0713; fax: 310-206-4453; efielder@issr.ucla.edu; <http://www.sscnet.ucla.edu/issr/src/index.html>

Four City Employers Study. Funded by the Ford Foundation, this was a multistage telephone survey of 900 employers in New York, Philadelphia, Atlanta, and Los Angeles completed this March. The purpose of the study is to compare labor markets and hiring practices between cities with large immigrant labor pools and those with a traditionally nonimmigrant work force. Interviews were conducted with organizations that have hired in the past two years in job positions requiring a high school education or less. Principal Investigator: Roger Waldinger, Director, Lewis Center for Regional Policy Studies.

Group Conflict. This is a multiwave study that follows 2,000 UCLA undergraduates from the beginning of

their freshman year through graduation or separation from school. Self-administered questionnaires were filled out at freshmen orientation in 1996. As in 1997 and continuing each year until 1999, this cohort will be interviewed by CATI each spring to look at changes in student racial and ethnic attitudes over time. The project is funded by the Russell Sage Foundation and the College of Letters and Sciences, UCLA. Principal Investigators: Jim Sidanius and David Sears, Dept. of Psychology.

Rand Survey Research Group

RAND

1700 Main Street, Santa Monica, CA 90407-2138;
310-393-0411; fax 310-451-6921; sandra_berry@rand.org

Project Alert Plus—A School-Based Drug Prevention Project in Rural Schools in South Dakota. Sponsored by the National Inst. on Drug Abuse, Project Alert Plus is a school-based curriculum (developed by RAND) to prevent or delay the use of alcohol, tobacco, and other drugs among adolescents in middle and high schools.

A baseline sample of 5,600 students completed self-administered surveys, including saliva sample collection, during Fall 1997. The student panel starts with a seventh-grade cohort selected from 48 school districts and 60 middle schools in South Dakota and continues with an annual survey from grades 7 through 11. Principal Investigators: Douglas Longshore and Phyllis Ellickson; Survey Project Leader: Jennifer Hawes-Dawson; Survey Coordinator: Dana Perry.

Improving HIV Treatment for People Receiving Mental Health Services. The National Inst. of Mental Health is funding this project that seeks to improve the integration of health services for the seriously mentally ill HIV-positive population. The sample, consisting of 200 adults in Los Angeles and 400 adults in New York, is HIV-positive and known to the public mental health center as being seriously mentally ill not as a result of their HIV. Using a CAPI survey, data collection begins in June 1998 and continues until December 2000. Principal Investigator: Paul Koegel; Survey Director: Judy Perlman.

The Economic Openness Study. Funded by the Smith-Richardson Foundation, this study measured the ease with which foreign firms or corporations are able to conduct business, trade, and investment in other countries relative to operating the same or similar business function in their own countries. RAND conducted respondent identification, mail-out, and phone followup of 481 companies in late 1997. Principal Investigator: Charles Wolf; Survey Coordinator: Regine Webster.

Mental Health Consequences of Violent Victimization.

To advance the understanding of the psychological impact of violent victimization and the coping resources and mechanisms that promote successful adjustment, the National Inst. of Mental Health is sponsoring this prospective study. It will examine the mental health consequences of exposure to intentional, interpersonal violence. In-person interviews began March 1998 and continue until June 2000. The sample, drawn from the emergency room at Los Angeles County/Univ. of Southern California Hospital, will consist of 400 inpatients and 200 outpatients, 18- to 35-year-old victims of nondomestic violent assault. Three- and nine-month follow-up interviews also will be conducted. Principal Investigator: Grant Marshall; Survey Coordinator: Suzanne Perry.

Connecticut

Center for Survey Research and Analysis University of Connecticut

Box U-32, 341 Mansfield Rd., Storrs, CT 06269-1164;
860-486-2579; fax: 860-486-6308; dautrich@uconnvm.uconn.edu

Attitudes toward Media Coverage of the Clinton-Lewinsky Story. Sponsored by the Freedom Forum Media Studies Center, this was a national telephone survey of 1,000 randomly selected adults conducted in February. Respondents were asked if they paid attention to this story, what their main sources of information about it were, and how they rated the media coverage. Principal Investigator: Kenneth Dautrich.

Newseum Survey. This is the second in an annual series of national surveys that is examining the public's attitude toward the media in general. This study is sponsored by the Freedom Forum Media Studies Center. Telephone interviews were conducted in March with 1,000 randomly selected adults. Principal Investigator: Kenneth Dautrich.

Georgia

Applied Research Center Georgia State University

P.O. Box 4039, Atlanta, GA 30302-4039; 404-651-3523; fax: 404-651-3524; gthenry@gsu.edu

Fall 1997 Georgia Poll. The Georgia Poll is a biannual statewide omnibus RDD CATI survey of adult Georgians examining opinions and attitudes toward current national and local issues. The Fall 1997 survey examined the 1998 Georgia gubernatorial election, approval ratings for President Clinton and

Governor Miller, opinions about the UPS strike, and racial attitudes. Field Director: Jim Bason.

1998 Black National Employee Study. Funded by the National Inst. of Health, this study will examine a wide variety of attitudes of black American workers in a national sample of approximately 3000 respondents. Topics include worker satisfaction, racial identity items, use of alcohol and drugs, and discrimination in the workplace. Principal Investigator: Jack Martin; Co-Investigators: Paul Roman, Pat Horan, and Stephen Tuch.

Illinois

National Opinion Research Center (NORC) University of Chicago

1155 E. 60th St., Chicago, IL 60637; 773-256-6100;
fax: 773-753-7886; depoyph@norcmail.uchicago.edu;
<http://www.norc.uchicago.edu>

Getting Behind the Numbers II: Long-term Care from the Caregivers' Perspective Survey. This is the second national survey sponsored by the Henry J. Kaiser Family Foundation and conducted for the Harvard Univ. School of Public Health focusing on health care reform issues. The aim is to assess the emotional and financial burden of adults who are providing caregiving support and/or services to a family member. This RDD sample of approximately 1,200 adults will oversample New York City residents. English-language telephone interviews were conducted in early 1998. Principal Investigator: Craig Hill; Project Director: Judith Schejbal.

Survey Research Laboratory University of Illinois at Chicago

412 S. Peoria, 6th Floor, Chicago, IL 60607; 312-996-5300; fax:
312-996-3358; info@srl.uic.edu or 909 W. Oregon St., Ste. 300,
Urbana, IL 61801-3327; 217-333-4273; fax: 217-244-4408;
info@srl.uic.edu

Evaluation of Victim-Witness Assistance Program. Approximately 1,600 CATI interviews with participants of this program will be completed to evaluate its effectiveness. The survey is funded by the Natl. Inst. of Justice and sponsored by the Illinois Criminal Justice Information Authority (ICJIA). Principal Investigator: Mark Myrent (ICJIA); Project Coordinator: Isabel Farrar.

Cancer Information Service Survey Methods Core. SRL is conducting the survey work for this multiple-study program project of the Cancer Information Service (CIS). Project 1, *Five-a-Day for Better Health*, focuses on nutritional habits and increasing the amount of fruits and vegetables people eat each day. Two follow-up interviews and mailed tailored *Survey Research*

materials will be given to CIS callers who agree to participate in the study. Principal Investigator: Jerianne Heimendinger, AMC Cancer Research Center; Project Coordinators: Lynn Hamilton and Ingrid Graf. For Project 2, *Colorectal Cancer Screening*, the Cancer Information Service Research Consortium will use the CIS infrastructure to conduct a four group trial aimed at increasing the proportion of CIS callers over age 50 who obtain Fecal Occult Blood Tests. The four-group design will have 3,812 subjects. The interventions consist of a brief educational message delivered by CIS telephone information specialists and variations on tailored print communications. SRL will conduct two follow-up waves with callers to the CIS hotline. Principal Investigator: Al Marcus, AMC Cancer Research Center; Project Coordinator: Isabel Farrar. Project 3, *Calling It Quits—A Tailored Smoking Cessation Program*, consists of two follow-up telephone interviews and mailed tailored materials to adult smokers who called the CIS toll-free number in response to the program's media campaign. Principal Investigator: Victor Strecher, Univ. of Michigan; Project Coordinator: Lynn Hamilton.

Indiana

Indiana University Public Opinion Laboratory

243 Cavanaugh Hall, 425 University Blvd., Indianapolis, IN 46202;
317-274-7226; fax: 317-278-2383; IGEM100@indyunix.iupui.edu;
<http://polecat.iupui.edu/pol>

The Hoosier Lottery 1997. This project assessed the public's use and perception of the lottery in order to get an accurate picture of players and nonplayers. More than 4,000 CATI interviews were completed in November 1997 with a random sample of adults in each county in Indiana. Project Managers: Chris Gavette and Lana Bandy.

An Examination of Underage Drinking in the State of Indiana. The Indiana Coalition to Reduce Underage Drinking sponsored this research to develop a database of information about minors' use of and attitudes toward alcoholic beverages, including their alcohol consumption habits, how they obtain alcohol, how often they drink, the types of alcoholic beverages they consume, demographic characteristics of the underage drinker, and the attitudes and opinions minors have toward alcoholic beverages and advertising. Over 450 Indiana minors, aged 18 to 20, were selected by RDD to be surveyed on CATI in late 1997. Project Managers: Chris Gavette and Jill Bakehorn.

Asthma Risk Assessment. Sponsored by the Marion County Health Dept., this study's objective is to learn

more about how children in Indianapolis in sixth through eighth grade manage their asthma, with the goal of reducing asthma complications. Parents and children taking part in the research will receive a free asthma check-up done at the child's school. Project Manager: Chris Gavette.

Hip and Knee Replacement Survey. In this project, sponsored by St. Vincent Hospital's Orthopedics Dept., patients who have upcoming hip or knee replacement surgery are called to find out how they are doing prior to and following surgery. Follow-up interviews are scheduled to begin in June. Project Managers: Lana Bandy and Jill Bakehorn.

Kentucky

Urban Studies Institute University of Louisville

426 W. Bloom St., Louisville, KY 40208; 502-832-6626; fax: 502-832-4558; bsgale01@ulkyvm.louisville.edu

Kentucky Health Insurance Study. Approximately 2,400 CATI interviews were completed in 1997 for the Legislative Research Commission of the Commonwealth of Kentucky. The study covered issues related to acquisition, source, and cost of health insurance in randomly selected households. Principal Investigator: Bruce Gale.

Kentucky Death Penalty Study. CATI interviews were completed with a random sample of 709 Kentuckians in the summer of 1997 for the Kentucky Coalition to Abolish the Death Penalty. The study covered attitudes toward crime and punishment and the use of the death penalty. Principal Investigator: Bruce Gale.

Discontinued K-TAP Recipient Study. CATI interviews were completed with 756 respondents in December 1997 for the Kentucky Cabinet for Families and Children. The study focused on the employment success of persons no longer receiving K-TAP (the Kentucky Transitional Assistance Program) and the welfare of their children through the transition. Principal Investigator: Bruce Gale.

Massachusetts

Center for Survey Research University of Massachusetts at Boston

100 Morrissey Blvd., Boston, MA 02125-3393; 617-287-7200; fax: 617-287-7210; colten@umb.sky.cc.umb.edu

Survey of Insurance Status. Approximately 2,600 RDD CATI interviews and 1,000 face-to-face interviews will be completed between January and
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August within Massachusetts for the Massachusetts Div. of Health Care Finance and Policy to estimate the number of uninsured persons within the state and to profile both insured and uninsured persons regarding employment, income, use of health care, health status, and insurance history. Study Director: Anthony Roman

Michigan

Survey Research Center Institute for Social Research University of Michigan

P.O. Box 1248, Ann Arbor, MI 48106-1248; 313-763-5039; fax: 313-764-5193; bpennell@isr.umich.edu

Efficacy of Refusal Aversion Training. SRC staff have been working with staff from the Bureau of Labor Statistics to increase response rates to the Current Employment Statistics Survey (CES), a survey of business establishments. In the pilot phase, a statistically significant increase in interviewer response rates was achieved following a refusal aversion workshop conducted for the CES interviewers. These aversion training techniques are currently being adapted and tested for the National Agricultural Statistics Survey, a survey of farmers and ranchers. As with the CES pilot, response rates for both pre- and post-training will be analyzed to study the efficacy of this training on improving response rates. Principal Investigator: Robert Groves; Project Coordinator: Kate McGonagle; Survey Managers: Stephen Berry and Nancy Lyon.

Minnesota

Wilder Research Center Amherst H. Wilder Foundation

1295 Bandana Blvd. North, Suite 210, St. Paul, MN 55108; 612-647-4600; fax: 612-647-4623; research@wilder.org

1997 Minnesota State Survey. This was the 14th omnibus survey of adults residing in Minnesota. A total of 800 RDD CATI interviews were completed in fall 1997. The survey was sponsored by government agencies and the Univ. of Minnesota and included questions on quality of life, environment, organizational awareness, community-based planning, transportation, volunteerism, nonprofits, the Univ. of Minnesota, employment, and drunk driving. Study Director: Rossana Armson.

Survey About Proposed Changes in Trout Stream Regulations. Sponsored by the Minnesota Dept. of Natural Resources and completed in December 1997, this mail survey was completed by 381 Minnesota

anglers. They were asked about membership in associations, number of days fished, whether they fished for trout in streams in southeastern Minnesota, catch-and-release practices, and acceptability of proposed changes in trout-fishing regulations. Project Director: Rossana Armson; Project Manager: Alexandra Goulding.

Nevada

Cannon Center for Survey Research University of Nevada, Las Vegas

P.O. Box 455008, Las Vegas, NV 89154-5008; 702-895-0167;
fax: 702-895-0165; csr@nevada.edu

Clark County Low-Wage Worker Survey. Telephone interviews with 430 low-income Clark County, NV residents were conducted to investigate their housing conditions, neighborhood characteristics, and housing desires. In addition, 37 personal interviews were conducted to compensate for the methodological drawbacks associated with conducting a telephone survey of a low-income population. Interviews were conducted in either English or Spanish. The survey was funded by the Clark County Affordable Housing Committee. Study Directors: Chris Horak and Jennifer Schneider; Survey Manager: Pamela Fessler.

City of Las Vegas Parks Development Office. The City of Las Vegas commissioned this telephone survey of 434 city residents to assist it in developing a 10-year program to improve its parks and recreation facilities by gauging use and public opinion of these facilities. Project Director: Grace Woo; Survey Manager: Pamela Fessler.

Continuing Education, UNLV. A telephone survey was conducted for the College of Extended Education to assess the continuing educational interests and needs of three distinct populations: high school students residing in the Las Vegas Valley ($n = 77$), adults residing in the Las Vegas Valley ($n = 366$), and adults residing in specific rural communities that UNLV serves ($n = 208$). Project Director: Grace Woo; Survey Manager: Pamela Fessler.

Clark County Parks and Recreation. The Clark County Parks and Recreation Div. is working on a 10-year plan to improve its parks and recreation facilities. This survey asked 640 residents of unincorporated Clark County about their usage of and opinions about the programs and services the division provides. Study Director: Jim Busser; Project Director: Grace Woo.

New Hampshire

Survey Center University of New Hampshire

Stress and Health Study. Sponsored by NIH, this study includes both face-to-face and CATI interviews of a total of 750 college students (ages 18 to 24) at two New England institutes of higher education and should be completed by early May 1998. The purpose of the study is to collect data on the effects of childhood adversity and its subsequent impact especially as it involves recent life events and strains. Principal Investigator: Heather Turner, Sociology Department.

University of New Hampshire Omnibus. This spring 600 CATI interviews are being conducted for a variety of clients including media, faculty, and government. Topics include approval ratings of state politicians, presidential candidates, quality of life in New Hampshire, and the funding of education in the state. Principal Investigator: Leo Simonetta.

New York

Social Indicators Survey Center Columbia University School of Social Work

622 West 113th Street, New York, NY 10025; 212-854-5217;
fax: 212-854-2975; ig3@columbia.edu

New York City Social Indicators Survey. During Spring 1998, an RDD, CATI survey of New York City families is being conducted concerning employment; government and other types of assistance, including family assistance; health insurance; housing; child development; child care; and children's education. Principal Investigators: Irv Garfinkel and Marcia Meyers.

New York City Child Support Survey. A survey of 500 Office of Child Support and Enforcement (OCSE) clients will be conducted during Summer 1998. The study will focus on the absent father, costs and benefits of procuring child support, family structure, and government assistance. Principal Investigators: Irv Garfinkel and Jim Kunz.

North Carolina

Statistics, Health and Social Policy Unit Research Triangle Institute

P.O. Box 12194, Research Triangle Park, NC 27709;
919-541-7008; fax: 919-541-7004; rak@rti.org

WIC Vendor Management Study. Sponsored by the USDA Food and Nutrition Service, this study will

determine the extent to which WIC vendors nationwide violate WIC program rules and the factors associated with such violations. RTI, as subcontractor to Health Systems Research, is constructing a sample frame of WIC vendors, selecting a nationally representative sample of vendors, developing and pretesting data collection instruments and procedures, training and supervising field data collectors, developing data files, and assisting in the analysis and reporting of study findings. The study requires a series of three compliance purchases by data collectors (posing as WIC participants) at 1,500 retail vendors throughout the U.S. Data collection is scheduled for late 1998. Project Director: Donald Smith.

National Longitudinal Study of Children and Families in the Child Welfare System. This study, mandated by the U. S. Congress and sponsored by the Administration for Children, Youth, and Families of the U.S. Dept. of Health and Human Services, will be the first national study to examine child and family well-being outcomes in detail and to attempt to relate those outcomes to experiences with the child welfare system. Data will be gathered on 6,000 children from birth to age 14 from the children themselves (either by observation or interaction); from their biological parent, current primary caregiver (if not a biological parent), caseworker, and teacher; and from agency administrative records. These children will be selected from 100 Primary Sampling Units across the country approximately 6 to 8 weeks after entering the child welfare system. Data will be collected at the baseline and at 12-month intervals to 36 months. Data on use of services will be collected from the primary caregiver at 6 months. Project Director: Michael Weeks.

Beginning Postsecondary Students (BPS) Longitudinal Study: First Follow-up 1996–98. This study is the next phase in a student survey sponsored by the National Center for Education Statistics (NCES) of the U.S. Dept. of Education. The BPS longitudinal study series is the only nationally representative sample of an entire group of students beginning postsecondary education. These students were part of the 1996 National Postsecondary Student Aid Study that traced the paths of first-time beginning students throughout their entire course of postsecondary education in various types of postsecondary schools and as they enter the workforce. BPS:96/98 will involve conducting CATI or CAPI interviews with more than 12,000 sampled postsecondary students from more than 800 schools. Project Director: Dan Pratt; Data Collection Manager: Janice Kelly.

**Institute for Research in Social Science
University of North Carolina--Chapel Hill**

Fall 1997 Carolina Poll. CATI interviews were completed with 771 adult North Carolinians on a number of topics, including views on the public schools and higher education in NC, with whom people discuss important matters, tobacco tax, assisted suicide, TV violence, and the Internet. Poll Directors: Beverly Wiggins and Donald Shaw (UNC School of Journalism and Mass Communication).

Fall 1997 Southern Focus Poll. This poll, cosponsored by the *Atlanta Journal-Constitution*, included questions on time pressures, use of personal computers and E-mail, the Disney boycott, feeling thermometer ratings of various groups, needle-exchange programs, favorite Christmas carol, favorite vegetable, and use of air conditioning. CATI interviews were completed with 808 Southerners and 442 non-Southerners. Poll Director: Beverly Wiggins.

Ohio

Institute for Policy Research University of Cincinnati

P.O. Box 210132, Cincinnati, OH 45221-0132; 513-556-5028;
fax: 513-556-9023; alfred.tuchfarber@uc.edu;
<http://www.ipr.uc.edu>

The Ohio Poll. Sponsored by the *Cincinnati Enquirer* and the Univ. of Cincinnati, the Ohio Poll is a periodic, RDD CATI survey. The March ($n = 836$), April ($n = 861$), September ($n = 865$), and October-November ($n = 874$) polls asked Ohio adults what they thought was the most important problem facing the state of Ohio, about consumer confidence, presidential and gubernatorial approval, and trial heats for the 1998 Ohio statewide elections. In addition, the March 1997 poll examined Ohioans' opinions on a wide range of education funding issues in the wake of an Ohio Supreme Court decision overturning Ohio's system of financing elementary and secondary education. The October-November poll examined voter preference on a statewide Worker's Compensation ballot issue. Director: Alfred Tuchfarber.

City of Lebanon Cable Television Survey. This 1997 RDD CATI survey of 415 adult residents of the city of Lebanon, OH examined the opinions of residents about quality of life, city service quality, and awareness of new city projects. Project Director: Kim Downing.

Health Alliance of Greater Cincinnati HealthScope Survey. This 1997 RDD CATI survey of 566 adult residents of the Greater Cincinnati area examined awareness of the Health Alliance HealthScope information program and other health information programs. Project Director: Kim Downing.

Cystic Fibrosis Study. This 1997 CATI survey for the Cystic Fibrosis Center at Children's Hospital Medical Center in Cincinnati was designed to measure the satisfaction of caregivers of child and adult patients who have cystic fibrosis. Interviews were completed with 147 adults. Project Director: Terri Byczkowski.

Center for Human Resource Research Ohio State University

921 Chatham Lane, Suite 200, Columbus, OH 43221-2418;
614-442-7300; fax: 614-442-7329; olsen.6@osu.edu

Round 18 of the National Longitudinal Survey of Youth 1979 Cohort and the Child/Mother Survey. Funded by the Bureau of Labor Statistics, approximately 8,700 CAPI interviews will be conducted this spring and summer with all respondents (drawn from persons born 1957 to 1964) and a somewhat smaller number of interviews with the children of the female respondents, including a detailed battery of cognitive, social, and emotional tests. There will also be self-administered paper and pencil components, as well as self-administered, computer-assisted components. NORC is data collection subcontractor. Principal Investigator: Randall Olsen; Project Coordinator: Jean Haurin.

Oregon

Oregon Survey Research Laboratory 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>

Western Council of Industrial Workers Survey. This CATI study obtained information from a list sample of 30 industrial workers about recent experiences with a certification election and general perceptions about their industry and their workplace.

OEDD Community Profiles. OSRL created a database for the Oregon Economic Development Dept. of demographic, social, economic, and policy-related information on 259 Oregon communities, available on the World Wide Web, for use by state legislators, agencies, and public policymakers.

Smokeless Tobacco Survey. In conjunction with the Oregon Research Inst. and with funding from NIH, this RDD CATI survey of 1,100 smokeless tobacco users (including an oversample of American Indians) in Oregon, Washington, Alaska and Montana is assessing smokeless tobacco use patterns, health effects, and related behaviors. Callbacks in one to two years will uncover natural smokeless tobacco quit behaviors for comparison with an experimental group.

Survey Research

Principal Investigator: Patricia Gwartney; Project Director: Kimberlee Langolf.

Career Information Systems (CIS) Site Coordinators Survey. CIS creates, markets, and maintains database career information for schools, colleges, libraries, and employment services at 650 sites nationwide. This CATI survey of 250 CIS site coordinators in 1997 concerned the quality and quantity of information received, clarity of instructions, and various respondent and site characteristics. Principal Investigator: Patricia Gwartney; Project Director: Kimberlee Langolf.

Master's Degree in Software Engineering. Focus group sessions were used to estimate the interest of executives of high-tech, computer-related companies in a Master's in Software Engineering proposed by the Oregon State System of Higher Education. Principal Investigator: Stephen Johnson; Project Director: Kimberlee Langolf.

UO Summer Session Survey. CATI interviews with 405 Univ. of Oregon 1997 summer session students were asked how, when, and why they chose to take classes that summer, types of courses taken, quality and value of education received, strengths and weaknesses, services use, transportation, and housing. Principal Investigator: Patricia Gwartney; Project Director: Craig Helmstetter.

The Company of Biologists (COB) Survey. As this Oxford (England)-based company approaches its 75th year, OSRL developed, tested, and analyzed questionnaire data to help the COB plan for the future. Survey topics covered the quality of the international scientific journals produced by the COB, communication among and between editorial, production, distribution, and management teams, and scenarios for future growth and development. Principal Investigator: Patricia Gwartney; Project Director: Kimberlee Langolf.

Pennsylvania

Institute for Survey Research Temple University

1601 N. Broad St., Philadelphia, PA 19122; 215-204-8355;
fax: 215-204-3797; lenlo@temss2.isr.temple.edu;
<http://www.temple.edu/ISR>

Urban Change Study. Sponsored by MDRC, the Robert Wood Johnson Foundation, and the Kellogg Foundation, this is a two-wave CAPI survey of approximately 4,000 welfare mothers that will address the consequences of welfare reform legislation using

samples from Philadelphia, Miami, Cleveland, and Los Angeles. Data collection began in March. Study Director: Karl Landis.

South Carolina

Survey Research Laboratory Institute of Public Affairs University of South Carolina

1502 Carolina Plaza, Columbia, SC 29208; 803-777-8157;
fax: 803-777-4575; Link@iopa.sc.edu

Greenville County Recycling Survey. Conducted for the Solid Waste Div. of Greenville County, SC, the survey focused on the extent of public participation in various recycling programs and the level of public support for new recycling efforts. CATI interviews were conducted with an RDD sample of 423 county residents in November 1997. Project Director: Michael Link.

Survey of City and County Council Members. Sponsored by the Center for Governance at the Univ. of South Carolina, CATI interviews were conducted with a representative sample of 430 local elected officials. Questions dealt with the problems council members face, the ways different councils operate, and members' training needs. Project Director: Michael Link.

Virginia

Center for Survey Research University of Virginia

539 Cabell Hall, Charlottesville, VA 22903; 804-924-6523;
fax: 804-924-7028; surveys@virginia.edu

DMV Customer Satisfaction Survey, Fall 1997. Conducted for the Virginia Dept. of Motor Vehicles (VDMV), this was a statewide telephone survey of 1,225 residents with valid Virginia driver's licenses or registered vehicles who had contacted the VDMV in the last 12 months. The survey measured current views on VDMV services. Study Directors: David Hartman and Thomas Guterbock.

National Study of Hospices and Hospice Volunteerism. In Issue No. 4, 1997 of *Survey Research*, the directors of this study were identified incorrectly. The correct information is Principal Investigator: Carolyn Englehard; Co-Investigators: F. Reid Cushman and John Herrmann. All investigators are from the UVA Health Policy Center.

Wisconsin

Wisconsin Survey Research Laboratory University of Wisconsin-Extension

1930 Monroe St., 2nd Floor, Madison, WI 53711-2036;
608-262-3122; fax: 608-262-3366; wsrl@wsrl.cee.uwex.edu

Recipients Survey for Wisconsin Medical Assistance. In order to improve health care services and increase participants' satisfaction with the services and treatments, this CATI study asked individuals enrolled in a Medicaid HMO in Milwaukee County about the HMO's quality and doctors. Data collection ran from July 1997 through February 1998, with 480 expected completes. The study was sponsored and funded by the Wisconsin Dept. of Health and Social Services. Principal Investigator: Eileen McRae, Bureau of Health Care Financing.

Energy Assistance Study. Sponsored and funded by the Low Income Energy Services Project, in partnership with service providers, utilities, and government agencies, this study obtained information on the energy and housing services that low-income households receive and the attitudes toward these services. In 1997, CATI interviews were conducted with 200 RDD and 107 name sample low-income households in La Crosse County, WI. Principal Investigator: Bobbi Tannenbaum, Energy Center of Wisconsin.

Schools of Hope. The purpose of this study was to examine relationships among Madison parents, students, teachers and principals, to highlight current strengths and weaknesses in family/school relationships, and to suggest areas for improvement. In 1997, 800 parents, 444 teachers and principals, and 551 students were surveyed by mail, with a minority oversample. The sponsors and funding sources were the *Wisconsin State Journal* and the Madison School District. Principal Investigator: Paul Bredeson, UW-Madison School of Education.

State of Wisconsin Investment Board (SWIB) Evaluation. Sponsored by SWIB and Employee Trust Funds, this mail survey of 3,511 participants evaluated the information needs of local government investment pool investors and Wisconsin Retirement System participants to develop a communication program more flexible and responsive to customers' changing information needs. Principal Investigator: Kenneth Johnson, SWIB.

A Survey of Teachers' Experiences with the Kentucky School Accountability Program. The purpose was to learn about teachers' experiences

with Kentucky's school-based performance award program and to learn teachers' views about the rewards they may receive if their school meets its goals. A mail questionnaire was sent to 8,200 teachers in Kentucky in 1997. The sponsors were the Consortium for Policy Research in Education, and the Wisconsin Center for Educational Research.

University of Wisconsin Survey Center University of Wisconsin-Madison

College of Letters and Science, 2412 Social Science Building,
1180 Observatory Drive, Madison, WI 53706; 608-262-1688; fax:
608-262-8400; rlee@ssc.wisc.edu

Wisconsin Works (W2) Evaluation Project. Work has begun on a four-year evaluation of Wisconsin's new welfare program. Sponsored by the state of Wisconsin and federal government funds, this project seeks to evaluate the impact of some of the significant changes in this service delivery system. There will be three phases: cognitive interviews in 1998, a mixed-mode (CATI/CAPI) survey of 4,000 participants in 1999, and reinterviews in the year 2000. Project Director: John Stevenson; Study Coordinator: Robert Lee.

CANADA

Institute for Social Research York University

4700 Keele Street, Toronto, Ontario, Canada M3J1P3;
416-736-5061; fax: 416-736-5749; isrnews@yorku.ca

Peel Heart Health Survey. With funding provided by the Regional Municipality of Peel, ISR conducted more than 1,200 CATI interviews in 1997 with RDD-selected residents in Peel who were between the ages of 18 and 64. The study examined smoking history, physical activity levels, food selection and preparation, and a number of other health-related issues. Project Manager: John Tibert

Quality of Life Survey. ISR is currently collecting data for its annual Quality of Life Survey from 800 RDD-selected residents in the newly amalgamated city of Toronto. The 30-minute CATI survey, completed in March 1998, examined such issues as respondents' satisfaction with their neighborhoods, parks, housing, schools, transportation, health, policing and crime, how their leisure time is spent, and attitudes toward local politics. Project Manager: David Northrup.

LANSRO UPDATE

The following changes or corrections update the
Survey Research

Listing of Academic and Not-for-Profit Survey Research Organizations published in *Survey Research*, Vol. 28, No. 4, 1997. We apologize for any errors we introduced. Please notify the editors of any further changes or corrections.

Iowa

- Dianne Ganders is the second contact person for Iowa State Univ.: dganders@iastate.edu.
- The correct E-mail address for Gene Lutz, Director, Center for Social and Behavioral Research, Univ. of Northern Iowa, is Gene.Lutz@csbr.csbs.uni.edu.

Kansas

- The correct title of the survey organization at the Univ. of Kansas is University of Kansas Survey Research Center. The correct E-mail address for Kevin Nelson, Director, is knelson@ippbr.wpo.ukans.edu.

Louisiana

- The correct E-mail address for the Center for Educational Research and Services, Northeast Louisiana Univ., is pssantana@alpha.nlu.edu.

Maryland

- The correct World Wide Web site address for the Survey Research Center, Univ. of Maryland, is <http://www.bsos.umd.edu/src>.

Michigan

- The correct E-mail address for Kathy Cusick, Survey Research Div., Inst. for Public Policy and Social Research, Michigan State Univ., is cusick@pilot.msu.edu.

New Jersey

- The correct E-mail address for Herb Abelson, Associate Director, Survey Research Center, Princeton Univ., is abelson@princeton.edu.

New Mexico

- Hank C. Jenkins-Smith should be listed as Director, Inst. for Public Policy, Dept. of Political Science, Univ. of New Mexico. His E-mail is hjsmith@unm.edu.

New York

- The correct E-mail address for Michael Rogoff, Chair, Div. of Basic and Applied Social Sciences, Keuka College is mrogoff@mail.keuka.edu.

Texas

- The correct E-mail address for James Glass, Director, Survey Research Center, Univ. of North Texas, is jglass@scs.cmm.unt.edu.
- The correct fax number for the Office of Survey Research, Univ. of Texas, is 512-471-8500.

West Virginia

- The correct E-mail address for Steve Cook, Director, Labor Studies & Research, West Virginia Univ., is scook3@wvu.edu.

Wisconsin

- The correct E-mail address for James Rovelstad, Director, Center for Survey and Marketing Research, Univ. of Wisc.–Parkside, is rovelsta@uwp.edu.

Canada

- The Population Research Laboratory, Dept. of Sociology, Univ. of Alberta was looking for a new director at the time *Survey Research* went to press. To reach PRL in the interim, E-mail dodynak@gpu.srv.ualberta.ca.
- The correct address for the Inst. for Social Research, York Univ. is 4700 Keele Street, Toronto, Ontario.

Announcements

University of Michigan Summer Institute

The 51st annual Univ. of Michigan Summer Institute will offer graduate-level courses in two consecutive four-week sessions, June 1–June 26 and June 29–July 24, 1998. Courses will be offered for graduate credit in eight-, four-, two-, and one-week formats. The Summer Institute will also include an eight-week program for those interested in an in-depth study of sampling methods. Course and instructor descriptions are available on the Summer Institute Web page at <http://www.isr.umich.edu/src/si/>. To receive a copy of the Summer Institute brochure

containing application materials, send an E-mail message to summers@isr.umich.edu or contact James Lepkowski, Director of the Summer Institute, Survey Research Center, Inst. for Social Research, Univ. of Michigan, Ann Arbor, MI 48106-1248; phone: 734-764-6595; fax: 734-764-8263. Through the Joint Program in Survey Methodology, two of the eight-week courses and one of the four-week courses will be offered via a two-way interactive video system in the Washington, D.C., area at the Univ. of Maryland in College Park. The Summer Institute office can provide further details about registration for these simultaneous offerings, or you may contact the Joint Program in Survey Methodology directly for information at 301-314-7911.

Personnel Notes

At the Iowa State Univ. Statistical Laboratory, *Dianne Anderson* has been promoted to Manager of Human Subjects Surveys.

Carol-Ann Emmons is now a Senior Associate at Abt Associates, Chicago office. She is a member of Abt's Clinical Research and Epidemiology unit. Emmons was previously a Senior Survey Director at NORC.

Jonathan Pierpan has joined the staff of the Southern Focus Poll at the Inst. for Research in Social Science, Univ. of North Carolina at Chapel Hill as a Field Director.

David Northrup has recently been promoted to the position of Associate Director of the Inst. for Social Research at York Univ. in Toronto.

Mary Ropka has joined the Center for Survey Research, Univ. of Virginia, as Associate Director of Health Research. She was formerly at the School of Nursing, Virginia Commonwealth Univ.

Eva Leissou has recently been promoted to Survey Manager II and *April Beaulé* has been promoted to Survey Manager I at the Survey Research Center, Inst. for Social Research, Univ. of Michigan.

Jim Bason has been promoted to Assistant Director of the Survey Research Center, Univ. of Georgia. *Mary Ann Mauney* has joined the SRC as a Research Coordinator. She was with the Center for Democratic Renewal in Atlanta.

Ingrid Graf has joined the Survey Research Laboratory, Univ. of Illinois at Chicago, as a Project

Coordinator. She had been a Project Supervisor for MAXIMUS, Inc. *Jeff Francik* has returned to SRL as Data Reduction Manager from the Metropolitan Chicago Information Center. *Linda Owens* is the Sampling Operations Supervisor; having worked for the Energy Information Administration, U.S. Dept. of Energy. *Jennifer Parsons* has been promoted to Coordinator of Research Programs.

At NORC, *Rob Santos*, previously Director of Survey Operations Center (SOC), has been appointed to the position of Vice President, Statistics and Methodology Division. *Dick Rubin*, who was Research Vice President, Health Studies, becomes NORC's Vice President of Survey Operations/Director of the SOC. *Karen Grigorian*, who was Director of Data Preparation Center, becomes Survey Director 2. *Jody Dougherty* is now Director of Data Preparations. New to NORC are: *Howard Speizer*, previously of Abt Associates, who becomes NORC's Vice President for Survey Production; *Jack Covington*, formerly at Information Resources, Inc. is now Director of Project Management; *Donna Eisenhower*, previously at MPR, joins as Senior Research Scientist. New Research Scientists in NORC's Washington, D.C. office are *Tara Townsend*, formerly at Caliber Associates, and *Julie Lane*, formerly of CSR, Inc. *Kymn Kochanek*, previously at Abt Associates, joins as Survey Director 2. Promoted at NORC to Survey Director 1 are: *Katherine Ballard*, *Linda Dimitropoulos*, *Jamie Friedman*, *Nichole Kirgis*, *Toby Kleinbaum*, *Laura Knapp*, and *Mike McNicholas*.

Mathematica Policy Research has hired: *Jennifer McNeill*, Senior Programmer III; *Denise Raimondo*, Survey Specialist I; *Mark Dentini*, Senior Programmer II; *Larry Snell*, Senior Survey Operations Manager I; *Lindsay Dobrynski*, Survey Researcher I; and *David Uglow*, Associate Director of Systems Programming. Recent promotions are *Linda Bandeh*, Systems Analyst II; *James Cashion*, Survey Specialist I; *Linda Mendenko*, Survey Specialist I; *Lisa Champion*, Survey Specialist III; *Cheryl DeSaw*, Survey Specialist III; *John Homrighausen*, Senior Survey Researcher II; *Barbara Kolln*, Senior Programmer II; *Martha Kovac*, Survey Specialist II; *Pat Nemeth*, Survey Researcher II; *Barbara Rogers*, Survey Specialist I; *Rita Stapulonis*, Survey Researcher II; *Marianne Stevenson*, Assistant Survey Operations Manager II; and *Christopher Tallman*, Program Analyst II.

Jobs ↔ People

This free column is for the convenience of people available for work in survey research and organizations that have job openings in survey research. Listings should be sent to Diane O'Rourke, Managing Editor, Survey Research, Survey Research Laboratory, Univ. of Illinois, 909 W. Oregon St., Ste. 300, Urbana, IL 61801-3327 or E-mailed to survey@srl.uic.edu.

The **Wisconsin Survey Research Laboratory** is looking for a marketing research manager with skills in corporate training management for the Univ. of Wisconsin Learning Innovations Center. This new center will be the focal point for the creation, distribution, and evaluation of digital learning products and will support both faculty and learners using these instructional products. For more information, please contact WSRL Director Dolores Niles at 608-262-1903.

The **Research Triangle Institute** currently has entry-level and advanced openings for Survey Specialists. Entry-level candidates must have a B.S. or B.A. degree with a background in social science research methods. Experience with sample surveys and field or telephone data collection is preferred. Strong skills in written, oral, and interpersonal communication; word processing; organizing; and computer spreadsheets are required. Advanced candidates must possess the same education requirements and have three or more years' experience in survey research. RTI offers a competitive salary and excellent benefits. Interested applicants should send resume with salary requirements to Kirk Pate, Research Triangle Inst., P.O. Box 12194, Research Triangle Park, NC 27709-2194; E-mail: DKP@RTI.ORG). To learn more about RTI, visit their Web Site at www.rti.org. EOE/AA M/F/D/V.

O'Neil Associates Inc., a full-service public opinion research firm located in the Phoenix, Arizona area, has an opening for a Phone Supervisor/Field Director. The position involves supervising phone operations (surveys, focus group recruitment) and some intercept interviewing. Experience in supervising phone operations essential. CATI experience and computer literacy highly desirable. Hours vary and includes evenings and weekends. Salary depends on experience. To apply, send resume and letter of interest to Michael O'Neil, O'Neil Associates Inc., 412 E. Southern Ave., Tempe, AZ 85282; E-mail: surveys@primenet.com;

phone: 602-967-4441; fax: 602-967-6122.

The **Center for Survey Research, Univ. of Massachusetts at Boston** has an opening for a senior research fellow. Projects cover a wide range of timely subject areas, with health-related studies particularly common. Position will likely include some role in teaching of survey methods and some work with graduate students. A Ph.D. in social science is required. Applicant must have demonstrated analytic skills and ability to develop funding for own research interests. Considerable survey methodology experience essential. Strong statistical skills highly desirable. Direct work experience with large-scale probability sample survey projects essential, preferably in a survey research organization. Potential to contribute to ongoing development and evaluation of data collection methods is a high priority. Competitive calendar-year salary is commensurate with experience. Send vita to: Director, Center for Survey Research, Univ. of Massachusetts at Boston, 100 Morrissey Blvd., Boston, MA 02125-3393. EEO/AA.

Publications

The publications listed below should be obtained from the author, organization, or publisher cited or from your local library. They are not available through Survey Research or the Survey Research Laboratory.

New Methodological Publications

Filippucci, C. & Ferrante, M. R. (1997). Individual diaries and expense documents in the Italian Consumer Expenditure Survey. *Journal of Official Statistics*, 13, 2, 113–121.

Granquist, L. (1997). The new view of editing. *International Statistical Review*, 65, 381–387.

Knauper, B., Belli, R. F., Hill, D. H., & Herzog, A. R. (1997). Question difficulty and respondents' cognitive ability: The effect on data quality. *Journal of Official Statistics*, 13, 2, 181–199.

Loosveldt, G. (1997). Interaction characteristics of the difficult-to-interview respondent. *International Journal of Public Opinion Research*, 9, 386–394.

Pollner, M. & Adams, R. E. (1997). The effect of spouse presence on appraisals of emotional support and household strain. *Public Opinion Quarterly*, 61, 615–626.

Price, V. & Neijens, P. (1997). Opinion quality in public opinion research. *International Journal of Public Opinion Research*, 9, 336–360.

Schober, M. F. & Conrad, F. G. (1997). Does conversational interviewing reduce survey measurement error? *Public Opinion Quarterly*, 61, 576–602.

Schwarz, N. & Wellens, T. (1997). Cognitive dynamics of proxy responding: The diverging perspectives of actors and observers. *Journal of Official Statistics*, 13, 2, 159–179.

Sudman, S., Warnecke, R., Johnson, T., O'Rourke, D., Davis, A. M., & Jobe, J. B. (1997). Understanding the cognitive processes used by women reporting cancer prevention examinations and tests. *Journal of Official Statistics*, 13, 3, 305–315.

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