

Survey Research

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• College of Urban Planning and Public Affairs • University of Illinois at Chicago

An Inquiry into Declining RDD Response Rates Part II: Telephone Center Operations and Interviewers

by Diane O'Rourke

In Spring 1998 the Survey Research Laboratory surveyed organizations on its List of Academic and Not-for-Profit Research Organizations (LANSRO) as part of its efforts to improve response rates on telephone surveys, particularly random-digit-dial (RDD) surveys. The results of this survey are being presented in several issues of Survey Research.

In the previous issue of *Survey Research*, we presented the first part of the results about telephone survey practices. (See Volume 29, Number 2, 1998 for a description of the methodology and results about telephone survey introductions, monitoring, answering machines, respondent selections, and generating RDD sample.) In this issue, we conclude our discussion of these practices with results on telephone center operations and interviewers.

Number of CATI Stations

As a measure of organizational size, we asked the organizations to report the number of CATI stations that they have available for telephone interviewing. A few organizations reported both a minimum and maximum number available. The minimum number of CATI stations in use at the 56 academic or not-for-profit organizations reporting ranged from 0 to 200, with a mean of 26 and a median of 19. The maximum number was only slightly higher (mean, 27; median, 20). Only 20% of these organizations have more than 30 stations.

Hours Of Operation

Weekdays. All of the telephone centers operate on weekdays, but several do not open until late afternoon or evening. (Some small organizations interview only general public populations and do not conduct telephone interviews with people working in

establishments that would require daytime interviewing.) Opening time on weekdays, while typically 9 a.m., ranged from 7 a.m. to 6:30 p.m. Over 50% of the centers were open by 9:30 a.m. and two-thirds were open by 4 p.m.

Closing time is usually 9:00 or 9:30 p.m. (77%), although 11% stay open until 10 p.m. and a few remain open until 10:30, 11:00, or midnight. Organizations that close late are typically those in the eastern U.S. time zone surveying West Coast populations.

Weekends. Fully 16% of the centers do not operate on Saturdays. Of those that do, modal starting time is 10:00 a.m. (39%), although 23% start at 9:00 a.m. Over two-thirds (68%) of the centers close by 5:00 p.m. on Saturdays and another 18% close at 6:00 or 6:30 p.m., a clear indication that survey researchers have decided that Saturday evening is not a productive time for interviewing. On Fridays, 15% do not interview at all and another 12% close by 6 p.m.

On Sundays, 80% of the centers are in operation. Opening times vary greatly: 2% open at 10 a.m.; 45% between noon and 1:30 p.m.; 24 between 2:00 p.m. and 3:00 p.m. and 29% between 4:00 p.m. and 6:00 p.m. Most close at their typical closing time.

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Multiple Studies and Tenure on Job

We expected cross training to relate to longevity. The fact that interviewers work on multiple studies (cross training) may indicate that the work load is more continuous than sporadic, allowing for the continuous employment of increasingly more experienced interviewers. Of course, some organizations work on one large project and several smaller ones at a time, but many others conduct one project and then lay off their interviewers until the each new project begins. Because of this it is often necessary to recruit an almost all-new interviewing staff for the each new project.

We asked our respondents: "Are your telephone interviewers typically expected to work on more than one study at a time most of the time, some of the time, or almost never?" Just over one-quarter of respondents (26%) said "most of the time," almost half (49%) said "some of the time," and one-quarter (25%) said "almost never."

We then asked "What percentage of your telephone interviewers has worked for your organization for at least six months?" The responses ranged from 0 to 100%, with a mean of 52%, a median of 50%, and a standard deviation of 28%. Indeed, multiple studies and cross training does correlate with longer tenure as an interviewer at the organization. The correlation is .372 and is significant at the .01 level.

Types Of Interviewers Employed

The staffs of telephone centers can vary greatly. We asked our respondents to apportion their usual staff of telephone interviewers among the categories "college students working part-time," "others working part-time only," "part-timers with other jobs," and "people working full-time as interviewers." The results are shown in Table 1.

Table 1. Types of Interviewers Employed (Percent)

Category	Range	Mean*	Median	SD
PT college students	0-100	56	60	33
Work PT only	0-60	25	20	16
Also have FT job	0-100	30	25	24
FT interviewer	0-40	8	5	12

*Does not add to 100% due to missing data.

Starting Hourly Pay

Almost all survey researchers will agree that interviewing is a very difficult and important job and yet the pay offered for it is usually not commensurate

with its importance to the quality of the final survey product. It is increasingly difficult to find staff for this part-time job, almost always without fringe benefits, when many other part-time positions offer better pay and benefits. But as shown in Table 2, most starting hourly pay is still quite low.

Table 2. Starting Hourly Pay

Range	Pay
Low	\$5.25
Median	\$7.00
Mean	\$7.00
High	\$10.25

Pay	N	Percent
\$5.25-6.00	18	33
\$6.25-7.00	12	23
\$7.10-8.00	15	27
\$8.25-9.00	5	10
\$9.50-10.25	4	7

To further evaluate the significance of starting hourly pay, three variables were created for the location of each telephone center: (1) whether or not it was located in a "college town" (a small- to medium-sized town that is not part of a large metropolitan area), (2) the population of the town/city (less than 50,000, 50,000 – 99,999, 100,000 – 249,000, 250,000 – 999,999, 100,000+), and (3) a cost of living rate associated with that area. These factors correlate, respectively, .336, .498, and .414 with starting pay. (All are significant at the .05 level or better.) In other words, telephone centers not in college towns, but in larger metropolitan areas, and in areas with higher cost-of-living pay telephone interviewers more.

Raises And Bonuses

When asked when their interviewers receive raises or bonuses, the 56 responding organizations gave over 50 different responses. Raises are never given by four organizations. (One said they don't keep their interviewers long enough to give them raises!) For the others, raises come after a certain number of interviews (20), shifts (20), hours of interviewing (25, 40, 300, 350, 500, 600, 700, 800, 1,000, 1,600, 2,400, 3,200, 4,000), weeks (2), or months (1, 3, 6, 12). At one frugal organization, interviewers get paid a flat rate and get a \$.50 raise after 5 years!

Bonuses are given in a variety of circumstances. Several organizations give bonuses if an interviewer gets over a nightly quota (of interviews or sample cases worked). Some give bonuses at the end of a survey; for refusal conversions; for perfect attendance; for completing long, difficult interviews; for working on difficult surveys; or for working Friday and Saturday evening shifts.

Fringe Benefits

Only 15% (8 of 53 organizations) offer any kind of fringe benefits to part-time interviewers. Four give sick leave and vacation (although it is often accrued slowly and/or only for those working more than 50% time). One organization also mentioned prorated holiday pay. Two offer health insurance. The interviewers at one university phone center can use the campus facilities, such as libraries and gyms, and one center offers an important perk—a parking permit.

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. Information should not be requested through Survey Research or the Survey Research Laboratory. Study summaries are submitted to Survey Research with the understanding that additional information can be released to others.

California

RAND Survey Research Group RAND

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S-CAHPS. Spanish CAHPS is a supplement to the Consumer Assessment of Health Plans Study (CAHPS), funded by AHCPR. The goal of S-CAHPS is to assess the cultural appropriateness and equivalence of the Spanish-language versions of the CAHPS surveys. In addition, a nonresponse survey will be conducted to determine if nonrespondents to a Medicaid survey differ significantly from respondents in terms of their satisfaction with and use of health care. Qualitative and quantitative data collection will be conducted with Spanish-speaking Medicaid-TANFF populations beginning in Fall/Winter 1998 and concluding in Fall 1999.

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The Survey Research Laboratory, University of Illinois at Chicago, subscribes to the Code of Professional Ethics and Practices of the American Association for Public Opinion Research.

The University of Illinois is an equal opportunity and affirmative action institution.

Principal Investigator: Leo Morales; Project Coordinators: Beverly Weidmer and Julie Brown.

The Community Quality Index. This telephone survey will examine the health care of individuals residing in 12 U.S. cities to obtain national data on quality of care.

It will focus on the types of individuals in each of the 12 sites who are at greatest risk for receiving poor quality of care. After completing a brief health history questionnaire, respondents are being asked to consent to our review of their medical records. In three of the 12 sites, the respondents will also be invited to a physical exam. During a 12-month field period, 24,000 respondents will be contacted. Principal Investigators: Steven Asch and Elizabeth McGlynn; Survey Coordinator: Jo Levy.

Connecticut

Center for Survey Research and Analysis University of Connecticut

Box V-32; 351 Mansfield Rd., Storrs, CT 06269-1164; 860-486-6666; fax: 860-486-6655; dautrich@uconnvm.uconn.edu

Clinton/Lewinsky Media Coverage. Sponsored by the Media Studies Center, this survey follows up on two previous studies (February and August 1998) aimed at assessing media coverage of the Clinton/Lewinsky scandal. Approximately 1,000 CATI interviews with Americans ages 18 and older were conducted. Project Manager: Jennifer Dineen.

Work Trends: Americans' Attitude About Work, Employers, and Government. For this survey members of the work-force (adults working or looking for work) 1,001 RDD interviews were conducted. Topics included relationships between workers and employers, job satisfaction, attitudes about training and education, and attitudes about government and the workforce. The survey was jointly sponsored by the John J. Heldrich Center for Workforce Development at Rutgers University and the CSRA. Principal Investigator: Kenneth Dautrich; Project Coordinator: Chase Harrison.

Connecticut Department of Social Services. This study of child care supply and demand in Connecticut, including its cost, was comprised of a mail survey of 1200 child-care providers, a CATI survey of 600 state residents with at least one child under 13 years old living in the household, and a CATI survey of 500 parents who received state assistance in meeting child-care costs. Project Manager: Nancy Barth

Criminal Justice Policy Foundation Survey. A survey of 500 adult residents of Connecticut measured perceptions of state and local police policies and

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practices, with special focus on questions of race, brutality, and police pursuits. Study Director: Stephen Pelletier.

Delaware

Center for Applied Demography and Survey Research University of Delaware

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302-831-1684; fax: 302-831-2867; ratledge@strauss.udel.edu

Race Relations Survey. Approximately 394 residents of Delaware were surveyed by telephone and asked how they feel race relations have progressed both in Delaware and in the U.S. The study was sponsored by Gannett News Service. Principal Investigator: Edward Ratledge; Project Coordinator: Rebecca Bedford.

Wilmington Police Survey. Approximately 950 residents of the city of Wilmington were surveyed by telephone on topics including satisfaction with the performance of the police department and neighborhood issues. The study was sponsored by the Wilmington Police Dept. and the Center for Community Development and Family Policy at the Univ. of Delaware. Principal Investigator: Edward Ratledge; Project Coordinator: Rebecca Bedford.

Education Survey. For this study sponsored by the Delaware Research and Development Center, Univ. of Delaware, about 1,200 telephone interviews were conducted, 900 in the general population and 300 among Delaware educators, to gather information on school finance, climate, professional development, and accountability/assessment. Principal Investigator: Edward Ratledge; Project Coordinator: Rebecca Bedford.

Delaware Growth and Quality of Life Survey. About 1,200 telephone interviews were conducted on quality-of-life priorities for the state and issues concerning development, transportation, economic growth, and the state's future. Principal Investigator: Edward Ratledge; Project Coordinator: Rebecca Bedford.

Georgia

University of Georgia Survey Research Center

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1998 Georgia Poll. Clients for this omnibus poll include the Georgia Dept. of Education and the University's Dept. of Agricultural Engineering. Approximately 400 CATI interviews with adult

Georgians were completed. The study will be used to determine attitudes about state and national politics, public schools, and home landscaping. Research Coordinator: Mary Ann Mauney.

Illinois

National Opinion Research Center University of Chicago

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

Evaluation of PBS Drug Series. With funding from the Robert Wood Johnson Foundation, NORC conducted an evaluation of a special PBS television series, produced by Bill Moyers, on drug addiction, drug treatment, and social policy on the drug problem. The series "Moyers on Addiction: Close to Home" consisted of five 90-minute programs shown over three days in late March. NORC conducted over 1,300 prebroadcast CATI interviews and more than 1,000 followup, post-broadcast interviews. Principal Investigator: Ken Rasinski.

District Survey on Local Implementation of Federal Programs. For a subcontract to the Urban Institute for the U.S. Dept. of Education, Planning, and Evaluation Service, a mail and CATI survey of 300 school superintendents was conducted on topics including attitudes toward and experiences with reform efforts in federal programs, particularly assessment, accountability, and flexibility of federal policies. School districts with high numbers or shares of high poverty students were oversampled. Project Director: Rupa Datta.

High School Students' Knowledge of Economics and Financing. Sponsored by Citibank Corp., this study will assess junior and senior high school students' knowledge of economic and financial matters and principles. A nationally representative sample of 13,500 junior and senior high school students in 225 high schools will be administered an assessment designed by the Education Testing Services (ETS) through the Chauncey Group. NORC has teamed with the Chauncey Group to conduct the study. Project Director: Leslie Scott.

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Chicago Public Schools Satisfaction Survey. The goal of this follow-up survey sponsored by the Uni-

versity of Wisconsin-Madison and funded by the Chicago Public Schools, is to assess how satisfied parents are with the long-term results of an early childhood initiative their children participated in 15 years ago when they were in the Chicago Child Parent Center preschool program. SRL was contracted to follow up with parents of the original cohort who were difficult to reach. The followup was done by telephone and mail, both inside and outside of Chicago. Information was obtained from 62 of the 230 hardest-to-locate cases. Project Coordinator: Amy DeGrush.

Changeable Message Signs (CMS). The goal of this study for the Illinois Dept. of Transportation was to assess the effects of CMSs (portable, program-mable signs used near road-construction sites). Over a two-week period, 400 drivers were interviewed at a rest area on an interstate highway in Illinois. Five miles before the rest area they had driven through a construction area in which they saw one of three CMSs: a one-, two-, or three-panel sign. They were asked what they could recall and what information they would like to receive from highway construction signs. Principal Investigators: Siim Sööt and Paul Metaxatos, UIC Urban Transportation Center; Project Coordinator: Diane O'Rourke.

Population Survey of Low Income Children in Illinois.

This CATI/CAPI study will collect information for the Illinois Dept. of Public Aid on the medical insurance status and needs of children in Illinois who are living at or below 250% of the poverty level to determine eligibility for the new "Kid Care" program. Principal Investigators: Richard Warnecke and Dianne Rucinski; Project Coordinator: Ingrid Graf.

Higher Education in Illinois. The Illinois Board of Higher Education commissioned this study of the opinions and attitudes of residents of Illinois and state public opinion leaders toward higher education and its future in the state. Telephone interviews were completed with 654 adult residents and 40 opinion leaders. Project Coordinators: Jennifer Parsons and Amy DeGrush.

Survey of Physicians and Substance Abuse. This mixed-mode (mail and telephone) study will survey primary care physicians and their patients who have received treatment for substance abuse and addiction. The sample will be drawn from the American Medical Association Masterfile of Physicians. Approximately 750 physician telephone interviews and 300 mail questionnaires with persons who have received treatment are expected to be completed. The study is sponsored and funded by the National

Center on Addiction and Substance Abuse, Columbia Univ. Project Coordinator: Kat Lind.

Displaced Workers. This CATI study is being conducted for the J. L. Kellogg Graduate School of Management, Northwestern Univ., to locate and interview about 400 adults who were laid off from Citicorp within the last few years. The 15-minute interview is based on the "Displaced Worker" survey the U.S. Bureau of the Census conducts every other year. Principal Investigator: Paul Oyer, Northwestern Univ.; Project Coordinator: Isabel Farrar.

Selection of Arrestee Drug Abuse Monitoring (ADAM). SRL is conducting the Chicago survey portion of the ADAM study, a national research effort to assess drug use of recent arrestees. This portion is being sponsored by TASC, Inc. and Abt Associates Inc. and funded by the National Institute of Justice. Project Coordinator: Kat Lind.

Indiana

Center for Survey Research Indiana University

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30th Indiana Poll. Sponsored by Indiana Univ. and funded by Indiana Univ. Rural Center for AIDS and STD Prevention and the Indiana State Dept. of Workforce Development, this biannual survey included questions on AIDS awareness and knowledge, use of Indiana Workforce Development Centers, opinions regarding condom use and distribution, sexual behaviors in relation to HIV, and media-related questions. Telephone interviews were conducted with 521 Indiana residents. Principal Investigators: Mohammad Torabi, William Yarber, Rick Lindsey; Project Director: John Kennedy; Project Managers: Heather Terhune and Kelley Cantrell.

Statewide Comprehensive Survey of Persons with Disabilities. Sponsored by the Indiana Family and Social Services Agency, State Council for Independent Living and funded by the state of Indiana Family and Social Services, this study will estimate the number of people with disabilities in Indiana and their service needs. The interviewing was conducted in partnership with the Public Opinion Laboratory at Indiana Univ./Purdue Univ. Indianapolis. The CSR conducted 1,530 RDD interviews with people having at least one of the defined disabilities. POL conducted 701 interviews with multiplicity and volunteer respondents recruited in Indiana. Principal Investigator: Vicki Pappas, Director of the Institute for the Study of Development

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mental Disabilities; Project Director: John Kennedy; Project Managers: Heather Terhune and Kelley Cantrell.

Indiana University Public Opinion Laboratory

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

Infrastructure Development in Hamilton County (Ind.). This project, sponsored by the Hamilton County Commissioners, assessed the public's opinions on the most important infrastructure needs in the county and future funding options. Over 600 CATI interviews were completed with adults in Hamilton County townships. Project Managers: Chris Gavette and Lana Bandy.

Employment & Educational Opportunities in Bartholomew County (Ind.). The Columbus Education Coalition (part of the Columbus Area Chamber of Commerce) sponsored this research to determine the workforce needs of Bartholomew County businesses and the aspirations for career development of area high school students. Over 450 high school students completed self-administered questionnaires, and more than 200 Bartholomew County business leaders/managers were selected at random to complete telephone interviews. Project Manager: Lana Bandy.

Awareness & Impact of "Nozone" Advertising. Sponsored by Caldwell Van-Riper Advertising, this CATI study measured what 400 Indianapolis residents know about air quality standards and the air quality in Indianapolis and how aware they were of the city's recent "Nozone Action Days" campaign. Project Manager: Chris Gavette and Jill Bakehorn.

Citizen Perceptions of City Services, 1998. This project, sponsored by the city of Indianapolis, assessed citizens' perceptions of various city services, including police services, parks, education, roads and transportation. More than 1,800 CATI interviews were completed with adult residents in Marion County's nine townships. Project Manager: Lana Bandy.

Indiana Residents' Opinions on State-Level Campaign Finance Reform. This project, sponsored by the Citizens Action Coalition Education Fund, looked at citizen interest and potential action regarding campaign finance reform at the state level. Over 800 CATI interviews were conducted statewide. Project Manager: Jill Bakehorn.

Central Indiana Residents' Opinions on Development and Its Impacts. Sponsored by the United Way's Central Indiana Regional Citizens League,

Number 3, 1998

this CATI survey of 1,400 Central Indiana residents assessed their views on transportation, growth, the environment, and future developments in their communities, as well as their own involvement in the community decision-making process. Project Managers: Lana Bandy and Jill Bakehorn.

Iowa

Survey Section, Statistical Laboratory Iowa State University

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The Iowa Study of Family Well-Being: A Feasibility Study. Sponsored by the U.S. Bureau of the Census, this study tested the feasibility of using the Survey of Program Dynamics (SPD) Questionnaire for a state-level survey on the impact of welfare reform. Low-income households were selected from a state administrative database, and 55 face-to-face interviews were completed using the SPD instrument and subset of state-level questions. Principal Investigators: Sarah Nusser and Cynthia Fletcher; Project Coordinator: Dianne Anderson; Project Manager: Janice Larson.

Faculty Activity Survey. Sponsored by Iowa State University, this annual survey will contact 500 faculty members, stratified by tenure status and gender, over the course of the 1998–99 academic year to determine average numbers of hours worked weekly by faculty. Results will be forwarded to the Iowa State Board of Regents. Project Coordinator: Dianne Anderson; Project Manager: Allison Tyler.

Massachusetts

Center for Survey Research University of Massachusetts Boston

100 Morrissey Blvd., Boston, MA 02125-3300; 617-287-7200; fax: 617-287-7210; csr@umb.edu

Wealth with Responsibility. Funded by Bankers Trust Personal Banking and sponsored by the Social Welfare Research Institute of Boston College, this mail survey was conducted with a stratified sample of 200 individuals with more than 5 million dollars in assets, selected randomly from a Bankers Trust client/prospect database. Topics included the intergenerational transmission of social values, volunteerism, socially responsible investing, and charitable decision making. Study Director: Brian Clarridge.

Consumer Assessment of Behavioral Health Services. Jointly supported and funded by the Harvard Univ. Medical School, the Human Services Re-

search Institute and McLean Hospital, the study goal is to obtain consumer assessments of behavioral health services from 1,321 Medicaid and 2,263 commercial plan service recipients. Testing of CABHS (Consumer Assessment of Behavioral Health Services) questions and MHSIP (Mental Health Statistics Improvement Program) questions in the same instrument is one of several objectives. Study Director: Brian Clarridge.

Minnesota

Minnesota Center for Survey Research

2331 University Ave. S.E., Suite 141, Minneapolis, MN 55414-3067; 612-627-4282; fax: 612-627-4288

1998 Anoka Sand Plain Survey. Funded by the USDA Water Quality Initiative, this mail survey completed in May 1998 was a replication of a 1991 survey. Questionnaires were completed by 135 Minnesota farmers. Topics included types of crops grown, types and number of livestock, water quality issues, fertilizer and pesticide use, and other farming practices. Project Manager: Pamela Schomaker.

1998 Redwood River Watershed Survey. Sponsored by the Redwood-Cottonwood Rivers Control Area, this CATI survey of 353 residents in the Redwood River watershed area of west central Minnesota included topics on level of pollution in the Redwood River, threats to water quality, who should be responsible for cleaning up the river, awareness of the Redwood River Clean Water Project, and support for farming conservation practices. Director: Rossana Armson.

Survey on Local Watershed Management. This mail survey was sponsored by the McKnight Foundation and the Legislative Commission on Minnesota Resources. Questionnaires were completed by 382 persons associated with watershed districts in Minnesota. Topics included water quality issues, watershed projects, organization staffing and structure, citizen participation, and organization mission. Project Manager: Pamela Schomaker.

North Carolina

Research Triangle Institute Research Triangle Park

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

Child and Family Well-Being Study. RTI is conducting this longitudinal survey for a consortium of universities led by researchers at Johns Hopkins, with funding from the National Institute of Child Health and Human Development and other sources. The study

seeks to evaluate the effects of welfare reform on families and children. Face-to-face CAPI and Audio-CASI interviews will be conducted with approximately 2,800 low-income families in Boston, Chicago, and San Antonio in Year 1, with data being collected from a randomly selected focal child in the household and his/her primary female caregiver. For cases in which the child is aged two to four, the child's father and daycare provider will also be interviewed. Two follow-up interviews will be conducted with the same families in subsequent years. Project Director: Allen Duffer.

Ohio

University of Cincinnati Institute of Policy Research

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<http://www.ipr.uc.edu>

1998 Cincinnati Public Schools Parent Survey. This study explored parents' satisfaction with various aspects of their children's education and the opinions of parents on a variety of issues facing the Cincinnati Public Schools. CATI interviews were conducted with a list sample of 835 parents. Project Director: Terri Byczkowski.

Bicycle Helmet Observation Study. The Children's Hospital Trauma Center commissioned this study of 712 children to determine the rate of bicycle helmet usage among children aged 5 through 14 in Hamilton County, OH. Project Director: Al Tuchfarber.

State of Ohio Dept. of Aging, Grandparents Raising Grandchildren Task Force Survey. This RDD survey collected information from 6,307 respondents on the prevalence of grandparents raising grandchildren in the state of Ohio, identifying the unique needs of these grandparents, and providing a demographic profile. Project Director: Kimberly Downing.

Ohio Consumers' Counsel Survey. RDD CATI interviews were conducted with 896 Ohio adults to determine their opinions and attitudes about Ohio's utility service choice. Project Director: Kimberly Downing.

1998 Greater Cincinnati Chamber of Commerce Survey of Members and Non-Members. A list sample of 334 representatives from Greater Cincinnati companies that are members of the Chamber of Commerce and a list sample of 319 area companies that are *not* members of the Chamber of Commerce were interviewed by telephone for this survey. Project Director: Al Tuchfarber.

1998 UC Physicians Survey. RDD CATI interviews were conducted with 535 adult residents of the Greater Cincinnati area to gather information about satisfaction with their own physicians, as well as opinions about physicians affiliated with the University of Cincinnati Medical Center. Project Director: Al Tuchfarber.

1998 Alliance Partners HEDIS Survey. The objective of this survey was to measure Alliance Partners member satisfaction. Mail questionnaires (the HEDIS [Health Plan Employer Data & Information Set] questionnaire developed by the National Committee for Quality Assurance) were completed by 690 members. Project Director: Terri Byczkowski.

Oklahoma

Bureau for Social Research Oklahoma State University

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<http://home.okstate.edu/ches/bsr>

National Pilot Test of the Professional Development 2001 Process Model. A mail survey of 3,500 registered dietitians will take place as part of a two-year longitudinal study to assess attitudes toward the new recertification process, sponsored by the American Dietetic Assn. Investigators: K. Keim and C. Johnson.

Learning About the Social Influence Construct of the Expanded Health Belief Model in Persons with Type 2 Diabetes Mellitus. For this study sponsored by Kappa Omicron Nu, focus groups and face-to-face interviews will be used to examine family and social network support among persons with Type 2 diabetes. Investigators: K. Keim and C. Johnson.

Database of Funded Projects in the Family and Consumer Sciences/Human Sciences. A mail survey of all deans and extension directors in Colleges of Human Ecology/Human Sciences will be done for The Research Committee of the Board on Human Sciences to document the funding sources and award amounts of faculty in human sciences across the United States. Investigator: C. Johnson.

Oklahoma Childcare Homes and Centers Assessment. A mail survey to 2,100 child care homes and centers across Oklahoma will be done for the Oklahoma State Dept. of Human Services to evaluate the quality of child care in the state. Investigator: D. Norris.

Lions' Club/Blue Cross Blue Shield Mobile

Screening Unit: An Examination of Health Screening Records of Mobile Screening Unit Participants. This project involves entering data of 2,400 visitors to a mobile health screening unit. Investigators: J. Weber and B. Stoecker.

Lions' Club/Blue Cross Blue Shield Mobile Screening Unit: An Assessment of Impact. A follow-up telephone survey of 1,000 visitors to a mobile, health-screening unit will evaluate impact of the traveling "Health on Wheels" unit. Investigators: J. Weber and B. Stoecker.

Assessment of Student Retention in the Biological Sciences. Multiple methods will be used to assess the impact of a resource center for student activities and faculty/curriculum development on student retention in the biological sciences, sponsored by Howard Hughes Medical Institute. Investigator: J. Blair.

Oregon

Oregon Survey Research Laboratory University of Oregon

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<http://darkwing.uoregon.edu/~osrl>

Dental Hygienist Surveys. Thirteen telephone surveys of dental hygienists in western states have been conducted for the Oregon Research Institute since January 1997, three are currently in the field, and six more are planned in the next year to assess patients' use of smokeless tobacco. Project Director: Kimberlee Langolf.

National Survey of College Seniors. For this study, 1,200 college seniors randomly chosen from 50 institutions were asked a detailed series of questions about how they chose their college major and about their plans for the future in this 30-minute telephone interview. Project Director: Toshihiko Murata; Principal Investigators: Jerry Jacobs, Univ. of Pennsylvania, Patricia Gwartney, Univ. of Oregon.

Investor Confidence Surveys. Every two months, when the stock market closes on Friday, OSRL's interviewers call 300 active individual investors chosen at random from a list sample about their attitudes and behaviors toward the stock market. Project Director: Emery Smith; Principal Investigator: Stephen Johnson.

Transportation Needs and Issues Survey. This RDD telephone survey is designed to provide feedback of 800 citizens to the Oregon Dept. of Transportation about services, satisfaction, and

needs for highways, roads, and bridges. It also queries perceptions of new high-density communities, reasons for non-use of alternative modes of transportation, and what people would be willing to give up for less congestion. Project Director: Toshihiko Murata; Principal Investigator: Patricia Gwartney.

Taco Bell Employee Survey. Information on this random telephone survey for Schroeter, Goldmark & Bender is available at <http://darkwing.uoregon.edu/~osrl/tacobell>. Project Director: Kimberlee Langolf; Principal Investigator: Patricia Gwartney.

Family Health Insurance Surveys. Needy families sign up for health insurance, but when they find the list is full the first month, they disappear. Why don't they return the next month to find out if their place has come up in the queue (as it usually has)? OSRL is interviewing about 400 householders to answer this and related questions. Project Director: Emery Smith; Principal Investigator: Stephen Johnson.

Grants Pass Community Survey. This RDD telephone survey asks 400 adults in the small southern Oregon community of Grants Pass to evaluate its livability and quality of life and to report their own volunteerism, activism, and use of and quality assessment of city services. Project Directors: Kimberlee Langolf and Emery Smith; Principal Investigator: Stephen Johnson.

Pennsylvania

Institute for Survey Research Temple University

1601 N. Broad St., Philadelphia, PA 19122; 215-204-8355; fax: 215-204-3797; lenlo@ternss2isr.temple.edu;
<http://www.temple.edu/ISR>

Client History of Mental Health Insurance Coverage: A Family Perspective. To learn about the problems people have had in getting insurance to pay for mental health services, CATI interviews were completed with approximately 50 family members of people who have received mental health services in Ohio. The study was sponsored by the Ohio Dept. of Mental Health. Co-Principal Investigators: Richard Tessler and Gail Gamache, Social and Demographic Research Inst., Univ. of Massachusetts at Amherst; Study Director: Ellin Spector.

Survey of College Life and Experience. Funded by the Andrew W. Mellon Foundation, this pilot study is to learn about the social and economic processes by which students enter, pass through, and graduate

from colleges and universities, and how they might differ by race and ethnicity. Two-hour CAPI interviews were conducted with approximately 350 incoming Univ. of Pennsylvania freshmen in the fall of 1998. CATI interviews will be conducted with them in the spring of 1999. Between those two interviews, CATI interviews will be administered to 50 Univ. of Pennsylvania faculty members. Co-Principal Investigators: Douglas Massey and Camille Charles, Univ. of Pennsylvania; Study Director: Ellin Spector.

Evaluation of Employment Verification Pilot Programs. ISR has been awarded a five-year, task-order contract by the Immigration and Naturalization Service to determine the relative effectiveness of alternative approaches to verification of all newly hired persons, including citizens and noncitizens. CAPI and CATI surveys of national samples of employers and employees will be done. Project Director: Leonard LoSciuto.

South Carolina

Survey Research Laboratory University of South Carolina

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

Use of Alternative and Complementary Medicine Practices. The purpose of this study was to determine the public's use of and experience with alternative medicine (such as chiropractic care, herbal medicine, biofeedback, and root doctors). CATI interviews were conducted with 1,584 randomly selected adult residents of South Carolina. Project Director: Robert Oldendick.

Texas

Center for Community Research and Development (CCRD) Baylor University

P.O. Box 97131; Waco, TX 76798; 254-710-3811; fax: 254-710-3809; larry_lyon@baylor.edu

Midway Independent School District 1998. This survey measured the attitudes and opinions of residents living in the Midway ISD concerning the district's performance. Written questionnaires that were distributed were returned by over 1,000 residents. Director: Larry Lyon; Senior Research Analyst: Stephanie Littizette.

The College Channel Survey 1998. To assess the College Channel's market share in McLennan County, 1,155 residents were interviewed via CATI. Directors: Larry Lyon and Tillman Rodabough; Senior Research Analyst: Sydney Seiger Landis.

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Camp Fire Boys and Girls of America 1998. Focus groups and mail questionnaires were used to determine Camp Fire's impact on the lives of former Camp Fire members in the areas of leadership skills, group dynamics, community involvement, and self-confidence. Director: Tillman Rodabough; Research Analyst: Leslie Wilch.

Utah

The Social Research Institute University of Utah

Rm. 114 Social Work Building, Salt Lake City, UT 84107; 801-581-5287; fax: 801-585-3219; kbriarlawon@socwk.utah.edu

Four-State Demand & Needs Assessment. A project for substance abuse at the program and community levels in the states of Oregon, Washington, Kansas, and Utah. The results will advance knowledge of substance abuse prevention.

Byrne Evaluation Partnership Program. This project will be an evaluation of the criminal justice programs, such as juvenile drug court, sex offender treatment, and electronic monitoring. The results will provide information about the success of these programs.

Families with Multiple Barriers. The purposes of this study are to provide a detailed description of Family Employment Program (FEP) families who face severe, persistent and multiple barriers to self-sufficiency and to determine how the lifetime limits on program participation will affect these families.

HIV/AIDS Assessment. The purpose of this study is to evaluate the Ryan White C.A.R.E. Act in Utah. This act provides money for services provided to people with HIV/AIDS. SRI will conduct and analyze surveys of people living with HIV/AIDS in an attempt to assess service accessibility, availability, and use system wide. Upon determination of these variables, workshops for providers will be implemented in order to address the issues that might arise throughout the evaluation process. In addition, a longitudinal follow-up interview process will be conducted with clients who have agreed to participate.

An Independent Evaluation of the Utah Single Parent/Family Employment Program. The purpose of this study is to develop and compile the data into Family Employment program (FEP) monthly reports for departmental use, including management indicators summarized by the state, specific Department of Workforce regions, and the department's employment center locations. These indicators consist both of client characteristics served by FEP and of

FEP service interventions and outcomes. The report provides an evaluation of the FEP program over a 13-month period.

IPET Interprofessional Education and Training: US Children's Bureau. This program is a collaboration between intermountain and Southwest public child welfare agencies and social work educators to promote interprofessional education and training approaches and to increase human service workers' competencies in addressing substance abuse, mental disorders, and domestic violence.

Virginia

Center for Survey Research University of Virginia

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

Patient Satisfaction at Woodrow Wilson Rehabilitation Center. This continuing study is being carried out under a contract from the state of Virginia Dept. of Rehabilitation Services. It involves offline CATI interviews with patients in the month following discharge for either inpatient or outpatient services in order to determine patient satisfaction. Survey Director: Mary Ropka.

ACRL Library Statistics Survey. On behalf of the Assn. of College and Research Libraries, CSR solicited statistical information on collections, expenditures, library operations, staffing and budget from 4,000 North American libraries. Working with staff from the Univ. of Virginia's Alderman Library, CSR gathered information electronically using a Web-based instrument and mailed solicitations. Results will be reported in Spring 1999 via a custom-designed interactive Web site. Project Directors: Thomas Guterbock, CSR; and Kendon Stubbs and Patrick Yott, Alderman Library.

Streamlining Software Aspects of FAA Certification. Through a subcontract with TRW, Inc., CSR is assisting an advisory team of the FAA to determine ways to improve the current process for certifying the safety of new software systems used on aircraft. About 200 software engineers and certification specialists in the aviation industry were surveyed using a mail-out CASI instrument. Project Director: Thomas Guterbock.

Campaign Conduct Survey. On behalf of the Sorensen Institute for Political Leadership, the Univ. of Virginia, with funds from PEW, CSR conducted approximately 800 pre-election and 600 post-election CATI interviews with Virginia registered voters to ascertain whether or not negative campaign

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practices change voters' views and voter turnout. Project Directors: Thomas Guterbock, CSR, and Paul Freedman, Dept. of Government.

Washington

Social and Economic Sciences Research Center Washington State University

Wilson Hall, Room 133, Pullman, WA 99164-4014; 509-335-1511; fax: 509-335-0116; tarnai@usu.edu

Idaho State Demand and Needs Assessment Studies: Alcohol and Other Drugs. The Univ. of Idaho and the Idaho Dept. of Health & Welfare sponsored this telephone survey of adults and adolescents in to estimate rates of drug and alcohol use. A total of 7,518 CATI interviews were completed, including 914 with youth aged 12 to 17. Principal Investigator: John Tarnai; Study Director: Marion Landry.

Survey of Child Care Clients and Families Eligible for Child Care Subsidies. This study was sponsored by the Washington State Dept. of Social and Health Services, Office of Research and Data Analysis. CATI interviews were completed with 947 of 1,908 Washington state families who were eligible for or receiving child care subsidies in January 1998. Principal Investigator: John Tarnai.

1998 Washington State Population Survey. Sponsored by the Washington State Legislature and the Office of Financial Management, the Washington Population Survey consisted of 20-minute RDD CATI interviews with 7,360 state residents. The primary objective of the survey was to provide up-to-date estimates of the labor force status of Washington State residents. Questions were also asked about education, health, health insurance, family income, and housing. The survey included ethnic oversamples. Principal Investigators: John Tarnai and Danna Moore.

Survey of Access to Baby and Child Dentistry Enrollees and Non-Enrollees. This mail and telephone study was sponsored by the Univ. of Washington School of Dentistry to assess dental care issues relating to children. The population consisted of parents/guardians of children eligible for Medicaid dental benefits in one Washington county and 561 interviews were obtained. Principal Investigator: Dretha Phillips; Study Director: Lisa Carley-Baxter.

Wisconsin

Wisconsin Survey Research Laboratory University of Wisconsin Extension

1930 Monroe St., Second Floor, Madison, WI 52711-2036; 608-262-3122; fax: 608-262-3366; wsrl@wsrl.cee.uwex.edu;

<http://www.uwex.edu/wsrl/home.htm>

Evaluation of the Wisconsin Drug Awareness and Resistance Education (DARE) Program. This study, sponsored by the Wisconsin Dept. of Public Instruction, is designed to evaluate the effect of state-funded DARE programs in Wisconsin schools as part of a state mandate. Using CATI phone interviews, 318 individuals were interviewed: AODA coordinators, principals, teachers, DARE officers, parents, former graduates in state-funded DARE program schools, in schools without state funds for their DARE programs, and in schools who had dropped their DARE programs. Contact: Barbara Burrell.

Canada

Population Research Laboratory
Department of Sociology, University of Alberta
Edmonton, Alberta Canada T6G2H4; 403-492-4659; 403-492-2589; dodynak@gpu.srv.ualberta.ca

The 1998 Survey About Health and the Health System in Alberta. Sponsored by Alberta Health, this study obtained views of adult Albertans in 17 Regional Health Authorities in the province on the performance of the health system in Alberta. There were 4,000 completed RDD CATI interviews. Study Director: Harvey Krahn; Project Coordinator: Cathy Drixler.

1998 Provincial Health Council of Alberta Survey About the Health System. For this study sponsored by the Provincial Health Council of Alberta of Canada, 4,050 RDD CATI interviews were completed to obtain adults' views about the performance of and ability to sustain the health care system in Alberta, Canada. Study Director: Allison McKinnon; Project Coordinator: Cathy Drixler.

Institute for Social Research (ISR)
York University

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

New Approaches to Learning-A National Survey of Informal Learning Practices. On behalf of the Ontario Institute for Studies in Education and the University of Toronto, with funding from the Social Sciences and Humanities Research Council of Canada, 1,500 RDD-selected respondents across Canada will participate in this 25-minute CATI survey to examine people's opinions on, and experiences with, informal learning and how it is related to formal and continuing education and training programs. Project Manager: David Northrup.

1998 Charitable Giving Survey. Several national

charitable organizations, such as the Canadian Cancer Society and the Canadian Red Cross, in conjunction with the Canadian Centre for Philanthropy, funded this CATI survey of 1,525 Canadians. Using a national RDD sample, this study examined a wide variety of factors relating to charitable giving, including who gives, how they give, and why some people give and others do not. Project Manager: David Northrup.

Heart Health Awareness Survey. With funding from the Ontario Ministry of Health, on behalf of the region's Public Health Dept., 600 randomly-selected adults in the Regional Municipality of Hamilton are being interviewed via CATI to examine the level of awareness that residents of this region have toward a number of risk factors associated with cardiovascular disease. Principal Investigator: Glenn Brunetti, Hamilton-Wentworth Regional Public Health Department; Project Manager: John Pollard.

Announcements

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

General Social Survey Student Paper Competition

The National Opinion Research Center (NORC) at the Univ. of Chicago announces the fifth annual General Social Survey (GSS) Student Paper Competition. To be eligible papers must 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), represent original and unpublished work, and be written by a student or students at an accredited college or university. Both undergraduates and graduate students may enter and college graduates are eligible for one year after receiving their degree. The papers will be judged on their contribution to expanding understanding of contemporary American society, development and testing of social science models and theories, statistical and methodological sophistication, and clarity of writing and organization. Papers should be less than 40 pages in length (including tables, references, and appendices) and should be double-spaced. Paper will be judged by the principal investigators of the GSS (James A. Davis and Tom W. Smith) with assistance from a group of leading scholars. Separate prizes will be awarded to the best undergraduate and best graduate-level entries. Entrants should indicate in which group they are

competing. Winners will receive a cash prize of \$250, a commemorative plaque, and the MicroCase Analysis System, including data from the 1972-1998 GSSs. Two copies of each paper must be received by February 15, 1999. The winner will be announced in late April 1999. Send entries to Tom Smith, General Social Survey, National Opinion Research Center, 1155 East 60th St., Chicago, IL 60637. For further information: phone: 773-256-6288, fax: 773-753-7886, E-mail: smitht@norcmail.uchicago.edu.

Workshop And Symposium on Combining Data from Different Sources

The theme of Statistics Canada's XVIth Annual International Methodology Symposium, Ottawa, Canada, May 4-7, 1999 will be "Combining Data from Different Sources." In conjunction with the symposium, Statistics Canada and EUROSTAT are organizing two workshops on topics related to the theme. The focus of Symposium '99 is on techniques and methods for combining data from different sources and on analysis of the resulting data sets. Special consideration will be given to the methodological aspects of and problems encountered when combining data. Practical examples of applications in different areas of study will be presented. Two half-day workshops will be offered to participants. The topics are calibration of survey estimates, and meta-analysis. For further information, visit the Web site www.statcan.ca/english/conferences/symposium99/index.htm or contact Christian Thibault, Statistics Canada, 16th floor, R.H. Coats Building, Ottawa, Ontario, Canada K1A 0T6, telephone: (613) 951-6935, fax: (613) 951-3100, E-mail: THIBCHR@statcan.ca.

Survey Research Subscription Rate Increase

As of January 1999, the rates for subscriptions to *Survey Research* will be increased. From the time the newsletter began publication in 1969 until 1987, the Univ. of Illinois Survey Research Laboratory covered the costs of producing *Survey Research*. In 1987, it appeared we could no longer afford to produce the newsletter. When alerted to the problem, several organizations in the survey research community came to the rescue: some contributed \$500 per year (patrons), some lesser amounts. For several more years, with the help of these contributions, SRL was able to continue to publish the newsletter and offer free subscriptions to individuals. Two years ago to cover increasing costs, we began to charge for all subscriptions; however, that small increase in income has not been enough. (There had not been an increase in the rate structure since 1987.) Individual subscriptions will now be \$15 *Survey Research*

(available only for individuals and paid by noninstitutional check). The organizational subscription rate will now be \$60 (although the number of copies you receive will increase up to six per organization, as requested), and in order to be considered a patron of *Survey Research* we ask that you contribute a minimum of \$600. Of course, any contribution above and beyond those required or recommended is appreciated, and any individual or organization contributing \$200 to \$600 will continue to receive multiple copies of each issue. These increases will be in effect with the next invoice you receive and the coupon at the back of this issue re-reflects these changes.

As the only newsletter devoted to promoting communication among academic and not-for-profit survey research organizations, we feel *Survey Research* is an extraordinary value no matter what the price. We hope you will agree and continue your support of the newsletter.

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.

At NORC, *Colm O'Muircheartaigh* is now Vice President in Statistics and Methodology. He was previously with the London School of Economics. *Mary Grace Kovar*, previously a Senior Scientist with the company, has been appointed Research Vice President for Epidemiology and Public Health. *Robert Bock* has joined NORC as the new Chief Information Officer. Bock came from A.C. Nielsen where he served as Vice President. Staff promotions include *Missy Koppelman* and *Stephen Smith* to Senior Survey Director; *Sharon Myers* and *Bronwyn Nichols* to Survey Director II; *Diana Jergovic* and *Michael Reynolds* to Survey Director I; *Laurie Imhof*, *Laura McCormac*, and *Marie Halverson* to Survey Specialist II; and *Felicia Gray Cerbone* to Senior Research Associate. *Ann Cederlund* recently returned to NORC, assuming the position of Survey Director II. *Jerry Brown*, an NIH predoctoral trainee, joined NORC's Washington, D.,C. office as an ethnographic research assistant.

David Northrup, who has been the Manager of Survey Research at the York Univ. Institute for Social Research, has been appointed Associate Director of the Institute.

James Bason has been named Acting Director of

the Survey Research Center, Univ. of Georgia. He has been Research Coordinator.

At the Survey Research Laboratory, Univ. of Illinois at Chicago, *Diane O'Rourke* has been appointed Assistant Director for Survey Operations. *Peggy Iverson* joined the staff as Data Reduction Manager. She was with the National Council of State Boards of Nursing, Inc. *Kat Lind* and *Isabel Farrar* have been promoted to Senior Project Coordinators, and *Antonio Cox* has been promoted to Data Reduction Coordinator.

Karl Landis has joined Research Triangle Institute as a Senior Survey Director. He will be based at RTI's NC campus. He was formerly with the Institute for Survey Research at Temple Univ. *John Loft* has joined RTI as a Senior Survey Director based in Chicago. Loft will manage RTI's new Chicago office. He was formerly with Abt Associates, Inc. *Jerry Rench* has joined Research Triangle Institute as Co-director of RTI's epidemiology studies pro-gram. He will be based in RTI's Rockville, MD office and oversee program operations in the Rockville and Washington DC offices. He was formerly with SRA Technologies. *Craig Hill*, formerly at NORC, has joined RTI (NC campus) as a Senior Survey Director.

Mary Ropka has joined the Center for Survey Research (CSR) at the Univ. of Virginia, as the Associate Director for Health Studies in a joint appointment with the Dept. of Health Evaluation Sciences in the Medical School. She was an Associate Professor and department chair at Virginia Commonwealth Univ. *Alison Meloy* has joined CSR as Survey Operations Manager, having worked at Macro Intl.

Mathematica Policy Research has hired *Welmoet vanKammen*, Survey Researcher, and *Shawn Marsh*, Survey Specialist, in its Princeton office and *Susan Bokan*, Survey Researcher, and *Michael Mihalecz*, Survey Specialist, in its Washington, D.C. office.

Erin Maher has joined the Center for Survey Research, Indiana Univ., as a project manager for the coming year. Maher previously worked as a research consultant at the Univ. of Washington Center for Disability Policy and Research.

Maren Tomblin, *Ellen Dvorak*, and *Natasha de Haas van Dorsser* have been promoted to Interviewer Supervisors at Oregon Survey Research Laboratory, Univ. of Oregon .

Job Opportunities

This section contains postings of employment opportunities in survey research organizations. Listings can be sent to the editors at the addresses in the front of the newsletter or E-mailed to survey@srl.uic.edu. Survey Research does not charge a fee for these postings but please limit your submissions to 150 words and be sure to include any deadlines.

The Center for Survey Research, University of Massachusetts-Boston, has an opening for **Senior Research Fellow**. The position will likely include some teaching and 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 and considerable survey methodology experience is essential. Strong statistical skills are highly desirable. Direct work experience with large-scale probability sample survey projects also is essential, preferably in a survey research organization. Application review began this fall and will continue until the position is filled. Send vita to Director, Center for Survey Research, University of Massachusetts Boston, 100 Morrissey Blvd., Boston, MA 02125. EEO/AA.

The RAND Survey Research Group has openings for **Survey Coordinator** and **Assistant Survey Coordinator**. A Survey Coordinator must have thorough knowledge of data collection procedures, particularly telephone surveys and field projects, and be familiar with most aspects of data collection including instrument design and pretesting, carrying out sampling plans, survey management and reporting of methodological results. An Assistant Survey Coordinator must have working knowledge of at least one data collection procedure, preferably telephone or field survey experience and have familiarity with some aspects of instrument design, pretesting, and survey management. All coordinator positions require a B.A. minimum and a Masters is a plus. The ability to use computerized data collection software (especially CASES), spreadsheets, work processing, and database management software is also preferred. For more information visit the RAND Human Resources website at www.rand.org/reaching/employment.

Publications

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

Binson, D. & Catania, J. (1998). Respondents' understanding of the words used in sexual behavior questions. *Public Opinion Quarterly*, 62, 2: 190–208.

Cohen, M. P. (1998). Determining sample sizes for surveys with data analyzed by hierarchical linear models. *Journal of Official Statistics*, 14, 3: 267–275.

Huisman, M., Krol, B., & Van Sonderen, E. (1998). Handling missing data by re-approaching non-respondents. *Quality and Quantity*, 32: 77–91.

Price, V. & Neijens, P. (1998). Deliberative polls: Toward improved measures of 'informed' public opinion? *International Journal of Public Opinion Research*, 10, 2: 145–176.

Pickery, J., & Loosveldt, G. (1998). The impact of respondent and interviewer characteristics on the number of "no opinion" answers. *Quality and Quantity*, 32: 31–45

Schwarz, N., Grayson, C., & Knäuper, B. (1998). Formal features of rating scales and the interpretation of question meaning. *International Journal of Public Opinion Research*, 10, 2:177–183.

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- Individual subscriber at \$15 (available only for individuals and paid by noninstitutional check)

Make checks payable to the University of Illinois. Checks must be in U.S. dollars and drawn on a U.S. bank. Subscriptions are available on a calendar-year basis only; back issues will be provided when necessary.

Mark here if you prefer that an invoice be sent.

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Return this form to: Survey Research newsletter, Survey Research Laboratory, 909 W. Oregon, Suite 300, Urbana, IL 61801-3327.

NOTE: U.S. postal regulations require that addresses include either a P.O. Box or a street number and name and that all addresses include Zip + 4 codes.

- Semin, G. R., & De Poot, C. (1997). The question-answer paradigm: You might regret not noticing how a question is worded. *Journal of Personality and Social Psychology*, 73, 3: 472–480.
- Shamir, J. (1998). Motivation and accuracy in estimating opinion distributions: a survey experiment. *International Journal of Public Opinion Research*, 10, 2:91–108.
- Singer, E., Van Hoewyk, J., & Maher, M. (1998). Does the payment of incentives create expectation effects? *Public Opinion Quarterly*, 62, 2: 152–164.
- Thomsen, I. & Kleive Holmøy, A. M. (1998). Combining data from surveys and administrative record systems. The Norwegian experience. *International Statistical Review*, 66, 2: 201–221.
- van den Brakel, J. & Renssen, R. H. (1998). Design and analysis of experiments embedded in sample surveys. *Journal of Official Statistics*, 14, 3: 277–295.
- Wright, D. B., Gaskell, G. D., & O'Muircheartaigh, C. A. (1997). How response alternatives affect different kinds of behavioural frequency questions. *British Journal of Social Psychology*, 36, 4: 443–456.